

The logo consists of two vertical rectangles: a dark blue one on the left and a light blue one on the right.

# KNOWSLEY HEIGHTS





# Customer consultation pack

June 2025

## Background

Knowsley Heights has been a feature in Huyton since the 1960s, providing homes for local people for nearly seven decades. However, as someone who lives in Knowsley Heights, you'll know firsthand that the building has now reached a mature age.



Following a thorough review of Knowsley Heights, it's clear that significant investment would be needed to sustain standards and modernise the building in the future.

Some examples of the works that are needed at Knowsley Heights include:

- renewing and updating the buildings' insulation
- repairing and modernising all balconies
- making structural concrete repairs
- replacing the roof and lifts
- updating and improving the buildings' drainage and ventilation systems
- replacing all windows and the buildings' external cladding.

As you can imagine, all these works will add up and represent a significant, continued financial investment.

Due to the scale and cost of the works required at Knowsley Heights, we believe that it's no longer sustainable or affordable for us to maintain Knowsley Heights moving forward.



## What are we proposing?

We want to make sure our customers are living in good quality homes that meet their needs, now and in the future.

Because of this, and the reasons outlined in the '*Background*' section, we're proposing to move all customers out of Knowsley Heights and into other suitable homes on a permanent basis. We're also proposing to take down Knowsley Heights and build new homes on the site.

We appreciate that this news proposes a significant change for you and it's not a recommendation we have reached easily.

We're committed to working with you and doing everything we can to support you. We'll provide help and financial support to reduce the impact of the proposed changes as much as possible.

We're proposing to take forward the changes as soon as possible and will work with you to make sure you feel supported and listened to throughout this process. We will also continue making all necessary repairs, as well as maintaining Knowsley Heights for as long as you live in your home, so please continue reporting any repairs or works, as needed.



## What support is available to you?

There's a lot of help and support that would be available to you to help reduce the impact of our proposed plans including:

### Help to find a new home

Our number one priority is to help you find a suitable home that meets your housing needs. Your Housing Advisor will be on hand throughout the consultation period and beyond to discuss the housing options available to you and the support we can offer.

### Home Loss Payment

As our proposal would result in you leaving your home permanently, all tenants or joint tenants, will be entitled to a Home Loss Payment.

**The Home Loss Payment is determined by the Government and in 2025 is £8,100.**

### Disturbance Payment

**You'd also be eligible for a Disturbance Payment of £1,250.**

This payment is to cover any reasonable expenses you incur by needing to move home, such as removal costs or redirection of mail.

### Other Wellbeing and Support

Our Housing Advisors will be on hand to provide you with tailored advice and guidance throughout this process, including support to help you look after your wellbeing.

## Have your say

Our proposal is just that - a proposal - and we want to hear what you think of our plans.

We'll listen to your views, answer your questions, and support you throughout this consultation period and beyond.

We've now entered a period of consultation with all Knowsley Heights customers to collect your views on our proposed plans. The consultation period opens today, **Monday 2 June 2025**, and will remain open until **Friday 27 June 2025**.

There are many ways you can share your views on our proposals, including:

### Attending one of our customer consultation events

Our teams will be available to discuss our proposals, the support available to you, and listen to your views at two consultation events. You can drop into to either event, at any time, so join us:

