



We're Listening

Service Standards: What you told us

Who did we speak to?

We asked our customers for feedback on our new Service Standards - the commitments we make to you about the level of service you can expect from us. These standards cover key areas such as repairs, complaints, rent management, and more.

To hear our customers views, we:

- Attended a local community event in Kirkby
- Engaged with customers who have additional support needs
- Met with several groups of customers living in our Inspired Living homes
- Invited our Customer Voice panel to complete surveys (The Customer Voice is a group of customers who regularly share their views through online surveys)

Together, these channels provided us with over 100 individual pieces of feedback.

Customers told us

The majority of customers told us they were satisfied or very satisfied with the Service Standards. They said:

- They were clear and easy to understand
- That they gave a clear explanation of the service

- That the layout and structure was easy to follow
- They gave clear service commitments
- They gave clear response times
- That it's good to know the response times, as it enables customers to challenge us when we don't meet them.

Customers also made some additional suggestions:

You told us the images on our Service Standards should better reflect the content – and where appropriate, include pictures of our customers.

We listened! We've refreshed several of the standards with new pictures, and the Customer Engagement standard now proudly features our customers!

You also said we should publicise the standards more widely. So, we're doing just that - you'll see them featured on our social media channels, within our customer magazine and on our website.

What happens next?

The Service Standards are now live on our website:

<https://livvhousinggroup.com/your-home/service-standards/>

We'll continue to monitor them and make improvements based on your feedback.

Thank you

A huge thank you to everyone who took the time to share their thoughts. We truly appreciate it.

