



# We're Listening

Developing our customer handbook

**Livv**  
housing group

## Who did we talk to?

We wanted to work alongside customers to develop our customer handbook.

Throughout July 2024, we talked to 51 customers - they were either about to or had recently moved into their homes, or joined us for focus groups from our sheltered homes and KeyRing (who support people to live independently). We also held a drop-in session in Prescot, and attended two community events - one in Kirkby and one in Halewood. We also visited customers who had expressed an interest in taking part, but could not make it to any of the events.

Customers were given a draft copy of the customer handbook and asked to provide feedback and make suggestions for improvement.

## Customers told us that:

- they liked the design and content
- they would like to access the handbook online (so it never went out of date)
- for some a paper copy would be useful, and copies should be shared with support workers
- the introduction or welcome sounded like it was just for new customers
- they wanted more information about how to tell us about their changing needs or circumstances

- it was unclear as to how to access Livv Online
- some section titles didn't clearly match the content
- more information about customer support would be useful
- repair responsibilities were unclear.

## What did we do?

We've used the information provided by customers to make changes to the handbook.

We've:

- made the handbook available online as a printable PDF - [download here](#)
- changed the introduction or welcome to reflect all customers
- included information about requesting alternative communication or reporting changes in circumstances
- provided detail about how to access Livv Online
- changed content and section titles to improve clarity
- added additional information about customer support
- re-ordered and updated repairs responsibilities.

## Thank you

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

Your Voice Matters!