**Tuesday 3 June 2025**  
3pm - 6pm

Crawford Gardens  
Alamein Road, L36 7ZB

**Thursday 12 June 2025**  
3pm - 6pm

Crawford Gardens  
Alamein Road, L36 7ZB

### Did you know?

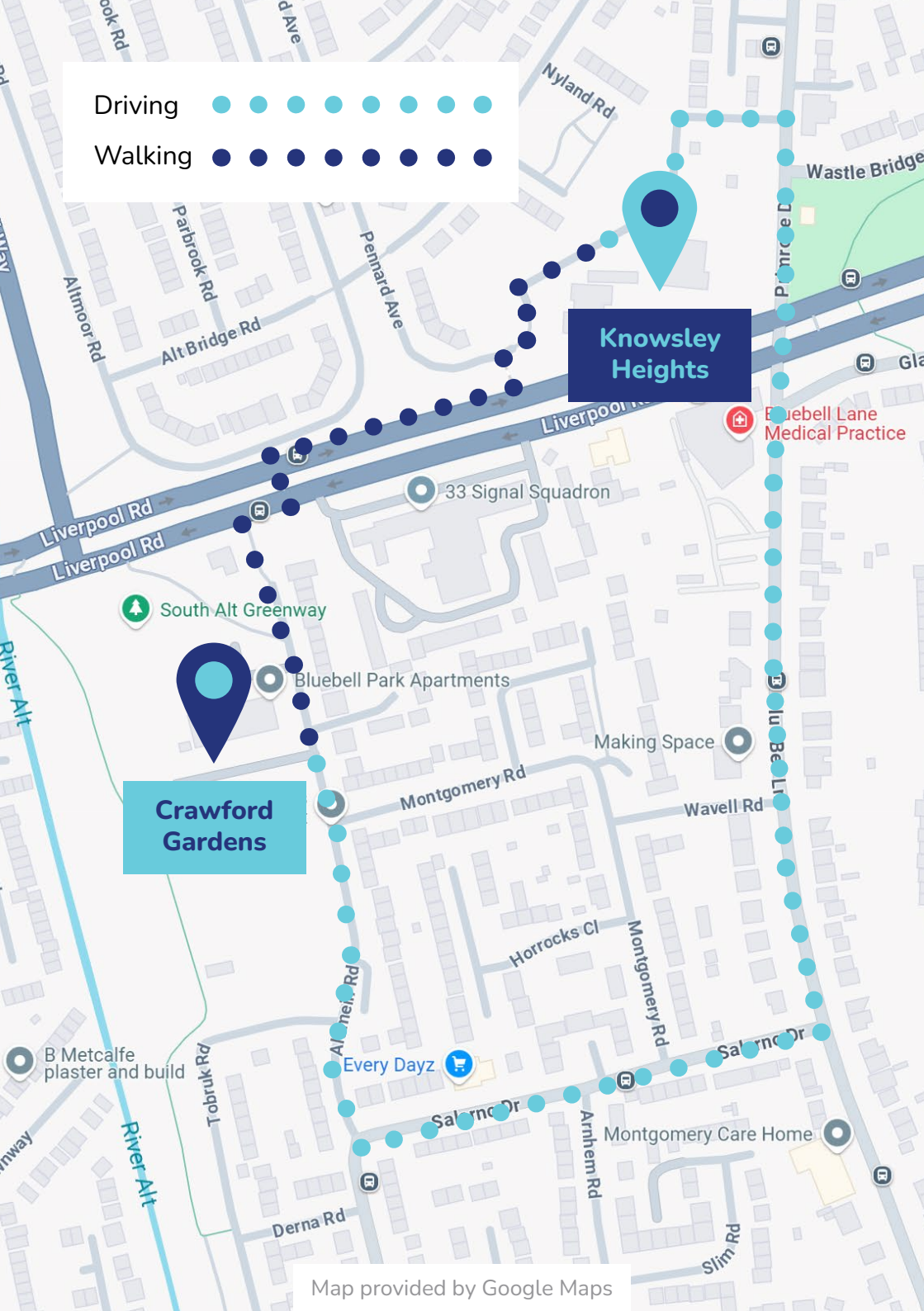
We'll also visit Knowsley Heights towards the end of the consultation period to give anyone who hasn't, the chance to have their say and chat to our teams.



Driving



Walking



**Knowsley Heights**

**Crawford Gardens**

## Arranging a home visit or phone call

Can't attend one of our customer consultation events? No problem! Simply contact us at **customervoice@livvhousinggroup.com** or call **0151 290 7000**, and we can arrange for a member of our team to visit you at home or call you at a time that suits you.



## Completing a Survey

If you'd prefer, you can give your feedback via survey – either by post or electronically.

You'll find the survey by scanning the QR code opposite or by visiting **livvhousinggroup.com/knowsley-heights**. Alternatively, you'll find a copy of the consultation survey and a prepaid envelope in this consultation pack.



## Visit our dedicated Knowsley Heights website

You can visit our dedicated website at **livvhousinggroup.com/knowsley-heights**. Here you'll find the information contained within this pack, a link to the consultation survey and a Frequently Asked Questions (FAQs) section that we'll add to with any questions that you or your neighbours may have also asked.



## Alternative Formats

If you have any specific requirements for example needing this consultation pack in large print, an audio format, or another language, then please email **customervoice@livvhousinggroup.com** or call **0151 290 7000** and we'll be happy to arrange that for you.





## What happens next?

The consultation period is now open and will close on **Friday 27 June 2025**.

You can have your say on our proposals anytime between now and the closing date. We'll then collect and analyse the responses before sharing them with our Board.

We'll then confirm the outcome of the consultation with you in writing, alongside details of any next steps.

### Dates for your diary

- **Monday 2 June 2025:** Consultation opens
- **Friday 27 June 2025:** Consultation closes
- **Monday 30 June 2025 - Friday 18 July 2025:** Consultation responses collated and analysed
- **Thursday 24 July 2025:** Summary of consultation presented to the Livv Board for final decision
- **Thursday 14 August 2025:** Outcome of consultation shared with Knowsley Heights customers

