

Livviving

The magazine for **Livv Housing Group** customers - **Autumn 2023**

Check out the results of our recent customer survey

Page 10

Our Annual Report for 2022/23 has been published

Page 6

An interview with Fairhaven residents' association

Pages 4 & 5



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Get in touch!

Call us on **0151 290 7000** Monday to Friday 8am - 8pm and Saturdays 9:30am - 1pm.

Mondays are the busiest day of the week for us. At busier times, we'll offer to call you back. We'd encourage you to use this service as you'll keep your place in the queue without having to wait on the phone.

The quietest times to call our Contact Centre is during the evening between 6pm and 8pm.

Visit our website at www.livhousinggroup.com where you can use our instant Live Chat service, open Monday to Friday 8am - 4pm.



Hello and welcome



to your latest edition of Living magazine.

We know it's been a pretty wet summer, but I do hope that whatever you did, you made the best of the weather and enjoyed it. I hope too that you find this issue helpful and interesting - we have lots to share...

On pages 4 and 5, we have an interview with customers at our Fairhaven Inspired Living scheme. Keen on bringing the community together after the challenges of the pandemic, they set up their own residents' association. Anne and Marian, who are on the committee, tell us what they've been up to.

We've recently published our Annual Report which highlights our performance for the financial year, including the services we provide to you, your home, and overall business finance. Head to pages 6 and 7 for more.

Earlier this year we carried out a customer wide survey where we asked how you felt about the services we provide, the homes you live in and the local community. Find out more about the results on pages 10 and 11.

Following the success of Shapeshifters with Northwood Together, we've been supporting 80 customers to make 'Healthy Lifestyle Choices'. Working with Volair and Evolving Mindset, we've helped people to lose weight in a healthy way while improving their mental health and wellbeing. Take a look on page 17.

We hope you enjoy this edition. If you have any feedback about what you'd like to see in future issues, please get in touch with us.

If you would like to receive a full copy of the magazine in your preferred correspondence, then please give us a call on 0151 290 7000.

Léann Hearne
Chief Executive, Livv Housing Group

If you sign up for Livv Online you can:

- ▶ pay your rent
- ▶ view your account
- ▶ view information about your repairs
- ▶ give us feedback
- ▶ contact us.

You'll need your tenancy number to register.

You can contact us via Facebook Messenger, between the hours of 8am - 4pm.

Email us at: contactcentre@livvhousinggroup.com

We're here to help.





FLYING THE FLAG FOR FAIRHAVEN

An interview with
**ANNE AND
MARIAN
FROM
FAIRHAVEN**

Keen to bring the community together after the challenges of the pandemic, customers at our Fairhaven Inspired Living scheme set up their own residents' association. We spoke to Anne and Marian, who are on the committee, to find out more and what they've been up to.

Tell us about the Fairhaven Residents' Association

Marian: We set up the Fairhaven Residents' Association in January 2022. Livv has a community hall in the middle of the site which sadly stood empty for the 18 months of the pandemic. We all knew that we wanted to use it again but we needed to do it properly - so we decided to form our own committee.

Anne: We set this up with the help of Jamie Sowler and Sue Campbell from Livv, who have been a great support throughout. I was elected as chair, Tony is our secretary and Marian is the treasurer. We've got our own bank account and constitution for the association. We've all got

our own responsibilities but we're here to make sure that everyone is heard and to bring our Fairhaven community together.

How have you brought the community hall back to use?

Marian: The hall is open and in-use most days for bingo and breakfast club. We arranged for two of our residents to complete their Level 2 Food Hygiene Certificates so that they can cook the breakfasts for everyone. We also hold a residents' meeting once a month.

What happens in your meetings?

Marian: Before each meeting, everybody will receive an agenda and any issues that aren't resolved

will go onto the next agenda until it's fixed. Team members from Livv will attend each meeting; we'll also invite local councillors and sometimes the likes of Merseyside Police. We find it useful to be



able to speak to and hear from them ourselves and it's a good opportunity to raise any concerns and find out what's happening in the area that might affect us. Tony will write up the minutes.

Tell us about the funding you secured

Marian: We were lucky to secure grant funding last year. We used the bulk of it to fund our 'winter warm hub' which we ran for four days a week from October 2022 until March this year. People could come in for tea and toast in the morning then at lunchtime, we'd serve them a hot meal. As well as making sure people had access to a good meal, we were reducing social isolation by bringing people together. It also meant they didn't need to use their own gas and electricity. All of this was so important with the rising cost of living.

Anne: We had 15-20 people coming in every day. For those who were house bound, their carers would come in and take a meal back. Those who maybe didn't feel comfortable sitting in would do the same. Everybody living here benefitted; nobody was left out. It was hard work, especially for our cooks, but it was worth it. I think that's the great thing about this association and the community we've got - we'll do anything to help each other.

How else did the grant funding make a difference?

