Customer Stock Condition Survey Guide

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1. Helping us look after your home

We want to make sure your home remains safe, comfortable and well maintained, both now and in the future. One of the main ways we do this is by carrying out regular home condition surveys, or what we call Stock Condition Surveys. These surveys help us understand the condition of homes, identify any issues, and plan future improvements.

2. What is a Stock Condition Survey?

A Stock Condition Survey is a detailed inspection of your home carried out by a trained surveyor. During the visit, we look at key parts of the property, including:

- Kitchens and bathrooms
- Windows and doors
- Roofs and external walls
- Heating systems
- Insulation and energy efficiency
- Health and safety risks
- General condition of the property

The survey helps us build an accurate picture of the condition of homes and the future investment requirements.

3. Why do we need to carry out surveys?

To Keep Homes Safe
The survey helps us identify any hazards or health and safety concerns that may need attention. This allows us to take action before problems become more serious.

To Maintain Good Quality Homes
We use the information gathered to check whether homes meet relevant standards, including the Decent Homes Standard, and to prioritise improvements where they are needed most.

To Plan Future Improvements
When we install a component, such as a kitchen or bathroom, it is given a life cycle. As an example, we assume that a kitchen will last 20 years and a bathroom for 30 years. The reality is that components get used in different ways, so we need to survey homes to check how they are lasting and to predict when components will need replacing so that we can plan our investment programmes effectively.

To Use Money Wisely
Having up-to-date information helps us make informed decisions about where to invest our resources, ensuring we get the best value for customers and maintain homes to a high standard.

To Meet Legal and Regulatory Requirements
Housing providers are expected to understand the condition of their homes and demonstrate that they are investing appropriately in them. Accurate stock condition information helps us meet these responsibilities.

4. What happens during the visit?

A surveyor will arrange an appointment and will:

- Explain the purpose of the visit
- Inspect different areas of the property
- Take measurements and notes
- Assess the condition of key components
- Take photographs to record findings

The survey is visual and non-invasive. It does not involve major disruption or repair work during the visit itself.

5. Do I need to let the surveyor in?

Yes. Access to homes is important because it allows us to keep our records accurate and identify any issues that may affect your home or wellbeing. Without access, we may not know if repairs, improvements or safety works are required.

If you have concerns about providing access, please contact us and we will work with you to find a suitable appointment.

6. What happens after the survey?

Once the survey has been completed:

- The information collected is checked and validated
- Any significant health and safety issues are reviewed and addressed
- Component data is added to our asset management system
- The results are used to plan future maintenance and improvement programmes

Based on the condition of the components in your home, the surveyor will tell us what they think the remaining life of the component is (ie how long do they think the component will last before it needs replacing).

If we identify urgent works, then we will contact you shortly after the survey to arrange for any required work to be completed.

7. How Home Condition Surveys link to our planned Maintenance Surveys

For works required in future years, we will contact customers living in homes where we know components are approaching the end of their life. As an example, if we think your kitchen is due to be replaced in 2030, we will typically contact customers during autumn the year before (in this case during 2029) to arrange to visit your home over the winter

period to assess whether the work will be required the following year. The outcomes of this survey could be:

- We determine work is required the following year and can advise you when our contractors will be in contact to arrange this
- We may extend the remaining life of a component because it does not yet need to be replaced. If this happens, we will contact you to arrange to survey your home again in advance of the component needing replacement

8. Frequently Asked Questions

How do I know when you want to survey my home?
We will contact you. If you haven't had any contact from us requesting access to survey your home, then we do not need to visit at this stage.

Will the survey result in immediate work being carried out?
Not always. The survey helps us understand what work may be needed and when it should be programmed.

How long will the survey take?
Most surveys take between 45 and 60 minutes, depending on the size and type of home.

Will my information be kept confidential?
Yes. Any information gathered is used only for managing and maintaining your home and is handled in accordance with our data protection responsibilities.

Do I need to be at home for the survey?
Yes. We do need to access all parts of your home, so we will need an adult to be present.

What happens if I don't want you to survey my home?
We do need access to your survey your home. Surveys are completed for the reasons stated above, so are a vital part of being a good landlord. We could seek a legal injunction to access your home for this survey, and if that was the case, then the costs of this would be passed on to you.

Where to find us
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