

livin.co.uk



livin

Welcome to your new home

Contents

3

Moving in



22

Your home and safety



4

Before or on the day you move in



30

Moving into a new build home



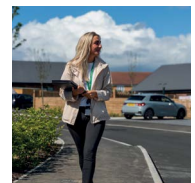
10

Your support



36

Your community



12

Your tenancy



38

Greener Livin



16

Report a repair



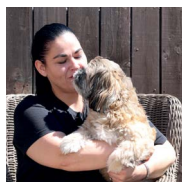
42

Making changes to your home



20

Your home



44

Feedback and complaints





Moving in

Thank you for choosing us to be your landlord. Now that you have your keys, you can start to set up your new home.

It's also important to note down your key tenancy information. This will be used in many of our communications to you, and it's needed for rent payments.

Details for your housing adviser, tenancy reference number and keysafe code (if you need one) are included in your welcome email.

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Your housing adviser will email you the following documents (if applicable) separately from your welcome email:

- Electrical installation certificate
- FireSafetyPlan(homeswithasharedcommunalinternalarea)
- Fire Door Safety information
(homes with a shared communal area)
- Tenancy Agreement
- Gas Safety Certificate
- Latest EPC Certificate
- Service charge statement (for applicable homes)
- Lettable standard

We'll leave a copy of your Asbestos Report in your home (homes built before 2000 only)

Keep an eye on your keys – lock changes are expensive, and we don't keep spares.

BEFORE OR ON THE DAY YOU MOVE INTO YOUR NEW HOME

There are five simple but essential things you need to do:

1

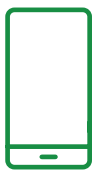
ARRANGE YOUR RENT PAYMENTS

There are several ways to pay your rent. You'll have a dedicated Money Support Adviser to support you in managing your rent account.



Direct Debit

Setting up a direct debit is a safe and convenient way to pay your rent. You can set up regular payments on our website or by calling us.



Phone

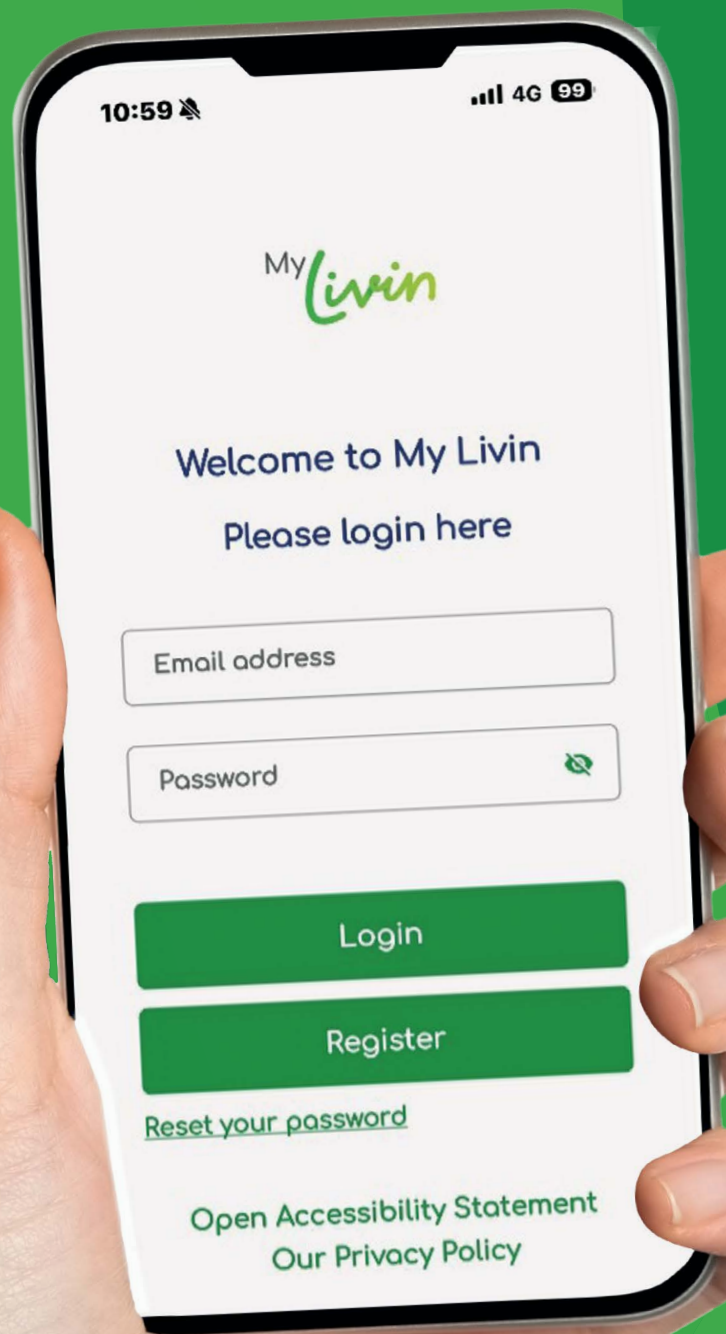
If you are unable to pay by direct debit or use the internet, you can make your payments using our automated payment line by calling 01388 814704.

