

## Tenancy Management Service

As our customer, we're here to support you at every stage of your Livv journey and provide you with the help and advice you need to live well and thrive in your home.

Our teams can help you manage your tenancy, support you to stay in your home and help you unlock more benefits and financial support. So, find out how we can help you today... Start small, give us a call.



## Your Livv Tenancy

### Visiting new customers

We'll visit you four weeks after you move into your Livv home to make sure you're settling in well and have access to all the support, advice and information you need. After our first visit, we'll then visit you in your home once every year.

### Supporting your tenancy

Every year, we'll visit you in your home to complete an annual visit and your Living Well Plan. Your annual visit is your opportunity to talk to us and ask any questions you may have. This way, we can make sure you have access to all the support, advice and information you need to live well and thrive in your home and community, including access to employment support, mental health support and financial support. We'll also use the visit as a chance to carry out any safety checks in your home, log any repairs and put any support in place that you need.

### Livv Online

We can set you up with a Livv Online account which means you can access information about your tenancy whenever you want!

With Livv Online you can pay your rent, view your account and repairs, give feedback and contact our team. Log into your Livv Online account now to find out more.

### Changing your tenancy

You can request to make changes to your tenancy at any time, such as updating your marital status or the number of people living in your home. Simply [contact us](#) and we'll review your request. Any change you request will then be acknowledged by us within five working days.

### Mutual exchange

You can arrange to swap homes with another social housing customer through [Home Swapper](#).

Home Swapper gives you the chance to swap homes with any social housing customer, whether they rent their home through Livv or a different landlord entirely.

Home Swapper is a great way to find a home that is better suited to your needs and can help you find a new home which is a different size or type or even in a different part of the country!

### Support available to you

As a Livv customer, you can access a range of support that can improve your health and wellbeing, help you become money confident and manage your home. Getting you the help and advice you need, when you need it, our specialist teams can support you to thrive in your home and community.

There's lots of support available to you which can help you find employment and training opportunities, improve your health and wellbeing, meet new people and connect with your community.

Nobody should live in fear, and we can also help if you're experiencing anti-social behaviour or domestic abuse.

Find out more by visiting our [Help and Support page](#) now.

### Your Money Matters

To help you feel money confident, we offer a range of financial support that can help you manage, understand and maximise your household income, including:

- **Better Off Calculator:** free, easy-to-use and always up to date, the Better Off Calculator helps you understand if you're claiming all the financial support and benefits you're entitled to, shares handy hints and tips on how to reduce your household bills and helps you budget. [Find out more now](#)
- **Getting you the right support:** we work with a number of organisations to get you the help you need. Our partners provide tailored support, unique to your situation, and can help you manage debt, budget, improve your financial wellbeing and find employment or training opportunities
- **Help you manage your bills:** We can provide practical advice to help you reduce your energy bills and household costs. We can also connect you to local and national support schemes too

## Getting the help you need

There's a number of ways you can access support, including:

- Calling **0151 290 7000** or **Freephone 0800 561 0007**

- Emailing [contactcentre@livvhousinggroup.com](mailto:contactcentre@livvhousinggroup.com)
- Visiting our [Contact Page](#)
- Talking to your Housing Advisor or asking about the support available to you during your annual visit

We'll then work with you to get the specialist support you need to live well and feel better.

## Moving out of your Livv Home

When you decide to move out of your Livv home, we follow the below process to make sure you're kept up-to-date and supported every step of the way.

### Ending your tenancy

There are a number of ways you can end your Livv tenancy. You can let us know you wish to move out by [phone](#), [email](#), [Live Chat](#) or through your Housing Advisor.

Once you've let us know that you'd like to end your tenancy, we'll be in touch within three working days to talk you through the next steps and send you a Tenancy Termination Form to sign.

### Home inspection

When we've received your completed Tenancy Termination Form, we'll contact you within 10 working days to arrange a home inspection.

A home inspection should take no longer than one hour and is an opportunity to make sure your home is clear and tidy and talk to you about settling your rent account.

### Inspection summary

After completing your home inspection, we'll send you a written summary of our findings within five working days. This summary will include anything you need to do before you move out.

### Your rent account

Before your Livv tenancy ends and you move out of your home, we'll review your rent account and let you know your balance. If your account is in credit and you're entitled to a refund, we'll return the balance to you within 60 days of your tenancy ending.

If your rent account is in arrears we'll talk you through your repayment options and the financial support and advice we can provide.

## Our promise to you

Our Service Standards are built around our core service principles. We will always:



Listen and understand



Treat you with respect



Take responsibility



Keep you informed



Do what we say we will