



Our customer promise to you

LiveWest
A home for everyone



Contents





Introduction

We are committed to providing you with excellent services whilst living in your home. As a landlord, we have responsibilities, and you have rights as a tenant that are set out in your tenancy agreement.

Our services will be fair, respectful, transparent, and reviewed by customers.

Here's our promise to you, as a LiveWest customer:

What we will do for you:

- When you move in, we will provide you with a home that is safe, clean, in good repair and affordable.
- We will be clear about our responsibilities, as well as yours. These can be found in this document and in your tenancy agreement.
- We will provide you with a choice of ways to get in touch.
- We will tell you what you need to pay and how you can do that.
- We will make sure you know what you are paying for and provide information about any changes.
- We will only ask for personal information about you if we need it, and use it in a lawful, fair and transparent way.
- We will explain how we use your personal information.
- We will consult with you ahead of any major changes we may make to how we manage your home.
- We will listen to your feedback to improve our services, giving you different ways to share your views.
- We will help you find support if you need it to look after your home or keep your tenancy.
- We will normally let you know in advance if we will need to visit and access your home. We may not be able to do this for some emergencies, such as break-ins, fires and floods.



Here's our promise to you, as a LiveWest customer:

We ask you to:

- Fulfil your responsibilities as set out in your tenancy agreement.
- Contact us if you need support.
- Make sure rent and other charges are paid on time.
- Get in touch with us about any financial problems you may have early as possible so we can help.
- Provide us with information about you and your household when we ask for it and tell us if this changes.
- Keep your home, garden and shared areas in good condition, do not intentionally cause damage, and let us know about any repairs that we need to do in your home or neighbourhood.
- Check if you need permission before getting certain pets. There is information about this on our website or you can contact us about this.
- Keep shared corridors, stairs, and landings completely clear of any items and all fire doors closed.
- Regularly test the smoke and carbon monoxide detectors in your home. Please ask if you do not know how to do this.
- Read any safety information that we provide for you.
- Allow us access to your home when we need to maintain, repair or survey it to keep it safe and in good condition.
- Tell us in advance if you need to change or cancel an appointment.
- Make sure an adult is at home for any appointments.
- Respect your neighbours, your neighbourhood, and take responsibility for anyone living in your home.
- Give us 28 days notice when you decide to move out, and make sure your home, loft and garden is clean and empty when you leave.

Your rights

In addition to the rights outlined in your tenancy agreement, you also have the right to:

- A decent home that is safe, free from hazards and fit to live in. For more information about this, you can read the **Decent Homes Standard** and **Homes Fitness for Human Habitation Act 2018**.
- Reasonable adjustments to our services if you have a disability. These adjustments are changes we must make to ensure you have equal access to our services, as long as it is practical to do so.

LiveWest is regulated by the Regulator of Social Housing, and we must meet the standards set by the Regulator. There is more information on the LiveWest website, and **you can read these standards here**.



Complaints

We welcome complaints, compliments and comments as an opportunity to listen and improve our services.