My *livin* App

The quickest and easiest way to pay your rent is online using our My Livin app and portal. Information on how to download the app or access the portal is available on our website, at [livin.co.uk](https://www.livin.co.uk).

There's no need to wait on a call as My Livin allows you to get tasks completed in seconds. Available 24 hours a day, it's the quickest way to:

- Make payments
- Check your rent account
- Book and track repair appointments
- Track your enquiries
- Contact Us



More helpful tips over the page....

2

SET UP YOUR UTILITIES

Ensure you take meter readings for your gas and electricity, so you only pay for what you use.

You will need to find out who your current suppliers are and register with them before we can book your gas and electric checks in.

Visit findmysupplier.energy website to find your gas supplier, or call 0800 111 999

Visit Northernpowergrid.com website to find your electricity supplier or call 0800 011 3332

If you have a prepayment meter in your new home, please have a minimum of £5 credit on your meter before we attend.



Book your new tenant gas and electric checks

You can request your gas and electric checks at [Livin.co.uk](https://www.livin.co.uk) or by calling us, and we will attend within three working days. When you contact us we can confirm the appointments with you and send you an SMS with your appointment dates and times.



Water supplier

You will need to register with your water supplier.
Visit [Water.org](https://www.water.org) website to find your water supplier or call:

Northumbrian Water  03457 335 566

Anglian Water  03457 919 155

Independent Water Networks Ltd  02920 028 711



3

ARRANGE YOUR COUNCIL TAX

Find out who your local council is on the gov.uk/find-local-council website or call your local authority.

Durham County Council ☎ 03000 260 4000

Darlington Borough Council ☎ 01325 405 555

Hartlepool Borough Council ☎ 01429 266 522

Stockton Borough Council ☎ 01642 397 108



4

INSURE YOUR HOME CONTENTS

Protect your furniture and personal belongings against fire, theft, vandalism or water damage. RSA Insurance Group provide a simple and low-cost option. Visit RSA Insurance Group website or call 0345 671 8172 for a no-obligation quote from as little as £6 per month.



5

READ ABOUT THE SERVICES WE OFFER AS A LANDLORD

This booklet contains information about the services we offer you as your landlord. Keep it safe for future reference, and if you have any questions you can contact us by using any contact method on the reverse of this booklet.

YOUR SUPPORT



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 claiming 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.

Failure to pay your rent may lead to you losing your home.





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.



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.

In an emergency, contact the police on 999.



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

YOUR TENANCY

Full tenancy details are available in your tenancy agreement document.



Our responsibilities as your landlord

It's important for you to know what our responsibilities are. 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



Your responsibilities 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 that you, 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





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.

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Succession

If a tenant dies, you may have the right to inherit the tenancy – this is called succession. Your right to inherit a tenancy depends, amongst other factors, upon the type of tenancy you have and the relationship with the tenant who has died. We appreciate this is a difficult time for anyone in this situation, and will deal with your request sensitively. If you are worried that you do not have succession rights, we will work with you and other local housing providers to assist you in registering for another home. Please do get in touch with us so that we can help you.

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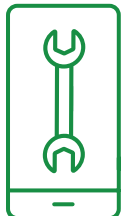


Tenancy visits

Your Housing Adviser will visit you at your home every two years as part of our tenancy visit programme. This is to make sure your home is safe, and 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 or find out more information at Livin.co.uk.

REPORT A REPAIR

Our repairs service is available to help you keep your home in good condition.



The quickest and easiest way to report a repair is online using our My Livin app and portal. Information on how to download the app or access the portal is available at www.livin.co.uk.

If your repair is an emergency, call out-of-hours response team on 0800 587 4538.

