

Listening to you

Making a compliment or complaint with Livv Housing Group

Compliments

"I can always count on Livv Housing Group to make me feel at ease with any issues with one simple phone call. I have never been disappointed with the service offered by Livv."

"The workmen who attended my home did an excellent job and were extremely well mannered, thank you for getting the job at hand completed."

Complaints

- **number of complaints resolved – 172**
 - Vivark (Livv Maintenance) – 98 (57%)
 - neighbourhoods – 18 (10.5%)
 - lettings – 9 (5%)
 - assets – 8 (5%)
 - empty homes – 6 (3.5%)
 - rents – 6 (3.5%)
 - safer communities – 6 (3.5%)
 - other – 21 (12%)
- **number of complaints where Livv accept that they've made a mistake – 67 (39%)**
- **78% received a phone call to try to resolve their complaints within 5 working days.**

Improving our service

As a result of these complaints, we have made the following changes to our service:

- we are improving our processes to ensure phone calls and emails are always returned
- we are reviewing our pest control process
- we are reviewing our processes to ensure that follow on work following a repair is always raised
- we have improved the way garden gates are measured and procured.

Data from 1 April to 30 September 2019

Getting in touch

You can send us compliments, complaints and comments using the following methods:

- by speaking to a member of staff at one of our offices
- by telephoning **0151 290 7000**
- online at **livvhousinggroup.com**
- by post at: Complaints, Compliments & Comments, Livv Housing Group, Lakeview, Kings Business Park, Prescot, L34 1PJ
- via a third party or advocate who can make a complaint referral on your behalf (this could be a friend, councillor or external agency).

