

Livein

Livein life your way

Information about services we offer as your landlord. You can access these services by calling:

0800 587 4538

YOUR TENANCY

What you can expect from us as your landlord

It's important for you to know what you can expect from us. We must:



Set your rent which is reasonable and offers good value for money



Offer an effective repairs service



Carry out an annual gas safety check to ensure your safety (where your home is heated by gas)



Keep your home and any shared part of the building in a reasonable state of repair



Give you the chance to meaningfully influence the way we deliver our services



Respect your privacy and the information we hold about you



Investigate and respond to complaints



If you'd like a copy of our service standards posting out to you please call us on 0800 587 4538

What we expect from you as a tenant

Here are some of the things you need to know so you can follow the conditions of your tenancy:



Pay your rent on time



Live in your property and use it as your main home



Keep your home and garden in good, clean condition. Including maintenance of any trees, shrubs, hedges or fencing



Be a considerate neighbour and avoid activities that may disrupt or upset those around you



Make sure the people you live with, and your visitors don't engage in anti-social behaviour



Report any repairs that we're responsible for quickly, and allow access for the work to be completed



If your property is heated by gas, you must allow access for us to complete a gas safety check every year



Seek permission to make alterations to your home



Paying your rent

The quickest and easiest way to pay your rent is online via www.livin.co.uk or by setting up a direct debit. If you are unable to pay by direct debit or use the internet, you can make your payments using our automated telephone payment line 01388 814704.

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Tenancy visits

Your Housing Adviser will visit you at home at least every two years as part of our tenancy visit programme. This is to make sure your home is safe, in an acceptable condition and to identify any issues you may be having with your tenancy. If you need to speak with your Housing Adviser please call us.



Tenancy fraud

Anyone accessing social housing without the right to do so may be committing tenancy fraud. This is against the law and a breach of your tenancy agreement. It also denies homes to those most in need. We will investigate tenancy fraud and, where proven, take legal action to recover our homes.



Customer vulnerabilities

We record your relevant personal circumstances, including any disabilities to make reasonable adjustments to how you access our services. If your circumstances have changed recently, either temporarily or permanently let us know.

YOUR HOME



Aids and adaptations

We can help you or someone in your family who has a long-term illness, disability, or trouble with mobility. We can make your home safer by installing things like handrails and easy-to-use taps. We can also make bigger changes to your home, like adding a ramp or changing your bathroom to make it easier to take a bath. Our Occupational Therapist can help you find the right support.



Home improvements

We want to make sure that your home is good quality, well maintained and safe. We deliver investment programmes that maintain our homes to Decent Homes Standard. As part of our home improvement programme we will make some changes to your kitchen, bathroom, electrical wiring, central heating, and external areas. The home improvement programme ensures components are replaced before their lifecycle had been exceeded or their condition has become poor.



Home lift maintenance

We will visit your home four times a year to keep any lifts in good working order and carry out regular servicing and maintenance to avoid breakdowns. Two visits will be by our maintenance contractor, Thyssenkrupp, and two further visits will be carried out by our insurers' appointed inspector, Bureau Veritas.

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Luvvin Works



Moving home

If your home is too big or too small for your needs, we can help. Whether you have a growing family, are entering retirement, have medical needs or simply want a more manageable home, resizing could be a good option for you.



Mutual exchange

All our tenants have free access to HomeSwapper, a leading national mutual exchange service where you can arrange to “swap” your home with another social home.



Report a repair

You can report a repair with us 24 hours a day, 7 days a week.

Our responsive repairs service includes evening and weekend appointments. For non emergencies - appointments are available up to 7pm Monday to Friday and between 8am and 5pm on a Saturday.

YOUR SUPPORT



Safeguarding

If you are concerned that a vulnerable adult or a child is at risk of abuse or neglect it is important to report it. In an emergency, contact the police on **999**, alternatively contact 101 if you think a crime has been committed in relation to abuse and neglect.

If you are worried about someone being neglected or abused, you can tell us or report it directly to your relevant Local Authority who has a legal responsibility to safeguard adults and children.

County Durham

03000 267 979 | scd@durham.gov.uk

Darlington

01325 406 111 | DPS@darlington.gov.uk

Hartlepool

01429 523 390 | ispa@hartlepool.gov.uk

Stockton

01642 527 764



Money support

It is very important to pay your rent on time, but we know that sometimes managing money can be stressful. We can help you with budgeting and to claim any benefits you may be entitled to including Universal Credit. We can offer energy advice, and support to access grants and affordable credit through the NE Credit Union. We work with different agencies that can help you deal with the cost of living and problem debt.



Domestic abuse

If you or someone you know is experiencing abuse, you can report it to us. Anyone can become a victim of domestic abuse and you are not alone. You will be supported with sensitivity and confidentiality. We will act swiftly and effectively. We work with specialist supporting charities who can provide effective help and advice.



Work and training support

There are many ways we can help you, from free training opportunities to matching you with local job vacancies and improving your job-hunting skills.

