

Access to Services Policy

Date approved: 27/03/2025

We want to make sure you can easily access our services and are informed on your rights and responsibilities.



You can use all our digital services 24/7 through the MyLivin app or by logging into your account at www.livin.co.uk

You can also contact us digitally by:

LiveChat at www.livin.co.uk

Email at contactus@livin.co.uk

Direct message on Facebook or Instagram

Our messaging options on Facebook, Instagram and LiveChat are available 8:15am to 6:00pm on Monday to Friday, excluding bank holidays.

If you prefer not to use digital services, call us on 0800 587 4538. We are available Monday to Thursday from 8:15am to 6:00pm, and on Friday from 8:15am to 4:30pm, excluding bank holidays.

For emergency repairs or housing issues after these hours, please call us on 0800 587 4538.

You can visit our office, by pre-arranged appointment only, at:

Farrell House, Arlington Way
Durham Gate, Spennymoor
County Durham
DL16 6NL

For more information about our digital support service, Livin Life Online, please call us on 0800 587 4538.

Our office opening times are Monday to Thursday 9:00am to 5:00pm, and Friday 9:00am to 4:30pm, excluding bank holidays.

We will acknowledge your contact within two working days.

There may be occasions when we need to visit your home. This could be for repairs, safety compliance checks, or to assess the internal condition of your home. We will contact you in advance to schedule an appointment.

We will share important information about your rights and responsibilities, as well as ours, in these ways:

- Tenancy Agreement
- Website
- MyLivin App
- Livin Life Your Way
- Welcome to Livin information pack
- Individual policies

We ask that you:

- Treat all employees and contractors with respect
- Keep contacts to a reasonable level to make sure we can provide a fair service to all customers
- Give us reasonable and timely access to your home when required
- Please do not smoke, and keep your pets under control while our employees and contractors are in your home
- Be open and honest about any reasonable adjustments you need and any in the future

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

What next?

[Read the full policy at livin.co.uk/policies](http://livin.co.uk/policies)

[Not satisfied with this service? 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:

عربى (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) پسراف (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



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

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- ✉ contactus@livin.co.uk
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