We aim to carry out all our repairs within a reasonable timescale, but also need to retain some capacity to attend more urgent situations much quicker. We do this by separating our repairs into four categories; emergency, urgent, routine and scheduled. This enables us to achieve the correct balance and ensures that we help customers suffering the most disruption or those at risk sooner.



Whilst our repairs service covers the majority of faults that may occur in your home, there are some that are not covered and you should carry out yourself. These include:

- Plugs and toilet seats
- Shower heads and hoses
- Doorbells (unless part of door entry systems)
- Clothes posts or lines (unless within a communal area)
- Plumbing of washing machines or dishwashers
- Installation/disconnection of cookers and other electrical appliances
- Electrical plugs, fuses, light bulbs, fluorescent tubes
- Additional bolts or locks to doors, outbuildings and gates
- Replacement of lost or stolen keys (this is a rechargeable service that we can help you with)
- Repairs to internal doors and ironmongery
- Treatment of pests and vermin (not including rats inside the home)
- Decoration (including filling in small cracks and holes)





Emergency

Work that needs to be attended to within 4 hours and rectified. These are repairs that need to be carried out to avoid serious danger to health and safety, or where a failure to carry out the repair could cause extensive damage to the buildings and property – e.g. burst pipes, window/door security, heating, or hot water.

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Routine

Work that needs to be attended to and rectified within 10 working days. These are day-to-day repairs causing some levels of disruption or inconvenience to you, and which are unlikely to significantly worsen – e.g. dripping taps, repairs to woodwork, guttering, and floors.

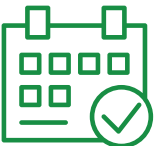
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Urgent

Work that needs to be attended to and rectified within 5 working days. These repairs can cause disruption or significant inconvenience, and repairs which may worsen or affect your health if left for longer periods of time – e.g. heating needing parts, minor leaks, toilet overflows running.

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Scheduled

Work that needs to be attended to and rectified within 25 working days, involving repairs that cause minimal disruption or inconvenience to you or which may be grouped together – e.g. Fencing repairs, kitchen repairs, and failed double glazing.

YOUR HOME

Here are a few helpful things we can do to help you enjoy your Livin home even more.



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 modern, warm, and safe for you. As part of our home improvement programme, we will make some improvements to your kitchen, bathroom, electrical wiring, central heating, and external areas. We will contact you when your home is due for any major improvement works.

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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.

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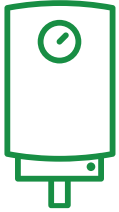


Mutual exchange

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

YOUR HOME AND SAFETY

Your safety is important to us, so here is some useful information about your home.



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 on your home every year. We will also carry out an electrical service 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.



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.



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.

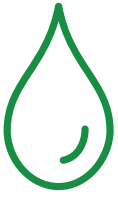
Immediately ring The National Gas Emergency Services on 0800 111 999, they will come to your home and make it safe.



Smoke detectors

All of our homes are fitted with smoke detectors and carbon monoxide detectors, which are tested during your annual gas safety check. It is important that these are checked weekly 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.





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.

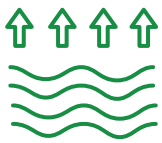
If you notice patches of damp or mould in your home, we want to hear from you so we can take steps to reduce it. We can remove the mould in your home and minimise the risk of it returning.

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 work.



Types of Damp

Rising damp, penetrating damp, traumatic damp and condensation are the four most common types of damp in residential homes.



Rising damp

This is caused by groundwater moving up through a wall or floor.

It is usually prevented by the damp-proof course and damp-proof membrane installed during a property's construction, but sometimes these can deteriorate.

Some obvious signs of rising damp are:

- Tide marks rising up walls
- Peeling decoration (paint or wallpaper) and wet patches on walls
- A white powdery substance on walls (salts)

Rising damp can be cured with specialist treatment



Penetrating damp

Is typically caused by rain penetrating the structure of a building.

Rainwater can soak through the external structure of the building and travel to interior walls and ceilings.

Penetrating damp can damage decoration, plaster, and walls themselves.

Some common causes of penetrating damp are:

- Blocked/defective guttering and downpipes
- Cracks or pointing defects in brickwork or render
- Gaps around doors and windows

In most cases, penetrating damp can be cured by rectifying the defect.



Condensation

This occurs when moisture in the air changes to water on a cold surface.

Warm air holds more moisture than cold air, so when the temperature is low or falls condensation will form.