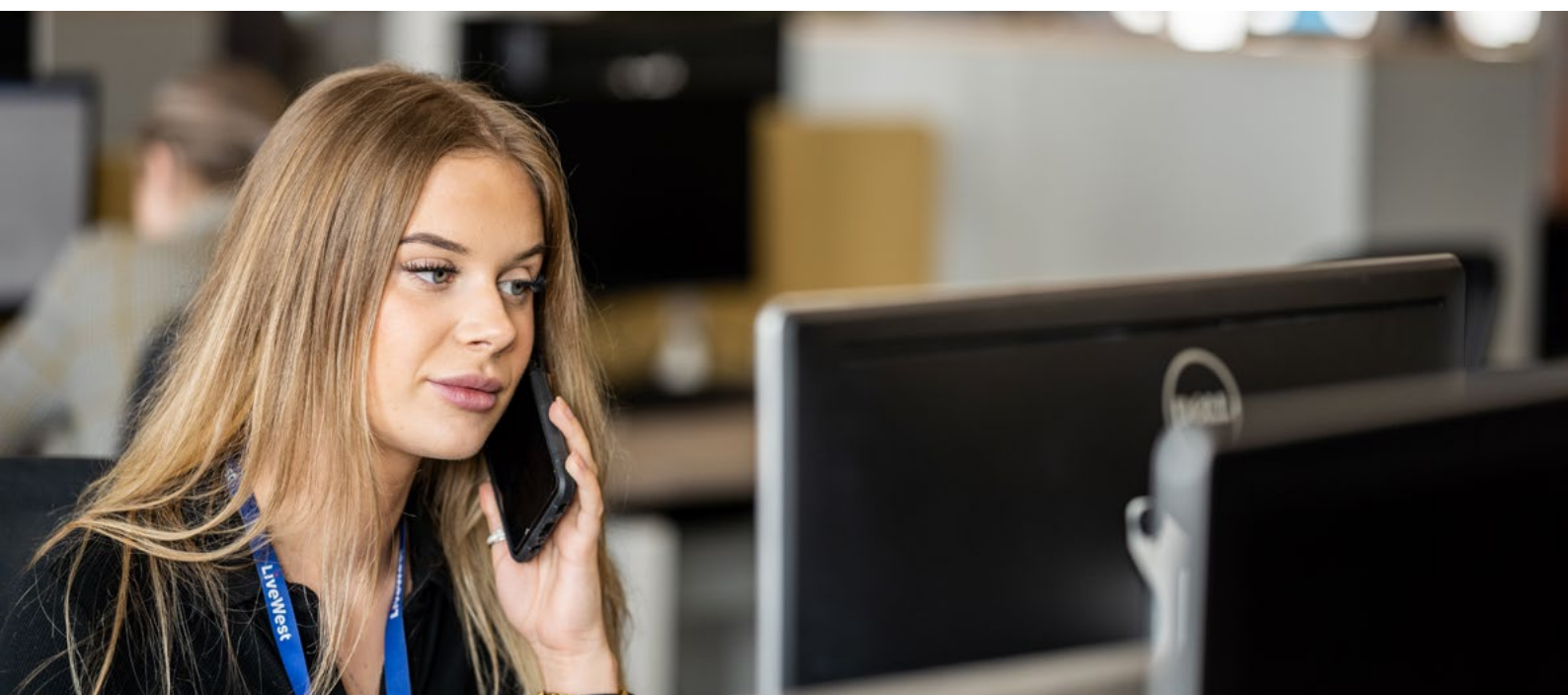
We will make it easy for you to give us feedback on the services you receive. You can do this by telephone, email, our website, or messaging us on social media. When we make a mistake, we will say sorry and try to resolve your concerns as quickly as possible.

We will acknowledge your complaint within 24 hours of receiving it and respond within 10 working days.

If you are not happy with our response to your complaint, a senior manager can review it. We will do this within 20 working days.

If you are still unhappy, you can ask the Housing Ombudsman Service to review your complaint. You can contact the Housing Ombudsman Service for advice at any stage of your complaint here at housing-ombudsman.org.uk.

We will consistently record, investigate, and respond to customer feedback and comply with the Housing Ombudsman's Complaint Handling Code and the Regulator for Social Housing's Transparency, Influence and Accountability Standard. Click the button below to read more about how we handle complaints, see our Complaints Policy and our annual complaints report.



Our promise to you, as a LiveWest customer

Letting a new home

- We will inspect your home before it is let to you, carrying out safety checks and providing you with the certificates.
- We will keep you fully informed during the lettings process and agree a moving in date with you.
- When you move into your new home you can expect it to be safe, clean and in good repair.
- We will provide you with instructions on using appliances provided and an energy performance certificate.
- If you are unhappy with the condition of your property when moving in, please let us know straight away.

Communication

- You can contact us online through our website, customer portal or social media, or by telephone and post.
- We aim to respond to all communication from you within two working days.
- If you have a communication need, we will make adjustments to how we communicate, and provide translations or other services.
- We will make it easy for you to give us feedback on the services you receive.



