

# Livv

Spring/Summer 2025

## Recipe for success

Bringing customers together with  
budget friendly cooking classes

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Livv can help you  
look for work or a  
different job

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## Get in touch!

Call us on **0151 290 7000** Monday to Friday 8am – 8pm and Saturdays 9:30am – 1pm.

Mondays are the busiest day of the week for us. At busier times, we'll offer to call you back. We'd encourage you to use this service as you'll keep your place in the queue without having to wait on the phone.

The quietest times to call our Contact Centre is during the evening between 6pm and 8pm.

## Did you know

We have new contact forms on our website where you can beat the queue. You can:

- ▶ make a payment
- ▶ report a repair
- ▶ make a rent enquiry
- ▶ raise a complaint and lots more.

Head over to **[www.livvhousinggroup.com](http://www.livvhousinggroup.com)** and click the 'Contact us' button at the top. Our Live Chat service is also open on our website Monday – Friday 8am – 4pm.



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# Hello and welcome to your latest edition of *Livving Magazine*!

At Livv, our customers are at the heart of everything we do, and this issue is packed with stories, insights, and opportunities that matter to you.

Our customers got together to cook up some budget friendly recipes on our '**Cooking with Livv**' course. It was all about food prep techniques, how to batch cook and meal plan. It was a great way for customers to meet new people and come away with a new skill! Check out how you could take part in the next class on **page 4!**

We're also tackling an issue that we know is a concern for many—**antisocial behaviour**. At Livv, we're committed to creating safe, welcoming neighbourhoods, and on **page 6**, we'll explore the steps we're taking alongside our partners to address making where you live feel safer.

We're excited to share more about our partnership with **Shakespeare North Playhouse**, a fantastic collaboration that's bringing arts and culture closer to our communities. From inspiring performances to creative workshops, this partnership is all about making culture accessible to everyone. We sat

down with Lisa Allen, the new CEO of Shakespeare North, for an exclusive interview. Find out more on **pages 12 and 13**.

We truly value your feedback, your voice shapes the way we work, and we're always looking for ways to improve. In this issue, we'll highlight how your thoughts and suggestions are helping us make a real difference.

So, grab a cuppa and enjoy the read. Don't forget we'd love to hear from you, if you have any comments, suggestions or feedback, email us, [marketing@livvhousinggroup.com](mailto:marketing@livvhousinggroup.com).

**Léann Hearne**  
Chief Executive Officer,  
Livv Housing Group



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your annual visit  
and open the door  
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# A RECIPE FOR SUCCESS



From basic food prep techniques and budget-friendly batch cooking to energy-efficient slow cooker meals and strategic meal planning, our **Cooking with Livv** course provides customers with skills to create delicious, affordable meals – all while having fun in a welcoming and supportive setting. It was a great way for customers to get together and help them feel less socially isolated.

"I found the course really helpful. I learned new cooking skills and techniques that I would never have thought to do. It gets you out of the house and I enjoyed mixing with and getting to know other people. Adam and Sue are great and we had a good laugh. All the meals were nice, but my favourites were the cakes and the crumble."

Jeanette





Delivered in partnership with the fantastic team at Alba Restaurant in Melling, the four-week courses have been a real hit. Congratulations to all our beginner and advanced cooks who have taken part in the programme so far! It's been wonderful to watch you flourish.



"I've never been much of a cook, but I've absolutely loved the course! Making all the recipes has been great fun, the pineapple upside-down cake was my favourite – we've made it again at home. The team has been brilliant – so engaging, welcoming and supportive. I can't wait to come back for the advanced course."

Cathy

After completing the course, all participants take home:

- ✓ A FREE slow cooker
- ✓ FREE store cupboard essentials
- ✓ FREE fresh vegetables
- ✓ A FREE recipe booklet of creative meal ideas

## Want to cook up a storm with us?

We're running beginner and advanced courses throughout the year (sessions are held on weekday mornings), open to all Livv customers aged 18+.

Register your interest by emailing [enquiries2@livvhousinggroup.com](mailto:enquiries2@livvhousinggroup.com)





# Tackling antisocial behaviour: **A community approach**

Antisocial behaviour can have a big impact on our customers and communities. Working together, we can create safer and more supportive neighbourhoods.

## What is antisocial behaviour? (ASB)

ASB covers a range of issues, including excessive noise, vandalism, intimidation, and drug-related activities. While everyday life may sometimes cause disturbances (such as children playing or occasional parties), persistent or aggressive behaviour that negatively affects others crosses the line into ASB.