Condensation can lead to mould which is a type of common fungus. In homes, mould spores land on moist surfaces and begin to grow.

This mould will only grow on clean water, such as condensation if this is left for a period of time.

Left untreated, certain types of mould can be harmful to your health.

HOW TO HELP REDUCE CONDENSATION



You can manage any condensation in your home by:

- Wiping down the windows and sills every morning to remove moisture collected overnight
- Keeping background heating on low heat (15c)
- Using a good quality fungicidal paint if you need to redecorate

- Covering pots and pans with lids whilst cooking to contain steam and make use of extractor fans
- Opening trickle vents on windows to allow humid air to escape and dry air to enter
- Drying your washing outdoors where possible or air drying it in a well-ventilated bathroom with windows open and extractor fans on
- Allowing space for the air to circulate in and around your furniture
- Using dehumidifiers
- Positioning wardrobes and furniture against internal walls where possible
- Avoid using paraffin or portable flueless bottle gas heaters as they produce moisture
- When bathing/showering and for a short period afterwards, use an extractor fan and open a window with the door closed
- Open a window for five seconds in each room to allow damp air to escape and dry air to enter





Water hygiene

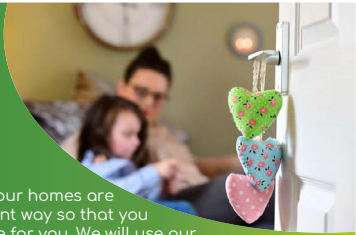
All water systems within our homes naturally contain bacteria. Under certain conditions, the bacteria can grow, which can cause illness. A common water bacterium is Legionella, which can be fatal if small droplets of contaminated water are inhaled. However, the risks of Legionella in your home are low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



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.

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 bid on 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 bid on 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 record the accommodation but have no say in the decision.

Local Lettings Plan

In some cases, we will work with local authorities on local lettings plans. We use these in limited social housing communities. This letting can be subject to housing management issues.

We set out what requirements are in the adverts for our homes.

You can view adverts for our homes and can apply for a home through them.

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

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

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

Partners

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

Anti-social behaviour and Hate incidents

We take anti-social behaviour and hate incidents seriously. We will handle them in line with our ASB policy. You can [read the full policy](#) online or request a 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 to help people experiencing ASB.

We work with our partners and other organisations to tackle anti-social behaviour. We will make sure you get the right support and advice. You can [read the full policy](#) online or request a copy to be sent to you by phone.

As with the way we have managed your tenancy, if you want to make a complaint, you can do this by contacting our feedback team online, or by calling us on 0800 587 4538.

If you or someone else in your household has any vulnerabilities, please let us know.

If you experience anti-social behaviour and domestic abuse or get in touch by phone, please contact our My Livin app.

Asbestos Policy



We want you to feel safe in your home. Some of our homes built before the year 2000 may contain asbestos, but homes built after this date usually do not.

It's important to understand that asbestos is safe if left undisturbed.

Before you move into your home

You will receive a copy of an asbestos report for your home if it was built before 2000. We recommend you read this before you start to carry out any decoration works or hang any pictures etc.

Planned or repair works

If you report a minor repair in your home, we will always check the asbestos information to make sure we do the work safely.

We may need more information about the asbestos if planned improvements or major repairs are needed in your home. When this happens, we will complete a more detailed asbestos survey. Our contractors will take small samples from various areas including walls, floors, or ceilings and test them for asbestos.

If your home requires the removal or sealing of asbestos, this will only be carried out by a qualified professional. We will carry out repairs in line with the time frames set out in our [repairs and maintenance policy](#).

Emergency repairs: We will attend within **4** hours

Urgent repairs: We will attend within **5** working days

Routine repairs: We will attend within **10** working days

Scheduled: We will attend within **25** working days

We are committed to protecting you, your family and our staff from asbestos exposure with a robust system to identify dangerous situations quickly.



When an asbestos survey is needed, you must allow us to do this. If we cannot carry out the asbestos survey we will not be able to carry out your repair or improvement works. We will take



If you'd like to view our summarised policies you can do so at Livin.co.uk. To request a copy by post, please call us on **0800 587 4538**.

MOVING INTO A NEW BUILD HOME



If you're moving into a newly constructed home, there may be some unique differences to consider compared to an older home. To make your transition as smooth as possible, we've put together some helpful information that you can use after you've moved in.