Our promise to you, as a LiveWest customer



Your tenancy

- We will provide you with a tenancy that is clear, in plain English, and answer any questions you have.
 - We will arrange for your tenancy to be translated or put into another format if you need it.
 - We will always follow our agreements, policies, and procedures in the spirit intended.
 - We will consult with customers before we make any major changes to how we manage your home or tenancy. There is more information about getting involved on our website, or you can ask us about this.
 - You may have the right to exchange your home with another LiveWest customer, or another housing association or council tenant.
 - We will process permission requests for alterations, exchanges, pets and tenancy changes to your home as quickly as we can, and in accordance with laws and regulations.
- We will consider any personal circumstances you have told us about when making decisions if it is reasonable and practical to do so.
 - We will clearly communicate our decisions to you.
 - We will act quickly in an emergency, so you experience the least possible disruption to your home and household.
 - If you are not able to fulfil your responsibilities in your tenancy agreement, we will first offer support and advice. If you remain unable to fulfil your tenancy, we may take legal action which could result in losing your tenancy.



Our promise to you, as a LiveWest customer



Your safety at home

- We will complete regular checks on your home to keep you safe. This includes checks of gas and oil boilers, solid fuel appliances, smoke alarms, electrics, lifts and hoists, and any asbestos.
- If you live in a flat, we will complete safety checks on the communal areas inside your block, including fire risk assessments, electrical safety, fire doors, fire alarms, emergency lighting, lifts and asbestos checks.
- A list of all the safety checks we do are set out in LiveWest's safety standards. The safety standards show how we meet the legal requirements to keep your home safe.
- If you are worried about your safety at home in the event of a fire, we will visit you to make a plan about this. Sometimes we will work with the Fire Service to make this plan.
- **The Safety Standards are available to read on our website and customer portal.** 



If you need extra help

- Our Aids and Adaptations team can help you if you need to make changes to your home because of a health condition, a disability, or your age. You will need to get permission before making changes to your home.
- Our Tenancy Sustainment team can give advice to help you manage your money and pay your energy costs. They can find support for you if you are struggling with your health or wellbeing, or finding it hard to look after your home.
- If you are worried about an adult in your community who you think may be at risk of harm, you should report this to your local council's adult social care team. You can also tell us, and we will report it.

Our promise to you, as a LiveWest customer

Paying rent and service charges

- We will tell you what you need to pay, and the different payment methods available.

Find out how you can make payments here. 

- Our letters and contact will be easy to understand.
- Please tell us if you have problems paying your rent as soon as you can.

- We can tailor payment plans to your financial circumstances.
- We can also find specialist support if debt is causing issues for you.
- Grants may be available for customers experiencing financial hardship. In an emergency, we can help to get support from your local foodbank and council household support fund.
- We will only use legal action and eviction for rent arrears as a last resort.

Do you want to help improve our services?

We offer a variety of opportunities for customers to get involved, including everything from influencing decisions on repairs, maintenance, communication, and complaints, to joining different groups or completing surveys that suit your interests. You can hold us to account and share your views.

We'll cover your expenses, including childcare, and provide the support and training you need to get started. It's a great way to learn new skills, meet other customers, and make a real impact. Signing up is easy - **find out more on our website.**

Your neighbourhood and community



Anti-social behaviour

- Always report crime to the police and call 999 in an emergency.
- We will acknowledge and respond to reports of anti-social behaviour, hate crime, abuse, harassment, or intimidation. We will complete a risk assessment and will agree an action plan with you.
- If you are having problems with a neighbour, we will usually ask you to speak to them first, and ask you to keep a record of incidents.
- We will try to resolve anti-social behaviour problems informally by speaking with the person responsible or by providing support whenever possible. We will consider legal action when it is necessary due to the seriousness of the problem.



Domestic abuse

- If you tell us you are suffering domestic abuse, we will work with specialist agencies to support you and keep you safe.



Concerns about children

- If you're worried about a child's welfare or safety, tell your local council's children's service in the first instance. You can also tell us and we will report this.
- Whilst noise from children playing can be a disturbance, in most cases this would not be considered anti-social behaviour.



Tenancy fraud

- If you tell us you suspect someone is renting out their LiveWest home, or not living in their home, we will investigate this and take action to ensure the home is fairly let on the housing register. We will tell you the outcome of the investigation.