YOUR COMMUNITY



Grounds maintenance

Our grass, shrubs, and trees are part of a regular maintenance cycle that is in place to make sure our open spaces are kept beautiful, clean, safe, and accessible. We recognise that well-kept and maintained open spaces play a strong role in instilling community pride and mental wellbeing as well as contributing to reducing our carbon footprint.

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Estate inspections

Our Housing Advisers carry out regular estate inspections in your community to check for issues like fly-tipping, untidy gardens, and repairs and maintenance. Inspections are scheduled 6 months in advance, and we encourage tenants and stakeholders to come along.

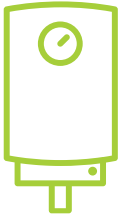
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Reporting anti-social behaviour and hate incidents

We want you to feel settled and safe in your home, but we know that sometimes this is not always the case. We will work with you and agencies like the Police and Local Authority to investigate and resolve any anti-social behaviour issues. We have zero tolerance for any hate-related incident or crime and encourage all victims of anti-social behaviour to report it.

YOUR HOME AND SAFETY



Gas and electrical servicing

Your safety and that of your family is our priority. By law, we must ensure that a gas safety check is carried out in your home every year. We will also carry out an electrical service up to every five years to make sure the electrics in your home are safe. If you need a gas or electrical service, we will send you an appointment date and time. If you need to reschedule your appointment, please contact us.

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What to do if you smell gas

Turn off your gas supply immediately and open your windows and doors. Do not turn any electrical switches on or off, light matches or lighters. Immediately ring The National Gas Emergency Services on **0800 111 999**, they will come to your home and make it safe.



Damp and mould

We undertake stock condition surveys and ongoing checks to ensure properties are monitored as part of our approach to identifying, preventing and treating damp and mould.

If you have noticed patches of damp and mould in your home, we want to hear from you so we can take steps to reduce it. We can remove the mould in your home and minimise the risk of it returning.

Once we have completed works in your home to eradicate any mould or damp, we will proactively monitor whether the measures we have taken have been successful and where necessary carry out further remedial works.



Fire safety

If you live in a block of flats with a shared internal communal area, we will carry out a fire risk assessment to ensure your safety in the event of a fire. These assessments are aimed at minimising the risk of a fire occurring and reducing the likelihood of any fire spreading to ensure you can remain safe in your home.

We will provide you with information when you first move into your home and every year letting you know what you need to do in the event of a fire in your building. This information will also be visible on your communal notice board. We will provide you with information about the importance of the fire door we have fitted to your home, how it works and some advice on how to ensure it remains in good working order.



Asbestos surveys

When you move into your home, if it contains asbestos, we will give you a copy of the asbestos information that we hold. If you notice that you have disturbed or damaged the asbestos, please get in

touch with us so we can assess the risk level and undertake further checks to make sure that your home is safe.

If planned improvement works or major repairs are needed in your home, a more in-depth asbestos survey might be required. Our contractors will take small samples from your walls, ceilings or floors, which will be tested in a laboratory for asbestos. We will contact you to arrange this.

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Water hygiene

All water systems within our homes naturally contain bacteria. Under certain conditions, the bacteria can grow, which can cause illness. A common water bacterium is Legionella, which can be fatal if small droplets of contaminated water are inhaled. However, the risks of Legionella in your home are low based on regular water usage and turnover.

It is important that you do not interfere with your boiler temperature. This should be set at 60°C to ensure that hot water in your system remains hot. Keep shower heads and taps clean and free from limescale and mould and descale shower heads at least every 3 months. We recommend making sure taps, showers and toilets are flushed at least once a week to ensure water is kept circulating.



Communal areas

Our communal areas are cleaned and checked regularly to keep them tidy, safe and accessible.

We will inspect the communal areas of your building on a regular basis to ensure they are clean and free from hazards. These checks will also ensure all staircases and landings are free from obstructions. If you notice any items being stored in the communal areas of your building, please contact us to let us know.

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Smoke detectors

All of our homes are fitted with smoke detectors and carbon monoxide detectors (unless your home has Air Source Heat Pumps), which are tested during your annual gas safety check. It is important that these are checked on a weekly basis by pressing the 'test' button.

You should never disconnect or remove the batteries from your smoke or carbon monoxide detectors. Should you have any issues with your smoke alarm or carbon monoxide detector, please get in touch and we will send an engineer to your home.

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FEEDBACK AND COMPLAINTS



Feedback

We want to hear from you if you want to praise us for a job well done or have ideas to make our services better. If you are unhappy with our services and want to make a complaint, please get in touch.



Getting involved

If you have some time to spare and would like to be involved in the development of our services, we would love to hear from you. We have lots of ways for you to influence and improve our services, from taking five minutes to complete a survey, telling us what you think of our policies, spending time having a discussion with other tenants or by scrutinising our services as part of our InsightXchange. You can take part in person, over the phone, in a video call or by email or text if you wish. We can even help with transport if needed. We will always try to adapt to meet your needs.

