

Customer Vulnerability Policy

Date approved: 01/06/2024

We are committed to providing a quality customer experience that is fair and accessible for everyone. We will treat you fairly and with respect, making sure our services are fully accessible to you.



A vulnerability can be permanent or temporary (and can mean you need further support from us or changes to your home). We will adjust our services for accessibility and the best possible experience for you.

We will work with you to better understand how we can adapt our services and best support you. If you need more support, we will work with different partners to ensure you get it. If you have a vulnerability, we will adapt our service in the following ways:

Repairing and maintaining homes

We will adjust our repair and maintenance services to meet your specific needs and keep your vulnerabilities in mind to make sure you are safe during any repairs.

Allocation and lettings

If you have a vulnerability, we will make sure you are allocated a home that meets your needs. We will offer you a home that has already been adapted or work with you to make an adaptation to your home.

Rents and financial inclusion

We know that financial hardship can cause people to be vulnerable. We provide accessible ways for you to pay your rent and consider your needs when we decide how to help you.

Anti-social behaviour

We will consider your needs when dealing with anti-social behaviour so that we can support you as best we can. We will also work with you and our partners to take the most effective action.

Domestic Abuse

We will respond appropriately and proportionately to reports of abuse.

Tenancy support

We will support you if you have a vulnerability and help you maintain your tenancy following a tenancy visit programme.

Complaints and feedback

We will work with you to adapt our service so that you can have your views listened to and acted on.

Engagement

We will work with you to make our customer voice programme more accessible by providing reasonable adjustments and accessible places for you to take part in social activities and get the help you need.

Visiting homes

When we visit your home, we will adjust our service to meet your needs by scheduling appointments at a convenient time for you. We can also knock louder or call ahead if you have a hearing impairment.

Alternative access arrangements

If English is your second language or you need help with reading, we will work with you to find the most suitable way to access our services. We can provide assistance if needed.

Digital Services

We aim to provide easy contact and access to our services, digitally or in an accessible format if needed.

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

You can get in touch with us 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.

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

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

Request this document in an alternative format:



Call us on 0800 587 4538

email us on contactus@livin.co.uk or
Live Chat with us at www.livin.co.uk



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