## The impact on communities

Living in an environment where ASB is present can lead to anxiety, stress, and social isolation. It can also weaken community ties, making people less likely to engage with their neighbours. However, a strong, connected community is one of the best defences against ASB.

## How to report ASB

If you're experiencing ASB, there are steps you can take:

1. **Speak to the person (if safe)** – Sometimes, issues can be resolved with a polite conversation.
2. **Keep a record** – Note dates, times, and details of incidents to support your report.
3. **Report it to us** – We have a dedicated ASB team that can help you. Call us on **0151 290 7000**.
4. **Involve the police** – If the behaviour is criminal (e.g., threats, violence, or drug dealing), contact the police on **999**.



## Building a positive community

Rather than focusing only on problems, there are proactive steps customers can take to build a positive community:

- ▶ **Get to know your neighbours** – A friendly community is less likely to experience ASB.
- ▶ **Join local groups** – Community watch groups or customer associations can help improve safety.
- ▶ **Encourage engagement activities** – Organising events like clean-ups or coffee mornings can strengthen bonds and discourage negative behaviour.
- ▶ **Support those at risk** – Sometimes, people engaging in ASB need help with issues like addiction or unemployment. Offering guidance or connecting them with support services can prevent further issues.



## Did you know:

**Antisocial behaviour can seriously disrupt communities, and we are determined to keep our customers and communities safe.**

We will not tolerate antisocial behaviour in our communities and we will take action. Over the last 12 months, we have evicted five customers because of serious antisocial behaviour issues. Eviction is always a last resort, after we've exhausted all support and resolution options.

Get in touch if you have worries or concerns about this in your neighbourhood.

## How we're doing?

In our latest annual Tenant Satisfaction Measures (TSM) survey, 54% of customers said they were satisfied with how we handle complaints about ASB, which is below average.

**To improve the way we deal with antisocial behaviour we have...**

- ▶ improved information about reporting antisocial behaviour in the Customer Handbook
- ▶ reviewed our process for handling reports of antisocial behaviour
- ▶ started to review all cases with customers before closing them.

If you'd like to find out more about our ASB policy and our promise to you scan the QR code below, or head to [www.livvhousinggroup.com](http://www.livvhousinggroup.com).



## What happens after you report it?

Once reported, we'll investigate and take appropriate action. This might include mediation, warnings, legal action, or support services for individuals involved. While the process takes time, reporting ASB is crucial to addressing the issue.

- ▶ For incidents of hate crime, domestic abuse, threats or use of violence or arson, we'll let you know we've received your complaint within one working day.
- ▶ For all other reports of antisocial behaviour, we'll contact you within three working days. We'll interview the person you've complained about within five days if possible. We'll then interview you within five days after this (if we need more evidence then the interview period can be extended).
- ▶ All agreed action plans will be sent to both you and the person you've complained about within 72 hours after your interview.
- ▶ We'll make sure we keep in touch with the person you've complained about every two weeks, unless another agreement has been made in the Action Plan. In extreme cases more contact might be needed.
- ▶ We'll close the case if no further incidents are reported.





# Empowering you with employment

## Are you looking for work or for a different job?

Finding the right job can be challenging, but the right support can make all the difference. We sat down with Chelsea, a dedicated member of our employment support team, to discuss the resources and guidance we offer to help job seekers succeed. From CV advice to interview coaching, we're here to support you every step of the journey.



### Meet Chelsea

Hi, I'm Chelsea, and I'm an Employment Advisor at Livv. My role is all about helping people find work that suits them. I work closely with customers to understand their skills, experiences, and career goals, and I guide them through every stage of their employment journey – from the job search, to securing a role, and settling into that new job.

### What kind of support do we offer customers when it comes to employment?

We offer a range of support to help customers find work. This includes assistance with CVs, cover letters, and job applications. I also help with interview preparation, skill-building workshops, and provide information about local job opportunities. Plus, if they need help with work clothes or transport for interviews or their first day, I make sure they're fully supported.

### What does an employment support journey look like?

The journey usually starts with an initial meeting where we get to know the customer's skills and career aspirations. From there, we work together to identify roles that match their interests. I support

them throughout the whole process – whether that's helping with applications, interview tips, or guiding them through any challenges along the way. Once they've secured a job, I continue offering support, helping them settle in, and ensuring they've got everything they need for success.