Lettings Policy

Our lettings policy ensures that our homes are allocated in a fair and transparent way so that you can live in a home that is suitable for you. We will use our homes the best we can to meet the needs of your community.

We work with local authorities to allocate our homes. You can find our homes through:

- Durham Key Options
- Darlington Home Search
- Tees Valley Letting Partnership
- Hartlepool Home Search

Choice Based Lettings

We take part in choice based lettings schemes so that you can choose homes in areas where you want to live. When we allocate our homes we consider the needs and requirements of each local authority. There may be some cases when we offer you a home directly, but the local authority's requirements will still apply.

Mutual Exchange

We also offer mutual exchange if you want to move anywhere in the country. You can swap your home and tenancy with another social housing tenant. We recommend this if you are looking for accommodation but have no specific housing need.

Local Lettings Plan

In some cases, we will work with local authorities to create local lettings plans. We use these in limited situations to help build safe and sustainable communities. This letting can be used to regenerate an area, to manage housing issues, and achieve a balanced community.

We set out what requirements need to be met for you to be eligible to apply for our homes.

You can view adverts for our homes by visiting our [website](#) and applying for a home through the relevant scheme.

Please let us know if you or someone else in your household is vulnerable.



Neighbourhood and Community Policy

Our neighbourhood and community policy guides us on how we can transform places. It allows us to give communities the support they need to thrive.

Safer Places

Responsible for looking after and keeping our shared green spaces, if there are any issues with how clean, accessible, or safe our outdoor spaces are, we can report and fix them. We work with local authorities, charities, police, and tenant groups to do this.

Our partners and that working with people living in the area and local groups can help improve our communities most. We will work with partners to make sure that our shared spaces are safe, clean, and also support partners in achieving their own goals.

ASB (Anti-social behaviour and Hate incidents) If you have any ASB or hate incidents seriously, we will handle them in our ASB policy. You can [read the full policy](#) online or copy to be sent to you by post by calling us by phone. We will work with partners such as the Police and the Local Authority Safety Teams to help people experiencing ASB.

Domestic Abuse If you or someone else in your household has any domestic abuse, we will make sure you get the right support and can [read the full policy](#) online or requesting a copy to be sent to you by post by calling us by phone.

ASB and Domestic Abuse If you or someone else in your household has any ASB and domestic abuse or get in touch by phone, Chat or My Livn app.



Complaints, Compliments and Feedback Policy

Our complaints, compliments and feedback processes are here for you to help us improve our services. We will respond quickly, be polite, and act fairly to make sure you are listened to and we put things right.

If you are unhappy with our standard of service or something we have done or still need to do, please let us know. We treat all complaints as an opportunity to do better.

You can make a service request when you need us to put something right. For example, if we do not return your call within a reasonable timescale or we have arrived at the wrong time for an appointment. We will ring you to resolve the issues, but if you are unhappy with our response, you can follow the steps below.

Stage 1 If we do not get things right during your service request you can ask us to look at it as a complaint. We will confirm this with you in 10 working days.

Stage 2 One of our complaint's investigators will review your complaint and inform you of the outcome within 10 working days. This can be extended if more time is needed.

Stage 3 If we have not got things right at Stage 1 you can ask us to review our decision. This request must be made within 20 working days of us issuing our Stage 1 response. We will confirm this with you in 10 working days and assign a new complaint's investigator.

They will review the original investigation and finding and let you know the outcome within 10 working days. This can be extended if more time is needed.

We will not consider the following matters as a complaint:

- Issues older than 12 months which you were aware of but didn't report
- An issue where legal proceedings have started
- An issue which has already been through our complaints process
- Anonymous complaints with not enough information



If you'd like a copy of a summarised policy posting out to you, please call us on **0800 587 4538**.



Complaints

We will always aim to fix your problem in the first instance but if you are still unhappy with the service you have received from us then we want to know so that we can make changes, put things right for you and stop these problems from happening again.

CONTACT US

Farrell House, Arlington Way,
DurhamGate, Spennymoor,
Co. Durham DL16 6NL

 livin.co.uk

 [wearelivin](https://www.facebook.com/wearelivin)

 [@weare_livin](https://twitter.com/@weare_livin)

 0800 587 4538

 contactus@Livin.co.uk

 Download the My Livin app today.
Just search Livin in your app store or
scan the QR code...

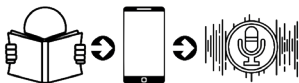


Please let us know if you need additional support to read this document.

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

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

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Call us on 0800 587 4538

email us on contactus@livin.co.uk or

Live Chat with us at www.livin.co.uk



thebigword
 Relay UK



Need help to get online?

From September we will be offering one-to-one support to help you get on the internet. If you are interested in receiving support please telephone us and we will arrange a call or visit in the coming weeks.



This booklet summarises the key services and information we offer. Visit our website for more detailed information at lavin.co.uk