Hate crime

- A hate crime is when someone commits a crime that was motivated by prejudice. Please report hate crime to us. We will find specialist support if you are suffering from hate crime or harassment.
- We will take action against anyone who lives in a LiveWest home who commits hate crime.

Your neighbourhood and community



Noise

- If you are experiencing loud and ongoing noise in the day or at night, we will ask you to provide evidence of this. Everyday noise from neighbours should be expected, and in most cases is not something we would treat as anti-social behaviour, but we will always act when we have evidence that noise is excessive and frequent.



Estates and shared areas

- We will provide services to keep shared areas and grounds clean and safe.
- We will work with other landlords and your local council to help ensure your neighbourhood is well maintained.



Gardens, trees and paths

- We will ensure that trees in communal gardens are healthy and safe.
- If you tell us about a neighbour's garden that is in poor condition, we will investigate this, and work with them to bring it up to a safe and clean standard.
- If there is a problem in your neighbourhood on land that does not belong to LiveWest, we will let you know who you need to report this to.
- We will repair any uneven or unsafe paths that you tell us about.



Your neighbourhood and community



Fly tipping

- We will remove items that are fly tipped on LiveWest land.
- We will investigate who is responsible for fly-tipping and charge them if we can. The cost of removing fly tipping may be added to your service charge (where payable) if we cannot find who is responsible.
- We will work with your local council to tackle persistent fly tipping.



Graffiti and criminal damage

- We will remove graffiti and repair any damage to LiveWest property.
- We will try to remove offensive or personal graffiti within 24 hours.



Parking

- We will help resolve parking problems on land owned by LiveWest. We expect all customers to park carefully and consider their neighbours and other road users.
- Local authorities manage parking regulations on public highways, and the police may remove obstructing vehicles where needed.
- At some locations we can implement a parking permit scheme where this is requested by the majority of residents.

Looking after your home



Day-to-day repairs

- We will be clear about which repairs you are responsible for.
- You have the option of booking certain repair appointments online.
- We aim to provide appointments within 28 days for most routine repairs and will let you know if a LiveWest colleague or a contractor will be attending.
- We will diagnose repairs using video calling where we can, if this option works for you.
- We try to complete repairs in one visit. When this is not possible, we will agree a follow-on appointment with you before leaving your home.
- We will confirm in advance how long we expect a repair to take, and you will be contacted by us before a colleague arrives to complete the repair.



Planned maintenance

- We will contact you in advance about planned work and upgrades to your home, and keep you informed. This work can include replacement kitchens, bathrooms, windows, doors, roofs, lifts, outside decorations and building safety improvements.



Larger repairs

- Some repairs are more complicated, and we may need to survey, order materials or appoint contractors. If we or our contractors need to visit we will agree appointments with you. These sorts of repairs may take up to 90 days to complete.

Looking after your home



If you smell gas

Open doors and windows to ventilate the property.

Turn off the gas at the mains tap if you can. This is usually near the gas meter and has a handle that can be turned 90 degrees. Don't do this if your meter is in a cellar or basement.

Go outside and call the National Gas Emergency Service on **0800 111 999**, and then call us.

Contact your GP or hospital if you feel dizzy, tired, sick or have headaches after being exposed to a gas leak.



Do not

- Turn power or light switches on or off.
- Light any sort of flame in the property, smoke or vape.
- Use electrical appliances, including door entry phones or doorbells.



Emergency repairs

We will attend an emergency repair on the same day where possible, and always within 24 hours. **The following repairs are classed as an emergency:**

- Gas leaks.
- Exposed electrical wires, broken sockets, or water leaking through electrical wiring or fittings.
- Burst pipes or other serious leaks where the water cannot be contained at the stop tap.
- Total failure of your electricity, gas or water supply (not caused by cuts to the service beyond your home).
- Where there is an immediate danger of injury, for example for loose roof tiles or unsafe walls.

