

Spring 2021

# Livviving

MAGAZINE FOR  
LIVV HOUSING  
GROUP  
CUSTOMERS



## Get Involved

help to shape and improve what we do

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COVER FEATURE

## Kickstarting careers

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“I’m really enjoying having a job”

Livv resident, Kieran, joins our team!



Keeping spirits

# up

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# Hello & welcome



I hope this latest edition finds you safe and well. It's been over a year since we introduced you to our new brand, Livv. When I joined a few years ago, my most important task was to understand what it was like to be one of our customers and how easy we were to deal with. Sadly, we weren't.

Back then we were Knowsley Housing Trust but if you wanted a repair, you dealt with Vivark, for service charges it was First Ark, for community support One Ark and if you were looking to buy a shared ownership house? You had to deal with Oriol, KHTS and KHT! Confused? I was!

Now we're Livv. Clear and simple. We're one organisation and we all work for you to provide safe, comfortable homes, make a positive impact, and help communities flourish.

How well we do is measured by what you tell us, and I'm so happy that your feedback rated us

over 90% for being easy to deal with. Satisfaction is also improving, currently rated 88%.

Looking back, it's brilliant we've come so far, yet there's still so much more to do. We're not resting on our laurels; we're investing more in your homes and building more new homes, we're working to improve the way we do things to make it better for you and we're learning from this last year to help us shape how we all work in the future. We will make sure we use your feedback to help us do that.

Meanwhile, the 'recovery' from the Covid-19 pandemic has only just started and many continue to live with the difficulties it's created. I'm determined to help customers and communities across Knowsley to get back on track. Livv is here for you, to help you achieve your full potential whatever your circumstances. Let's all work together to make that happen.

Léann Hearne  
CEO, Livv Housing Group

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# Livv for you

When we changed our name to Livv Housing Group a year ago, we worked to change what we do and how we do things to better serve you too.

And, in a year like no other, when we've all been dealing with the consequences of a global pandemic, we've adapted to support customers through the COVID-19 crisis so we can keep providing you with any support you may need - from employment and wellbeing advice to benefits support and tackling crime.

We're continuing to spend a lot on our properties and we're listening to customer feedback more than ever before.

## Our services to you

Over the next 3 years we're investing over **£70 million** in our homes

We invested **£5.4 million** on major property repairs

**1,433** people supported to improve their wellbeing

**2,853** customers supported with benefits advice

We helped secure **£2.7 million** of additional income for customers

**2,418** people supported into training, education access or into a good job

# Get involved

We ask customers how we're doing to help shape and improve what we do.

Visit [www.livvhousinggroup.com/you-said](http://www.livvhousinggroup.com/you-said) to see the improvements we're making thanks to your feedback

## Customer Voice Group

We've set up a Customer Voice Group, we'd LOVE you to join (if you haven't already).

You'll be emailed regular surveys asking your views about us and in return we'll enter you into prize draws to win some great prizes.

You can unsubscribe at any time and we promise to keep surveys short so they're quick and easy to fill in. To join email us at [customervoice@livvhousinggroup.com](mailto:customervoice@livvhousinggroup.com)

## Quality and Improvement Panel

We carry out in-depth service reviews and scrutinise what we do in partnership with this group

