

Asset Management Policy

Date approved: 25/07/2024

This policy sets how we will make decisions about future investment, refurbishment, remodelling of our homes based.



We invest in our properties so that our homes are of good quality, well-maintained and safe for you as we improve the energy efficiency of your home. We will make sure your neighbourhood and community are desirable places to live and accessible for all.

Stock condition data

We will make sure you have good homes by keeping accurate and up-to-date information about our available homes. This will help us give you homes that are right for you. Every four months, we will check communal areas for safety issues and fix them.

Decent homes standard

We use information about the condition of your home to make sure they meet the government's Decent Homes Standard. We will carry out planned improvements to your home to meet this standard, but you can choose not to have the work done. We will make reasonable changes and we hope you won't choose to opt out of our improvement plan.

Asset solutions appraisal

We will carry out checks when a property or properties reach different trigger points. These are homes which suffer from:

- Low demand
- High levels of ASB
- Extended re-let times
- High Turnover
- Sustainability issues

We will look at the full picture and consider the needs of the community when acting on findings from the appraisal.

Energy efficiency

We are delivering sustainability works to our homes to ensure your home has a minimum SAP score of Band C by 2030.

Communication with customers

We will inform you of any planned improvements to your home or community and will agree on start and completion dates.

Tailoring our services for customers

We will carry out a survey before completing any planned improvements. During this survey you will be able to ask any questions about the works or tell us if you have any additional needs we need

to consider. We will make reasonable adjustments in how we deliver planned works were a vulnerability will affect the service.

Customer satisfaction

You will be given the opportunity to provide feedback through a customer satisfaction survey.

Customer responsibilities

Please avoid smoking or vaping whilst we are in your home. Where possible, you should make sure the work area is free from furniture, belongings and pets. There should also be no children under the age of 16 without the presence of an adult.

If anything could affect the completion of the planned improvements or if you can't give us access to your home, please let us know as soon as possible. By doing this, you will treat our employees, representatives and contractors with respect.

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

You can get in touch 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?](http://livin.co.uk/complaints)

[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.

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

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