### What roles and areas of employment do you focus on?

I work across a variety of roles and industries, depending on the customer's interests and skills. This includes everything from entry-level positions to skilled roles in sectors like retail, admin, healthcare, customer service, and trades. I also support people looking for part-time, full-time, or temporary work, helping them find the best fit for their needs.



## What would you say the positive impact of the support we offer has on people who use the service?

The support we provide really makes a difference. It helps people find jobs, but it also boosts their confidence and independence. Customers often feel empowered knowing they have someone to guide them through the process. It's not just about getting a job, but improving their overall well-being, financial stability, and future career prospects.

## Do you have any advice for people looking to either get or change job?

My advice would be to stay patient and persistent. Job searching can take time, but don't get discouraged. Keep applying and stay focused. If you're looking to change jobs, be open to new roles that may be outside your comfort zone – they could offer great opportunities. And always take the time to tailor your CV and application to each role, so it highlights your skills and experience in the best light.

## How can people get in touch with you and find out more?

You can get in touch by calling our office, sending us an email, or checking out our website for more details. If you'd like to book a session or need help with your job search, I'm always happy to help.

### Did you know we can help you with:

- ▶ Employment guidance
- ▶ Training
- ▶ Building confidence
- ▶ CVs and cover letters
- ▶ Job search
- ▶ Interview preparation

### We've helped people find jobs in:

- ▶ Care
- ▶ Retail
- ▶ Customer service
- ▶ Trades
- and many more.

### Get in touch

Call us on **0151 290 7000**, drop us an email on **enquiries2@livvhousinggroup.com**, or head over to **livvhousinggroup.com** to leave your name and we'll call you back!

Scan the QR code for more details.



**Livv**  
housing group

Learn  
@Livv

Applications are open 2 June to  
**mid July**

## Ever thought of an apprenticeship?

Find out more [knowsley.gov.uk/jobs/apprenticeships](https://www.knowsley.gov.uk/jobs/apprenticeships)

We'll be recruiting in the following areas:

- Customer insight
- ▲ Human resources
- ◆ Assets
- Planned works
- ▲ Responsive repairs
- ◆ Finance
- Development
- ▲ IT

Applications are open 2 June to  
**mid July**



# Knowing you, doing better

Keep an eye out for our customer survey called 'Knowing you, doing better' – designed to help us shape our services around you.

Over the next few weeks, all Livv customers will receive an email or text from us with a questionnaire – we'd like you to fill this out so we can better shape the services we deliver to you.

We've teamed up with TLF Research to carry out the research. TLF specialises in running customer surveys and helping organisations understand how they can improve their service.

It's important that the information we have about our customers' diverse needs is up to date: it will help shape the delivery of our services and make sure you're getting the best support possible.

If someone from TLF or Livv gets in touch with you about the 'Knowing you, doing better' questionnaire, please take the time to talk to us. The information

you share is safe with us and completely confidential – we won't share it with anyone else. By completing this questionnaire you will help us get to know you better, so we can do better.

**Got any questions?** Head over to our website <https://livvhousinggroup.com/get-involved/knowing-you-doing-better/> or scan the QR code.



## Did you know...

### All our policies are available online?



**ASB and  
hate crime**



**Complaints and  
compliments**



**Customer  
relocation**



**Empty  
homes**



**Fire safety in  
buildings**



**Home  
improvement**



Scan the QR code to find them, or visit <https://livvhousinggroup.com/your-home/policies/>  
If you'd like any of our documents, policies or publications in an alternative format please contact us on **0151 290 7000**, or email [contactcentre@livvhousinggroup.com](mailto:contactcentre@livvhousinggroup.com)



# TACKLING DAMP AND MOULD

Damp and mould are common issues in homes, particularly during colder months. Left untreated, it can damage your property and even affect your health. This guide explains what damp and mould are, why they appear, and how you can prevent and reduce them in your home.

## How does damp and mould start?

Damp occurs when excess moisture builds up in a home due to condensation, leaks, or poor ventilation. This moisture creates the perfect conditions for mould to grow. Common causes include:

- ▶ **Condensation** – Warm air hitting cold surfaces, leading to water droplets.
- ▶ **Leaks** – Plumbing issues, roof damage, or faulty guttering allowing water in.
- ▶ **Rising damp** – Moisture from the ground travelling up through walls.

## How to reduce damp and mould in your home

Preventing damp and mould requires managing moisture levels and improving airflow. Here's how:

- ▶ **Increase ventilation** – Open windows in your home.
- ▶ **Control humidity** – Use a dehumidifier or moisture-absorbing products.
- ▶ **Fix leaks promptly** – Repair damaged roofs, pipes, and gutters.
- ▶ **Heat your home properly** – Keep a consistent temperature to reduce condensation.
- ▶ **Clean affected areas** – Use mould-resistant cleaners and wipe away condensation regularly.