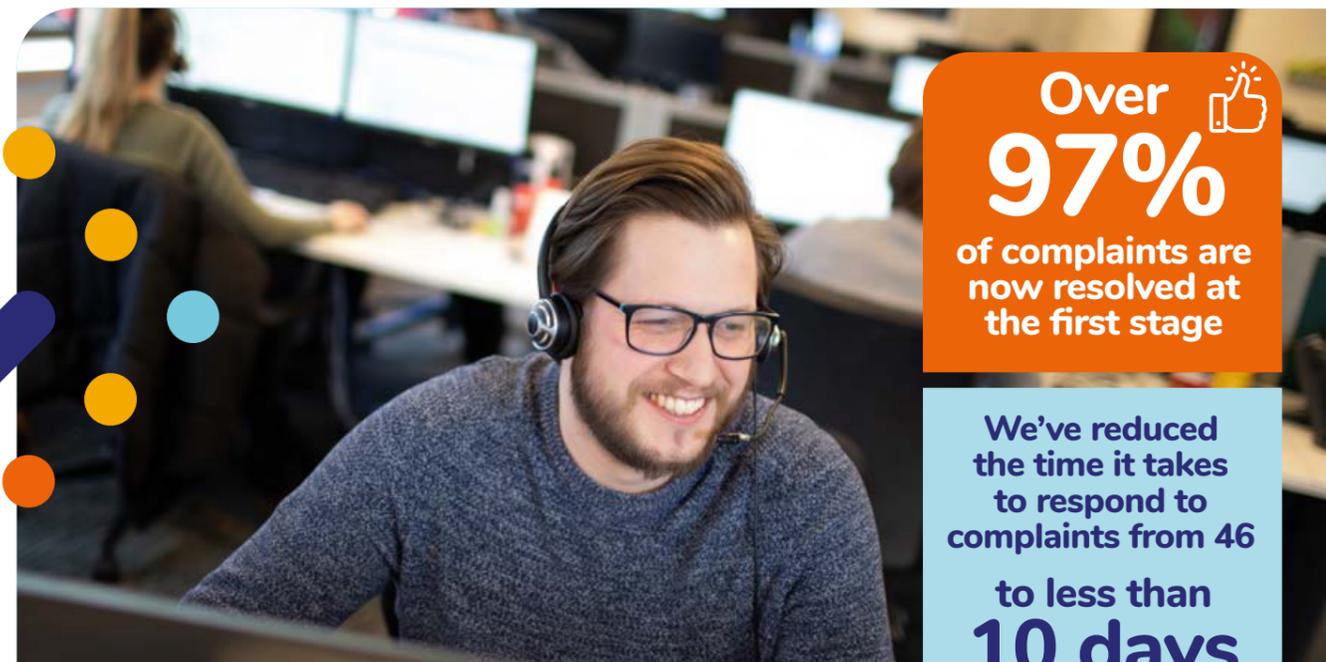
of customers, helping us make sure we're providing good value for money.

Right now, we have a couple of spaces available, so if you'd like to join get in touch.

## And when things go wrong...

We take your opinions seriously. With the help of a selection of customers (who had complained about our services), we've reviewed how we deal with complaints.

It's simpler and easier for you to tell us when we've not met your expectations and when we've done a great job too. To see how we're doing visit: [www.livvhousinggroup.com/complaints](http://www.livvhousinggroup.com/complaints)



Over **97%** of complaints are now resolved at the first stage

We've reduced the time it takes to respond to complaints from 46 to less than **10 days**

## You can get in touch with us in many ways:

- Via our website [www.livvhousinggroup.com](http://www.livvhousinggroup.com)
- Phone us 0151 290 7000
- Email us at [feedback@livvhousinggroup.com](mailto:feedback@livvhousinggroup.com)
- Write to us at: Customer Feedback team, Livv Housing Group, Lakeview, Kings Business Park, Prescot, L34 1PJ

**90.2%** customer ease

We're getting easier to deal with, your feedback helps – thank you!

**88.6%** overall satisfaction

We want to do better here and we're working on it. You will find all our latest performance measures on the 'About us' section of our website.

(Results from Jan-Dec 2020)

We'll send you a survey after you've used one of our services to ask how we did. In one year we've had over **20,000** responses!

We use your feedback to measure how we're doing

## Feel included? Get involved and share your views.

We're looking at how included you feel as a Livv customer - what we do well and what we could do better. We're listening to your feedback to help us improve and make our services more inclusive for everyone, whatever your background.

To share your feedback please email us at [equality.diversity@livvhousinggroup.com](mailto:equality.diversity@livvhousinggroup.com)

We want to know about your experiences with us around whether you feel included, if your

needs are being met and ideas you have on how we could do things better to make you feel valued by Livv. For example, do we feature pictures of people that you can relate to? Do we contact you in a way that meets your needs, such as in braille or a different language? Do you feel comfortable getting in touch with us?

If you can't email us but would like your feedback to be heard, we're doing informal phone surveys in June that you can take part in. For details or to put your name forward for the survey, contact Ryan Jackson on 0151 290 7104.



# Kickstarting careers

We're helping 30 young people kickstart their careers and get in to work. We've created 30 placements as part of the Government's Kickstart scheme, which aims to help young people at risk of being stuck in long-term unemployment. An issue all the more crucial because of the impact of COVID-19 on the job market, which has hit young people hardest.

4 new recruits have already joined us on maintenance operative placements, including Livv resident and our cover star, Kieran Munnery.

We'll be recruiting more placements throughout the rest of the year across a range of job roles; from maintenance operatives to office-based roles. Keep an eye on our website and social media for upcoming recruitment dates.

