

Customer Access Policy

1. What this policy is about

- 1.1 This policy sets out how Livv Housing Group ensures that all customers can access our services in a way that is inclusive, responsive, and aligned with the Regulator of Social Housing's (RSH) Consumer Standards (2024). It focuses on providing a range of access channels and ensuring accessibility for disabled customers or those with language needs or other access needs.
- 1.2 The RSH Consumer Standards (2024) include requirements that landlords must:
 - ensure customers can access information about their landlord's services, performance, and decisions in a way that is clear and easy to understand.
 - ensure that customers can access services and communicate with their landlord in a way that meets their needs.
 - allow customers to be supported by a representative or advocate in interactions about landlord services.
- 1.3 Customers have diverse circumstances, needs and preferences, which can impact upon how, where and when they are able to, or choose to, access our services. Our priority is to make it easy for our customers to access the information and services they need in a way that suits them best.
- 1.4 This policy outlines:
 - The range of channels and locations customers can use to access services.
 - Times of availability.
 - How we ensure accessibility for people with disabilities, language or support needs.
- 1.5 This policy should be considered alongside our Equality, Diversity and Inclusion Policy and our Treating Customers with Fairness and Respect Policy.
- 1.6 This policy applies to anyone who contacts us or wishes to access any Livv services.

2. Our approach

Access Channels

- 2.1 Customers can contact us to access any of our services, through the following channels:
- 2.2 **Telephone:** Customers can call our contact centre freephone number between Monday to Friday 8am-8pm and Saturday 9.30am-1pm. We will answer customers' queries at the first point of contact wherever possible, or process requests for services as needed.

Outside of our Contact Centre opening hours, we are still here to provide support for emergencies. Customers can call us 24 hours a day, 365 days a year to report repairs or any emergencies that can't wait.

- 2.3 **Livechat:** Customers can also use Livechat via our website to speak to one of our Customer Service Advisors, within contact centre opening hours.
- 2.4 **Email:** Customers can e-mail us at contactcentre@livvhousinggroup.com, 24 hours a day, 7 days a week. Our Customer Service Advisors will respond to emails within two working days from receipt.
- 2.5 **Facebook Messenger:** Customers can contact us using Facebook Messenger. We will then ask for customer contact details and respond via telephone or email within two working days.
- 2.6 **Customer Portal:** Our Customer Portal, Livv Online, provides automated access to a number of services including:
- View rent account
 - Pay rent
 - Report a repair
 - View completed and outstanding repairs
 - Report anti-social behaviour
 - Add or amend household member details
 - Make a complaint
 - Give feedback and ask questions.
- 2.7 **Website:** Our website is rich with information and there are options for customers to contact us via web-form for the following services:
- Report a repair
 - Ask about or make changes to existing repair requests
 - Enquire about rent
 - Report anti-social behaviour
 - Ending a tenancy
 - Make a complaint
 - General enquiries



Service requests via the website are responded to by our Customer Service Team within two working days.

- 2.8 **Post:** Customers can write to us at: Livv Housing Group, Lakeview, Kings Business Park, Prescot, L34 1PJ. We respond to all enquiries by post within seven working days.
- 2.9 **In Person:** Our team of Housing Advisors work across our communities, providing in person access to any of our customers who wish to speak to them or access any of Livv's services. Each Housing Advisor covers a defined geographic area. They aim to complete a 'Living Well' meeting with every low-cost rental accommodation (LCRA) customer at least once a year, providing an opportunity to identify any wider services which may be of benefit to each customer. The Communities Team also hold monthly 'drop-in' sessions across Knowsley at accessible venues within the local community. These provide all customers with a regular opportunity to meet the team, raise concerns, or access Livv services face-to-face.

Understanding our customers' diverse needs and tailoring access to our services

- 2.10 We aim to understand our customers' diverse needs, so that we can take these into account in ensuring everybody is able to easily access our services.
- 2.11 We collect a range of customer profile information, including protected characteristics and communication preferences, at application, then review and update this as part of our annual 'Living Well' meetings. If customers wish to update their details, including language or communication preferences, they can do this via any of the access channels provided above.
- 2.12 Where customers have informed us of any disabilities, communication requirements, or any other access needs, we will use this to tailor our services, if necessary, reasonable and possible, to ensure that they are accessible.
- 2.13 We regularly analyse our customer profile data against our service delivery measures, to ensure that we are providing equitable access to, and outcomes from, our services. Where we identify any potential differences in access to our services for different customer groups, we will seek to understand the root cause and take action to address this.
- 2.14 In addition to the range of channels outlined above, there are a range of ways that we ensure services are accessible to all:
- 2.15 **Written communication format**
- Wherever possible, customer letters are provided in customers' preferred language or communication format (incl. large print, braille, audio, etc.) based on the information they have previously provided.
 - All other written information or documents, including our website content, is available in different languages or formats upon request. Documents will be provided in the requested format within 5 days.



- Our printed magazine, produced twice a year, provides a cover page in the customer's preferred correspondence format. This provides a summary of the magazine content and informs customers how they can request for the full magazine to be converted to their preferred correspondence format if required.

2.16 **Translation service**

- For customers who require an alternative language to English, we offer a telephone translation service. This can be used during phone calls or face-to-face meetings.
- Our Livechat also offers automated translation into 22 languages, based on customers' selected language preference.