By taking these steps, you can create a healthier living space and prevent mould from becoming a bigger problem. If damp persists, seeking professional advice may be necessary.

## Need some more help?

If you're struggling with damp or mould despite taking these steps, please report the issue to us. We can assess the situation and provide further support to ensure your home remains safe and healthy.

By taking proactive steps, you can reduce the risk of damp and mould in your home, ensuring a comfortable and healthier living environment for you and your family.

You can call us on **0151 290 7000** or email [contactcentre@livvhousinggroup.com](mailto:contactcentre@livvhousinggroup.com)

[www.livvhousinggroup.com](http://www.livvhousinggroup.com)

Our customer Contact Centre is available from 8am – 8pm, Monday to Friday and 9:30am – 1pm on Saturdays.





# A new era for Shakespeare North Playhouse



Shakespeare North Playhouse in Prescot is entering an exciting new chapter under the leadership of its new CEO & Creative Director, Lisa Allen. In this exclusive interview, Lisa shares her vision for the theatre and how she plans to bring the arts and culture even closer to the people of Knowsley and beyond.

## Hi Lisa! Can you tell us a little bit about yourself?

I've loved the theatre for as long as I can remember! As a child, I wanted to be an actor and was part of a youth theatre – I just loved everything about it. That passion never went away, and I've now spent over 30 years working in the theatre industry. Most recently, I was at HOME in Manchester, first as Head of Creative Development, working with communities, and later as Head of Theatre.

For me, the arts are a powerful tool for social change – it has the power to transform how people see and feel about themselves.

## What brought you to Shakespeare North?

After three years of working in Manchester city centre, I wanted to return to a venue that felt more connected to the community, as my passion has always been community development work. I absolutely love this building, and I've always loved Shakespeare! This theatre is such an amazing gift, and I want to ensure the people of Knowsley feel that it truly belongs to them.

## What are you hoping to achieve with the theatre?

Shakespeare North Playhouse has a key role to play in the regeneration of Prescot and Knowsley. It's important to me that we continue to create opportunities that support local people and contribute to the area's growth. The arts can transform both people and places, and we'll work with partners to break down barriers to make culture and the arts more accessible for everyone. This is something that I'm really passionate about.

We want Shakespeare North to be a place for local communities. A place to share stories and discover things about each other and the world.







## How will Shakespeare North and Livv work together?

We've built a really strong partnership with Livv over the past few years, engaging young people in theatre and even supporting people into employment here. Livv is deeply rooted in its communities, and that's going to help us continue to reach those who might not usually engage with theatre. Some people might see our building and think it's "too posh" or "not for them", and I completely understand that. That's why, with Livv's help, we want to encourage communities across Knowsley to visit us.

## How do you mean?

It's all about meeting people where they are. I want to take Shakespeare North out into local communities – whether that's visiting community centres, attending events or having our artist pop into Knit and Natter sessions!

We need to listen to communities and ask people what they want to see and do at the theatre. We need to have a presence in community-based hubs, on the streets, in markets and shopping centres to build trust. This way, we can bring people to the theatre in a way that feels comfortable and right for them.

## So, the Playhouse is for everyone?

Absolutely! While we're located in Prescott, Shakespeare North Playhouse is for everyone, no matter where you're from. For example, so many

people across Knowsley have never been here or even heard of us and I want our neighbouring communities to know this theatre is theirs. I know that travel and costs can be barriers, so I'm looking at ways to make it easier and more affordable for local people to visit. The long-term goal is to make it a key attraction for visitors all over the Liverpool City Region and North West.

## But what if people aren't interested in Shakespeare?

The Playhouse is so much more than Shakespeare! We host comedy nights, poetry readings, family activities, we have public spaces on every level, and not to mention a great café.

If you have a young family, come in and relax in our family area by the foyer – you don't have to buy a drink or see a show, just enjoy the space. We've got toys, books, colouring. It's all about creating small moments that encourage people to return. Then maybe one day, the same people will attend a family film day or a children's theatre show if it's affordable for them. Little by little, we hope to make people feel at home here.

## What's coming up at Shakespeare North Playhouse?

There's always something going on – we're a real hub of experiences, so make sure you keep an eye out on our website. It's useful to know that we offer 'Pay What You Decide' tickets to all of our shows too, as we want to make theatre more accessible for everyone. There's plenty planned for the summer!

