



Annual Report to Tenants 2024 - 2025



Welcome to our Annual Report to Tenants 2024/25



Our Plan A is to
“Improve lives through sustainable homes and communities.”

A message from Alan Boddy, Chief Executive

Last year, we faced challenges of increased demand for affordable housing, rising costs-of-living and increasing service delivery costs. During this time, we have made improvements to homes to make them more energy efficient and built more homes to meet housing need. We have also made improvements to our services to make them easier and more convenient for you to use.

We were one of the first housing providers to be inspected by the Regulator of Social Housing under the new standards they put in place from April 2024. I am pleased to report we broadly met the standards and were given a “C2” grade in the new consumer grading. To improve further and achieve a “C1” grading we have put a programme in place to carry out home surveys to improve our understanding of the quality of homes.

Each section of this Annual report provides more detail on our achievements, but here are a few of my personal highlights from the year:

- Transforming the Courts, Shildon bringing much needed homes back into use

[livin.co.uk](https://www.livin.co.uk)



- Increasing the number of homes we provide to over 9,000
- Upgrading homes with energy efficiency improvements making a difference to the warmth of homes and energy bills
- Helping hundreds of people to access unclaimed benefits, secure grants, and find jobs and training opportunities

During the year we have implemented many improvements in response to your feedback, which we value greatly. Examples of these are included in this report.

Last year, we also asked for your views on a range of services to ensure our plans reflect what matters most to you. We are proud to have launched the final phase of our business strategy, Plan A. This sets out our three-year plan to improve lives through sustainable homes and communities.

As we move ahead, we’ll keep working with you to bring Plan A to life, making sure it stays focused on the things that truly make a difference.

Alan Boddy
Chief Executive

A message from Natalie Wilkinson, Chair of InsightXchange



Last year was a busy and exciting time for InsightXchange. The group helped shape important services, including how we deal with damp and mould, deliver the repairs service and how we support equality, diversity and inclusion. They also looked closely at how well we meet the standards set by the Regulator of Social Housing and the Housing Ombudsman’s Complaint Handling Code.

Over the next year, the group have also decided to look at how we support tenants with the cost-of-living, and how we let homes.

As well as InsightXchange, we’ve increased the number of opportunities for tenants to get involved. One of these is our Tenant Network which is an easy and convenient way for tenants to give their feedback. So far, 138 tenants have signed up. They take part by filling in surveys or joining group discussions, as often or as little as they like.

As Chair of InsightXchange, I’m

proud of the feedback we received from the Regulator after their visit in November 2024. They joined one of our InsightXchange sessions and also met with some tenants. The inspection found that feedback from tenants is used to improve services and has made a real, positive difference to how we deliver services.

Now, I’m getting ready to start a new role as Chair of the Board. I’m pleased to hand over the InsightXchange Chair role to another Board member. They bring fresh ideas and energy, and I’m sure they’ll help the group grow even more. It’s been an honour to lead InsightXchange, and I’ll continue to support the group as they move forward.

Natalie Wilkinson
Chair of the InsightXChange



Performance




Performance was equal to, or higher than our target



Performance was lower than our target



Performance improved on the previous year

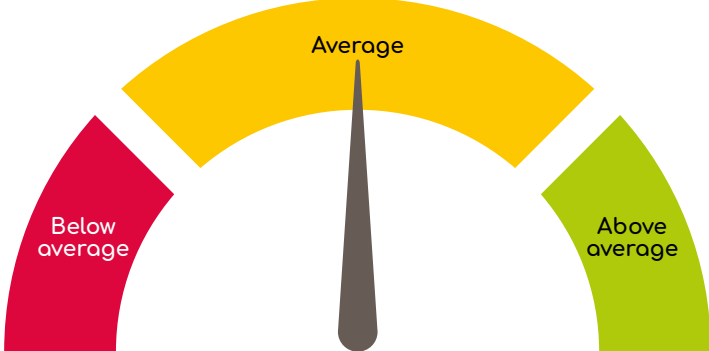


Performance was unchanged




Performance was not as good as the previous year

How we compare to others:



We have compared our performance to the latest benchmarking data available for the sector.





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.

Date Policy Effective From:	
Date of Last Revision:	
Approved by:	
Date Approved:	
Equality Impact Assessed:	
Date of next review:	

*Sample policies, we have 25+ full and summarised customer policies available to view at Livin.co.uk

If you'd like a copy of a summarised policy posting out to you, please call us on

0800 587 4538

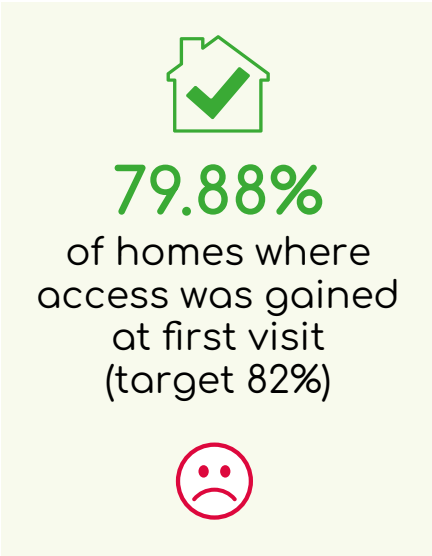
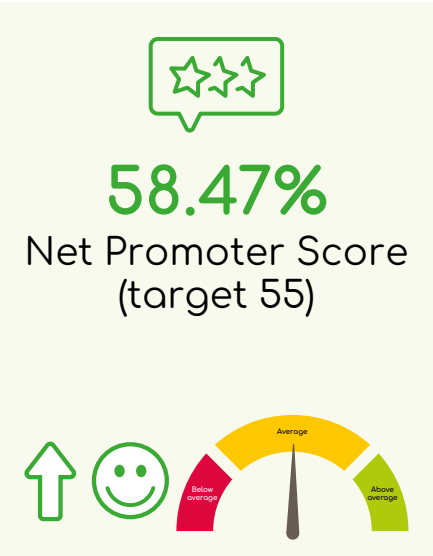
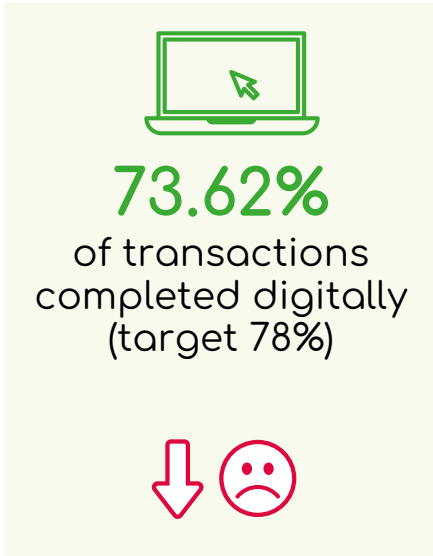
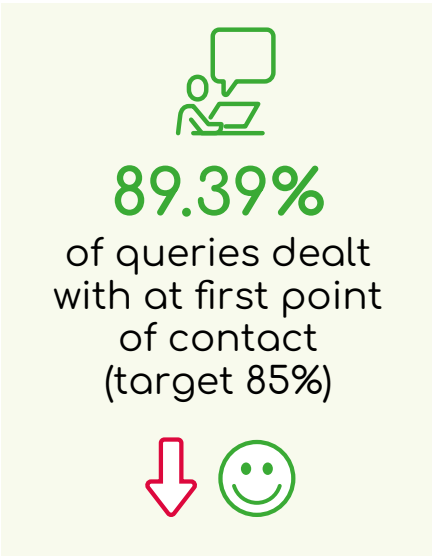
Consistently Delivering Excellent Customer Experience and Digital Services

Customer Experience

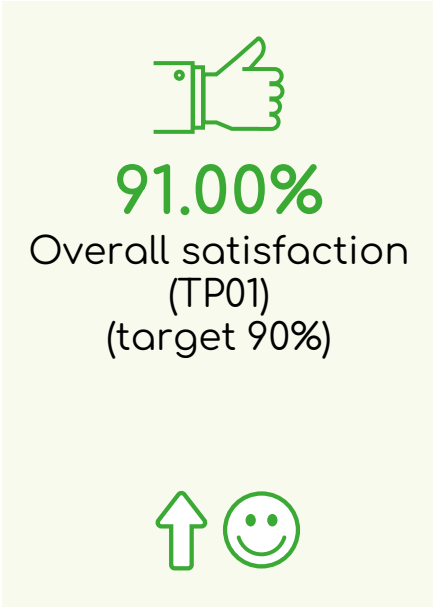
We are committed to providing excellent services that are consistent, reliable, innovative and influenced by customers.

Here’s how we are doing...

