

Stock condition surveys

# **Your guide to how we check the condition of your home**



## About the survey

Your home is regularly surveyed by our technical inspectors to make sure it's in a good condition. They will take a look at the condition of fixtures and fittings in your home, and make a note of where work may be needed to improve them. We'll complete a survey on your home at least every five years.

We'll be in contact with you to book an appointment when your next survey is due.

This booklet explains what's involved and what you can expect.

## Why we do a survey



It's important for us to inspect your home so that we can help keep you safe.

Our stock condition survey looks at the age and condition of your home. This helps us work out when certain areas, like windows, roofs, bathrooms and kitchens, might need to be replaced.

We also carry out a health and safety risk assessment. This helps us check your home for any risks to you, your family, or people who might visit you. If our inspectors find anything that needs to be fixed, we'll book in a time to get the work carried out.



## Your appointment

The full survey will take around one and a half hours. If your time is limited, the inspector can inspect the inside of the house first, and then the exterior afterwards.

Inspectors will bring their NCHA photo ID, ladder, and data recording devices. They will wear safety shoes at all times. They'll also wear shoe covers if you request this.

The appointment is solely to review the condition of your home – it is not about checking up on you or your family. It's important that we review the main elements of your home, so that we can schedule in any work needed in the years to come.

## Accessing your home



We'll need to view all internal and external areas of your home, including any loft space. We'll be looking in your rooms to collect information relating to major home elements, such as your kitchen and bathroom.

The survey also covers the home's structure (roof, windows and doors), so we'll need access to all of these areas as well.



## Discussing potential work

The technical inspector visiting you will talk you through the process and some of the findings of the survey.

We cannot confirm any major replacement work until funding becomes available, so we won't give a definitive replacement date for anything during the survey.

The information we gather will be entered into a database and used to plan a future programme of works. When your home is due for renewal work, we'll write to you about what happens next.



## Declining the survey



We hope you will agree to have a survey of your home carried out. It's an important way for us to plan work to keep your home safe and comfortable for the future. If you won't agree to have a survey done, we'll exclude your home from future planned improvements you may be entitled to. This means you may miss out on getting a new bathroom, kitchen, heating system or new windows.

We understand that in some circumstances you may be unsure about having a survey done, or have special access requirements for your home.

We can discuss this with you, and take into consideration any personal circumstances. Call us on 0800 013 8555 for advice.



# Contacting us

If you've still got a query after reading this booklet, feel free to get in touch with us.

You can contact us using the details below:



**0800 013 8555**



**repairs@ncha.org.uk**



**www.ncha.org.uk**

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