## Finally, what's your favourite Shakespeare play?

Romeo & Juliet. You can't beat a classic!



## Come on in!

Shakespeare North Playhouse  
Prospero Place  
Prescot, L34 3AB

# Competition time

To be in with a chance of winning £25 voucher, take a picture of your completed word search and send to [marketing@livvhousinggroup.com](mailto:marketing@livvhousinggroup.com) no later than Friday 27 June. One winner will be picked at random.

H	E	S	V	H	S	C	M	Q	B	A	S	M	W	W
L	M	I	M	R	N	F	R	W	I	J	W	U	X	E
K	O	S	U	E	Z	L	Q	T	G	N	I	R	P	S
W	H	Y	D	F	A	M	I	L	Y	Z	B	X	J	S
Y	O	R	T	B	X	C	X	F	F	K	X	U	N	X
E	A	B	E	I	R	U	H	S	W	X	N	M	Z	W
G	E	E	N	T	N	O	J	R	Y	P	P	A	H	W
A	L	S	I	I	H	U	J	W	P	V	Z	G	Y	K
M	I	Y	H	I	A	K	M	U	Z	S	F	X	W	M
D	S	S	S	T	F	R	W	M	T	J	P	S	F	P
Y	Q	O	N	C	O	T	E	T	O	V	O	F	L	Y
U	A	N	U	R	Y	V	R	C	S	C	W	E	O	D
X	P	B	S	V	O	T	O	E	E	D	O	J	W	U
I	X	Y	K	L	R	Z	W	X	E	L	O	S	E	K
H	P	R	L	Z	S	R	P	V	N	J	B	M	R	I

Find the words:

BEE  
FLOWER  
HOME  
SPRING  
COMMUNITY  
GARDEN  
LOVE  
SUNSHINE  
FAMILY  
HAPPY  
RAINBOW  
TREE



## KNOWSLEY FLOWER SHOW

The Knowsley Flower Show returns on Sunday 3 August for its 27th year and we're proud to be sponsors once again.. If you're interested in coming along, you should get growing now to make the most of the changing seasons for your blooms.

We'll be on hand in the Craft Marquee with some fun and games for the family, information on what support we offer, and it'll be a chance for you to talk to us and ask any questions.

The Knowsley Flower Show is full of arts, crafts, different flower and plant displays, live music and much more.

We can't wait to see you.





# We're taking care of it

At Livv, we believe that every customer deserves to feel safe, secure, and heard. That's why we're dedicated to creating a community where safety comes first, anti-social behaviour is swiftly addressed, and any concerns you have are resolved efficiently and fairly. Whether it's ensuring well-maintained properties, responding quickly to complaints, or working closely with local authorities to foster a peaceful environment, we remain committed to taking care of it.

## Keeping you safe

**£32 million**

spent on improving homes  
and keeping you safe



We made  
**40,060**  
compliance visits  
to homes and  
communal areas



**£3 million**

was spent on energy efficiency  
in homes and communal areas



## Anti-social behaviour



We dealt with  
**621**  
ASB cases



We helped  
**178**  
customers who  
were facing  
domestic abuse



**48**

walkabouts were held  
in our communities

## Complaints

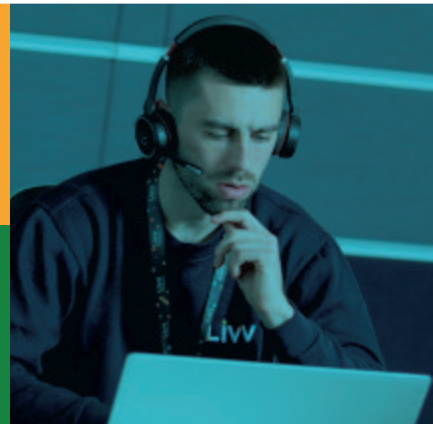
**86%**  
of complaints  
were resolved  
at stage one



We received  
**697**  
complaints

**90%**

of complaints were resolved  
within our target timeframes



# Livv or Knowsley Council; who should you contact?

It can be confusing knowing where to turn for help when you need it, which is why we've created a handy guide which clearly shows whether it's us or Knowsley Council who you should get in touch with.

So, from Property Pool Plus to pests and bin collections to fly tipping, our guide is made up of the stuff you want to know and we hope it helps get you in touch with the right teams quicker and easier.