Performance Measures



Tenant Satisfaction Measures



Key Stats



Local Offer

We will always try to answer queries at the first point of contact, and when this is not possible, we will let you know who will be dealing with your query and provide updates until the query is resolved. In 2024/25, we resolved

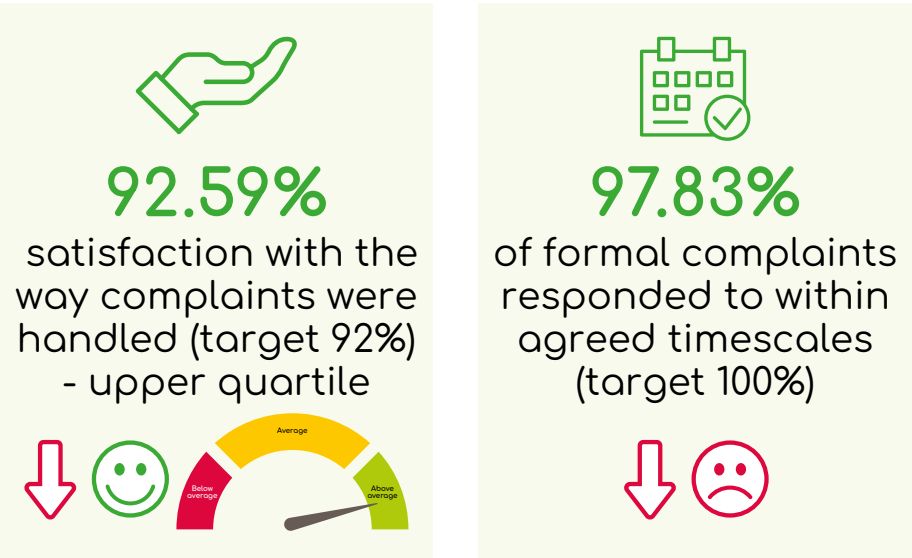
88.39% of customer enquiries at First Point of Contact. Where we could not answer the initial enquiry, we contacted over **7,500 (83.54%)** of customers back within two working days.

Complaints and feedback

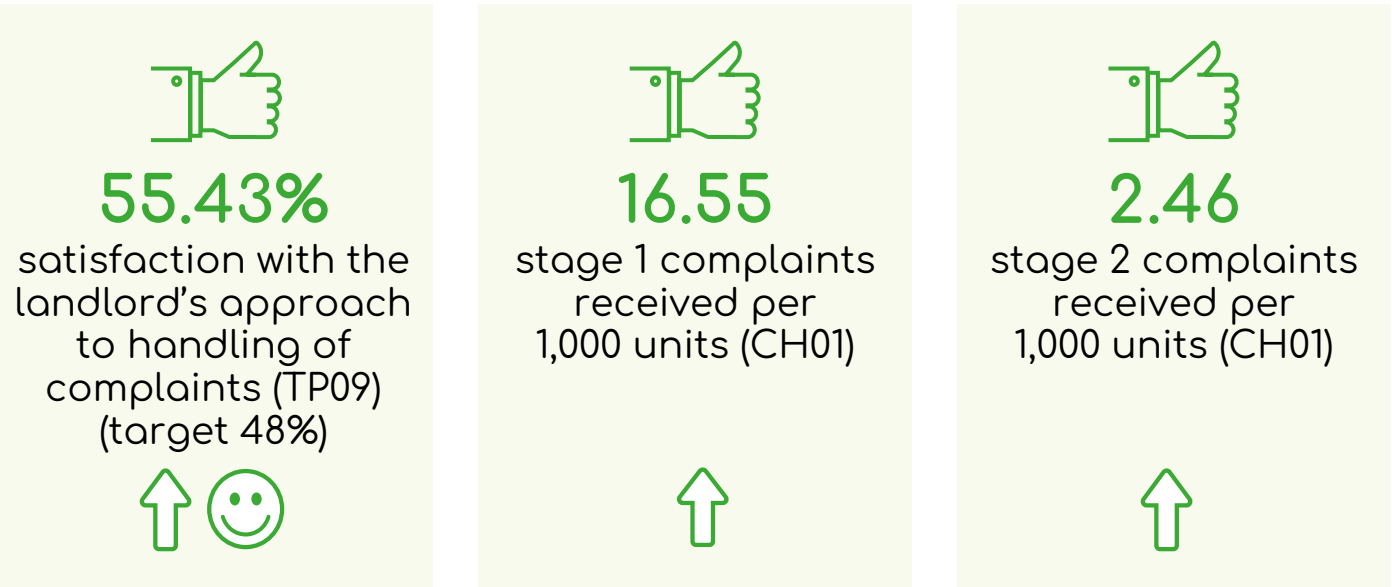
We know sometimes things go wrong and when they do, we aim to put them right as quickly as possible and learn from our mistakes so we can do better in the future.

Here’s how we are doing...

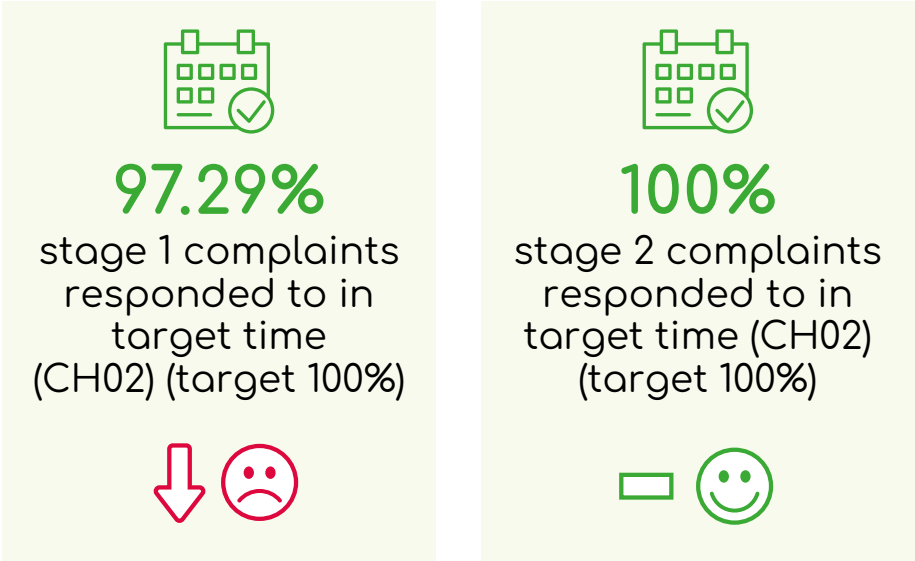
Performance Measures



Tenant Satisfaction Measures



Tenant Satisfaction Measures (continued)



Key Stats



Customer Experience and Digital Services

The year in review...

Over the past year, we have been working hard to make our services more reliable and easier for you to access.

We have updated the information we share with you about how to use our services and what you can expect. We know that not everyone is confident using digital tools, so we launched **Living Life Online**—to provide support to tenants who want to build their skills and feel more comfortable accessing services online.

We also improved the accessibility tools on both our website and the My Living app, making it easier for more people to use our digital services.

A big step forward was the launch of our new and improved customer app. It lets you track your repair and stay updated with what’s happening. This coming year we will be improving how appointments are shown in the app across all services. This will be more convenient for customers and reduce the number of visits where we do not get access to homes for important services such as gas servicing, home surveys and tenancy visits.

We’re proud to share that we achieved top quartile performance in the sector in the Tenant Satisfaction Measures survey, with 91% overall satisfaction. These results could not be achieved without the valuable feedback you give us about our services – thank you.

Complaints and Feedback

We received more complaints this year than last. We expected this rise as we made changes to our complaints policy and trained all employees and contractors on the importance of collecting your views. We also gave tenants updated information on how to make a complaint.

We welcome every complaint because it helps us learn and improve. Following the Regulator’s inspection last November, the judgement report said:

“Living has evidenced that when tenant complaints are received, it considers them and makes service improvements in response. Living’s board considers updates on the nature of complaints received and ensures that an approach is in place to ensure learning from complaints.”

We’ve also published our 2024/25 Complaints Performance and Service Improvement Report, which includes evidence of full compliance with the Housing Ombudsman’s Complaint Handling Code.

If you would like more information about how to make a complaint or would like copies of any of the documents mentioned, you can visit our website at www.livin.co.uk/customer-feedback-and-complaints, or telephone us on **0800 587 4538**.

Housing Ombudsman Service

You can contact the Housing Ombudsman at any stage of the complaints process for advice and guidance. You can contact them in the following ways:

Email:
info@housing-ombudsman.org.uk

Telephone:
0300 111 3000

Write:
Housing Ombudsman Service,
PO Box 152, Liverpool, L33 7WQ

We Listened, We Acted

We Listened (Complaints) Cleaning of Communal Areas

Following the introduction of the cleaning service to communal areas, you told us that the quality of cleaning in communal areas wasn't meeting expectations and below the quality standards expected from the new contractor.

We Acted

We introduced an audit process to monitor cleaning standards more closely. This ensures the full scope of the contract is met and highlights any areas where we aren't meeting target. This has led to a drop in complaints and a cleaner communal environment for customers.

We Listened (Complaints) Complex Repairs

You told us that when completing a complex repair, we would complete part of the repair but not keep you updated about when the next trade was visiting to complete the work. This often meant that you had to contact us to remind us that there was outstanding work due.

