

Condition of Property Policy



We want you to be able to live safely in your home. We can help you by offering health and safety support, advice, and guidance to improve your well-being.

We will identify, manage, and resolve any issues resulting from poor quality conditions in your home. This applies if you rent from us or own part of your home.

Poor quality conditions include:

- Uncleanliness
- Poor state of decoration
- Internal damage
- Piles of rubbish
- Hoarding
- Damp and mould

We will take safeguarding action to protect you if you or someone in your home is at risk of harm due to poor quality conditions.

Following a risk assessment, we will contact your local authority, provide support, and put in place interventions. A personalised plan will be put in place to bring your property quality up to standard. Timescales will depend on your agreed plan.

Repairs and maintenance

We understand that homes in poor condition may need repairs and maintenance to improve the quality. Where there are multiple issues, our Housing Management team will help to make sure repair and maintenance work is carried out appropriately whilst meeting all relevant timeframes. We will carry these out in line with our Repairs and Maintenance Policy. You can read the full policy online or request a copy to be posted to you, by calling us on 0800 587 4538.

We will conduct tenancy visits every other year; however, please contact us if you have any issues.

Please let us know if you or someone else in your household has any vulnerabilities.

You can report a repair by phone, email, Live Chat or My Livin app.

What next?

[Read the full policy at livin.co.uk/policies](http://livin.co.uk/policies)

[Not satisfied with this service? Let us know at livin.co.uk/complaints](http://livin.co.uk/complaints)

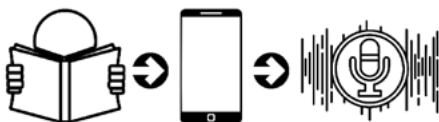
Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربي (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) پسراف (Farsi) Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian) Español (Spanish) Український (Ukrainian)

Request this document in an alternative format:



Call us on 0800 587 4538

email us on contactus@livin.co.uk or
Live Chat with us at www.livin.co.uk



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