## Pest control

To quickly and easily figure out who's best to contact in cases of pest control, just remember:

- ▶ if you have a pest control issue in your home or any of its communal areas you should contact us
- ▶ if you've seen pests outside of your home, in your community or the public areas surrounding your home you need to contact Knowsley Council



To find out more and report a pest infestation to Knowsley Council, please visit [knowsley.gov.uk/environment/environmental-health/pests](https://knowsley.gov.uk/environment/environmental-health/pests). You can book an appointment for them to visit your home, find out more about different types of pests and get advice on different ways to manage any pest control issues you're having.



## Property Pool Plus (PPP)

Property Pool Plus is a choice based lettings service used in Liverpool, Knowsley, Sefton, Wirral and Halton. It allows people looking for affordable housing to see what properties are available.

Knowsley Council is now responsible for PPP and if you need support or have any enquiries about PPP application, you must contact them directly through the PPP website on [propertypoolplus.org.uk/content/About/ContactUs](https://propertypoolplus.org.uk/content/About/ContactUs) or give them a call on **0151 443 2220**.

Unfortunately, our team can't help you with your application or give you any updates on your bid. We suggest that you log onto your PPP account and use the Contact Form on the website to get in touch with Knowsley Council directly.

Check out our frequently asked questions and find out more about the properties we have available to rent by visiting [livvhousinggroup.com/find-a-home/homes-for-rent/](https://livvhousinggroup.com/find-a-home/homes-for-rent/)



## Bin collection

Unless your home is in one of our Inspired Living or communal schemes, Knowsley Council is responsible for your bin collections.

They should be:

- ▶ collecting your household waste weekly, alternating between general waste one week and recycling the next. If you need to know what dates your bins are due to be collected, you can visit [knowsley.gov.uk/bins-waste-and-recycling/your-household-bins/putting-your-bins-out](https://www.knowsley.gov.uk/bins-waste-and-recycling/your-household-bins/putting-your-bins-out)
- ▶ collecting your garden waste once every three weeks during March to November

To make sure your bin is collected by Knowsley Council, you need to place your bin:

- ▶ on the kerbside outside your property, with the lid fully closed
- ▶ outside before 7am on the day your bin is due to be collected
- ▶ is somewhere it can be seen and collected easily



There are some things you need to consider when putting your bins out. If your lid won't close:

- ▶ extra waste left next to your maroon or blue bins will not be collected, you must take any extra waste to your nearest recycling centre, which you can find here: [knowsley.gov.uk/bins-waste-and-recycling/recycling](https://www.knowsley.gov.uk/bins-waste-and-recycling/recycling)
- ▶ extra recycling can be put next to your grey bin, and it'll be collected if it's in a cardboard box or clear plastic bag (not a bin bag or carrier bag). The cardboard box must be small enough to fit in your bin

Knowsley Council has lots of information about bins, waste and recycling on their website, so please visit [knowsley.gov.uk/bins-waste-and-recycling](https://www.knowsley.gov.uk/bins-waste-and-recycling) to sort out a new wheelie bin, report a missed collection or find out what you can and can't put in your bins.

Is your home in one of our communal or Inspired Living Schemes?

If you spot a build up of rubbish, waste or items in your communal bin store, please report it to us so we can make sure it gets cleaned up as quick as possible! We are responsible for collecting your recycling and household waste. [livvhousinggroup.com/contact-us/](https://www.livvhousinggroup.com/contact-us/)

## Fly tipping

Fly-tipping—illegally dumping waste—is a serious issue because it can smell bad, attract pests, and block access to homes and pathways. It's important to report fly-tipping so it can be dealt with quickly.

Knowsley Council can help if the waste is left on public land, roads, or paths. You can report it at [knowsley.gov.uk/bins-waste-and-recycling/fly-tipping](https://www.knowsley.gov.uk/bins-waste-and-recycling/fly-tipping).

If the rubbish is dumped on Livv Housing property, such as hallways, car parks, or communal bin areas, you should report it directly to us at [livvhousinggroup.com/contact-us](https://www.livvhousinggroup.com/contact-us).

Need a large item removed? Knowsley Council offers a bulky waste collection service. You can arrange a pickup at [knowsley.gov.uk/bins-waste-and-recycling/bulky-waste-collection](https://www.knowsley.gov.uk/bins-waste-and-recycling/bulky-waste-collection).



## Open the door to support

Get ready for your annual visit and get the kettle on!

Our housing advisors are aiming to visit every single one of our customers and popping in to see if there's anything we can help you with.