We Acted

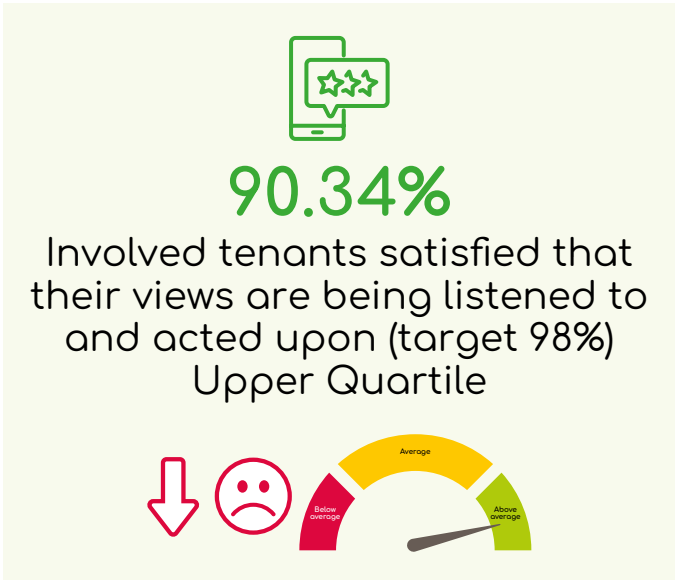
We have introduced reminders to our systems which alerts us to contact the customer to keep them updated on next steps regarding their complex repair. We also introduced a new section to the My Livin app, which allows you to track repair progress, so you stay informed without needing to get in touch.

Customer Voice

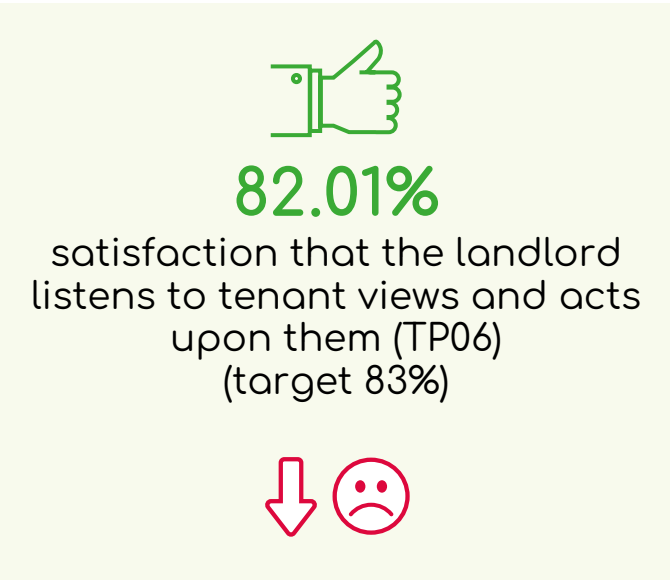
We encourage customer feedback, place listening to our customers at the heart of what we do and ensure our arrangements enable tenants to engage and influence in a meaningful way to continuously improve services.

Here's how we are doing...

Performance Measures



Tenant Satisfaction Measures



Key Stats

47

targeted customer engagement activities were completed to gather views and insights

10,025

customer satisfaction surveys gathered

1,448

of you engaged through feedback surveys, focus groups, and scrutiny

1,011

of you completed the TSM perception survey

4

scrutiny reviews completed by InsightXchange

11

policy reviews



Your Voice Matters – How You’ve Helped Shape Our Services

In 2024/25, more than 5,000 tenants shared their views with us—whether through surveys, focus groups, or by being part of our Tenant Network volunteer bank or the InsightXchange tenant scrutiny forum.

Getting Involved, Your Way

The Tenant Network is designed to be flexible where you can take part and give us your feedback in a way that is convenient for you. Over the past year, members have completed surveys and joined focus group discussions on a wide range of topics—like rent setting, the My Livin app, tenancy visits, and planned home improvement works. Your feedback has helped us understand what works well and where we need to improve.

InsightXchange is our tenant scrutiny group, and they carry out a scrutiny review programme each year. This helps us make sure our services are meeting your needs. Over the last year, members have worked with us to look closely at areas such as equality, diversity and vulnerabilities, damp and mould, repairs, and how we meet the standards set by the Regulator of Social Housing.



When the Regulator of Social Housing inspected our services, they recognised how well we involve tenants and use your feedback to make improvements.

We want to say a big thank you to everyone who has given us their feedback to improve - your involvement makes a real difference to how we provide our services. This annual report includes examples of the feedback you have given us and what we have done to improve.

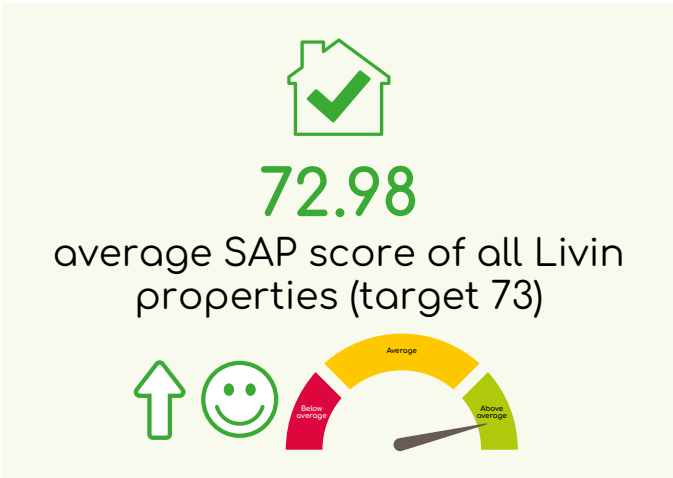
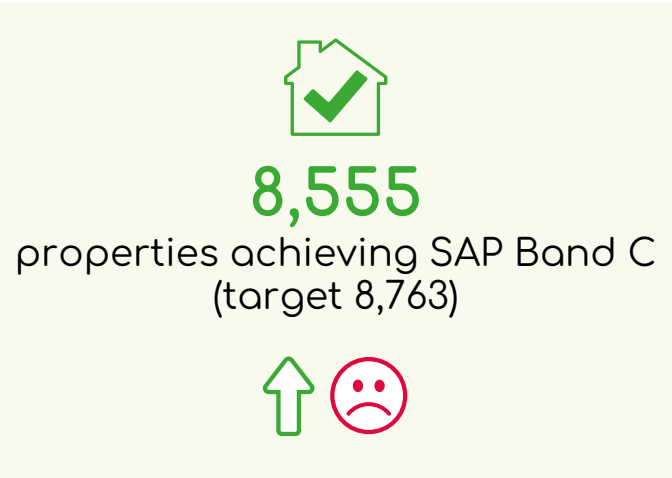
If you’re interested in getting involved, we’d love to hear from you. There are lots of ways to share your views and help shape the services you use. You can find out more by visiting www.livin.co.uk/about-us/getting-involved/ or telephone us on 0800 587 4538.

Contributing to a Sustainable Future

Our goal is to have environmentally sustainable communities for generations to come and to provide low energy homes for our customers.

Here’s how we are doing...

Performance Measures



Key Stats



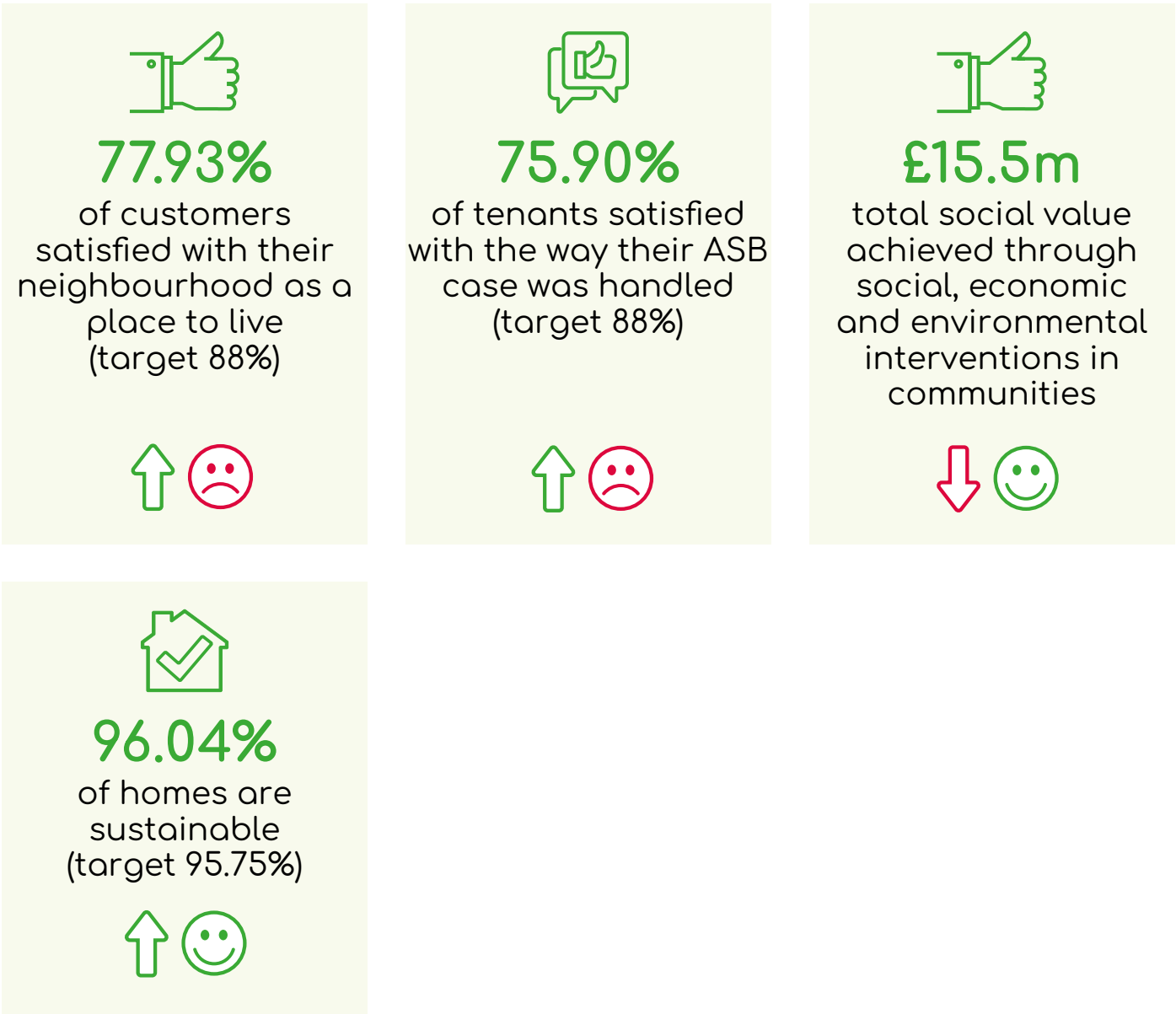


Supporting Balanced and Sustainable Communities

We aim to create sustainable and thriving communities that meet residents' needs and nurture a sense of pride and belonging.