Garages

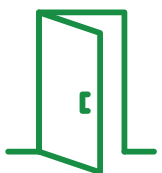
If your new home has a garage, we recommend not to use this to store any electrical equipment or white goods here as garages are not watertight and susceptible to water ingress.



Garden care

In your new home, the garden turf might not be laid immediately due to weather conditions. During summer, the turf is laid once customers move in, ensuring someone can water it as this is essential for its successful establishment. In autumn and winter, if the ground is wet or frozen, the garden cannot be prepared for turf until the conditions are dry or unfrozen. We will aim to get the turf laid as soon as possible after you move into your new home, however this is subject to weather.

Your new turf should not be walked on for four weeks after being laid. This is essential for the long-term quality of the lawn. You are responsible for the turf and we highly recommend that the turf is watered daily for the next four weeks after being laid, unless heavy rain occurs.



Internal doors

We will not shave down doors for new carpets being fitted, this will be something you are responsible for.



Drying out and shrinking

You will find that as time passes, the building naturally dries out and sometimes building materials shrink, which may cause small cracks to appear in your home. This is not a defect unless the cracks are substantial (wider than a £1 coin). To keep cracks and gaps to a minimum, you need to allow all the materials used in constructing your home to dry out gradually.





Postcodes/mail

You might find that your new address details are not yet set up on all relative plans/systems so this may cause delays in arranging deliveries to your home.

If your postcode is not recognised you'll need to arrange for Royal Mail to activate it.





Refuse collection and recycling

Your new home will not have any bins therefore our housing team will place an order with the local authority who will arrange for delivery of new household bins.



Restricted covenants

Restricted covenants are rules or conditions written into title deeds that dictate what you can and cannot do with a property. Parking restrictions on some commercial/work vehicles may be included.

Should you wish to request permission for alterations including garden sheds, and satellite dishes, please contact us and we will advise if any restrictions are associated with your property.



Roads and footpaths

The surface of the roads and footpaths may not be fully completed when you first move into your home. The final surface layer is often not laid until the development is fully complete to avoid any issues from large trucks or construction vehicles.

Drive slowly and carefully. Unfinished roads may have uneven surfaces, potholes, raised manholes or other hazards that can damage your vehicle or cause an accident. Drive slowly and carefully to avoid these hazards and maintain control of your vehicle.

When walking, wear appropriate footwear. Unfinished paths may have uneven surfaces, so it's important to wear sturdy footwear with good grip to avoid slipping or tripping. Be aware of your surroundings, and keep an eye out for any hazards, such as loose debris, or raised manhole.



Ventilation and condensation

Newly built homes often retain more moisture. This is because new homes tend to be more airtight and have their heating systems installed at the very end of the build. This can sometimes cause condensation which is normal.



Air source heat pumps

An air source heat pump is a low-carbon way of heating your home. The air source heat pump takes heat from the air and boosts it to a higher temperature using a compressor, it then transfers the heat to the heating system in your home and heats the water you need in a hot water cylinder for your shower, bath and taps. Your housing advisor will make sure you have any manuals or instructions for your heating system.



Telephone and broadband connections

You must set up an account with a service provider to connect to a phone line/broadband. For data protection reasons we can't do this on your behalf. There may be some delays to connections if there is a delay with the site infrastructure connections.



YOUR COMMUNITY

We're passionate about creating places where people want to live by providing a safe, friendly environment in all our neighbourhoods.



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 promoting community pride and mental well-being as well as contributing to reducing our carbon footprint.



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 a zero-tolerance approach for any hate-related incident or crime and encourage all victims of antisocial behaviour to report it.



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 regularly 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 let us know.



Estate inspections

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



GREENER LIVIN

Using energy efficiently has never been more important, given the rise in the cost of living, and its impact on the planet.



Energy saving

Using your energy at home more efficiently has never been more important, given the recent rises in the cost of living. Being more aware of the energy you are using and how you could reduce your usage could help save you money at the same time as reducing your carbon footprint.

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Water saving

Saving water in your home has a multitude of benefits — it can help you save money on your bills, secure future water supplies for your community, and help protect the surrounding environment. Small changes, such as taking a shorter shower, turning off running taps when brushing your teeth, and setting your dishwasher to an eco-setting, can all make a difference.

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Waste and recycling

Effective household and garden waste management is key to limiting your environmental impact. By following the principles of reduce, reuse, and recycle, you can play your part in ensuring no unnecessary waste is sent to landfill. For more information or queries, contact your local authority.