Anne: With the funding left over from the winter warm hub, every household received a £30 Iceland voucher for Easter. We've also been to Llandudno twice, where we spent the day in a gorgeous hotel, enjoyed a three-course meal (the roast lamb was to die for!) and fabulous entertainment. We love it there.

Marian: Our next trip is to Blackpool Winter Gardens to see Dirty Dancing - we're so excited! After the show we'll come home and get a chippy supper for everyone. Then

at the end of the year, we've booked a hotel in Blackpool for our Christmas dinner. These days out are fantastic for bringing people together and gives us all something to look forward to.

What else have you been up to?

Anne: Our grant funding also enabled us to come together to build four wooden planters in the gardens, and we've started growing our own vegetables. Over the summer we had all sorts... carrots, cabbage, celery and sprouts. Everybody chipped in to look after the allotments and people could help themselves when it was ready.

What's the best thing about being part of the Fairhaven Residents' Association?

Marian: I enjoy helping other people, it gives me a buzz. Whilst we can't drag people out of their homes, having this association creates opportunities to come together. Nobody is better than anybody else; we're all here to help each other. If we can't help, then we'll find someone who can. In a community like ours, the residents are everything.

Anne: People have made friends and even gone on holiday together thanks to this association bringing



them together. Some of the residents bring their grandchildren to the breakfast and bingo, and over time we'll watch them grow up. I've lived here for over 20 years and it feels like we've put the life back into Fairhaven again.

What's next for the association?

Marian: As the funding starts to run out, we'll be looking to apply for more. We've got lots of plans and ideas, including re-running the winter warm hub as the colder months start to draw in. We'd also like to get a defibrillator on site. Days out - we'd love to arrange more of those too. We want to make Fairhaven the best place to live for everyone who lives here!

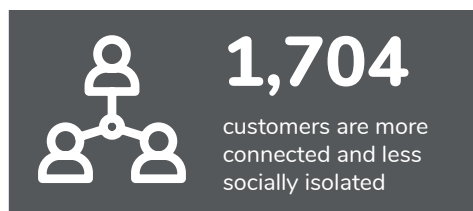


Annual Report summary

We've recently published our Annual Report for 2022/23 along with our Social Accounts and Financial Accounts.

The Annual Report shows you how we're doing, what we got up to and where we've invested. Check out some of the highlights...

You and your community



Investing in homes



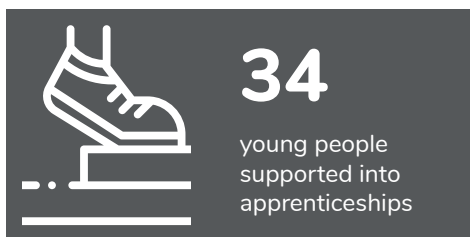
Health and wellbeing



Safety and compliance



Skills and training



To read the full report please visit www.livhousinggroup.com or request a copy by emailing marketing@livhousinggroup.com



TOP TIPS TO HELP YOU SAVE ENERGY THIS WINTER

With shorter days and falling temperatures, we're all guilty of running to put the heating on. However, with the increase in energy prices, it's important we stop ourselves and think what we can do to heat our homes efficiently.

It might be hard to believe, but small changes do add up and can have a huge impact on your energy bills. Here are a few simple steps to help you save money and keep the heat in this winter.

1 Install a smart meter
Are you aware of how much energy you're using a day? You might be shocked! Installing a smart meter is a great start to changing your energy use at home. The in-home display shows you what you're using and when and can also reassure you that you're paying for the right amount.

2 Block draughty gaps
Draughts sneaking into your home through little gaps not only make you feel colder, but also means you're using extra energy to keep your home warm. It may be hard to detect where the draught is coming from but some of the main culprits include door and window frames, letterboxes and even chimneys. Sealing or blocking a draught will keep your home warmer, meaning less energy will be used - it's a win-win situation!

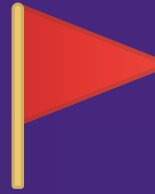
Make sure you don't block vents up, this could lead to damp and mould.

3 Bleed your radiators
Have you noticed that your radiators aren't hot all over? Then it might be time to bleed them. Trapped air bubbles in your heating system stop it from warming your home efficiently, resulting in higher energy costs. Bleeding your radiators twice a year helps keep your heating system running smoothly and it's something you can do yourself. British Gas have a great YouTube channel that will show you how.

4 Add a carpet or rug to your room
Insulating your floors with a rug or fitted carpet stops cold air rising from the floor and helps keep rooms warmer. As a result, you'll be using less energy, whilst adding a little character to your room.



DON'T IGNORE THE SIGNS OF DOMESTIC ABUSE



Domestic abuse has many forms and is a crime that can impact people of all ages and from all walks of life. It can include controlling and coercive (behaviour such as threats, humiliation and intimidation) and / or threatening or violent behaviour by a partner, ex-partner, family member or carer.