Looking after your home



Emergency repairs

- Total failure of your heating or hot water system in colder months (from 31 October to 1 May) or at any time if you or someone in your home is very affected by cold temperatures.
- Hot water failure where there is not a suitable alternative means of heating water, such as an immersion heater.
- Carbon monoxide detector sounding.
- Communal fire alarm sounding continuously.
- Lift breakdown where there is no alternative lift in the block.
- Blocked toilets or drains where the blockage affects the only usable toilet in your home, and you are unable to unblock it yourself. You will need to pay for this if the blockage is due to misuse.
- Repairs to communal doors where there is a risk to safety or security.
- Door locks where there is no other means of entry to your home. You will need to pay for lost or missing keys.
- When your home is not secure. For example, if a door is damaged during a break-in and will not close, a ground floor window is jammed open, or a lock is broken. We will make your home safe and secure at the emergency visit, then agree a follow-on appointment if we need to. You will need to pay for this if you have caused or allowed any damage.
- Offensive graffiti.



Repair responsibilities

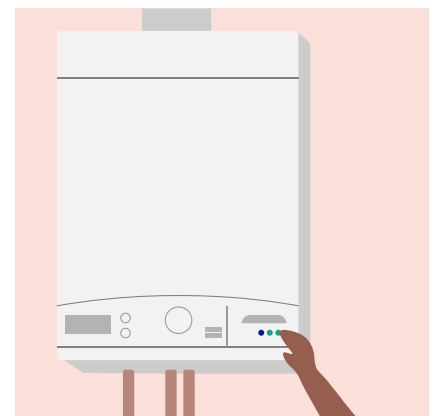
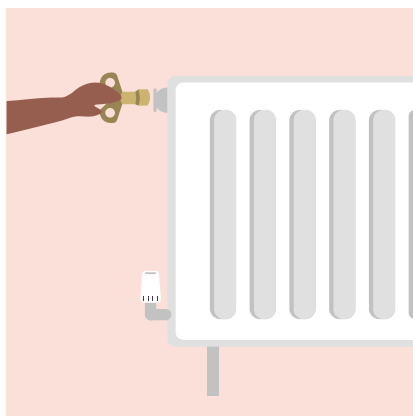
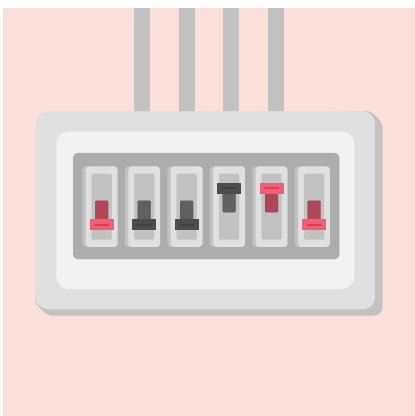
This table shows the main areas of your home and neighbourhood that you are responsible for. You may need to pay for repairs to your home that are not due to fair wear and tear.

We may complete additional repairs for customers living in sheltered and supported accommodation. If you are a shared owner the repairs that we will do are set out in your lease. **You can read the full list on our website here.**

Type of repair	LiveWest responsibility	Customer responsibility
Window glass replacement	Yes - we may charge you for this	No
Installation of door view/spy hole camera (no alterations to fire rated doors will be permitted)	No	Yes
Adjusting doors following laying of new flooring	No	Yes
Customer floor coverings	No	Yes
Decoration	No	Yes
Minor plaster cracks	No	Yes
Curtain rails, battens, hooks and shelving	No	Yes
Installing window restrictors	Yes - first floor and above	Yes - ground floor
Clearing condensation from window frames, glazing, walls and surfaces to prevent the build up of mould	No	Yes

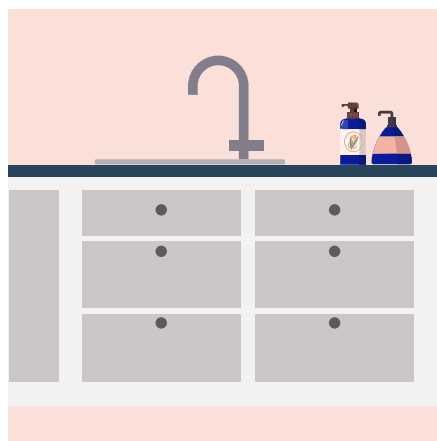
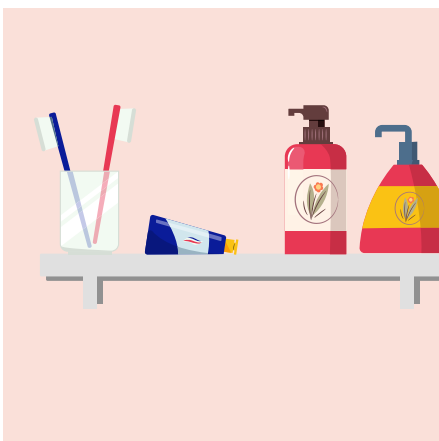
Repair responsibilities

