



Stock Condition Surveys

Once every five years, your home will receive a Stock Condition Survey to make sure it is safe, maintained, and in a good condition. We'll use the findings to plan any works or upgrades needed.

Why we need to carry out Stock Condition Surveys

At Pivotal Housing Association, ensuring your home is safe and well-maintained for you, our tenants, is our top priority. To help us to do this, we commissioned specialists Nifes to carry out Stock Condition Surveys in all our homes. The last survey was completed in January 2023 so we will be carrying out an update to that survey over the next 12 months. These surveys enable us to determine what type of works will be needed in the future and when they will be required, as well as identifying any potential hazards. These surveys will ensure your home remains well maintained in line with the [Decent Home Standards](#).

What is a Stock Condition Survey?

A Stock Condition Survey is a visual inspection of the inside and outside of your home which takes around 30-45 minutes.

The surveyor will look at the age and condition of major areas of your home, provide an estimated installation date and an estimated remaining life across aspects such as the kitchen, bathroom, windows and doors. They will also collect information needed to calculate how energy efficient your home is.

How do Stock Condition Surveys help plan future works?

When a home is well maintained and looked after, we expect:

- Bathrooms to last at least 30 years
- Kitchens to last at least 20 years
- Windows to last at least 30 years
- Pitched roofs to last at least 60 years

Planning ahead helps us better manage how we invest in our homes. We use the results of the survey to plan preventative maintenance, so that we can replace components and key elements in our homes before they become defective or obsolete.

Please note that if your property is surveyed this does not mean that any replacement works will be carried out.

We aim to repair all major elements where possible and only replace them when we are no longer able to repair them.



My neighbour has been contacted about a survey but I have not. Am I included?

Our Stock Condition Surveys are planned on a number of factors including the date of the last survey, whether we have an Energy Performance Certificate for your home or where there have been low levels of repairs. They are usually carried out around every five years, but may be sooner depending on a number of reasons.

What will the survey involve?

The survey will involve a visual inspection of all the key areas and components of your home. This includes your windows, roof, doors, kitchen and bathroom. As this is visual only, no items of furniture or any other items need to be moved and no special arrangements need to be made. The full survey should take no more than 30-45 minutes. For record purposes, the surveyor will take photos of the property and we kindly ask that you remove any personal possessions or photographs that you do not wish to be captured in these images.

Who will be visiting my home?

One of the appointed surveyors will carry an ID badge with a photograph which will be shown to you on arrival. Please do not let anyone into your home if you have any concerns over their identity, instead call Pivotal Housing Association on 01202 306070 to confirm their identity.

Can I refuse to have the survey?

These surveys make sure your home remains in a safe and well-maintained condition, so you can enjoy where you live comfortably. That's why it's part of your tenancy agreement to give us access to carry out these surveys and other required works to your home.

What if I'm out when the surveyor calls?

Please let us know if you are not available for the arranged appointment so that we can change this to a time that suits you. We will always work with you to try and organise a convenient time and date where we can.

If you're not at home when the surveyor calls, a card will be left with contact details, so you can arrange another date directly with the appointed surveyor.

What happens after the survey?

Once we have completed all the surveys, our database is updated with the condition of major elements in your home such as your heating system, boiler, kitchen, bathroom suite, windows, roof and external doors, which helps us plan in any future investment works needed in your home.

Please note, you will not receive a report from us on the outcome of the survey.



Awaab's Law

Awaab's Law UK legislation, effective from October 2025 for social housing, requires landlords to fix serious housing hazards like damp, mould, and emergencies within strict timeframes (e.g., 24 hours for emergencies)

Since the implementation of Awaab's Law, we have been busy making a number of important changes. With Awaab's Law, your rights as a tenant are strengthened, especially when it comes to issues such as damp, mould and other hazards in your home.

What we've been doing

We've been working behind the scenes to make sure we're fully ready. This includes:

- Updating our website so you can report issues easily and find help fast
- Reviewing our policies and procedures to ensure faster response times for repairs and investigations
- Training our staff to handle damp, mould and other hazards more proactively
- Improving communication so you're kept up to date every step of the way

What Awaab's Law means for you

From October 2025, if you report a health or safety hazard in your home:

- We must investigate emergencies and significant hazards within a set time
- We must give you a written summary
- We must fix serious problems quickly
- You do not need to prove that it's impacting your health