More often than not the early signs of domestic abuse may seem unimportant or easy to overlook. But it's important to be aware of the red flag warnings that could indicate that you, or someone else could be a victim. Spotting the signs early can help people get the support they need to protect themselves and their families from harm.

Remember, whatever your circumstances – you are not alone. Help, support and advice is available. Even if you just want a chat or to share some concerns, there are people and organisations out there who can listen and will be able to help.

Don't ignore the signs or be afraid to reach out.

Key numbers to know:

In an emergency, dial 999. If you are unable to speak, you can cough, tap the handset or press 55 and the operator will put you through to the police.

Knowsley Council Safer Communities Service (Specialist Domestic Abuse Service)

0151 443 2610

Enquiries.safercommunities@knowsley.gov.uk

The First Step (Independent Specialist Domestic Abuse Service)

0151 548 3333

Website: www.thefirststep.org.uk

Knowsley Multi-Agency Safeguarding Hub

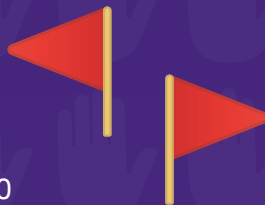
Tel: 0151 443 2600

Livv Housing Group

Customers can seek support by calling 0151 290 7000

And remember: Victims of domestic abuse can also access support from thousands of pharmacies across the UK. Anyone experiencing abuse and needing help can visit a pharmacy and Ask for ANI. This will alert trained pharmacy workers who will be able to offer you some private space to discuss any issues and direct you to more support.

There's also lots of help and support available on Knowsley News – www.knowsleynews.co.uk. Please be aware that there's a 'quick exit' button on all domestic abuse articles on this website so that users can quickly leave the webpage they're looking at - taking them straight to Google with no way of pressing the 'back button' to see the previous website they were on.



ARE YOU WORRIED ABOUT YOUR OWN OR SOMEONE ELSE'S BEHAVIOUR?

Certain behaviours might only have happened once or twice and not seem too serious at first but you might be spotting a pattern in behaviour which is causing you concern. Don't ignore it.

If you are worried, trust your instincts and reach out for help. There's – judgement free – support and advice available for people to change behaviours and stop the cycle of domestic abuse.

For help and support, visit <http://www.respect.uk.net/>, call respect on **0808 8024040** or you can also contact your GP who can refer you to appropriate services.



Your survey results

Earlier this year we carried out a customer wide survey where we asked how you felt about the services we provide, the homes you live in and your local community.

Firstly, we'd like to say a huge THANK YOU to everybody who responded to the survey. Your feedback is really useful as it helps us to understand what we're doing well, and where we could improve. We received over 2,200 responses to the survey, which will really help us to shape the services we provide to you in the future.

After looking at the feedback you gave us, we found that most of you are happy with:

- ▶ our approach (helpfulness, friendliness and professionalism)
- ▶ how quickly we handle your enquiries
- ▶ the quality of the repairs we carry out.

Where we can improve and how we'll do it together

Results from the survey also helped us to find some key areas of focus.

We've worked on an action plan (that we've already started) and over the coming months we'll be putting these plans in place.

Here's what we'll do:

Contacting us

- ▶ We've increased the size of our Contact Centre Team to make it as easy as possible for you to speak to us on the phone or our online chat.



Reporting repairs

- ▶ We've introduced a new computer system to make it easier for us to log your repairs.
- ▶ We're working on a new system where you can log your own repair. We'll also add in more support on our website to help you with everyday problems.

Communal areas

- ▶ We're increasing the teams on site to make sure communal areas are kept clean and well maintained.
- ▶ We'll complete 300 improvement works to communal areas over the next year – this forms part of our long-term plan.

Complaints

- ▶ We're working on a new system that will help us improve how we record and manage your complaints, and our team have recently received additional training to improve the handling of complaints.
- ▶ We've introduced a new role to our team, to make sure we're learning from the complaints we receive.
- ▶ Our customer scrutiny panel Quality Improvement Panel (QulP) will carry out a review of how we handle complaints and any areas where we can improve.

Anti-social behaviour (ASB)

- ▶ We'll do more to make customers aware of the support we can offer with ASB, how we work with partners (such as the council and police) to tackle ASB, and we'll share success stories from recent cases.
- ▶ We'll send out a feedback survey for you to complete when we close an ASB case, so we can understand what we did well and how we can improve.



Energy efficiency

- ▶ We'll continue to improve the energy efficiency of all our homes, investing £5.2m in energy improvements over the next two years.
- ▶ We're working closely with Citizens Advice Knowsley to provide you with energy saving support and advice.

Fire safety information

- ▶ Fire safety information has been updated in our customer handbook.
- ▶ We'll post building specific safety information to all customers in flats and we'll include fire safety information in each edition of Living magazine.