The 6-month placements are a great way of gaining valuable work experience with fantastic benefits:

- Earn up to £246 per week
- 30-hour working week with 12 days annual leave plus bank holidays
- Bespoke training opportunities
- Progression support to secure permanent employment

## Interested?

To apply you must be:

- Aged between 18-24
- In receipt of Universal Credit
- Willing to take part in all aspects of the programme including the 2-week pre-employment training prior to interview.

Register your interest by calling **0151 290 7000** or email us at [enquiries2@livvhousinggroup.com](mailto:enquiries2@livvhousinggroup.com)

For all the latest information about the scheme visit: [www.livvhousinggroup.com/kickstart](http://www.livvhousinggroup.com/kickstart)

**Kieran Munnery, aged 18, is a Livv resident and has joined us working on a 6-month placement as a Maintenance Operative.**

"I was made redundant during the first few weeks of lockdown – I hadn't been working at my old job very long and didn't qualify for furlough, so they made me redundant.

I registered with the Job Centre and got on Universal Credit and within 3 weeks my work coach told me about the placements with Livv. Applying was really easy – I rang up and booked on to a session (which was online because of Covid) where I learnt more about the placement and then did a pre-screening interview. I was asked things like what I'd been doing and why I'd applied.

I then did a 2-week college course, again all online, and it was just like being in a class. The tutor was dead nice, and I learnt about health and safety and customer service which I'd never done before. I was then interviewed by one of the Livv Directors, Michael Sinnott, which went sound. Within a week I started my new job! The recruitment was all smooth and straightforward.

I've only just started so I'm just getting my head around the jobs I'll be doing and what tools to use, but I'm learning all sorts about groundwork which I've never done before. Everyone at Livv has been really helpful and supporting me if I struggle with anything. I'm really enjoying having a job and my main aim is to secure a permanent position.

I'm learning lots. It's definitely beneficial and I'd definitely recommend it."



"Everyone at Livv has been really helpful and supporting me if I struggle with anything. I'm really enjoying having a job and my main aim is to secure a permanent position."

# Worried about paying your rent?

With unemployment at its highest rate in years due to the pandemic, many are experiencing very uncertain times and a lack of cash to make ends meet. Everyone's situation is different, but many are sharing the financial pressure of having no job, less income or worry about having no work to go back to once furlough ends.

If you're worried about paying your rent, putting food on the table, and keeping the lights switched on, we don't want to add to your worry. When the going gets tough, reach out, and ask for help.

### Where to start?

Simply contact us and let us know you're struggling. We're experienced in supporting customers whatever the circumstances. Be it benefits advice, help finding a job or maybe even helping you get the right skills and qualifications to gain a more secure role.

We'll do whatever we can to help. And if we can't help, we're in touch with a wide network of partners and organisations that we can refer you to, so you get support tailored to your needs. We want to make a stressful time a bit more bearable.

### Opportunity knocks

Here's some ways we've helped customers secure a job.

### Alan

Alan had an underlying health condition and needed health and wellbeing support before he was ready to get back into employment which he ultimately wanted to achieve.

We reviewed Alan's situation and put him in touch with one of our partners who coached him to help

boost his confidence and feel ready to apply for jobs again. He successfully secured fulltime employment, and we provided Alan with funding to purchase PPE clothing and a travel pass to support him till he got his first wage.

### Marius

When the pandemic hit, Marius was made redundant. He got in touch with us and, together, we reviewed his options. There was a job he was interested in but needed a specific qualification to apply.

We found a suitable training provider and funded Marius' skills training. One week after qualifying, Marius got the job he wanted!

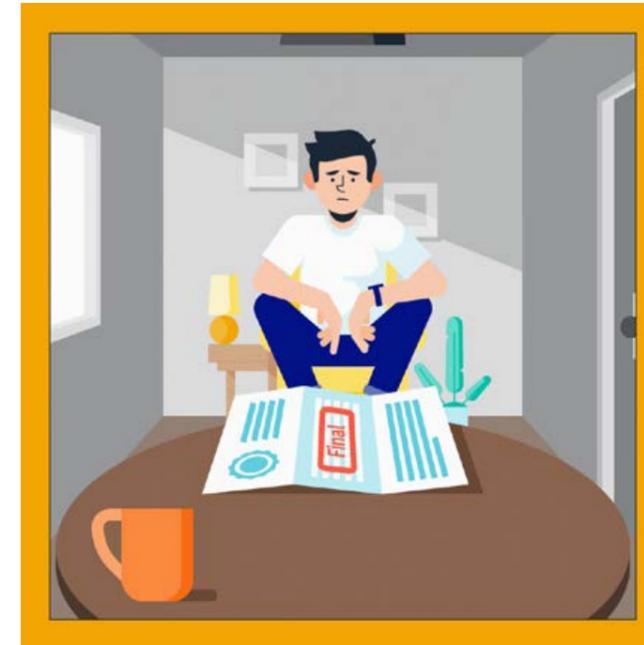
## Ways we can help:

### Practical support

- CV writing
- Interview advice
- Searching for jobs
- Skills and training support
- Benefits advice

### Emotional support

- Help dealing with stress and anxiety
- Coping with change
- Building confidence



## Worried about rent arrears or debt?

When you're feeling behind on rent, it can feel like the walls are closing in. Don't let fear hold you back – take that first step. Talk to us.

We have teams who are here to help get your finances back on track, offering everything from benefits and budgeting advice to hardship grants.

Here are some ways in which we've helped customers in debt.

### Mike

Mike's mental health was suffering, affecting his ability to pay rent. In working with us, we've been able to secure a discretionary housing payment worth thousands of pounds and agree an affordable repayment plan for the remaining shortfall.

We also helped Mike get a tablet, new flooring, and furniture for his property. We continue to work together to make sure Mike's supported when he needs it.

### Katie

Katie had to leave her job after falling ill with COVID-19, making an existing health condition worse. Her tenancy was already at risk, but she reached out to us and together we completed a discretionary housing payment application.

We secured a one-off payment plus an ongoing one and advised her on other benefits to apply for too. Overwhelmed by our support, Katie was pretty tearful when she learned of the outcome.

### Rachel

Rachel wasn't paying her bedroom tax and debts were building.

With our help she received a discretionary housing payment, clearing her rent debt and allowing her to downsize to a 1-bedroom property removing the bedroom tax burden from her life.

### Tom

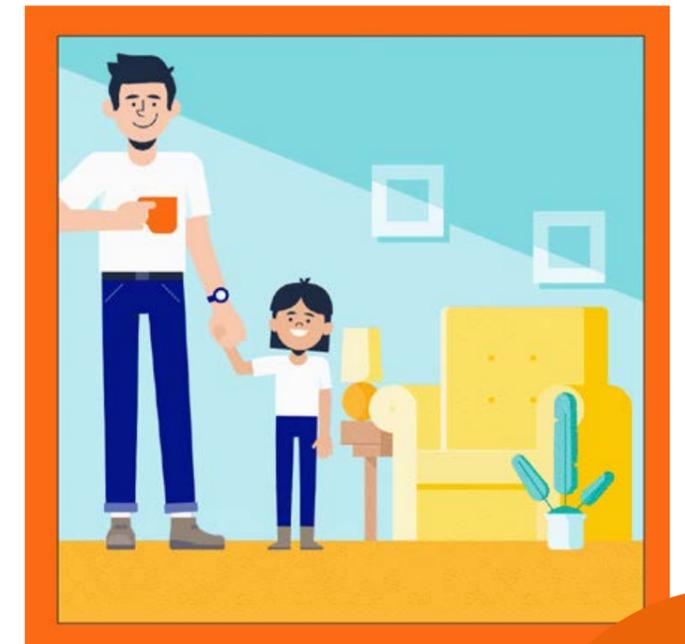
Tom had built up some hefty rent debt and was facing eviction. Eventually he reached out to us and we managed to get a one-off payment – wiping out most of his debt and he agreed to an affordable payment plan for the remaining amount.

He now has no fear about losing his home and the pressure he felt for such a long time has gone.

**Whatever help and support you need, if you're worried about rent debt, start small - give us a call...**

**0151 290 7000 or freephone 0800 561 0007**

*The stories we've shared here are real, but we've changed names to protect identities.*



# Keeping spirits up

Lockdown life has been tough! For independent living customers, we made sure that whilst they faced long periods of time on their own, they were never alone.

We couldn't do the usual activities that bring people together, so we did things differently.

From poppies to mark Remembrance Day, to delivering Easter treats for a well needed chocolate fix, and lots in between. We provided lots of surprises to keep spirits up!



To celebrate diversity in our community, we decorated reception areas and gave away fortune cookies to celebrate Chinese New Year.

