



# We're Listening

## Our Customer Relocation policy



**Livv**  
housing group

### Who did we talk to?

We wanted our customers to help us review our Customer Relocation policy, to make sure their different views and needs were considered.

We looked through feedback from customers who had moved permanently from Gaywood Green and then identified the customers who had experienced a recent temporary relocation. We held in-depth telephone conversations with five customers who formed a representative sample having moved for different reasons, being of different ages and having different needs and circumstances, such as a disability or dependent children.

We also reviewed relevant customer complaints and our records about a customer with multiple needs who had experienced a relocation.

### What did you tell us?

During our telephone interviews we talked about communication, support, expectations, and the moving home processes. We also discussed whether customers would be able to arrange their own accommodation, should they be given that option.

### Customers told us that:

- they were not always aware of how long they would be expected to be away from home, and that timescales sometimes changed
- Housing Advisors were helpful, but did not always have all the answers
- communication should be more proactive
- telling their story repeatedly to different staff was stressful and upsetting
- gas servicing letters continued to be sent when they were not in the property
- it was difficult to re-arrange personal care services
- they had to move location several times because of the availability of hotel accommodation
- moving with children was hard, creating difficulties such as travel to school
- access to laundry facilities was limited and/or expensive
- they didn't receive information or formal agreements about responsibilities and expenses and were unsure what was covered
- it wasn't always easy to get hold of vouchers when needed
- returning to their home didn't always run smoothly
- moving in with friends or family would be possible for some customers, especially if small payments could be made to ease the burden.

### What are we doing?

We've used the information provided by customers to shape our new Customer Relocation policy.

We've:

- updated the policy to make it clear what happens in both permanent (including for leaseholders) and temporary relocations
- included the use of a 'Relocation Agreement' to detail responsibilities (including costs), and customer support needs
- outlined a new option for customers to stay with family and friends
- established use of a voucher purchasing system that delivers vouchers straight to customers by email or text
- started to explore options for accommodation booking services
- improved communication between our teams so that we can keep customers proactively informed.

### Thank you

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

Your Voice Matters!