

Frequently asked questions

Who will be undertaking the works?

A contractor will be appointed by LiveWest and introduced to you based on your location.

How will I know when the work is planned to take place on my home?

Your customer liaison officer will be in contact with you to confirm dates.

Will the contractor need to access my home prior to starting work?

Yes, to complete the technical surveys required to plan works.

Who can I talk to if I have questions before and during the project?

There is a designated customer liaison officer assisting you through this project.

Do I need to move my personal belongings?

Yes, this is intrusive work and some areas of the home must be clear for access. We can support you with this if you require help.

What happens if there is a problem out of hours or during the weekend?

The contact number for out of hours assistance is 0300 123 8080.

What happens if there is a problem after the work is finished?

Please contact the customer liaison officer in the first instance or email cby2028@livewest.co.uk for further information.

How will I be able to identify the contractor appointed to complete works to my home?

All personnel will wear ID badges and be aware of their role within your home and the programme as a whole.

I have a pet, should I keep it at home?

If kept at home, pets should be kept clear of work areas.

Do I need to stay at home while work is carried out?

This is your personal choice, but no children or pets are permitted to be left unsupervised whilst we work on your home.

Will someone show me how to use the newly installed equipment?

Yes, once the equipment has been installed and certified, your customer liaison officer and our contractors will go through an after care package with information and instructions on how to use the new products within your home.

Will I have the ability to provide feedback?

Yes, within 4 weeks of completion you will receive a satisfaction survey by email or phone to complete.

Can I stay at home whilst works continues?

Yes, our contractors are used to working on occupied premises causing you the least possible disruption.

Please remember that our contractors' complete specific tasks so it may not be the same operative within your home.