



**mhs**  
homes



# Stock condition surveys

**Your guide to how we check**  
**and care for your home**



## About the survey

We regularly check your home to make sure it meets health and safety, as well as Decent Home standards, so you and your family are safe and comfortable. Our **stock condition surveyors** will look at the condition of fixtures and fittings, like windows, roofs, bathrooms, and kitchens, in your home and note any areas that might need improvement. We aim to complete a survey on your home at least **once every five years**.

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

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

## Why we do a survey

It's important for us to inspect your home so we can keep it, and you, safe.

Our stock condition survey checks the age and condition of different parts of your home. This survey helps us understand when things like windows, roofs, bathrooms, and kitchens might be due for replacement.

We also carry out a health and safety risk assessment to make sure your home is safe for you, your family, and any visitors. If our surveyors find anything that needs fixing, they will document it and raise a work order to get it sorted.

## Your appointment

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The survey is a **visual inspection** and will take around 45 minutes, depending on the size of your home. Your surveyor will bring their laser measure, tablet, and photo ID. They will always show you their ID, but if you have any concerns, please call us on **01634 565333**. Our surveyors carry shoe covers and can wear these to protect your home.

The surveyor will also take photos of key parts of your home, such as the windows, kitchen, bathroom, heat/ smoke alarms and heating systems. This helps us accurately document the current condition and plan any necessary improvements. The photos are only used for this purpose and will be handled with care.

The appointment is to **review the condition of key components** within your home – it is not about checking up on you or your family, or how tidy you are. It's important that we look at the main elements of your home so we can schedule improvements to ensure you and your family's comfort and safety.

## Accessing your home

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We need to check all the inside and outside areas of your home. This includes looking at your kitchen, bathroom, the structure, roof, windows, and doors.

While we carry out the survey, **please keep pets in a separate room**. This is to ensure the safety of both your pets and our surveyor. Additionally, an adult (18+) must be present during the entire survey.

## Future work and planning

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**We're not able to confirm any future work at the time of the survey. The information we gather will be added to our database and used to plan when your home is due for renewal work. When your work is due, we'll write to you with the next steps.**

**If you have any general repairs, please report them in the usual way by contacting our customer team on 01634 565333.**



## Rescheduling your appointment

The survey is important, and we want to work with you to make sure it's carried out. Without it, we can't schedule any work that's needed in the years ahead.

We understand you might have concerns about the survey or special access requirements for your home. We will always do our best to accommodate your individual needs but if you want to talk to us about this, please get in touch on **01634 565333**.

If you need to reschedule, please contact us as soon as possible so we can offer the appointment to someone else. Thank you.

## Contacting us

If you have any questions or concerns, please get in touch.

 **01634 565333**

 **SCSurveyTeam@mhs.org.uk**

 **[mhs.org.uk/SCSurvey](https://mhs.org.uk/SCSurvey)**