Here's how we are doing...

Performance Measures



Sustainable futures – The year in review

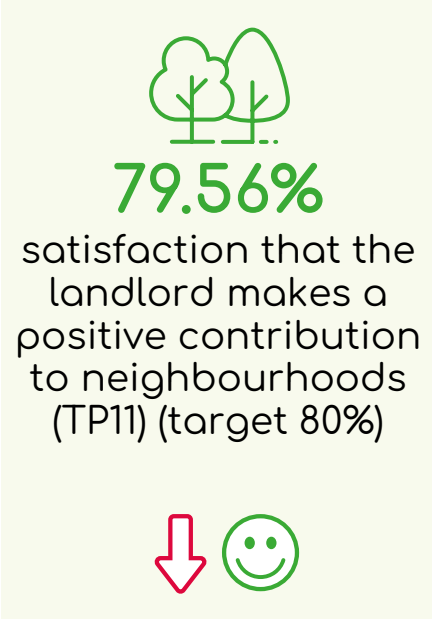
As part of our commitment to embracing new technology to further reduce customers' fuel bills we fitted 600 homes with intelligent thermostatic radiator valves. We also fitted 300 homes with Airex smart airbricks technology which will create warmer homes and lower emissions by reducing heat loss and energy use. We have also installed PV solar panels to another 200 homes, providing customers with access to sustainable energy and reduced fuel bills.

During the year 845 properties have an improved energy efficiency rating from SAP band D to SAP band C.

Local offer

We are committed to providing you with safe, warm, high-quality and energy-efficient homes. To meet this commitment, 1,121 homes have received energy efficiency improvements during 2024/25.

Tenant Satisfaction Measures



Key Stats



Supporting Sustainable and
Balanced Communities –
The year in review

We have completed major regeneration work at Jubilee Fields in Shildon, transforming the Courts area and creating homes that better meet the needs of older and more vulnerable residents. The improved homes are now warmer, safer, more attractive and affordable. We have seen a lot of interest from customers for these homes with a higher number of bids placed.

We have also strengthened our Livin Futures employability programme. Over the past year, 353 customers moved into sustainable jobs, 12 started apprenticeships, and 206 took part in training. We helped set up the Housing Employability Network North East (HENNE)—a partnership of 12 housing providers working together to support people into work. In just 18 months, HENNE has supported 6,873 people towards employment and helped 2,140 into jobs.

In Shildon, we helped set up a new management committee for the community centre and secured £100,000 of investment. This has funded environmental improvements, a refurbished digital suite, and better security. Around 400 customers now use the centre every week.



We have continued working with partners to help keep communities safe. Funding from the Police and Crime Commissioner for County Durham and Darlington allowed us to tackle anti-social behaviour in hotspot areas using tools like drones, detached youth work, and community safety equipment.

We have also created new support pathways for health and wellbeing. Through partnerships with the County Durham Social Prescriber and Durham Carers networks, we provided targeted support to 50 customers who needed extra help.

We Listened, We Acted



We Listened, We Acted

We Listened

(Customer Voice Survey)

Your feedback told us that not everyone knew that we completed estate inspections, and that you are welcome to take part in an inspection of your estate. You told us that we could do better in promoting this in our communities.

We Acted

We promote upcoming Estate Inspections on our social media channels, display posters in communal areas, and have added the estate inspection timetable to the 'My Documents' section of the My Livin app, so you can stay informed in a way that works best for you.

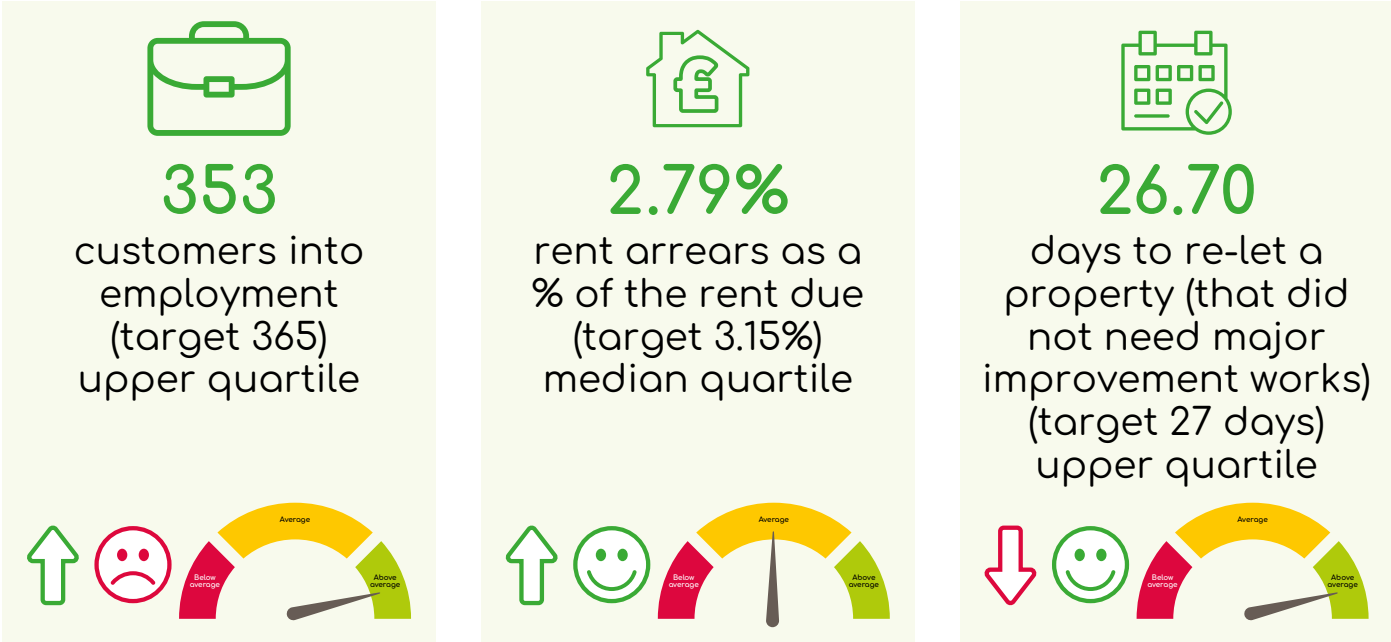


Supporting Sustainable Tenancies

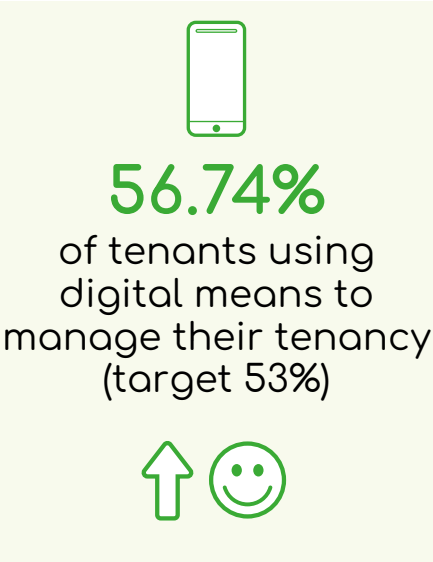
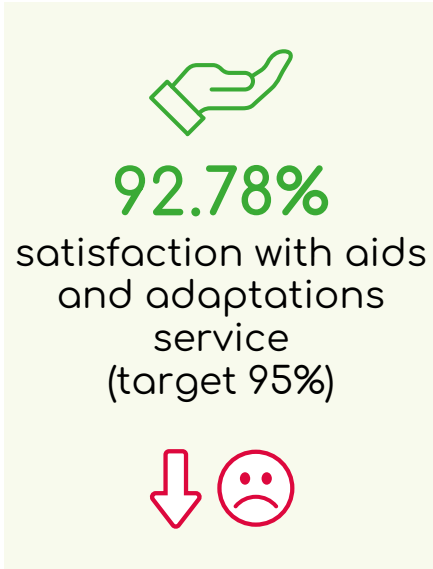
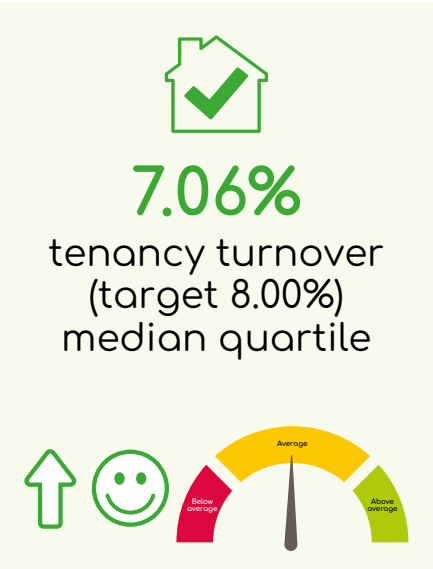
We want our tenants to feel proud to live in their home and community, and we are committed to helping sustain tenancies by providing support to improve health and wellbeing and promote independence.

