

Customer Voice and Engagement Policy

We value your thoughts and views on our services. We will make sure that you have a range of ways to affect decisions about how we provide services.



We provide a range of ways for you to participate in involvement and engagement activities so you have opportunities to scrutinise our services and influence decisions. These include:

- In person (surveys, focus groups and discussions)
- Via telephone (surveys and discussions)
- In writing
- Email (surveys and discussions)
- Online/text (surveys and discussion)
- Teams/Zoom meetings
- Social media (polls, surveys and discussions)

Here are some of the different levels of involvement:

Level 1: The InsightXchange

We work with a group of tenants who review our services at our Board's request. We will agree on a range of meaningful improvements.

Level 2: The amplified conversation

We'll use the information we know about our tenants to find people affected by our services. We'll then work with these groups to understand their needs. We will use this information to improve our services.

Level 3: The continuous conversation

We will use our data to make sure we meet the needs of our customers. We can include complaints and feedback, Tenant Satisfaction Measure results, satisfaction survey results and service usage data. We will use this information to improve our services.

We will keep you informed about the changes we make, or cannot make, to services following any feedback you give us.

If you cannot take part in our customer voice activities for personal reasons such as a mental or physical illness, we can help you find a way that is best for you.

We promote opportunities to be involved in our customer voice activities. We do this through a range of different channels to increase awareness and encourage more people to join in.

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

You can get in touch with us 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)

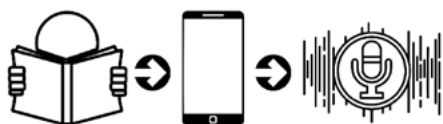
Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

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)

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