We can help you

- ▶ We have dedicated teams on hand to support you with mental and physical health, financial wellbeing and training and employment opportunities. The team will reach out to you and see if there's anything they can do to provide support.
- ▶ We'll do more to make you aware of the support we can provide and how to access it.

- ▶ Further information about our Advisory Services Team is available at <https://livhousinggroup.com/help-support/>



We'll make sure to keep you updated with the changes we're making and any improvements to our services. We've also already started contacting customers who completed the survey to involve them in the improvements we're making.

Once again thank you for taking part. Your feedback will really help us going forward to provide the right service for you.

We'll be in touch...

The Regulator of Social Housing has introduced a new requirement for all housing associations to carry out an annual survey of customer satisfaction, called the Tenant Satisfaction Measures (TSMs).

These measures include a set of 12 questions we'll ask our customers every year, so you can tell us how happy or unhappy you are with what we

provide. We'll share the results with you and the Regulator.

What next?

We'll be working with our customer research partner, TLF Research, to carry out the surveys. TLF are members of the Market Research Society and follow all data protection laws. They'll be contacting a random sample of customers by e-mail and telephone, starting in October 2023, to invite you to take part in the survey.

As with the customer survey earlier this year, you have the choice to take part in the survey or not. You can also choose to take part but remain anonymous. We hope that as many of you as possible will complete the surveys, as your continued feedback helps us to continue improving the services we provide.



Let's Talk

You know first-hand what it's like to live in a Livv home and about the services we provide.

We value, listen to and act on your views.

By telling us how we're doing and sharing your thoughts, ideas and experiences you can help us understand what you need, support us to make service improvements, influence our decisions, make a difference to your community and enable us to get things right.

How can I get involved?

There are loads of ways to get involved and make a difference - regardless of the time you have or the commitment you can give.

You can:



Reply to the texts you'll get after receiving a service



Take part in our annual customer survey



Join a customer residents' group, or let us know how you and your neighbours would like to talk to us



Take part in short projects to help us to test existing services or create new ones



Join our Customer Voice Panel



Chat to us at customer events



Join our Quality Improvement Panel (the QulP)



Join discussion groups to talk about certain topics



To join the Customer Voice Panel or QulP or find out more, call us, or email customervoice@livvhousinggroup.com

QulP members carry out in-depth reviews and make recommendations directly to our Board. As well as helping to shape our services and decisions, members learn more about Livv and are supported to develop their own skills.

How will I know I've made a difference?

We'll let you know how talking to us has made a difference through feeding back to those that have taken part and updating the 'You Said We Did' page of our website.



We're here to help

The rent we charge is vital to running the services we provide our customers, repairing and refurbishing your home and providing new homes. If you're struggling to pay your rent there's lots of ways we can help. Don't put off getting in touch - we're here to help you.

If you need advice and support then contact us - we can help you with:

- Benefit applications
- Boosting your income
- Benefit entitlement checks
- Discretionary housing payments
- Financial wellbeing and support

Ben* was struggling with mental and physical health problems and wasn't coping very well. He told us that he hadn't been sleeping or eating properly, and wasn't sure how to get help.

We didn't want to leave Ben without any help so we contacted a mental health support team and made an urgent referral so we could get him a GP appointment. The GP gave him new medication which helped him sleep much better.

We were able to support Ben to apply for a Personal Independence Payment and secure a council tax exemption to increase his income.

We also provided him with food vouchers, and over time he was able to gain weight which in turn helped with his confidence.

With our support, Ben is now on a better path.



We'll work with you to create a plan that's right for you.

Contact us at advisory@livvhousinggroup.com
or telephone on **0151 290 7000**

*name changed to protect identity

E-bike and scooter safety

There's been an increase in the number of fires relating to electric bikes and scooters across the UK. An electric bike, or e-bike, is a bike that is fitted with an electric motor to assist when peddling. This is mainly caused by the lithium batteries these products use. We've put together some simple tips to keep you safe.



Always follow the instructions that come with your e-bike or scooter.



Don't charge your e-bike or scooter if you're asleep or not at home.

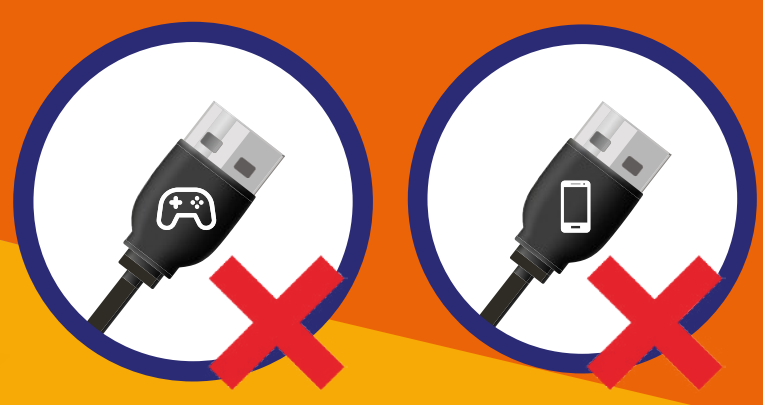
Once you've finished charging your e-bike or scooter unplug it straight away!



