



Service
Standards
2025/26

Our service standards set out what we aim to deliver for you, including how quickly we will respond, how we will keep you informed, and the timescales we work to across our key services.

This year, we reviewed our performance against these standards. We met several standards relating to customer contact, tenancy visits, major adaptations, communal safety checks, grounds maintenance, and stock condition surveys.

Some standards were partially met or not met, including those relating to complaints, minor adaptations, repair appointments, damp and mould inspections, and empty home repairs.

Where we did not meet a standard, we are using the results to understand what needs to improve and how we can provide a more consistent service for you.



Consistently Delivering Excellent Customer Experience and Digital Services

Complaints

We will acknowledge your complaint within 5 working days; fully investigate your Stage 1 complaint within 10 working days; and complete Stage 2 complaints within 20 working days. If we need to extend your complaint, we will inform you of this as soon as we can.

Percentage of formal (Stage 1 and Stage 2) complaints dealt within time

99.38%

Target: 100%

Percentage of complaints acknowledged, defined and logged within 5 working days

97.50%

Target: 100%

Equality, Diversity and Inclusion

We will always be polite and treat you with fairness and respect (applies across all services)

Agreement that the landlord treats tenants fairly and with respect

92.75%

Target: 91%

Access to Services

We will acknowledge all correspondence that needs a response within two working days. (applies across all services)

Percentage of customer contacts acknowledged within 2 working days

99.93%

Target: 100%

Unreasonable Customer Behaviour

We will respond to appeals for 'Unreasonable Customer Behaviour' within 20 working days. (No cases were received)

Percentage of unreasonable customer behaviour appeals dealt with in time

No data

Target: 100%

First Point of Contact

When you contact us, we will aim to resolve your query or request at first point of contact.

Percentage of
contact resolved at
first point of
contact

90.45%

Target: 85%

Supporting Sustainable Tenancies

Aids and Adaptations

If you need a minor adaptation, we will complete this within 30 working days and if you need major adaptations that we are responsible for delivering, we will complete these within 90 working days.

All minor
adaptations carried
out within a 30
working day period

85.63%

Target: 92%

All major
adaptations
completed within 90
working days

90.56%

Target: 92%

Tenancy Visits

We will visit your home at least once every 2 years to carry out a tenancy visit.

Percentage of
tenancy visits
completed against
programme

119.87%

Target: 100%

Anti-Social Behaviour (ASB)

We will respond to reports of ASB within the following timescales: Hate incidents (1 working day), personal ASB (3 working days), nuisance ASB (5 working days), environmental ASB (10 working days).

Percentage of tenants
reporting hate incidents
contacted within 1
working day

100%

Target: 100%

Percentage of tenants
reporting personal ASB
contacted within 3
working days

97.59%

Target: 100%

Percentage of
tenants reporting
nuisance ASB
contacted within 5
working days

98.72%

Target: 100%

Percentage of
tenants reporting
environmental ASB
contacted within 10
working days

100%

Target: 100%

Lettings - Empty Homes

Once repairs are finished, we will have an empty home ready for moving in within 9 working days.

Average time from the contractor returning keys to the property being re-let

8.261 days

Target: 9 days

Providing Quality and Sustainable Homes

Repairs and Maintenance

We will complete your repair on time in line with the repair priority timescale: 24 hours of emergency, 5 working days for urgent, 10 working days routine, 25 days schedule and if a suitable appointment is not available, we will agree to a mutually convenient appointment with you within five working days.

Repairs completed in target timescale

90.98%

Target: 83%

Percentage of emergency repairs attended within 4 hours and completed within 1 working day

96.83%

Target: 96%

Percentage of repairs completed within target time

90.01%

Target: 90%

Percentage of jobs appointed within Service level agreement (SLA)

84.21%

Target: 91%

Damp and Mould

We will carry out an inspection of your home within 10 working days of being notified of suspected damp or mould. We will raise repairs to resolve damp or mould in line with the timescales in our repairs policy. If we need to complete mould treatment, we will complete this within 25 working days.

Time taken to carry out damp inspection

42.13 days

Target: 10 days

Time taken to carry out repairs following damp and mould inspection

11.911 days

Target: 25 days

Communal Cleaning

We will check communal areas every 3 months to maintain safety and quality.

Percentage of
communal health and
safety audits completed
to timescale

100%

Target: 100%

Empty Homes

We will complete inspections and repairs of empty homes within 12 calendar days for standard works and 24 calendar days for major works.

Average time (calendar
days) to complete void
repairs (excluding major
works)

16.13 days

Target: 12 days

Average time (calendar
days) to complete void
repairs (including major
works)

29.50 days

Target: 24 days

Grounds Maintenance

We will complete up to 14 grass cuts to all open spaces per year.

Percentage of site visits
completed against
schedule

99.02%

Target: 95%

Asset Management

We will visit your home at least once every 5 years to carry out a home survey to make sure it is safe and of good quality.

Percentage of homes
with a valid stock
condition survey within
the previous 5 years

82.01%

Target: 63.54%

Building and Acquiring Sustainable Homes

Development

We will complete all outstanding defects within 28 days of handover.

Percentage of defects dealt with in time

92.92%

Target: 100%

Land Valuation

We will advertise all lettable commercial premises within 28 days of them becoming vacant. (No commercial premises were let)

Percentage of site visits completed against schedule

No data

Target: 100%

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) ښاراف (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



 Contactus@livin.co.uk

 0800 587 4538

 livin.co.uk

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

Download the My
Livin app today. Just
search Livin in your
app store or scan the
QR code.