As a nod to St. Valentine, we delivered over 700 boxes of chocolates to make sure customers knew we were thinking of them.



We dedicated a day to our famous regional dish, 'scouse', giving keen cooks the ingredients and a step-by-step guide on how to prepare the historic stew.



We delivered Christmas packages made up of festive foods and treats, so even shielding residents felt Christmassy and cared for. Local school children also sent handcrafted cards and poems too.



We gave out 'beat the boredom bundles' containing chair exercise booklets, jigsaws, and puzzle books, to keep bodies and minds stimulated.



# Find the missing word

Complete our yummy cake themed word search to be in with a chance of winning a £100 Love2Shop voucher! There are three up for grabs. Email the missing word along with your name, address, and phone number to: [marketing@livvhousinggroup.com](mailto:marketing@livvhousinggroup.com)

E	R	G	T	G	C	R	A	H	O	R	T	G	D
E	R	R	S	N	L	U	E	H	C	E	H	M	D
R	T	G	V	I	E	O	E	S	H	L	E	R	U
C	G	A	S	C	R	L	L	N	E	E	M	E	A
E	C	U	L	I	E	F	E	I	E	I	A	D	V
U	N	E	O	O	E	C	G	U	S	H	E	V	I
G	L	B	R	L	C	C	N	O	E	R	R	E	C
E	Y	R	O	G	R	O	A	C	E	E	C	L	T
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C	A	C	E	E	H	C	U	C	R	N	E	E	R
A	G	L	E	M	E	E	M	V	A	O	T	T	I
T	U	E	T	N	A	R	R	U	C	M	T	G	A
S	S	S	G	Y	U	G	R	R	L	E	U	E	A
C	E	C	T	A	R	E	N	R	Y	L	B	H	E



- VICTORIA
- CHOCOLATE
- CARROT
- ICING
- BUTTERCREAM
- LEMON
- ANGEL
- FLOUR
- CHERRY
- EGGS
- SUGAR
- CHEESE
- RED VELVET
- CURRANT

T&Cs

Closing date: Friday 4th June 2021. Terms and conditions: 1. Limit of one entry per household. 2. Only three prizes are available. 3. The winner will be chosen at random. 4. The judge's decision is final. 5. Your name and contact information will be stored only for the purposes of contacting the winner to send them the voucher. 6. All entries must be received by 5pm on Friday 4th June 2021. Any entries received after this date will not be entered into the competition. 7. Postal entries should be sent to: Marketing, Livv Housing Group, Lakeview, Kings Business Park, Prescot, Knowsley L34 1PJ. 8. By entering the competition, you agree to the terms and conditions. 9. This competition is only open to customers living in a Livv Housing Group property.

# Help save energy and money!

Ever seen one of these stickers stuck to a new electrical item? They show how much energy it'll use and cost to run. The lowest rating (G) means it will use lots of energy and, therefore, have higher running costs. You can get these for homes too; they're called 'Energy Performance Certificates.'



to invest in things like new insulation, windows and doors, boilers, and LED light bulbs; helping to make homes cost less to run and save you money!

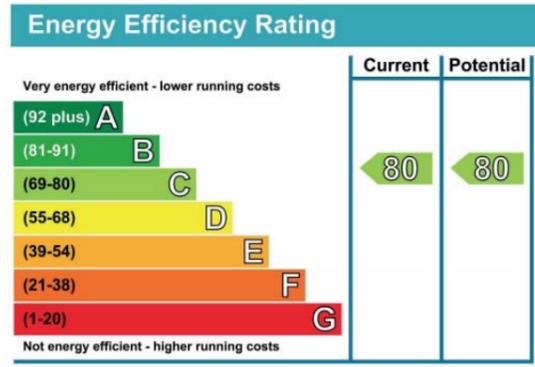
The certificates tell us what type of work we need to do.

### Property survey visits

To get a certificate, we need to visit and survey properties without one. You may be contacted about this over the coming weeks (if not already), please help by giving us access to your home.

Alternatively, you can request and arrange a survey by calling us on **0151 290 7000**.

**You can check out your home's certificate (or see if you have a valid one) at:**  
[www.find-energy-certificate.digital.communities.gov.uk](http://www.find-energy-certificate.digital.communities.gov.uk)



### We're on a mission

We need up to date Energy Performance Certificates for all Livv properties so we can make sure all homes have an energy efficiency rating of C or above by March 2025. To do this we're continuing

# Fire risk assessments available to view online

We carry out regular fire risk assessments of any Livv property that has a communal area within it. These assessments are completed on site and are reviewed every year.