From support with your bills to helping you get the job of your dreams, reporting a repair to finding a new hobby and improving your health and wellbeing, your annual visit can open the door to so much.

These visits will then happen at least every year.

Get ready for your annual visit and open the door to support



# WE'VE MADE OUR NEXT INVESTMENT



Livv and  
Flourish

LIVV AND FLOURISH IS A MIXTURE OF FUNDS AND GRANTS FOR CHARITIES AND SOCIAL ENTERPRISES IN KNOWSLEY AND THE WIDER REGION, TO HELP THEM GROW AND DO MORE TO HELP PEOPLE, MAKING A HUGE SOCIAL IMPACT.

Blackburne House is a Liverpool-based charity that **supports the development of local – and often vulnerable – women**. With a focus on education, they offer a range of nationally-recognised courses and qualifications to women – particularly in areas where women are still under-represented.

We're proud that this is our second investment in Blackburne House, which will help them continue to grow,

support and deliver some really impactful programmes such as childcare, mental health, counselling and much more.

Blackburne House has been able to focus on helping women achieve their goals. They support women from deprived areas to not just find jobs, but build meaningful careers. This long-term focus benefits families, communities, and the local economy.

Through innovative programs and strategic investments, Blackburne House continues to grow as a sustainable organisation that prioritises women in everything they do.

If you'd like to find out more about the great work they do, head over to **blackburnehouse.co.uk**.



IF YOU KNOW ANYBODY WHO RUNS A CHARITY OR A SOCIAL ENTERPRISE AND IS LOOKING TO GROW, LIVV AND FLOURISH IS DESIGNED TO HELP THEM DO EVEN MORE. HEAD TO **LIVVINVESTMENT.COM** TO FIND OUT MORE.

FLOURISH

"This funding has allowed us to scale our work in a way that is both impactful and sustainable. It ensures we can deliver on our promise of supporting women, especially those facing the greatest barriers, to achieve their full potential. With this support, we are not just running programmes - we are transforming lives."

**Andrea Rushton, CEO, Blackburne House Education**



# Let's talk, we're listening

Your feedback is really important to us. It helps us to improve, shape and develop services to meet your needs. Here are some examples of how we're listening and making changes.

## We looked at the letters we send to customers.

### You told us:

Our letters to you could be improved as they were:

- ▶ poorly written
- ▶ badly timed
- ▶ not understandable
- ▶ not always accessible



### How we've improved:

- ▶ we've brought in an expert to review all the letters we send out.
- ▶ we've carefully examined the wording, appearance, and language to make everything clearer and more understandable for you.
- ▶ we've also implemented a new system that ensures every letter is checked and sent out efficiently.

## To develop our customer handbook, we asked you for your feedback.

### You told us:

- ▶ you liked the design and content
- ▶ you wanted an online version to keep it up to date
- ▶ some of you preferred a paper copy, especially for support workers
- ▶ the introduction felt tailored only to new customers
- ▶ more guidance was needed on reporting changes in circumstances
- ▶ accessing our website was unclear
- ▶ some section titles didn't match the content
- ▶ more details on customer support and repair responsibilities were needed

### How we improved the handbook:

- ▶ made it available online as a printable PDF
- ▶ updated the introduction to include all customers



- ▶ added information on alternative communication and reporting changes
- ▶ clarified how to access our website
- ▶ improved section titles and content for clarity
- ▶ included more details on customer support
- ▶ reorganised and updated repair responsibilities

To find out more scan the QR code to view our Customer Handbook



# Pay your rent the easy way

Allpay offers an easy, secure and flexible way to pay your rent.

## What is Allpay?

Allpay is a **simple and convenient payment system** used by many social housing providers across the UK. It allows you to pay your rent and other bills in a way that suits you best—whether that's online, via an app, at the Post Office, or even in your local shop!



Using Allpay means **no more queuing at the bank** or worrying about missing payments. It's a hassle-free way to stay on top of your rent and household bills.

## Why use Allpay?

- ✓ **Multiple ways to pay** – Use the Allpay app, website, direct debit, phone payments, or pay in person at PayPoint and Post Office locations.
- ✓ **24/7 access** – Pay anytime, anywhere using the Allpay mobile app or online platform.
- ✓ **Safe & secure** – Your transactions are protected, giving you peace of mind.
- ✓ **No extra fees** – It's free to use, so you won't be charged extra for making payments.
- ✓ **Easy to track** – Get instant payment confirmations and keep records of your payments.