Type of repair	LiveWest responsibility	Customer responsibility
Space heating, water heating and electrics		
Setting heating controls (including thermostats)	No	Yes
First attempt at relighting and repressurising gas or oil boilers	No	Yes
Refixing radiators	Yes - if we remove them	Yes - if you remove them
Main phone line, master phone socket and secondary sockets	No	Yes
Appliance plugs and fuses	No	Yes
First attempt at resetting trip switches. We can tell you how to do this	No	Yes
Light bulbs, pull cords, bulbs in sealed units and strip light starters	No	Yes



Repair responsibilities

Type of repair	LiveWest responsibility	Customer responsibility
Fixtures and fittings		
Damage caused by customer installations (such as washing machines)	Yes - we may charge you for this	Yes
Toilet seats	No	Yes
Blocked drains, sinks, toilets, baths and showers	No - we may charge you if you have caused the blockage	Yes - minor blockages
Bath plugs and chains	No	Yes
Bathroom units, towel rails, toilet roll holders, mirrors	No	Yes
Shower heads and hose	No	Yes
Shower curtains	No	Yes
Extractor fan - cleaning	No	Yes

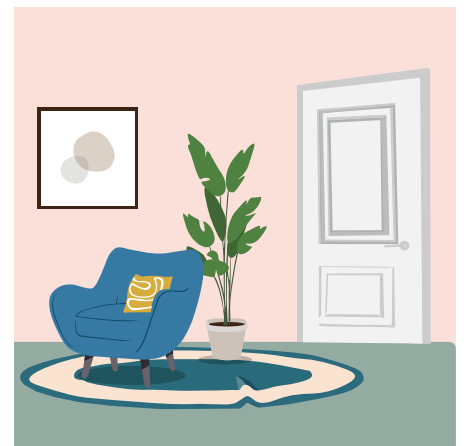


Repair responsibilities

Type of repair	LiveWest responsibility	Customer responsibility
Outside the home		
TV aerials and satellite dishes, including port face plates and cabling (individual homes)	No	Yes
Security light bulbs for an individual home	No	Yes
Garden upkeep	No	Yes
Decking	No	Yes
Paving or patio installed by you	No	Yes
Washing lines and rotary driers (private gardens)	No	Yes
Timber sheds installed by you	No	Yes
Lost keys and gaining entry	No - we may charge you for this	Yes
Battery and wireless doorbells	No	Yes
Fire and compliance		
Replacing smoke and carbon monoxide alarm batteries	No	Yes

Repair responsibilities

Type of repair	LiveWest responsibility	Customer responsibility
Appliances		
Installing electric and gas cookers or hobs	No	Yes
Bayonet fittings for gas cookers	No	Yes
Installation and plumbing of washing machines and dishwashers	No	Yes
Infestations		
Minor infestations inside the home and garden (such as wasps, fleas, bedbugs and ants)	No	Yes
Eradicating severe pest infestations inside home during tenancy	Yes - we may charge you for this	No



Contact us:



0300 123 8080



enquiries@livewest.co.uk



[LiveWest customer portal](#)



Find us on Facebook at [@WeAreLiveWest](#)

Or Instagram [@WeAreLiveWest](#)

Our Lead Officers

The Executive Director of Operations is the nominated person accountable for our compliance with the Consumer Standards set by the Regulator of Social Housing.

The Executive Director of Corporate Services is the nominated Health and Safety Lead accountable for the duties set out in the Social Housing (Regulation) Act 2023.

The Director of Neighbourhoods is accountable for complaint handling performance and compliance with the Housing Ombudsman's Compliant Handling Code.