Here's how we are doing...

Performance Measures



Performance Measures (continued)



Key Stats





Sustainable Tenancies – The year in review

During the year we completed over 4,100 tenancy visits to homes. These visits help us make sure your home is safe and in good condition, and they also give us a chance to check in and see if you or anyone in your household might need support.

We are committed to supporting you when you need it most. In a year when our communities continued to face real hardship, we have set up a hub on our website, so you know what support is available to help you save and manage your money.

Our team of advisors are here to help too. In the last year, they have supported over 1,200 tenants and helped generate £1.8 million in financial gains. That includes welfare benefits, grant funding, and access to affordable credit. Through our Livin Futures

programme, we have also helped 353 tenants into work and training. Since this programme began, it has reached 3,000 customers.

As the housing crisis continues, we are always looking for new ways to provide the homes you need in the areas you are proud to call home. We have built over 260 homes this year despite the challenges the construction industry is experiencing.

We are working with local authorities, partners and developers to create more homes in the local area to reduce the number of people on housing waiting lists. As well as building new homes, we have also adapted existing homes and supported home swap arrangements, to ensure you can live in a home that suits your needs.

We Listened, We Acted

We Listened

(Tenancy Visit Programme Focus Group)

You told us that we needed to be clearer about the purpose of your tenancy visit, and what to expect.

We Acted

We have updated our Tenancy Visit letters to include clear explanations of what the visits involve and why they're important. Appointment letters explain how long a visit takes and we are improving the information on tenancy visits given to all new customers when they start their tenancy.

We Listened

(Customer Voice – Arrears Management Policy Review Focus Group)

You told us that some tenants may not want to seek financial support due to pride and fear of stigma, and that it was important for us to have empathy and be understanding. This would help tenants feel comfortable and supported to talk about money issues.

We Acted

We delivered training to our Financial Inclusion Team to make sure every interaction is sensitive, respectful and empathetic. This helps to provide advice and support to customers in a way they feel understood, and confident to work with us.

How to contact

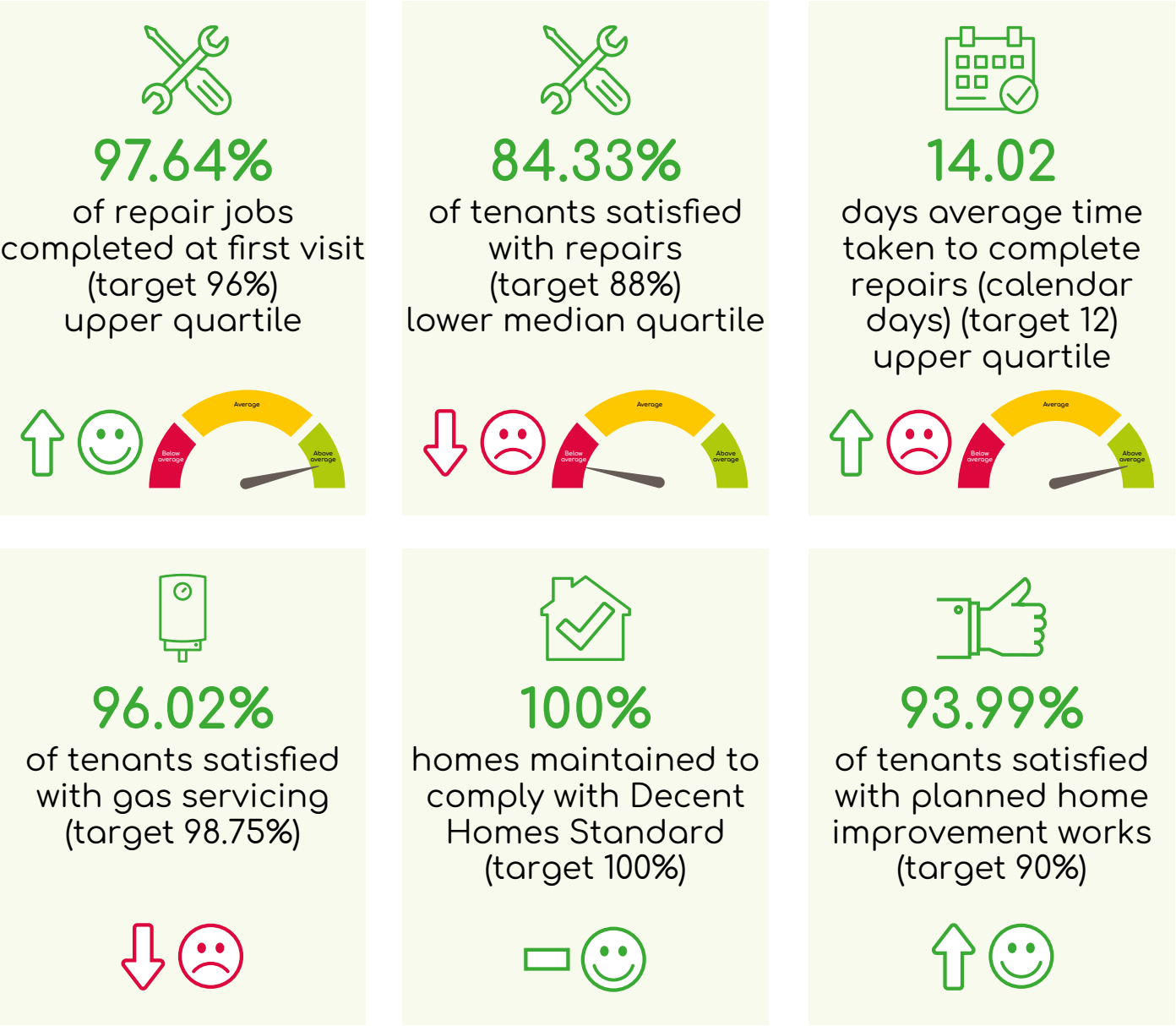
- ✉ contactus@livin.co.uk
- 🌐 www.durhamkeyoptions.co.uk
- ☎ 0800 587 4538

Providing Quality Sustainable Homes

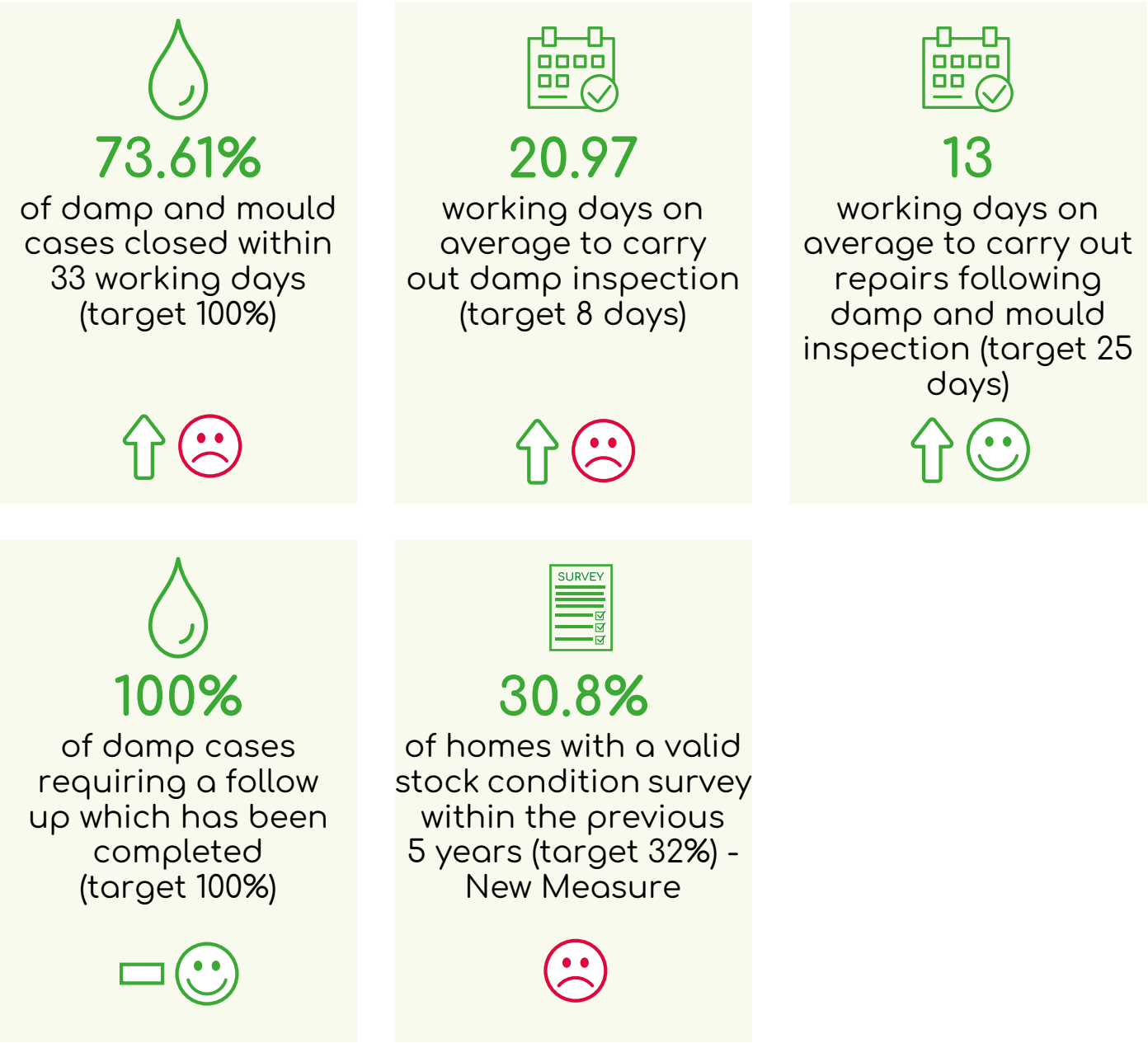
We aim to ensure our tenants are living in warm, safe, high quality, sustainable homes in a place they are proud to live.

