

## Customer Enquiries

Whether you need to report a repair, have a question about your rent, or need extra support with your finances or health and wellbeing – we're just a call or message away.

You choose how to contact us and we'll make sure you get the help and answers you need.



We will:

- **Provide flexible contact options** – so you can reach us in the way that suits you best, at a time that's convenient for you.
- **Respond quickly** – aim to answer your call within two minutes. If we can't, we'll offer to call you back.
- **Resolve your enquiry at first point of contact** –we'll do our best to sort it straight away. If we can't, we'll pass it to the right person.
- **Reply to emails and online enquiries** within three working days.
- **Respond to letters** within seven working days.
- **Offer 24/7 rent payments** through our automated telephone payment line.
- **Listen and improve** – we'll regularly ask for your feedback through online surveys and use it to better our services to you.

## How are we doing?

We're always striving to make your experience better, we will monitor how our Customer Enquiry service is performing and share this with you, along with any actions that we are taking to improve performance.

We will do this by measuring;

- Contact Centre satisfaction
- The percentage of calls answered within 2 minutes
- Average Call Wait time

Find out how all our key services are performing [here](#)



# 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



## Get in touch!

Need to speak to a member of our friendly team?

Call us on: **0151 290 7000** or freephone **0800 561 0007**

We're open Monday to Friday: 8am-8pm, Saturday: 9.30am-1pm.

In case of an emergency, we're here for you 24 hours a day, seven days a week. Just call us anytime, and we'll connect you to our out-of-hours emergency service.

## Other ways to contact us

Email: [contactcentre@livvhousinggroup.com](mailto:contactcentre@livvhousinggroup.com)

Website: [livvhousinggroup.com/contact-us](http://livvhousinggroup.com/contact-us)

Customer Portal: [Livv Online](#)

Facebook Messenger: [Livv Housing Group](#)

Or write to us: Livv Housing Group, Lakeview, Kings Business Park, Prescot, L34 1PJ

## Want to know more?

Find out how to reach us and what support is available in our [Customer Access Policy](#)