



Home condition surveys

Helping keep your home safe, warm and well maintained

www.tworivershousing.org.uk

You're Home Now.



Help us invest in your home

Everyone should have a warm, safe, affordable home.

That's why we regularly invest in our homes to keep them in good condition. To plan this work properly, we carry out a home condition survey every four to five years.

During the visit, we'll check things like your kitchen, bathroom, windows, roof and heating system. We assess their condition so we know what may need replacing and when. This helps us invest in the right homes at the right time.

We'll write to let you know when we'll be visiting homes in your area. If you're not available, please tell us as soon as you can so we can arrange another time.

You can contact us by phone, email or in writing. Our contact details are on the back of this leaflet.

Why do we do home condition surveys?

Home condition surveys help us plan improvements across our homes.

As a not-for-profit organisation, most of our income comes from the rent you pay. That's why it's important we spend it wisely.

These surveys give us up to date information about your home, so we can plan improvements like new kitchens, windows and heating systems.

It also helps keep your home safe. Our team may spot something you haven't noticed or reported yet, such as damp or mould.

What to expect from your home condition survey

The survey will take about an hour to complete.

Our surveyor will need to access all the rooms in your home, as well as the loft space and gardens. They'll take photos and record information as they go.

What we'll check:



windows and doors



kitchen and bathroom



heating system



signs of damp and mould or other safety issues

The information we collect during the visit will help us:

- Plan upgrades so your home stays modern and comfortable.
- Spot any urgent repairs.
- Plan future improvements.

Regular surveys help us find and fix issues early, before they affect you or your family.

Energy surveys

As part of the visit, we may also carry out an energy survey. This helps us understand how energy efficient your home is and if we can make it warmer or more energy efficient.

Did you know...

We're investing in our homes, so they all reach at least an EPC rating of C by 2030?

What happens next?

At the end of the visit, our surveyor will give you a card showing what they've checked and how each item has been rated.

Each item is graded as good, satisfactory or poor. These ratings help us plan when replacements are needed.

What the ratings mean

- **Good** – in good condition; we'll review it at your next survey
- **Satisfactory** – in reasonable condition but likely to need replacing in 2–4 years
- **Poor** – works safely but will need replacing within 18 months

You'll find more information on these ratings on pages 5–8 of this leaflet

If we carry out an energy survey, we'll also give you your Energy Performance Certificate (EPC) rating, from A (most efficient) to G (least efficient).

If any work is needed after the survey, we'll contact you to arrange it.

How you can help

We'll write to you about four weeks before the visit.

If you're not available that day, or need a more specific time, please let us know. This helps us visit as many homes as possible.

To help us complete the survey, please make sure:

- All rooms, gardens and loft spaces are accessible.
- The boiler can be safely accessed.



If you have a dog

Even the most loveable dog can be territorial and may not react well to a stranger in their home.

Please keep them secure to protect them and our team.

What do the ratings mean?

Kitchens



Rating: Good

In good working order and will not need replacing for a minimum of five years.

May have minor marks or dents in the worktops. Cupboard doors and drawers are intact and running smoothly, shelves in cupboards are sturdy.



Rating: Satisfactory

May have visible marks or damage to worktops and door fronts but still in good working order. Drawers and cupboards in working order but showing signs of age. May need some minor repairs.

Would need to be replaced in one to five years depending on the condition.



Rating: Poor

Damage to worktops and surfaces that cannot be repaired or replaced. Drawer faces or cupboard doors missing or damaged. Hinges wearing and likely to break.

Would need to be replaced within 18 months from survey date.

Bathrooms



Rating: Good

In good working order and will not need to be replaced for minimum of five years. May have minor marks or dents.



Rating: Satisfactory

May have visible marks or damage but still in good working order. Showing signs of age.

Would need to be replaced in one to five years depending on the condition.



Rating: Poor

Damage that cannot be repaired or replaced. Some fittings or fixtures likely to break or stop working effectively.

Would need to be replaced within 18 months from survey date.

Remember...

When our surveyor visits your home, they'll leave a Home Condition Report Card with you. This will tell you how they've rated each part of your home and when you may be due an upgrade.

Your home condition report

My name is

I completed a home condition inspection in your home on.....

Below is a summary of the condition of key items in your home, including their ratings.

	Good	Satisfactory	Poor
Kitchen			
Bathroom			
Heating			
Windows			
Doors			
Roof			
Energy performance rating*			

*If we have not completed an energy survey today, this will be left blank.

Good: in good condition. We'll review it at your next survey.

Satisfactory: in reasonable condition but likely to need replacing in 2-4 years.

Poor: works safely but will need replacing within 18 months.

You'll find more information on how we rate these items in our Home Condition Surveys leaflet.

You're Home Now.

Heating

Rating: Good

In good working order and will not need replacing for a minimum of five years. May have minor marks but is running smoothly and providing heat efficiently.



Rating: Satisfactory

May have visible marks or damage but still in good working condition. Showing signs of age but is working efficiently. Would need to be replaced in one to five years depending on the condition.

Rating: Poor

In a poor state of repair and not providing heat efficiently. Would need to be replaced within 18 months from survey date.

Windows and doors

Rating: Good

In good working order and will not need replacing for a minimum of five years. May have minor marks but in good working order.



Rating: Satisfactory

May have visible marks or damage but still fully functional. Showing signs of age and in need of minor repairs to some hinges, handles etc. Would need to be replaced in one to five years depending on the condition.

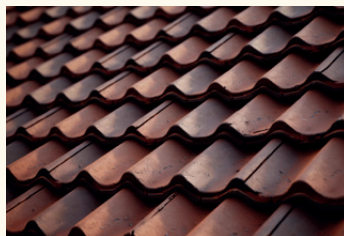
Rating: Poor

Windows are drafty and in a poor condition. Would need to be replaced within 18 months from survey date.

Roofs

Rating: Good

In good condition and will not need replacing for a minimum of five years. No damage visible from ground level.



Rating: Satisfactory

May have some visible damage but no leaks reported or issues visible at the time of the survey. Would need to be replaced in one to five years depending on the condition.

Rating: Poor

In a poor state of repair, loose, missing tiles/slates and evidence of leaks that require temporary repairs. Would need to be replaced within 18 months from survey date.

Remember...

When our surveyor visits your home to complete your home condition survey, they'll leave behind a card. This will tell you how they've rated the components in your home and when you may be due an upgrade.

Keep this leaflet with your Home Condition Report Card, so you can refer to it in the future.

More information

Telephone: **033 33 55 44 33**

Website: **www.tworivershousing.org.uk**

Email: **customerservices@2rh.org.uk**

If you would like this leaflet in large print or audio CD, please call us.