## How can you start using Allpay?

1. **Get your Allpay card** – We might have given you a payment card. If not, ask your Housing Advisor about getting one! We've also included your Allpay number on the rent statement included with the magazine.
2. **Download the Allpay app** – Available on iOS and Android for quick and easy payments.
3. **Setup direct debit or online payments** – Automate your payments to never miss rent day again!
4. **Access through Livv Online** – There's a handy link through our Livv Online portal. Head to [livvhousinggroup.com](http://livvhousinggroup.com)
5. **Give us a call** – You can use our automated phone line by calling **0151 290 7000**.

Download the Allpay app today or visit [www.allpay.net](http://www.allpay.net) to learn more!





# Step-by-step guide

## to recycling & sustainability



### Top Sustainability Tips

- 1. REDUCE PLASTIC USE:**  
Carry a reusable water bottle and shopping bags.
- 2. SAVE ENERGY:**  
Turn off lights and unplug devices when not in use.
- 3. COMPOST FOOD WASTE:**  
If possible, compost fruit and vegetable scraps.
- 4. USE PUBLIC TRANSPORT:**  
Reduce carbon footprint by walking, cycling, or using buses.
- 5. BUY LOCAL:**  
Support local businesses and reduce transportation emissions.

By following these steps, you can help make your community cleaner and greener!

#### Step 1: Know your bins

##### RECYCLING BIN:

Paper, cardboard, glass bottles, plastic bottles, tins, and cans.

##### GENERAL WASTE BIN:

Non-recyclable items like polystyrene, nappies, and food waste.

##### GARDEN WASTE BIN:

Grass clippings, leaves, and small branches.

#### Step 2: Sort your waste

- Keep a separate container for recyclables in your home.
- Rinse out any food or drink containers before recycling.
- Flatten cardboard boxes to save space.

#### Step 3: Check collection days

- Visit Knowsley Council's website to find out your bin collection days.
- Set reminders to put your bins out on time.

#### Step 4: Use recycling centres

- Larger items like furniture and electrical appliances should be taken to recycling centres.
- Many centres accept hazardous waste like batteries and paint.

#### Step 5: Do not dispose of this at home

- Buy reusable items instead of single-use plastics.
- Donate clothes and household items instead of throwing them away.
- Repair broken items before replacing them.

# Out in the community

## Your Mind Matters

### Wellbeing Wednesdays at Evolving Mindset

We love working with Evolving Mindset, who are making a huge difference in the Knowsley community. They provide mental health support for those who need it most. Every week, they host 'Wellbeing Wednesday', a day to get people together to do mindful activities while accessing the support they need.

We also worked with Evolving Mindset to deliver a workshop making T-Shirts as part of our Knowsley Young Minds project which helps young people aged 14-24 in the Knowsley area.

Visit <https://www.evolvingmindset.co.uk/> to find out more about their services and scan the QR code to get a snapshot of their Wellbeing Wednesdays.



## Lunch Clubs

Several of our customer groups, including Fairhaven Residents Association, are holding lunch clubs. The Livv in the Community grant scheme is a fund of up to £6000 we've given to community, voluntary and other projects to help people get together, support mental health and wellbeing and help reduce social isolation. It was used to create friendly and welcoming hubs that bring people together, creating a place where everyone feels they belong.



To find out where your local lunch club is you can drop us an email on [enquiries2@livvhousinggroup.com](mailto:enquiries2@livvhousinggroup.com)





## Centre 63

Once a month, Centre 63 in Kirkby has been inviting families from the area to join cooking sessions, teaching them how to prepare easy and budget friendly meals, while enjoying time together. The first workshop was... air fryer pizzas!

These initiatives reduce social isolation, strengthen community bonds, and provide people with positive activities that boost their health and wellbeing.

## Safer Community walkabout

Together with our partners, we're getting out and about to make our communities safer. We're attending antisocial behaviour (ASB) walkabouts around Knowsley to raise awareness so that our customers feel safe and supported in their homes. We recently delivered reassurance letters on the streets of Prescot and Huyton so that everyone knows where to access support if needed.

If you or anyone you know has been affected by ASB, we're here to help. Even if you want to remain anonymous, you can still report a problem; we'll do our best to take action with the information we have. You can contact us anonymously via phone or email:

**0151 290 7000**

**[contactcentre@livvhousinggroup.com](mailto:contactcentre@livvhousinggroup.com)**





# Luxury homes at Berrywood available with Rent to buy or Shared ownership.



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