Here’s how we are doing...

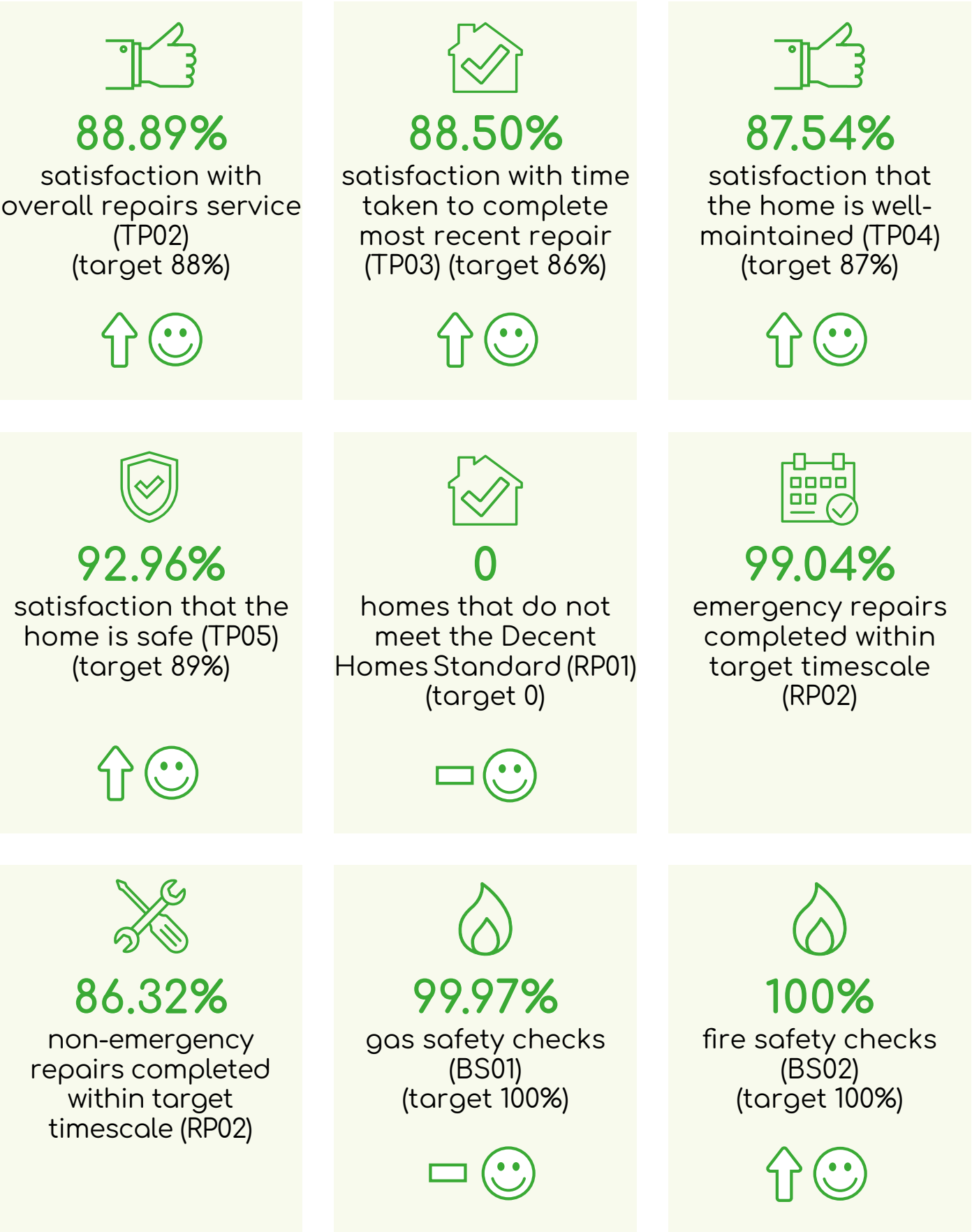
Performance Measures



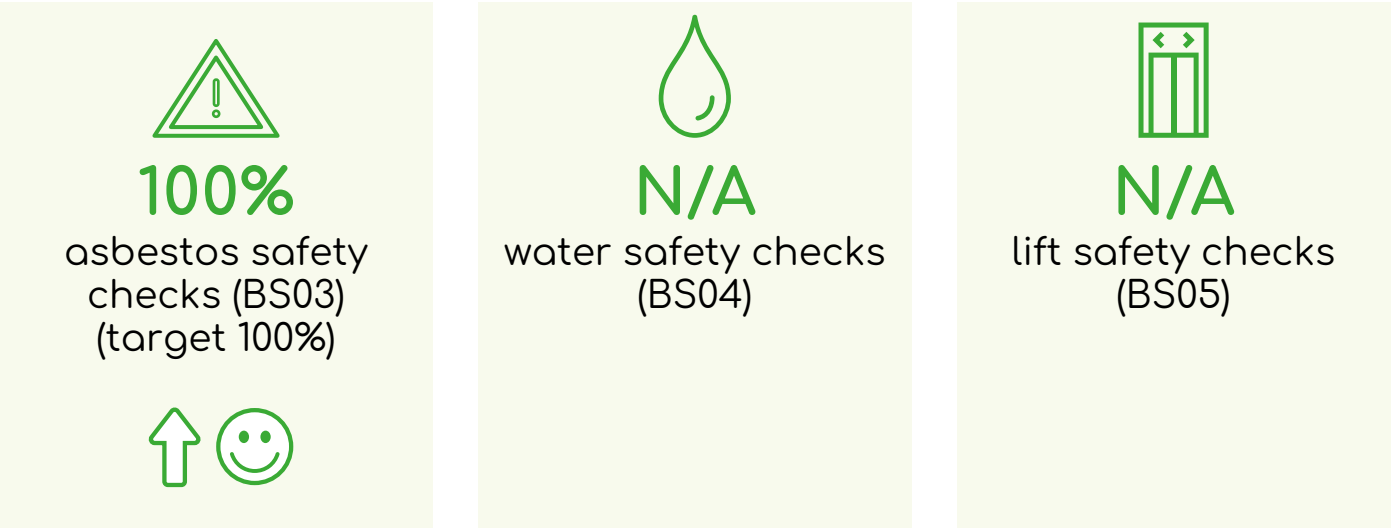
Performance Measures (continued)



