

KNOWSLEY HEIGHTS



Customer consultation update
August 2025



The future of Knowsley Heights

On Monday 2 June, we wrote to you and your neighbours to let you know about our proposed plans to move everyone from Knowsley Heights permanently and demolish the apartment blocks.

We provided every household with a Consultation Pack with information about our proposal and how you could get involved and share your views with us. The Consultation Pack also included information about the support available to you and key dates for your diary.

The period for customer consultation ran until Friday 27 June and surveys were completed at our consultation events, face-to-face at dedicated appointments, over the phone, by post or online.

Thank you to every single one of you who completed our consultation survey and had your say on our proposals for Knowsley Heights.

What you told us

94% of you completed the consultation survey and below is a summary of what we were told:



84%

of you agreed with our overall proposal



89%

of you agreed with the proposal to make a permanent move from Knowsley Heights



88%

of you thought you'd received enough information to share your views



89%

of you thought that you'd had enough opportunity to take part in the consultation process and share your views

Consultation Outcome

All information, feedback and survey results were presented to the Livv Board on Thursday 24 July.

After carefully reviewing what you told us, a decision has been made to proceed with our proposal. This means we'll demolish Knowsley Heights and work with you, one-on-one, to find you a new home.

What happens now?

We'll work closely with you to provide any support you need throughout this process.

Our support will vary depending on your needs and those of the people you live with; however, we'll be on hand to provide relevant advice and guidance throughout the process of finding and moving into a new home. You can meet with us or contact us by:

Attending one of our weekly drop-in sessions

We'll host weekly drop-in sessions at The Bistro in Crawford Gardens from 11am – 1pm every Tuesday, starting Tuesday 19 August.

These drop-in sessions are for you to ask any questions you may have, talk to us directly and get any specific support you may need. You don't have to book, just pop in at any time!

Attending our monthly evening drop-in session

From Wednesday 20 August, we'll host monthly evening drop-in sessions at The Bistro in Crawford Gardens from 5pm-6pm so everyone has a chance to meet with us, face-to-face, regardless of their schedule and commitments.

These later sessions will happen on the third Wednesday evening of each month, with the next session taking place at 5pm on Wednesday 17 September.

Driving



Walking



Knowsley Heights

Crawford Gardens

Alamein Road,
L36 7ZB

Arranging a home visit or phone call

Can't attend one of our drop-in sessions? No problem! Get in touch with us by emailing knowsleyheights@livvhousinggroup.com or calling **0151 290 7000** to arrange for one of our Housing Advisors to visit your home or call you at a time that suits you.

Visit our dedicated Knowsley Heights website

Our dedicated website – livvhousinggroup.com/knowsley-heights – is full of information you need to support you through this process, including this information pack and a Frequently Asked Questions (FAQs) section which includes answers to questions you and your neighbours have asked.

We'll be in touch

From next week, starting Monday 18 August, you'll receive a Legal Notice of Demolition. This is a legal requirement and a process we must follow now the decision to demolish Knowsley Heights has been made.

Although you will receive this notice next week, it's vital that you don't worry. **Demolition is still a long way off** and you'll not be moved from your home straight away. We'll work with you individually and plan your move with you so you'll have all the support and information you need throughout this process.

Repairs and maintenance works at Knowsley Heights will continue until all customers have found a new home and moved out of the apartment blocks. Please continue reporting any repairs or works, as needed, so we can make sure your home remains safe, secure and working as it should.





What support is available to me?

We would like to take this opportunity to remind you that we're here to support you throughout this process and will actively work with you to make it as seamless and easy as possible. There's a range of support available to you – including financial, practical and wellbeing support – designed specifically to help reduce the impact of our proposal, 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 work closely with you to discuss your needs and help you find a new home.

Once a new home has been found, the moving process will start. A range of support is available – as outlined further below – but your Housing Advisor will help guide you and your household through this change. Four of our fantastic Housing Advisors will be on hand to help you and your neighbours throughout this process, so one of the following will be in touch with you soon and helping you to find a new home:

- Carla Cummings
- Jenny Fray
- Shannon Moran
- Bridget Neafcy

If you'd like to speak to Carla, Jenny, Shannon or Bridget, please email knowsleyheights@livvhousinggroup.com

Financial support

Home Loss Payment

As our proposal has resulted in you needing to leave your home at Knowsley Heights permanently, you are entitled to a Home Loss Payment. This is to compensate you for the distress, inconvenience and disruption caused.

The Home Loss payment – as set by the Government – is currently **£8,100**.

To qualify for the Home Loss Payment, you must have lived in Knowsley Heights and been named on your home's tenancy agreement for at least one year from the date you move out. Also, your home at Knowsley Heights must've been your only or main home for that year.

Disturbance Payment

You're also eligible for a Disturbance Payment of **£1,250**. This payment is to cover any reasonable expenses you'll incur because of moving to a new home.

Expenses that the Disturbance Payment can be used to cover include things like:

- removal costs
- redirecting your post
- administration costs for changing your address
- disconnecting and reconnecting utilities
- decoration allowance to improve the condition of your new home
- loss of wages when taking time off to move is unavoidable.

Need to Know(sley)

It's important to note that your Home Loss payment and Disturbance Payment will be paid once you move out of your home. However, we understand that you may need to pay moving costs before you leave Knowsley Heights so please speak to your Housing Advisor if you have any questions or need support.

Also, please be aware that if you're currently in rent arrears or have any other debts on your account, we'll deduct anything you owe from your Home Loss payment before paying it to you.

If you have any questions about the Home Loss payment or Disturbance Payment, please contact knowsleyheights@livvhousinggroup.com

Other support available

We have experienced and dedicated teams on hand to provide you with tailored advice and guidance throughout this process. They can help you access Benefits and financial support you're entitled to, help you manage your money and support you to look after and improve your wellbeing, so find out more and reach out to them now by visiting livvhousinggroup.com/help-support

Your Housing Advisor will also be able to talk you through the range of support available to you, so if you have any questions or need specific advice, please let them know!

Get in touch

We're here to help answer any questions you may have and support you throughout this process. If you need us, please don't hesitate to get in touch.

You can contact us by:

- calling **0151 290 7000**
- emailing **knowsleyheights@livvhousinggroup.com**

You can also visit our dedicated website at
livvhousinggroup.com/knowsley-heights

Here you'll find all the information contained in this information pack, along with a FAQs section that we'll add to and update with any questions that you or your neighbours may have.

Alternative formats

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

