



# We're Listening

## Knowsley Heights Consultation

### Who did we talk to?

We talked to customers living at Knowsley Heights about our proposal to support them to move to new homes permanently, demolish the current buildings and build new homes on the site – so that we could use their feedback to inform our decision-making process.

In June 2025 we hand-delivered a Consultation Pack to all customers. It included details about the proposal, the support available if it went ahead and how customers could share their views.

The consultation ran for four weeks and offered a range of ways to get involved including:

- Two face-to-face events
- Options to book a phone call or home visit
- A survey available online, by QR code and paper format (with a pre-paid envelope)
- Outreach through door-knocking and phone calls

We also sent reminders via text, delivered letters, and share updates on digital screens to encourage participation.

We're incredibly grateful to everyone who took part – 94% of customers completed the survey, which is a fantastic response.

### What did you tell us?

- **84% of customers agreed with the overall proposal**

Those who didn't said they liked their current home, were worried about the moving process, or felt the buildings should be invested in rather than replaced.

- **89% of customers agreed with the proposal to make a permanent move from Knowsley Heights**

Those who disagreed mostly raised concerns about the process of moving.

- **88% of customers agreed that they had received enough information to share their views**

Those who didn't said they hadn't had time to read the materials or wanted more detail about building costs.

- **89% of customers agreed that they had enough opportunity to share their views**

Customers who disagreed didn't provide specific reasons.

- **Customers also told us they'd like to be kept informed in a variety of ways**

### What are we doing?

We shared all the feedback and survey results with our Board in July 2025. After careful consideration, the decision was made to proceed with the proposal.

In August 2025 we hand-delivered a Consultation Update pack to all Knowsley Heights customers. It included:

- A summary of the consultation
- Confirmation of the decision
- Information on the support available including:
  - Weekly drop-in sessions
  - Monthly evening drop-ins
  - How to get in touch with our four dedicated Housing Advisors
  - Links to our dedicated website

We're now working closely with customers at Knowsley Heights to support them in finding and moving to alternative homes.

### Thank you

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

Your Voice Matters!