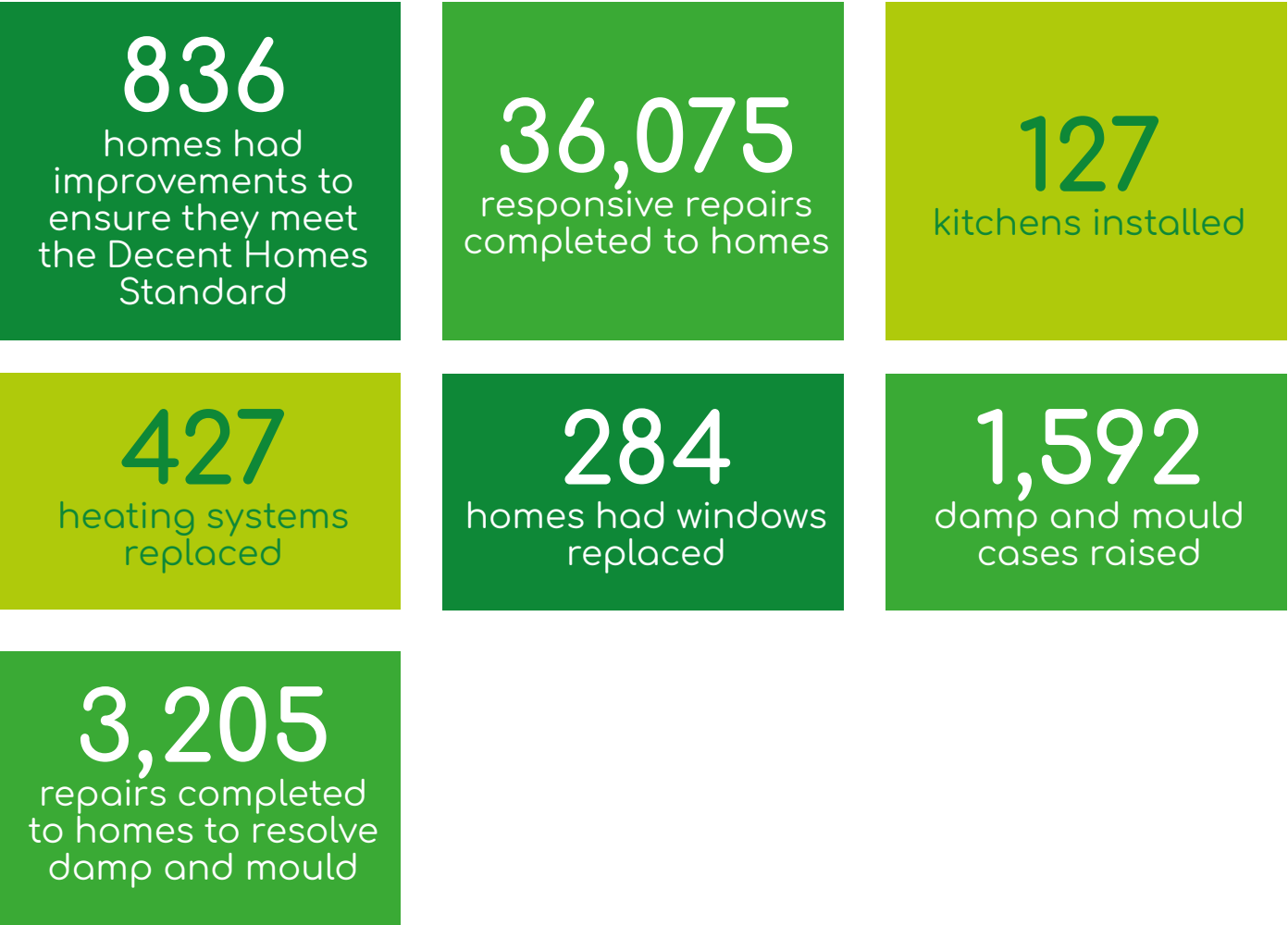
Tenant Satisfaction Measures



Tenant Satisfaction Measures (continued)



Key Stats



Providing Quality Sustainable Homes – The year in review

Our repairs service continued to be busy throughout 2024/25, with over 36,000 responsive repairs completed to homes. You told us it was important to improve how many repairs were completed within target times. We have worked on this and have improved with 9% more repairs finished on or before their target dates compared to the previous year. We also achieved a “right first time” rate of 97.64%, meaning most repairs were sorted without needing a return visit.

We responded to 3,663 emergency repairs, and 96% of those were attended to within four hours, helping to keep your home safe when it mattered most.

More tenants are now using our digital services to manage repairs. Nearly 8,000 repairs were booked through the My Livin app and portal. Since we launched our digital trackable repairs service in February 2024, 30% of repairs are now being tracked by tenants, keeping you more up to date on what’s happening.

Safety checks are a key part of keeping you home safe. By the end of 2024/25, 99.66% of our homes had received all required checks, including gas safety tests and electrical inspections. We also completed all fire safety inspections in our blocks of flats



ahead of schedule, making sure any issues were identified and dealt with quickly.

We are proud of the transformation at the Courts area of Shildon, where we brought 52 much-needed warm, sustainable homes back into use. This regeneration project has made a real difference—and we’re pleased to share that it was shortlisted for Regeneration Scheme of the Year 2025.

We Listened, We Acted



We Listened, We Acted
(continued)

We Listened (Complaints)

Your complaints told us that sometimes, when we needed to do a complex repair we would complete part of a repair, but felt you weren't kept updated about when the next trade would be visiting you to complete the work. This often meant that you had to contact us and remind us that the work was still due.

We Acted

Our systems now give us automatic reminders to make sure we contact our customers when an update is needed. The My Livin app also gives you updates to track the progress of a repair without needing to chase up appointments.

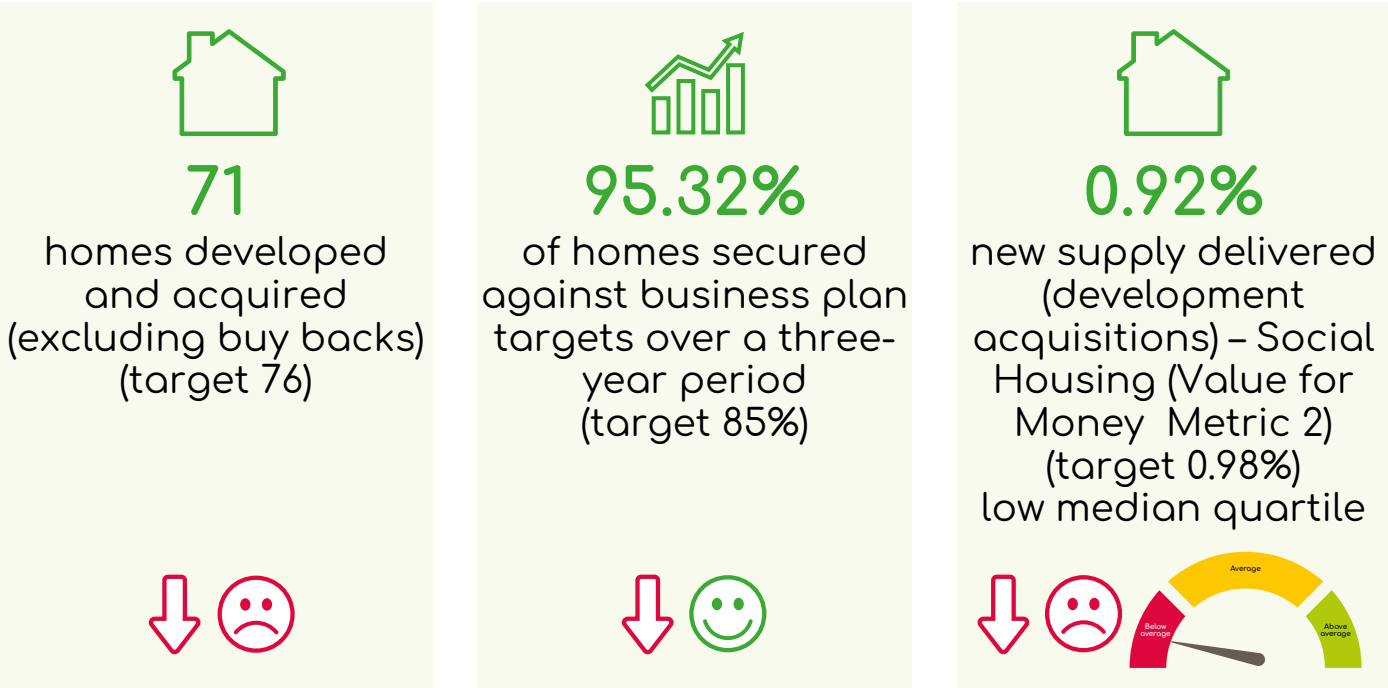


Building and Acquiring Sustainable Homes

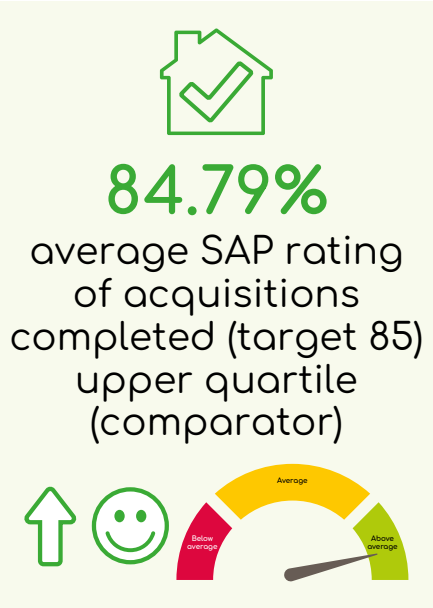
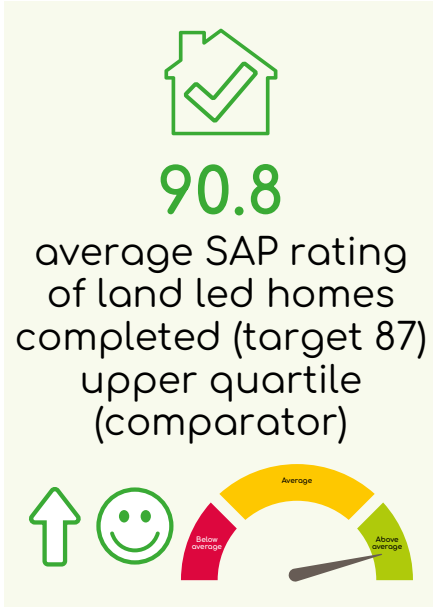
We aim to build and acquire additional high-quality, sustainable homes, which meet the needs of customers, in balanced and sustainable communities.

Here's how we are doing...

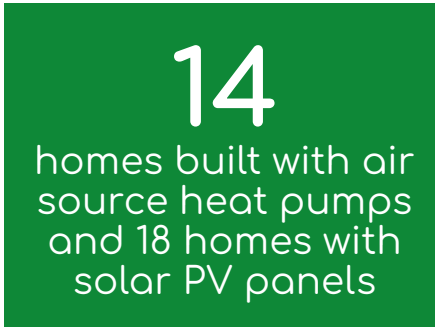
Performance Measures



Performance Measures (continued)



Key Stats



Building and Acquiring Sustainable Homes – The year in review

Over the past year, we have made real progress in growing the number of homes we manage and improving the types of homes we build. We have delivered 71 new homes for affordable and social rent across eight development sites in Spennymoor, Bishop Auckland, Chilton, Newton Aycliffe, Low Etherley, Wynyard, and Darlington. These homes are part of our ongoing commitment to providing high-quality, accessible housing for people across our communities.