CHARGE SAFE



Don't block an escape route with an e-bike or scooter.

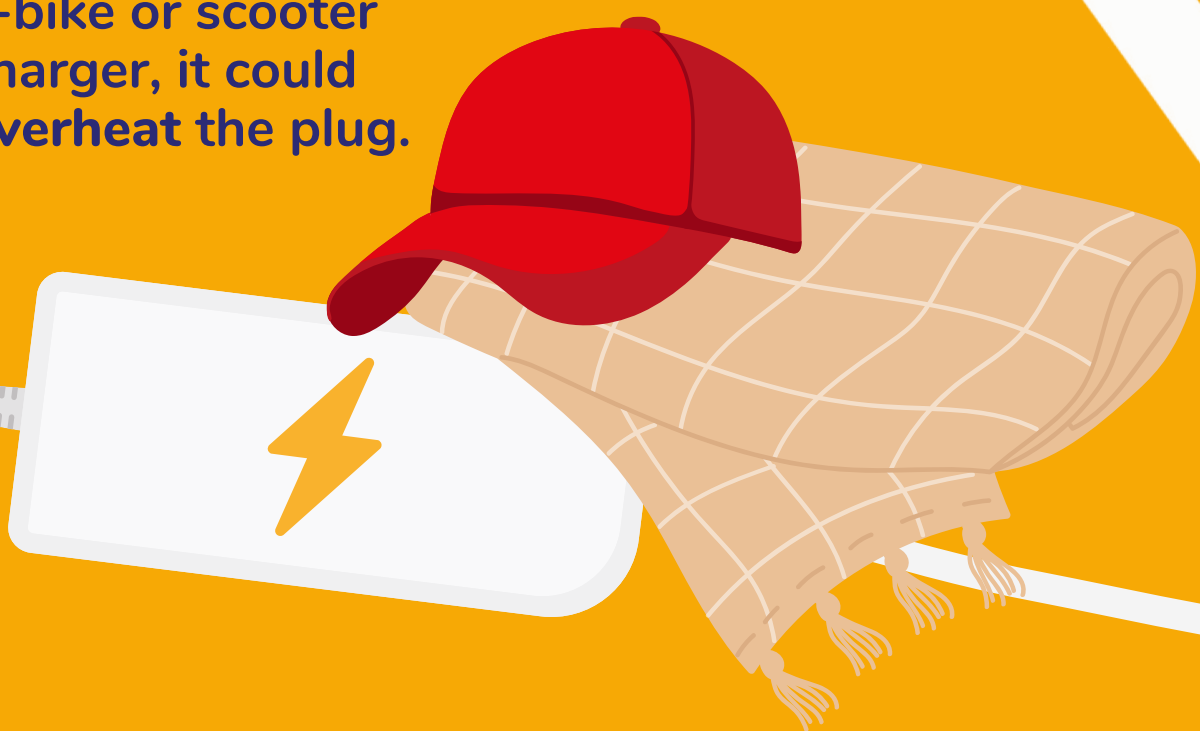


Use the correct charger that comes with your e-bike or scooter and make sure it meets UK safety standards.

Look for the 'UKCA' logo on the packaging or appliance.



Don't cover your e-bike or scooter charger, it could overheat the plug.



EVOLVE

The **clear hold build** strategy

EVOLVE is a long-term project between Merseyside Police, local partners (including Livv) and residents in Liverpool and Knowsley to help stop neighbourhoods being exploited by gangs. The aim is to rebuild areas into places that people love to live, work and visit for generations to come.

Spot the signs of cuckooing

Criminals, often those running county lines drug networks, will take over the home of a vulnerable person and use it to carry out drugs activity. Signs that cuckooing may be happening at a property include:



An increase in people entering and leaving



An increase in cars or bikes outside



Possible increase in anti-social behaviour



Increasing litter outside



Signs of drugs use



Lack of healthcare visitors



Suspicious vehicles or people at an address



A neighbour hasn't been seen for a while. Or they are more distant than usual (with more visitors)

Chief Inspector Tony Fairhurst, from EVOLVE Liverpool-Knowsley policing team:



"We were devastated by the murder of Olivia Pratt-Korbel and as a force and a community we must continue with the stand we have taken against those involved in serious and organised crime to ensure no other family feels the pain experienced by Olivia's and all other families who have lost a loved one through criminality.

"Together we are always stronger. Everyone involved in EVOLVE is committed to making a significant difference to the lives of those who live and work in these neighbourhoods and we will do everything within our powers to take action against those involved in organised crime.