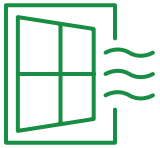


Your energy performance certificate (EPC)

An EPC shows how energy efficient your property is by giving it a rating between A and G, with A being very energy efficient and G being not very energy efficient. New build homes tend to have higher EPC ratings due to modern building standards and technologies, whereas older homes tend to have lower ratings around D or below. An EPC rating also gives a reflection of how high or low the energy bills and associated carbon emissions may be for your home.

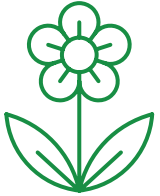






Air quality and ventilation

Good ventilation helps to control the amount of moisture lingering around your home and regulate good-quality airflow. This helps to remove condensation and subsequent damp and mould, which can be bad for your health.



Outdoor spaces

Making the most out of your garden/outdoor space can be of benefit to both you and the environment. We are in an ecological emergency, and all need to play a part in protecting the natural land and wildlife around us. Durham Wildlife Trust has some brilliant resources to help you take meaningful action for your local wildlife – from making a garden for wildlife, building a hedgehog home, and creating a vertical garden to information on the best plants for bees and pollinators. For more information, contact Durham Wildlife Trust on 0191 584 3112 or at durhamwt.com



Energy-efficient appliances

Utilising more energy-efficient appliances in your home will make a real difference to your energy usage. To find appliances that use less energy and work better, look for the energy label before you make a purchase. Each appliance is given an A-to-G rating, with A being very energy-efficient and G being not very energy-efficient.

MAKING CHANGES TO YOUR HOME

We recognise that you may wish to make alterations to your home, so it's important that you understand what type of improvements may require our permission or an inspection. Before you start work you must write to us.

We ask that you:



Make sure that your rent payments are up to date



Give us timescales for when the work is due to be carried out



Give us permission to access your home within 14 days of the work being completed. (we will need to approve any work completed)



Provide a guarantee that high-quality materials will be used and the work will be carried out by a competent/qualified professional.



Have been given approval from building control, and you have planning certificates if needed

You can find the complete conditions list on our website, or you can call us.



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 let us know in the following ways:

- By completing the online enquiry form at Livin.co.uk
- In person at our office at Farrell House, Arlington Way, Durham Gate, Spennymoor, Durham, DL16 6NL
- By telephoning us on 0800 587 4538
- In writing via letter or email at feedback@livin.co.uk
- In person during any visits to your home
- Via our website (Livin's "live web chat" facility)
- Via the Livin app which can be downloaded to your smart device (android and iOS)
- Through our social media pages on Twitter, Instagram and Facebook
- Through a friend or family member (with your written permission)



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 scrutinising our services as part of our InsightXchange.

You can take part in person, over the phone, in a video call, 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.



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.

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We operate a two-stage complaints procedure.



Stage 1

This is the first formal stage of our internal complaints procedure. We will aim to acknowledge, define, and log the complaint within five working days of the request being received.

We will allocate an investigator to your case and aim to give you a full written response in 10 working days. If we need a little longer to complete the investigation we will aim to give a final response no later than a further 10 working days.



Stage 2 (Appeal)

If all, or part of the complaint is not resolved to your satisfaction at Stage 1, you can request to escalate to a Stage 2 complaint.

We will allocate a new investigator to review the handling of your Stage 1 case and aim to give you a full written response in 20 working days. If we need a little longer to complete the investigation we will aim to give a final response no later than a further 20 working days.

This is the final stage of our internal complaints procedure. We will advise you of your right to refer your case to the Housing Ombudsman for an independent review of the handling of your complaint if you wish.



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



The Housing Ombudsman Service

If you are unhappy with the service you are receiving from us, you can make a complaint. You should make your complaint to us in the first instance or you can seek advice from the Housing Ombudsman. You won't be penalised for doing so and it will not affect your tenancy. You can contact them in the following ways:

Email:	info@housing-ombudsman.org.uk
Telephone:	0300 111 3000
Write:	Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ

NEED SUPPORT TO GET ONLINE?

If you would like to use the internet but are not sure how, we offer one-to-one support covering digital essentials, basic smart phone tutorials, video-call help and other support. If you are interested call us and we can arrange simple training to suit you and your needs.

CONTACT US

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

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 contactus@Livin.co.uk

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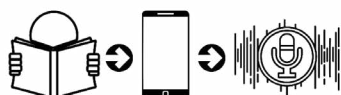


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