



# We're Listening

## Our repairs policy



**Livv**  
housing group

### Who did we talk to?

We wanted our customers to help us review our repairs policy so it better reflected their views and different needs.

In March 2023, twelve customers attended a focus group in the Maggie O'Neil Centre. We supported with travel costs where needed to ensure customers from across our communities could attend.

### What did you tell us?

We held an open conversation, to find out about our customers' understanding of and views about repair responsibilities, repair timescales and chargeable repairs.

Customers told us that:

- they mostly understood repair responsibilities, but this was not the case for all repairs (examples included communal doors, washing machine plumbing and plasterwork)
- the use of terms like 'major' or 'minor' works caused confusion
- those with shared ownership were unclear about repair responsibilities
- they weren't all aware of, or were confused by, the different categories of repair and the associated timeframes
- repair timeframes should take needs such as disability into account

- heating and hot water response times are important at all times of the year
- 28 days felt too long for those experiencing damp and mould
- damage caused by customers should be re-charged.

### What are we doing?

We've used the information from the focus groups to shape our new repairs policy.

We've:

- updated our guidance about repair responsibilities to make it clearer
- included specific information for shared ownership and leaseholder customers
- updated the repairs categories
- provided explanations and examples for each updated repair category
- included new repair timeframes, bringing forward a new immediate danger category
- provided information about customers with vulnerabilities and how we may tailor services based on need
- included loss of full heating in the emergency category and partial heating in the urgent category regardless of seasonal variations.

- included new information about damp and mould, including improved response times
- included information about re-chargeable repairs

### Thank you

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

Your voice matters!

