



Livein Works



Planned works to your home

We want your home to be safe, warm and well-maintained. To do this, we carry out planned improvements throughout the year. These works help us keep your home in good condition. Throughout any planned works, you'll be supported by a dedicated Customer Liaison Officer (CLO).

Now you know your home is included in the upcoming planned works schedule, here's what happens next:

1.

If your home needs any pre works completed, we will contact you to let you know and arrange appointments if required.



2.

Your Customer Liaison Officer will contact you around three weeks before to talk through any support you need.



3.

We will give you a week-commencing date for when works will begin.



4.

You will receive a confirmed appointment notification at least seven days before your start date.



Before the work starts, we may ask you to:

- Clear the areas we will be working in
- Move furniture, belongings, or flooring if needed
- Remove items you would like to keep, such as decorations or fixtures
- Make sure pets are safely secured

If you need support, or if you or someone else in your household has any vulnerabilities, please let your CLO know or get in touch with us. We will support you throughout the planned works.

Commonly asked questions

What happens during the works?

Your friendly CLO will visit you regularly to check that everything is going to plan and to make sure you feel supported throughout.

We carefully move and reconnect essential appliances such as fridges, cookers and washing machines so you can continue using them each day.

What if I work or need to be available for the school run?

We will always do our best to work around you and your daily routine. The time it takes to complete the work will depend on the type of improvements planned for your home, but we'll make sure you know what to expect. Your CLO will talk you through the timings and keep you updated every step of the way.

If you can't make any of your appointments or need to change the time or dates, please let us know as soon as possible so we can support you and rearrange them for you.

Need to log a repair before we arrive?

Download the My Livin app by searching My Livin in your app store or visit livin.co.uk.

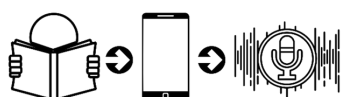


Please let us know if you need additional support to read this document.

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

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

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