



We're Listening

Talking about accessing our services digitally...

Livv
housing group

Who did we talk to?

We wanted to find out about our customers digital habits, digital confidence and whether they would like options to access more of our services and information about their tenancy digitally.

We asked our Customer Voice Group to complete a survey and then held two focus groups, (one in the daytime and one in the evening) at Bryer Road Community Centre in Prescot. We supported with travel costs where needed to ensure customers from across Knowsley could attend. We received 56 responses to the survey and 23 customers joined us at the focus groups.

What did you tell us?

Customers told us that:

- they digitally access services from a range of organisations, for example shops and banks
- they're interested in accessing Livv's services digitally
- they like the idea of accessing account information at a time that suits them
- many were happy to make payments online
- they need to make frequent calls to the contact centre to resolve issues
- the current customer website portal isn't user friendly
- a digital service would free up time in the contact centre, improving the service for customers who wanted to continue to contact us by phone.

What are we doing?

As a result of your feedback, we're beginning to develop an improved website portal. The portal will enable customers to see their own account details, update personal details and report repairs at a time that suits them.

We'll be asking customers to work with us again to test the developing website portal in 2025.

Thank you

We'd like to thank all the customers who took the time to talk with us.

Your voice matters!

