

## Property survey – what’s it all about?

### Why are we doing it?

We completed a survey of our homes in 2016 and we need to make sure the information provided then is still valid so we can plan what we may need to do where more effectively. We’re aiming to re-survey all our homes at least once every 5 years.

The [Better Social Housing Review](#) published towards the end of 2022 made a number of recommendations including that housing associations should conduct and publish a thorough audit of all social housing in England. We also need to ensure our homes meet the [Decent Home Standard](#).

### Are you checking up on me?

No. We need to assess the condition of our homes and how they’re being lived in so we can be a better landlord. It informs our planned programmes and it also helps tenants understand what they may need to do if they choose to move out – and identifies issues (or potential issues) with damp, condensation and mould.

### Should I be worried?

No. It may seem like a lifetime ago we did the last stock condition survey (if you had one) and this may feel like a big deal out of the blue. However, this will start to become a regular thing. We’re aiming to inspect all our homes once every 5 years. Your home is safe and we’re not planning to value/sell your home or ask you to leave. We’ll not ask to leave if your home is not in a good condition. We’ll work together to do what’s needed to make it good. You’ll not be told to “sort it out or get out.”

### Does this mean you’re going to invest in my home?

No. We’re surveying all our homes. All the data we collect will help us identify what needs to be done where. Improvements identified will be included in future planned investment programmes. We may not be able to make all the improvements at the same time. Once we’ve surveyed your home we’ll be able to determine when your home is likely to be included on the planned investment programme. If you don’t let us in to complete the survey we won’t

know what we may need to do in your home and it won't be included on the planned investment programme.

## What's involved?

We want to minimise the inconvenience to you and we're aiming to complete the survey in full in one visit. The survey will include everything from top to bottom, back to front and inside and out. We estimate it should take around 1.5 hours to complete.

**We know it's your home and we don't want you to feel like we're snooping but we'll need to access all areas and rooms of your home, including the loft space and garden (if applicable). We'll need to take photos of the different areas too.**

We're assessing the age and condition of the property itself as well as the fixtures and fittings we're responsible for within it (e.g. bathrooms, kitchens, doors and windows).

## Who's doing it?

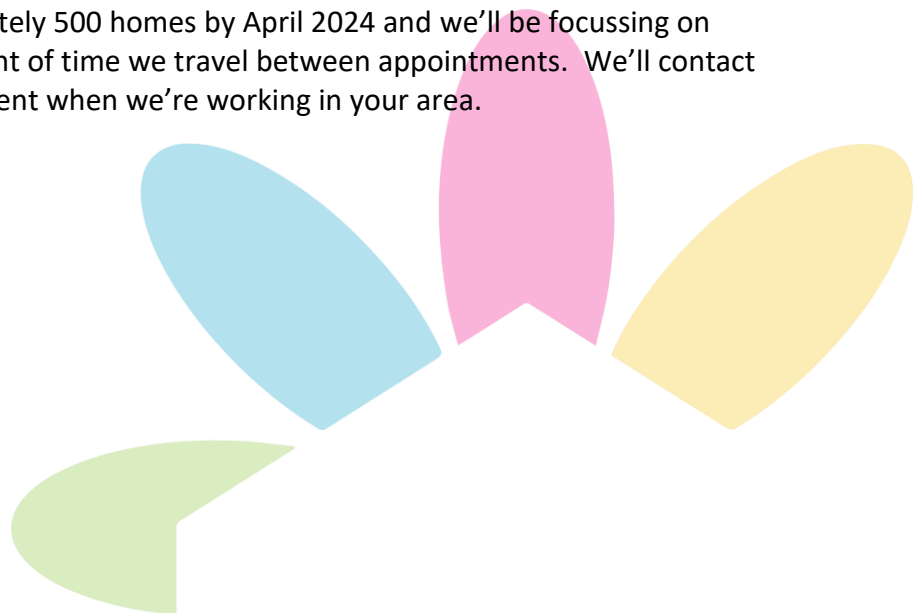
We employed a company to complete the survey back in 2016. However, this time we've trained some of our Maintenance team to complete the survey. This means it'll be a familiar face and they'll know our homes as they work in them already.

## What will we do with the data and photos?

Once the data has been collected it will be uploaded and held securely. It will not be shared outside of SHAL. It will be used to plan what we may need to do where more effectively.

## When will you be doing it?

We're planning to survey approximately 500 homes by April 2024 and we'll be focussing on particular areas to reduce the amount of time we travel between appointments. We'll contact you to make a convenient appointment when we're working in your area.



## Questions

If you have any questions about the survey (or how we'll use the data we collect) please get in touch with SHAL.



**The person completing the survey will not be able to answer specific questions relating to your home.**

Call: 01278 444344  
Text: Send SURVEY to 07984 355553  
Email: [survey@shal.org](mailto:survey@shal.org)

Thank you.