If you live in a Livv property with a communal space and you'd like to have a look at your fire risk assessment, then these are now available to view on our website (either as a summary report or the full assessment). Visit [www.livvhousinggroup.com/fra-documents](http://www.livvhousinggroup.com/fra-documents)

# Recycling the right way

Separating your household waste can be a faff but important in getting rid of rubbish the right way. Please check which bin to use before throwing anything away.



Don't throw any general household rubbish or food waste in your grey recycling bin as this will contaminate the contents and the council's recycling team won't be able to take it away for you.

Here's a reminder of what goes where:

Recycling (Grey)	General (Maroon)	Garden (Blue)
<ul style="list-style-type: none"> <li>• food/cereal boxes</li> <li>• cardboard</li> <li>• phone books</li> <li>• food tins/drink cans (place lids inside)</li> <li>• glass bottles/jars</li> <li>• plastic (bottle shaped plastic only)</li> <li>• envelopes</li> <li>• papers, newspapers and magazines</li> <li>• junk mail</li> </ul>	<ul style="list-style-type: none"> <li>• food waste (including fruit fallen from trees)</li> <li>• general waste and items that cannot be recycled</li> </ul> <p><b>Building materials or rubble are not accepted and will not be collected</b></p>	<ul style="list-style-type: none"> <li>• shredded paper</li> <li>• finished flowers</li> <li>• prunings</li> <li>• hedge and tree clippings</li> <li>• twigs and branches</li> <li>• leaves</li> <li>• plants and weeds</li> <li>• untreated bark and wood chippings</li> <li>• pet bedding (clean or soiled)</li> </ul>

Please note that all food waste, including any fruit that has fallen from the trees, should be placed in your maroon bin for collection

### When to put your bin out

Your household waste is collected every week and it alternates between general waste (maroon bin) one week and recycling (grey bin) the next. Garden waste (blue bin) is collected once every three weeks during the gardening season.

To check bin collection dates, ask for a new bin or if you have any other questions about recycling and bin collections, get in touch with Knowsley Council or visit their website: [www.knowsley.gov.uk](http://www.knowsley.gov.uk)

### Help putting your bin out

If you're elderly or have a disability and don't have anyone to help put your bin out, Knowsley Council may be able to help. Call them on **0151 443 2400** or visit their website.

# Protect your personal possessions

It's our responsibility to protect the structure of your property, but what's inside, such as furniture and personal possessions, is down to you.

To protect your possessions, we recommend you insure the contents of your home.

Contents insurance is designed to protect your items like furniture, clothes, phones and TV, if you suffer an incident such as a fire, flood or theft. It can also provide cover if items are damaged or broken. It will save you from having to pay to replace all your items yourself should anything happen to them, which could be very expensive to do.



Whilst you don't have to have contents insurance, ask yourself, how much would it cost to replace everything in my house? Contents insurance could be a very sensible investment to protect yourself from the risk.

**You need**

Contents insurance to protect your belongings.

**You do NOT need**

Buildings insurance which protect fixtures and fittings (like kitchen units, fitted wardrobes and the like), as your landlord, that's down to us.

# Major development plans for the borough continue throughout the pandemic

The pandemic has created many challenges for everyone, but despite working in difficult conditions, Knowsley Council has continued to progress the borough's major development plans, which will be pivotal to the borough's economic recovery from COVID-19.

In Kirkby town centre, the construction of the new 94,000 sq ft retail development has continued, with the Morrisons supermarket, 6 pump petrol filling station, Home Bargains and drive-thru KFC and Taco Bell all due to open this summer. Once this phase is completed, the focus will then be on the delivery of a multi-screen cinema, complete with food and drink outlets.

Over in Prescot, construction of The Shakespeare North Playhouse is progressing well and the building is now establishing itself as a prominent landmark in the town centre.

Once complete, the Playhouse will be a major visitor attraction, providing a flexible theatre with capacity for up to 472 seats. It will also boast an inclusive education programme, digital gallery, visitor experience and additional performance spaces, including an outdoor performance garden.

The council has also approved its ambitious ten-year development plan for Huyton Village Centre. This includes the expansion of its flourishing night-time economy with more food and drink outlets due to open or planned. There'll be the creation of a commercial district with opportunities for a hotel,

office and residential accommodation, public realm improvements, more shop front improvements and the creation of a leisure development in the heart of the village centre.

