

Service standards when contacting LiveWest

At LiveWest, positive customer experience is important to us and we want to let you know what you can expect from LiveWest when you contact us.

Contacting our Customer Services team

We have a dedicated and highly trained Customer Services team who can deal with most enquiries.

When you contact our Customer Service team, we will:

- Ensure customer service advisors are available Monday to Friday from 8am to 5pm (excluding bank holidays).
- Aim to answer phone calls within five minutes. This may take longer during busier times of the day or when we are experiencing adverse weather conditions. We offer a call back service which holds your place in the queue during times of high call volumes. We also record all calls to our Customer Service team for training and monitoring purposes.
- Aim to reply to general enquiry emails within one working day.
- Aim to reply to comments on our social media posts within one working day.
- We will always verify your identity and ask you to provide your password.
- Aim to resolve your query during one interaction providing you with clear information relating to our services.
- Pass on your enquiry to a colleague if the customer services advisor is not able to resolve your query. This may require arranging a colleague to contact you at a time convenient to you using your preferred contact method.
- Provide an out of hours phone line for reporting emergency health and safety related repairs, available 24/7 365 days a year. Our out of hours service will ensure that we attend to make safe any health and safety repairs, and also contact you within two working days to arrange an appointment to repair if required.
- Let you know as soon as possible if we are experiencing high volumes of contact or experiencing technical issues with our customer service centre.

Contacting a colleague directly

We welcome customers contacting a colleague directly if they know the relevant contact details. When customers contact a colleague directly, we will:

- Aim to respond to all voicemails within one working day.
- Aim to respond to all direct social media posts within one working day.

- Aim to respond to all emails within two working days.
- Verify your identity and ask you to provide your password.
- Aim to resolve your query during one interaction, providing you with clear information relating to our services.
- If requested, follow up in writing by providing a summary of the discussion, any agreed actions and relevant timescales.
- If necessary, pass on your query to the most suitable colleague, including providing name and contact details.
- In case of an extended period of absence, place an out of office phone and email notification to let you know the date of return to the office and the details of a colleague who may be able to help.

Our digital service

We offer a variety of digital ways in which you can contact us. These include our website, customer portal and and social media. When using our digital service, we will:

- Ensure customer service advisors are available Monday to Friday from 8am to 5pm (excluding bank holidays) to respond to personal messages sent to us via social media platforms or comments made on public updates and posts.
- Provide the option of reporting anti-social behaviour incidents, giving feedback including complaints, and asking general queries using an online form accessed via the website.
- Aim to respond to all submitted online webforms within one working day.
- Provide an online portal that enables you to report repairs directly with LiveWest as well as track them, check your rent balance, find out contact information including who your housing officer, access helpful information such as safety advice, and update your personal details. This service is 24/7 365 days a year.
- Ensure that the website contains up to date and relevant information that is easily accessible.
- Provide self-help videos and tutorials to assist you in resolving issues within your home or the neighbourhood where you live.
- Give you, where possible, at least two working days advance notice of any planned maintenance and downtime of the website and customer portal.

Accessibility

We want to make sure that you can contact us using the most appropriate form of communication that meets your needs.

- For customers with limited sight, we will ensure that written communications can be adapted to include the use of braille, large print, audio CD and the ability to increase text size on the website.

- For hearing impaired customers, we will use technology such as SignVideo who provide a Video Relay Service (VRS). If you wish to use this service, please click on the Accessibility menu in the top right of the website and select 'SignVideo', enter your postcode and then you will be connected.
- We use Language Line to translate letters or leaflets, and you can also speak to someone with the help of an interpreter.
- With your permission, we will hold information about how you would like us to contact you and will tailor our services to meet your needs.

[View our accessibility policy.](#)

Feedback

We welcome feedback from our customers as this gives us the chance to improve our services. Whether you have a complaint, compliment or other feedback you would like to share with us we would like to hear from you. We will:

- Share the compliment with the colleague and their line manager.
- Listen to your complaint and make sure we understand your concerns.
- Always treat you with respect and courtesy and always maintain confidentiality.
- Acknowledge your complaint within 24 hours, providing you with a complaint reference number and the name of the colleague dealing with your complaint.
- Try to put things right straight away.
- Aim to agree a resolution to your complaint within 10 working days, providing you with an outcome letter and if required an agreed action plan of works. If we need more time, we will agree a revised date with you.
- Use feedback to learn and improve and share the learning from complaints and actions taken to improve the way we deliver services.
- Let you know which types of complaints are excluded from our complaints policy and what you are able to do.
- Let you know that you can speak to the Housing Ombudsman Service at any time throughout the duration of your complaint.

[View our complaints policy.](#)

Repairs

Maintaining your home and neighbourhood and keeping you safe is important to us. It is important that all issues are reported as soon as possible so that we can arrange an appointment to see what the issue is and what repairs are required. When you let us know that a repair is needed, we will:

- Be clear on what repairs are LiveWest's responsibility and which repairs are your responsibility, [which you can see in our service offer](#).

- Aim to help you fix your issue over the telephone where possible. [We also provide helpful self-help videos and information on our website.](#)
- Consider whether we need to carry out an inspection to help us identify what work may be required. This may be carried out virtually using technology that uses a smart phone or device.
- For emergency health and safety repairs we will attend within 24 hours to make safe and arrange an appointment to carry out a repair while on site. If we are not able to arrange an appointment, we will contact you within two working days to arrange a suitable appointment.
- Offer a date and time of your repair appointment that is convenient to you considering any pre-arranged commitments you may have.
- Call ahead where possible before we arrive for the repair appointment and show identification before entering your home.
- Aim to provide technical advice and signposting to you if the issue is your responsibility to repair and maintain.
- Provide clear information on our out of hours emergency service to ensure you are aware of the service we provide.

[View our repairs service offer.](#)

Safety

The safety and wellbeing of our customers is at the heart of what we do. We are committed to ensuring that work carried out is appropriately assessed and is compliant with all current legislation and operating standards. We will:

- Carry out a risk assessment prior to work being carried out in your home.
- Maintain all LiveWest vans and equipment to a high standard ensuring regular maintenance and servicing is carried out.
- Wear the appropriate clothing, footwear and personal protective equipment suitable for the work being carried out.
- Ensure arrangements and standards are in place to deliver a range of property compliance services.

[View our safety standards.](#)