2.17 **Telephone relay service**

- Deaf or hard of hearing customers can call our Contact Centre using a telephone relay service, Relay UK, which translates between text and speech.

2.18 **Website Accessibility**

- Royal National Institute for the Blind (RNIB) provide regular accessibility audits of our website for blind or visually impaired customers, every two years. This includes consideration of design, layout, font size, colour scheme, etc.
- Our web hosting company also provides an annual review of website accessibility, with recommendations for potential improvements.

Right to Representation and Advocacy

2.19 We recognise that customers may wish to nominate another person to speak or act on their behalf in matters relating to their tenancy. This could include a family member, friend, carer, support worker, legal representative, or advocate. We do not allow children under the age of 16 to act as an advocate or representative. If needed we will refer customers to an advocacy service or charity.

2.20 To protect customer confidentiality and ensure compliance with data protection laws, we require formal authorisation before discussing any personal or customer-related information with a third party. This authorisation must:

- Be provided in writing by the customer, either by e-mail or letter;
- Clearly state the name and contact details of the authorised person;
- Specify the scope and duration of the authorisation (e.g. one-off, ongoing, or time-limited);
- Be reviewed and updated by the customer as needed.

Customers can withdraw or amend this authorisation at any time by notifying us in writing.

2.21 We are committed to working constructively with advocates and representatives to ensure customers are fully supported and their voices are heard. We will make reasonable adjustments to accommodate representatives, including offering alternative formats, translation services, or accessible meeting arrangements where required.



Unacceptable Behaviour

- 2.22 Our EDI Policy sets out how we are committed to “create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all”. Our colleagues deserve to be treated with respect and we take a zero-tolerance approach to the harassment, victimisation or bullying of employees by anyone they come into contact with when doing their job.
- 2.23 We treat all of our customers with fairness and respect and this is embedded in our values. Our colleagues are trained and supported to do this and we expect anyone who contacts us to treat us in the same way.
- 2.24 We understand that situations arise that cause some people to feel frustrated or upset, but where this turns into unreasonable behaviour we will take steps to address this.
- 2.25 If anyone behaves in a way which could be considered aggressive, abusive, discriminatory, or is upsetting for a member of our team, we will make every effort to find a constructive and positive way to communicate. If we are unable to find a way to positively communicate for whatever reason, we may choose to take steps to end the contact and/or restrict contact until we can agree a way forward that is reasonable and acceptable to all concerned. In all cases, we will make a fair judgement, taking account of the circumstances, context and the individual needs of the person concerned. This includes recognising our responsibilities under the Equality Act 2010.
- 2.26 Where we have the need to restrict contact we will discuss this with the customer and be clear on what the contact arrangements will be and when they will be reviewed.
- 2.27 If anyone disagrees with a decision to end a conversation or restrict contact, they can request that we reconsider it. A manager will then investigate this further and, where applicable, may review live chat transcripts or listen to calls that have been recorded for training purposes. They will then write to the customer setting out their findings and explaining the decision and implications for any future contact. In cases of extreme aggression or abusive behaviour we may additionally refer the matter, if appropriate, to the relevant authorities, including the Police. If so, we will inform the customer of what action has been taken and why.



3. Responsibilities

- 3.1 All colleagues are responsible for carrying out their work in line with this policy and associated procedures. The Executive Director – Customer Insight is responsible for overall implementation of this policy. Specific responsibilities are set out below:

Role	Responsibility
Customer Committee	Final approval of the Policy
Executive Director – Customer Insight	Strategic oversight of delivery and review prior to Customer Committee approval
Director – Customer Services	Implementation of the Policy and delivery of the Contact Centre services
Director – Communities	Implementation of the Policy and delivery of Housing Management services
Director – Marketing & Communications	Implementation of the Policy and delivery of the website and written customer communications
Customer Insight and Marketing Teams	Delivery of the Policy

4. Monitoring and review

- 4.1 We will use the following KPIs to monitor the policy:
- Contact Centre Ease (where possible, split by contact channel and customer profile data, including protected characteristics)
 - Contact Centre Satisfaction (where possible, split by contact channel and customer profile data, including protected characteristics)
 - The volume of customer contact made through each channel, in order to better understand any changes in how our customers are choosing to contact us and inform the further development of these services.
- 4.2 We will review this policy every three years, or sooner if our monitoring of the policy identifies that changes are required, for example because of changes to law, regulation or related Livv strategies and policies.



Control framework

Compliance

This policy supports compliance with:

- Regulator of Social Housing Transparency, Influence and Accountability Standard

Document control	
Version	1.0
Policy applies from	7 November 2025
Policy applies to	Livv Housing Group; Livv Homes; Livv Maintenance
Approved by	Customer Committee
Approved on	6 November 2025
Replacing	Customer Access Policy 2022-2025 v.1.1
Next review due by	November 2028
Responsible Executive Director	Executive Director – Customer Insight
Policy author	Director – Community Investment and Engagement
Equality Analysis	October 2025
Environmental Impact Assessment	Not required
Circulation	Intranet; Livv Housing Group website

Version control		
Version	Date of Review	Summary of changes made
1.0	November 2025	Full review of previous policy in line with Group Policy and Strategy Framework.

