

Member Spotlight

November 2021

LiveWest
A home for everyone





LiveWest

We asked Sara Sollis from LiveWest to share what they are up to. If you'd like to contact Sara about any of the below click [here](#)

Give us a little known fact about your organisation

We were the first housing association in England to launch a fact-finding mission into the benefits of our trees. We have more than 36,000 trees across the South West, with 136 different species that remove 5.6 tonnes of airborne pollution and 274 tonnes of carbon from the air each year.

Tell us about a time that engagement has made a difference to your services or communities

We carried out a campaign when we sought our customers' feedback and priorities on our 'home and estate standard' using a variety of different platforms. In total we heard from over 1,500 customers, the feedback and information we received not only helped us when developing the standards, but also fed into the very early stages of the development of our environmental strategy.

What are you currently working on when it comes to engagement?

Currently our main focus is engaging our customers and communities in launching and delivering our environmental strategy. We want our customers and communities to influence our standards and the priorities we're focussing on to help improve not just environmental impact but also their living costs. To support this, we are currently in the planning stage to recruit and train customers along with LiveWest colleagues to spot households in their neighbourhoods who are finding it hard to meet fuel costs so that we can link them to the support we can provide via our Tenancy Sustainment Service.

Our principal focus is around increasing the energy efficiency of our homes, reducing our carbon footprint and improving our customers' lives.

Why did you decide to join Tpas?

We have been members for quite a while and really value the benefits it brings to us and, more importantly, to our customers. Each year we review our membership and we have been really impressed, particularly over the last 18 months or so given the circumstances, with how Tpas have changed their approach, delivered truly great initiatives and taken us along on the journey. As an organisation, a team and as individuals, we have all really benefitted from this not just for best practice but also from a wellbeing point of view, it's great to talk to other members and realise that we are all experiencing the same challenges and can learn from each other.

What is your top engagement tip?

We have six clear aims within our service and refer to these when we are planning any engagement event:

- **Make it fair** – open the door to many not just the few



- **Make it relevant** – understand our customers and their priorities
- **Make it easy** – offer a range of activities making and reduce customer effort in engaging with us
- **Make it now** – provide timely responses when customers have told us something
- **Make it mean something** – use customer feedback to improve services and service delivery
- **Make it rewarding** – clearly demonstrate how customers have made a difference and acknowledge and thank them for their input and time.

What's the one thing you are really proud of when it comes to engagement?

It's really hard to think of just one thing, there's a big list of different projects that I am really proud of but if I think overall, I am really proud of the variety of topics and services that the organisation wants to hear from their customers about. From the environment to our operative's workwear, from anti-social behaviour to living with alternative forms of heating, the list is endless and long may it continue.