"But we can only go so far without the help of the public to tell us what they see and hear in their communities. We know that gangs use vulnerable people to take over their homes and use them as places to conduct their illegal activities so we urge people to watch out for their neighbours, especially those who are vulnerable, and to report anything that seems suspicious.

"The strength of Merseyside lies in its communities, and by harnessing that strength we can break the cycle of crime and make our neighbourhoods safer for generations to come.

"As our campaign says, 'silence is not an option' if we want to get these criminals off our streets."

Anyone with information about crime can call Crimestoppers anonymously on 0800 555 111, or Merseyside Police directly on 101. You can also tweet @MerPolCC or message 'Merseyside Police Contact Centre' on Facebook. Always call 999 if a crime is in progress.



Making Healthy Lifestyle Choices

Following the success of Shapeshifters from Northwood Together, we've been supporting 80 customers to make Healthy Lifestyle Choices!

Our latest initiative in partnership with Volair and Evolving Mindset, has helped people lose weight in a healthy way, learn about balanced nutrition, improve mental health and wellbeing, and increase activity levels.

What an impact the programme has had! Congratulations to everybody who took part.



"I never thought I'd say it but it's fun to exercise! I've really enjoyed challenging myself and we've enjoyed challenging each other. We've formed friendships and it's been amazing to see people come out of their shell. The programme has done wonders for my physical and mental health and I'm so grateful."

"I now look at myself differently and I've changed the way that I eat - I look after my body better. I've been through a really difficult time and attending the classes has given me the motivation I needed. When I'm here all the negative thoughts go out of the window."

"Taking part in the programme as a family has been brilliant. We all joined for different reasons and we've seen improvements in ourselves and each other."

"Wow! The difference in so many people, both physically and mentally, from the moment they walked through our doors six months ago to the person they are now. We've had fantastic cohorts across Huyton, Stockbridge Village, Prescot and Kirkby – some incredible stories, transformations and journeys. It takes guts to make that first move and it's been a pleasure to have supported and got to know everyone. I'm so proud of their achievements!"

Lynn Wilson, Commercial & Partnerships Manager at Volair



DEVELOPMENT PLANS PROGRESSING

AN
UPDATE
FROM
KNOWSLEY
COUNCIL

Knowsley is continuing to grow and change with new homes, improvements to local facilities and new attractions and businesses arriving in the borough. In recent years we have seen a huge amount of change with new retail developments, a new theatre more food and drink outlets and much more springing up. As a key part of this, the council is continuing to progress with its own development plans across Knowsley. Here is some latest news:

In Kirkby, work is underway on the transformation of the multi-storey car park into a sustainable travel hub, complete with electric charging points, installation of CCTV and sensor controlled lights as well as upgrades to the car park.

In Prescot, the council has purchased Prescot Shopping Centre and following a consultation with residents, businesses and visitors about the current shopping centre and wider town centre, designs will now be developed to establish a long-term vision for the site.

In Huyton, the council has purchased the multi-storey car park and has invested in lighting, CCTV and general maintenance upgrades. More shop fronts will benefit from a contemporary makeover and a Huyton Public Art trail is being developed.

In Halewood, £15.3m has been secured from the Levelling Up Fund which will be invested in expanding Halewood's retail offer, improving greenspaces and leisure facilities, enhancing sporting facilities, decarbonising the leisure centre and improving walking and cycling paths.



The

KNOWSLEY OFFER



The Knowsley Offer has a range of information, advice, support, services, facilities and much more to help you to thrive and not just survive. Whether it's help to get a job, accessing childcare provision, housing advice and support or how to get involved in your local area, you'll find it all at:

www.knowsleybettertogether.co.uk/theoffer



Family Hub opens in Knowsley

The Knowsley Family Hub is now open at the Pride Centre in Northwood, Kirkby. The hub offers support to families from pregnancy through to children up to the age of 19 years, or up to 25 for those with special educational needs and disabilities (SEND). The hub brings together people and organisations to provide a range of support focussed specifically on helping families to thrive.

The Family Hub in Kirkby is open Monday to Friday from 9am until 5pm. Find out more by emailing Familyhubs@knowsley.gov.uk



KNOWSLEY
FAMILY HUB



If you are looking for something to keep the family entertained, then why not join Captain Hook and the Pirates of Neverland as they attempt to capture Peter Pan and his friends. Knowsley Leisure and Culture Park is hosting Knowsley's Panto on **2 and 3 December**. Find out more, including how to book your tickets, at www.knowsley.gov.uk/tickets or call **0151 443 2200**.

*Book now for the
Knowsley
Panto!*

What's on

at Shakespeare North Playhouse

Have you visited our partners at the Shakespeare North Playhouse yet? With shows and events, theatre tours, educational sessions for all ages and much more, there's something for everyone to enjoy.

We understand it can be hard to find days out for the family at a reasonable cost so make sure you take advantage of the 'Pay what you decide' option at the playhouse. Pay what you feel the ticket is worth - tickets start at £3, then the decision is yours!