As part of our focus on sustainability, 14 of these homes were fitted with air source heat pumps and 18 with solar photovoltaic panels. This helps to reduce energy bills and carbon emissions, with cleaner and more efficient ways to heat and power homes.

We invested £18.4 million into these developments, making sure each home meets modern standards for comfort, affordability, and

environmental performance. The air source heat pumps provide a more efficient heating solution, while the solar panels help lower electricity costs and offer a more sustainable energy source.

As well as building new homes, we also brought 10 former Right to Buy homes back into our affordable housing stock. These homes had previously been sold but are now available again to support local housing needs. We also converted a former guest house into two spacious, modern homes, helping to provide much-needed larger family accommodation.

This year also marked a major milestone for us. We have now grown our total housing portfolio to over 9,000 homes. This reflects our continued commitment to meeting the housing needs of our communities while investing in a greener future.

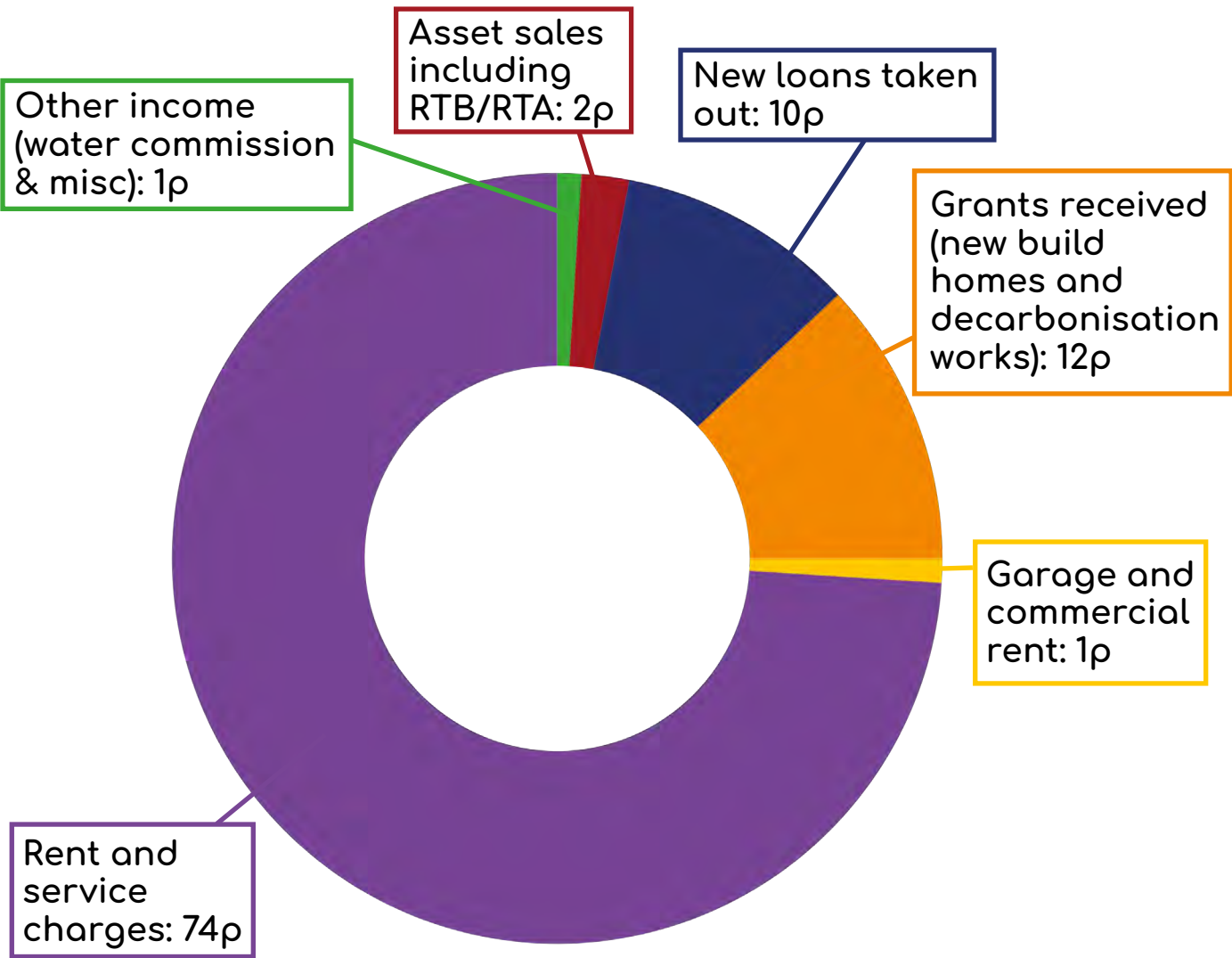


We Listened, We Acted

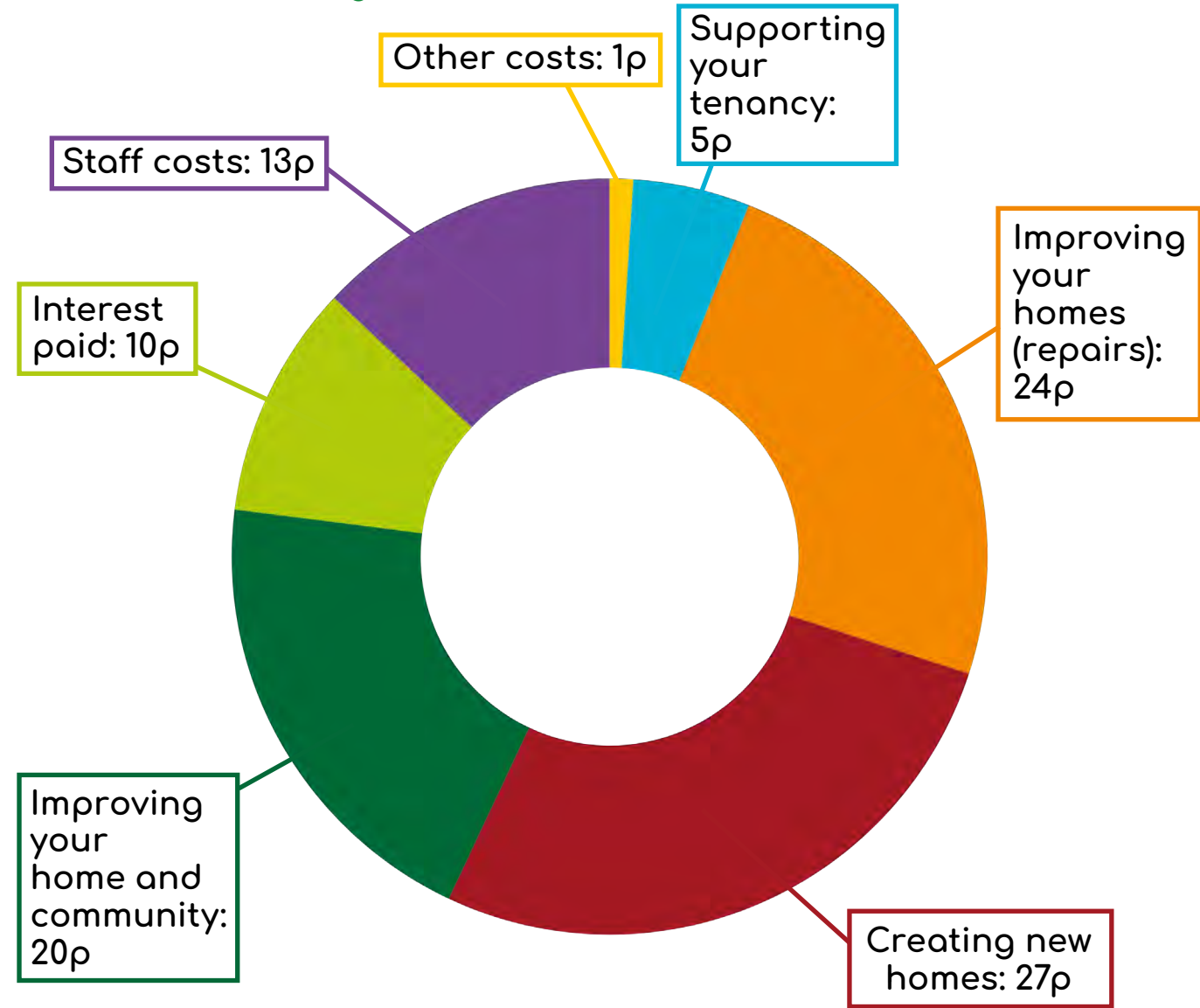


Finance - How We Spend Your Rent

Where does each £1 come from?



Where does each £1 go?



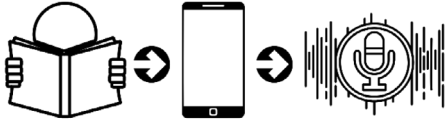
You can read our value for money assessment by visiting [livin.co.uk](https://www.livin.co.uk) or alternatively paper copies are available by calling 0800 587 4538.

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:

عربي (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

 **livin.co.uk**

 **wearelivin**

 **0800 587 4538**

 **contactus@livin.co.uk**



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

