



# We're Listening

Planned investment in kitchen design

**Livv**  
housing group

## Who did we talk to?

We've been reviewing the kitchens we'll install in customers' homes in the future. As part of this process, we wanted to understand what matters most to our customers when it comes to kitchen functionality, style, and material quality.

To ensure we got a broad point of view, we engaged with a diverse group of customers – including families with young children, people with disabilities, and both younger and older customers.

In July 2025, customers joined Livv colleagues for a visit to the Magnet Kitchens showroom. From doors and handles to worktops and tiles, attendees had the opportunity to explore, test, and discuss every detail of the kitchen options available.

## What did you tell us?

- **Limited variety:** Customers felt that some options were too similar in colour and design. A wider selection of shades and materials was suggested to better suit both modern and traditional tastes.
- **Smarter selection:** A more streamlined yet versatile range would help Livv maintain spare parts more easily - enabling quicker repairs when needed.
- **Accessibility matters:** Customers highlighted the need for different types of cupboard handles to ensure ease of use for those with disabilities.

## What are we doing?

We're using your feedback, along with the kitchen unit preferences shared during the showroom visit, to shape our upcoming kitchen upgrade scheme. These insights will help us deliver kitchens that better reflect our customers' needs and expectations.

## Thank you

We'd like to thank all the customer who took the time to visit the Magnet showroom and contribute to the conversation.

## Your Voice Matters!