Here are some events that you won't want to miss:

A guided tour around Shakespeare North Running until Tuesday 28 November

You'll be led around the award-winning venue, diving into its heritage and links to Shakespeare. This is a great opportunity to explore the unique theatre we're lucky to have right on our doorstep and discover what makes it worthy of the 'Theatre Building of the Year 2023' award.



Baby Bards Running until Thursday 21 December

Introducing story, letters and phonics through readings and fun activities for preschool children aged 18 months to four years old. Your babies will be bards in no time!



The Wind and the Willows Friday 24 November to Saturday 13 January

The Wind and the Willows is a funny, timeless tale of friendship, courage, consequences and bravery.

Featuring live music and a talented company of actor-musicians, this delightful version of Kenneth Grahame's classic story, by Toby Hulse, is set to be the perfect festive treat for all ages. Make sure you book early to avoid disappointment!



See what's on at Shakespeare North Playhouse www.shakespearenorthplayhouse.co.uk/whats-on/
You can also sign up to their mailing list to hear all about the latest news and offers so you don't miss out!



Out in the community

We've been helping our customers get online! Funded by VOLA through the Liverpool City Region Combined Authority, and delivered by adult education charity, WEA, customers in Prescot and Halewood have been enjoying taking part in digital training sessions. They've gained essential skills including how to use email, spending and managing money online and staying in touch with family and friends.



Customers at our extra care schemes, The Watchfactory and Crawford Gardens came together to win some exciting prizes to celebrate National Bingo Day.



A customer at Crawford Gardens kindly organised a 'Memory Day' for her fellow residents, bringing everyone together to speak about their past and reminisce on old times. Fran said "it was a really good way of getting people together to talk about their childhood, where they grew up, their families and what they did for a living. I learnt so much about people who I'd known for a number of years".



Have you tried our bistros at our extra care schemes, The Watchfactory and Crawford Gardens?

Open to the public, they're great spaces to get together whilst tucking into some delicious food.

ROAST

opening hours

Sunday 12pm - 3pm

Tuesday - Friday 10am - 3pm

Closed Saturdays and Sundays

Watchfactory, Prescot, L34 2SD

Crawford Gardens

BISTRO

opening hours

Monday to Friday 8am - 7pm

Saturday and Sunday 9am - 6pm

Crawford Gardens, Alamein Rd,
Liverpool, L36 7YN



Helping you get online

Looking to get online but don't know where to start? There is a wide variety of free digital support available to Knowsley residents across the borough.

There are so many advantages to being online. While it may feel confusing or even scary at first if you're new to the internet and don't know where to begin, once you have the skills and knowledge to help you access the internet safely, there's a whole range of exciting benefits to explore.

You can connect with friends and family online or even meet new people with similar interests to you. The internet provides instant access to a host of online services such as looking for employment, learning new skills through online courses, internet banking, online

shopping, and entertainment, making everyday tasks easier and more accessible, saving you time and money in the process.

Being online can also help you access support quickly through various government and local authority websites; you can apply for benefits such as Universal Credit, or make a housing application through Property Pool Plus, or even order a repeat prescription via the NHS without having to go and see your GP.

Free, one to one digital drop ins at a variety of locations are listed below. They can help with every day digital skills such as setting up an email address, using social media, browsing the internet safely, managing your Universal Credit account or accessing Property Pool

Plus. They also offer a selection of short training courses to help build your digital skills.

If you'd like to find out more about Knowsley FACE and what they can offer, visit knowsleyface.co.uk or call Michelle Daly on **0151 443 5389** or **07810 053 971**



Day	Time	Venue
Monday	9:30am – 12:00pm	St John's Infozone, Manor Farm Road, Huyton, L36 0UB
Monday	12:30pm – 15:30pm	The Gate, 600 Princess Drive, Liverpool, L14 9NQ
Tuesday	10:00am – 12:30pm	Kirkby Gallery, The Kirkby Centre, Norwich Way, Kirkby, L32 8XY
Tuesday	13:30pm – 15:30pm	St John's Infozone, Manor Farm Road, Huyton, L36 0UB
Wednesday	9:30am – 12:00pm	St John's Infozone, Manor Farm Road, Huyton, L36 0UB
Wednesday	12:30pm – 15:30pm	Prescot Library, Prescot Centre, Aspinall Street, Prescot, L34 5GA
Wednesday	9:30am – 12:30pm	St John's Infozone, Manor Farm Road, Huyton, L36 0UB
Wednesday	13:00pm – 15:30pm	St John's Infozone, Manor Farm Road, Huyton, L36 0UB