Plans are also progressing with Halsnead Garden Village, which will create 1,589 high quality homes in Knowsley and 22.5 hectares of employment land. Planning approval has also been granted for 1,305 homes in East Halewood.

All of these schemes will create jobs for local people (both during construction and once completed), attract more visitors into our town centres and provide a greater choice for shopping, leisure, and food and drink outlets. They will generate more investment into the borough and attract more residents wanting to call Knowsley 'home'.



## Latest COVID-19 news

As you know, the Government has slowly started to ease restrictions. The Government's roadmap to lift lockdown restrictions is a four-step process and restrictions will only be lifted when it is safe to do so.

The Government is regularly reviewing COVID cases, the successful roll-out of the vaccination programme, identification of any other variants of the virus and the impact on hospital admissions.

It's really important that we all continue to follow the rules and play our part to stop the spread of the virus in our communities. You can keep up-to-date with the latest local COVID-19 news at [www.knowsleynews.co.uk](http://www.knowsleynews.co.uk)

## COVID vaccination programme

The COVID vaccination programme is progressing well in Knowsley. The vaccine offers you the best protection from the virus. The Government announced that all adults aged 18 and over will be offered a vaccination appointment by the end of July – the NHS will contact you when it's your turn.

If you live in Knowsley or are registered with a Knowsley GP and you're over 50 or aged over 16 in an 'at risk' group and you've not yet received an invitation, please call Knowsley Clinical Commissioning Group on 0151 244 4121 to make an appointment.



# Experiencing domestic abuse? We can help make you safe

In the UK, police receive a call every 60 seconds about domestic abuse, yet most incidents go unreported. Feelings of guilt, fear and shame can stop victims from asking for help, even though it's not their fault.

## Lots of support is available

We're experienced in helping victims and we're well connected with lots of organisations across Knowsley so we can ensure victims get the right support and stay safe.

In an emergency, you should always contact the police. If you need the police but can't speak, dial 999, listen to the questions from the operator, respond by coughing or tapping the handset and if prompted, press 55 to tell the operator you need help.

If you can, ask for help before it becomes an emergency.

### VISIT A LOCAL PHARMACY

You can visit any participating pharmacy (including all Boots stores plus some independents) and ask an assistant for 'ANI' (which stands for 'Assistance Needed Immediately'). This is a discreet way to signal you need emergency help and they'll do the rest.

Pharmacies also run the 'safe space' scheme which enables victims to use the consultation room to access information on domestic abuse support services.

### SEE A HEALTH PROFESSIONAL

Nurses and doctors are trained to support victims to enable safe disclosure. If you can, seek their help.

### NATIONAL DOMESTIC VIOLENCE 24-HOUR HELPLINE

Call at any time: 0808 2000 247 or contact online at: [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)

### BRIGHT SKY APP

Download this free app designed to support those affected by domestic abuse, their friends and family.

### THE FIRST STEP

This Knowsley based charity offer a range of services tackling domestic abuse from practical to emotional support for victims either by phone or face to face. Call them on 0151 548 3333 or visit: [www.thefirststep.org.uk](http://www.thefirststep.org.uk)

### CONTACT US

Whilst we've had to temporarily close our offices due to the pandemic, you can still contact us for help at: **0151 290 7000** or freephone **0800 561 0007**

As soon as we can, our offices will re-open again too for you to call in and see us. We can help make sure you get whatever support you need. We know speaking up isn't easy but let us help you stay safe.



# Tackling Anti-Social Behaviour

Everyday we're working to stop anti-social behaviour (ASB). Not all ASB is a crime, but a lot is or can become a crime so it's important we deal with it.

## ANTI-SOCIAL BEHAVIOUR INCLUDES THINGS LIKE:

- Excessive or unreasonable noise
- Vandalism and damage to property
- Nuisance from pets and animals
- Nuisance from vehicles
- Drugs/Drug dealing
- Alcohol related behaviour
- Domestic abuse
- Physical violence
- Excessive rubbish/fly tipping
- Garden nuisance
- Misuse of public/communal areas

If you're a victim of crime (including harassment, violence, or intimidation) report it to the police on 101. Always call 999 in an emergency.

Contact us and let us know if you're experiencing anti-social behaviour on 0151 290 7000 or visit Livv Online. If you leave your details, we'll let you know what action we're taking, but you can report anonymously too. We review all complaints and act where we can.

