



We're Listening

Our lettings policy

Who did we talk to?

We wanted our customers to help us to review our lettings policy. Our lettings policy sets out how we will let our homes to ensure there is a clear application, decision-making and appeals process.

In December 2023 we invited customers to talk to us about their experiences and to discuss the allocations criteria and scoring for the homes we let through the open rental market. (This does not include homes let through choice-based lettings schemes such as Property Pool Plus).

What did you tell us?

We held an open conversation, to find out what customers thought about information, payment options, communication and support we provide.

Customers told us that:

- overcrowding and under occupation should not be allowed
- some have large amount of medical equipment that takes up significant space in the home
- volunteering (for a recognised organisation) should be part of the 'meaningful contribution to the community'
- unpaid caring should be included in scoring allocation and points criteria
- those who have committed tenancy fraud should not be allocated housing by Livv Housing Group.

What are we doing?

We've used the information from customers to review and shape our new policy.

We've:

- defined that we will not allocate properties to customers where it would be overcrowded, or if there was an under-occupation of the property
- included the storage of disability or medical equipment within the scoring allocation and points criteria
- included registered volunteering within a recognised organisation within the scoring allocation and points criteria
- ensured carers are correctly captured within the scoring allocation and points criteria
- included a section about tenancy fraud.

Thank you

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

Your voice matters!