CONDENSATION AND MOULD IN YOUR HOME



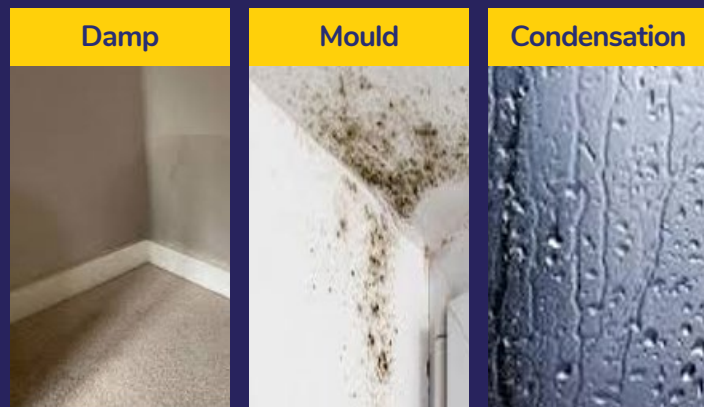
As we once again head into the colder wetter seasons, it's time to consider the inside of our homes and take some important steps to reduce the risk of condensation and mould.

What is damp and mould?

Damp or mould can be a problem in any style of home and one that can lead to quite a few issues. Often damp problems aren't found or reported until it's too late. Here are some signs that you can look out for and report to us.

Look out for:

- ▶ discoloured patches on walls, peeling paints, or wallpapers
- ▶ black mould on window seals - particularly in bedrooms and bathrooms
- ▶ black mould on the ceilings in the corners of rooms
- ▶ excess condensation - frequently streaming windows
- ▶ brown/yellow staining on walls, or white fuzzy material on surfaces.



Understanding condensation

Condensation usually gets worse in the colder winter months. It happens when water vapour hits a cold surface and turns back into a liquid

Moisture is in the air around us wherever we are.

We can't cure condensation, but we can help you manage it in your home.

Why is there condensation in my home?

The amount of water in the air changes. Two people can produce up to 24 pints of airborne moisture per day carrying out normal tasks such as taking showers, cooking, washing, drying clothes, and even breathing.

A typical example:

- ▶ Two people active for one day = 3 pints
- ▶ Cooking and boiling a kettle = 6 pints
- ▶ Having a bath or shower = 2 pints
- ▶ Washing clothes = 1 pint
- ▶ Drying clothes internally = 9 pints
- ▶ Propane gas heater = 3 pints

How can I help to reduce moisture?

One of the first steps for reducing the moisture in the property is making sure the house has good ventilation. Try and make sure you open windows when you can, use extractor fans and open window trickle vents. There are rooms in your home that have higher humidity levels than others such as bathrooms, kitchens and bedrooms.

If you're using the bath/shower, then make sure the door is closed and the extractor fan is on before and after you leave the bathroom to make sure the humid air is circulated. We recommend leaving the fan on for at least 10-15 minutes after leaving the bathroom.

One of the main causes of condensation mould occurs when warm humid air lands onto a cold surface. This can be resolved by having your home maintained at a regular temperature that doesn't fall below 15°C.

For a short-term solution, you can also use dehumidifiers to extract excess moisture from the air.

How do I report a damp or mould concern?

If you spot damp, mould, or large amounts of condensation, it's important that you contact us as soon as possible.

You can call us on **0151 290 7000**

or email

contactcentre@livvhousinggroup.com

www.livvhousinggroup.com

Our customer Contact Centre is available from 8am – 8pm, Monday to Friday and 9:30am – 1pm on Saturdays.



Competition time

Autumn word search

N	I	K	P	M	U	P	C	A	U	T	U	M	N
S	H	I	N	E	E	W	O	L	L	A	H	B	K
W	P	N	P	U	I	I	L	C	E	E	M	N	H
Y	T	S	O	R	F	E	O	C	W	A	R	O	M
S	T	E	M	R	E	L	U	O	E	S	V	V	P
E	O	S	R	S	S	S	R	E	N	N	A	E	N
P	C	O	E	N	O	C	F	I	P	O	O	M	S
T	S	S	O	V	E	E	U	F	R	S	E	B	N
E	E	R	C	R	R	E	L	U	A	A	I	E	E
M	C	H	A	S	E	A	U	S	E	E	E	R	C
B	U	C	P	O	G	N	H	F	B	S	E	U	C
E	S	L	O	C	T	O	B	E	R	E	O	M	T
R	H	S	C	E	Y	G	G	O	F	A	R	E	L
O	T	W	W	E	H	I	B	E	R	N	A	T	E

Find the words:

CRISP, COLOURFUL,
HIBERNATE, HALLOWEEN,
SCARECROW, FOGGY,
SEASONS, PUMPKIN,
FROSTY, HARVEST, LEAVES,
SEPTEMBER, NOVEMBER,
AUTUMN, OCTOBER

Win £50 in Amazon vouchers!

To enter the competition simply take a photo of the completed crossword or wordsearch and send to marketing@livhousinggroup.com

One winner will be selected, entries to be received by 5pm on Friday 15 December 2023.