Some behaviours, whilst a nuisance, may not be treated as 'anti-social'. Examples could include a one-off noisy party, children playing outside or other general household noises that can be heard through walls and floors.

If in doubt, give us a call and discuss it with us. We're here to help.

## Hate. It has caused a lot of problems in this world... but it has not solved one yet.

Just one hate crime is one too many.

Hate crime is any offence or incident committed against a person or property that's motivated by dislike or hostility towards someone based on any aspect of their identity (race, gender, or religion for example).

### Livv has a zero-tolerance to hate crime

We want our customers to be safe. Victims of hate crime may want to report incidents to those they're familiar and comfortable with. We work in partnership with a range of organisations to offer necessary specialist support.

All crime should be reported to the police. You can also report hate crime to [www.stophateuk.org.uk](http://www.stophateuk.org.uk)



# Want to move house? HomeSwapper can help

Do you need more space? Or maybe you're looking to downsize? Maybe you just need to move to a different area or need a fresh start. Whatever the reason, there's no need to re-apply for social housing, you can use HomeSwapper to arrange a swap before you finalise things with Livv.

HomeSwapper is the UK's biggest mutual exchange service for social housing tenants wanting to swap homes either locally or to another part of the country. It's a quick and easy way to find the right property for you. It's a great option for social housing tenants who can't access or don't want to wait for the normal allocation process.

It also gives you more control to choose a home that suits your needs better in a place you want to live.



**Over 21,000 home swaps were made on HomeSwapper last year**

(that's a swap every 30 minutes!)

### Simple to use and free

You can access the service online at [www.homeswapper.me](http://www.homeswapper.me) or you can download the App.

The site includes loads more information about the service and it's free to Livv customers. You'll need

to register to use the service which you can do online.

The HomeSwapper team will help you search for possible home swaps, get in touch with other tenants and arrange viewings until you find the right home for you.

Whilst HomeSwapper will help you with your home swap, if you need help with getting your HomeSwapper account approved or information about your property, it's best you contact us here at Livv Housing [contactcentre@livvhousinggroup.com](mailto:contactcentre@livvhousinggroup.com) or call us on 0151 290 7000 or freephone 0800 561 0007.

**"It didn't take long to find my perfect swap. I am so happy in my new place – thank you HomeSwapper"**  
- Terry



**"I have a beautiful house now and when I wake up every day, I still can't believe that it's mine. Have used this site a couple of times now. Love it. Easy to use, nice platform and loads of options. Thank you. I couldn't be happier"** - Louise

**"HomeSwapper was great and found us our perfect match"**  
- Katie

## Contact Livv



Mon - Fri: 8am – 8pm  
Sat: 9.30am – 1pm  
Sun: Closed

Tel: 0151 290 7000

Freephone: 0800 561 0007

Email: [contactcentre@livvhousinggroup.com](mailto:contactcentre@livvhousinggroup.com)

[www.livvhousinggroup.com](http://www.livvhousinggroup.com)

Now open 'til 8pm weekdays

Follow us on Facebook @LivvHousing and @LivvHomes

On Twitter @LivvHousing and @Livv\_Homes

Access your account 24 hours a day with Livv online. Register at [www.livvonline.com](http://www.livvonline.com) You'll need your tenancy number to register.

### Reporting crime

If you're a victim of crime report it to the police on **101**. Always call **999** in an emergency.

The quickest and most reliable way to share information with Merseyside Police is via their website: [www.merseyside.police.uk](http://www.merseyside.police.uk)

Click the 'Tell us about' button if you have information about crime, anti-social behaviour or vulnerable people. Alternatively you can contact the Merseyside Police Force Contact Centre via:

Twitter: Direct message @MerPoICC

Facebook: Direct message Merseyside Police CC

### Fire safety



In the event of a fire, get out, stay out and call **999**.

If you don't have working fire alarms, contact your local fire service on **0800 731 5958**.

[www.merseyfire.gov.uk](http://www.merseyfire.gov.uk)

### Want to know more about Right to Buy or Right to Acquire?

Contact Livv for **free** information and advice on your eligibility and details of how to apply.

### CrimeStoppers.

Speak up. Stay safe.

Crimestoppers - call anonymously if you have information on a crime and prefer not to speak to police: **0800 555 111**

[www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

Got a story you'd like to share in our next edition? Email us at [marketing@livvhousinggroup.com](mailto:marketing@livvhousinggroup.com)

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