

Stock Condition Surveying Strategy Policy

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Lead Officer	Head of Strategic Asset Management	Next Review	By Aug 2028

1. Purpose

This policy sets out how Arches will maintain accurate, complete and current stock condition data to support compliance with the Decent Homes Standard, effective asset investment planning, informed management and Board decision-making, and better outcomes for tenants. By keeping information up to date, Arches can identify property risks earlier, target investment where it is needed most and help ensure tenants live in safe, decent, warm and well-maintained homes. The approach ensures that stock condition data does not become older than five years.

2. Strategic Objectives

Maintain 100% of homes with an in-date stock condition survey (SCS).

Ensure surveys provide a comprehensive assessment of the dwelling, communal areas and key building components, including consideration of HHSRS hazards and thermal comfort.

Use reliable stock condition intelligence, tenant insight and property visit information to inform lifecycle modelling, compliance assurance, planned investment programmes and asset performance reviews.

Strengthen data quality through robust validation, quality assurance and ongoing data cleansing processes.

3. The Arches Approach

Arches will adopt a continuous and intelligence-led surveying model rather than relying solely on periodic standalone survey programmes. Stock condition information will be captured and refreshed through routine operational activities, including but not limited to:

- Void property inspections.
- Planned capital investment works.
- Joint visits with surveyors during compliance activity, i.e. gas servicing
- Joint visits between surveyors and housing operations teams.
- Targeted stock condition survey programmes.

This integrated approach maximises opportunities to collect condition data, reduces the need for repeat property visits, minimises disruption for tenants and ensures information remains current across all homes.

4. Risk- Based Surveying Methodology

Arches will operate a rolling survey programme supported by a risk-based prioritisation model. Survey activity will focus on:

- Properties with stock condition data approaching or exceeding five years old.
- Homes with limited or incomplete asset information.
- Properties demonstrating high levels of repairs activity.
- Homes generating condition-related complaints, damp and mould concerns, or evidence of deterioration.
- Households with known support needs and/or vulnerabilities where property condition may present an increased risk.

Priority will be determined through a Red, Amber and Green risk framework that considers property condition intelligence, previous inspections, repairs history, tenancy management activity and vulnerability information. More detail below:

Green

- Been void in the past 12 months
- Had a surveyor inspection in the past 12 months
- Had planned works completed in the past 12 months
- Had a home visit by an income or housing officer in the past 12 months
- Had a proactive tenancy visit in the past 12 months
- No known vulnerabilities and/or support needs within the household

Amber:

- Been void in the past two years
- Had a surveyor inspection in the past two years
- Had planned works completed in the past two years
- Had a home visit by an income or housing officer in the past two years
- Had a proactive tenancy visit in the past two years

- Households with known vulnerabilities and/or support needs in the household but has had other works completed or a surveyor inspection in the past twelve months
- There are known vulnerabilities and/or support needs in the household

Red:

- It's been over two years since the property was last void
- It's been over two years since the property had a surveyor inspection
- It's been over two years since the property had planned works completed
- It's been over two years since the property had a home visit by an income or housing officer
- It's been over two years since the household had a proactive tenancy visit
- There are known vulnerabilities and/or support needs in the household

5. Data Quality and Assurance

All stock condition survey data will be recorded within the asset management system using standardised survey templates and component lifecycles. To ensure data integrity, Arches will:

- Apply validation checks before survey data is uploaded.
- Undertake 20% quality assurance reviews of completed surveys.
- Investigate lifecycle anomalies and data exceptions.
- Run routine exception reporting to identify duplicate, missing or inconsistent asset records.
- Maintain clear governance, ownership and accountability for asset data management.

Survey outcomes will be reconciled against planned works, component replacements and asset records to ensure the database remains accurate and reliable

6. Programme Delivery

The programme will comprise of:

1. Continuous Surveys undertaken through voids, planned works and operational inspections.
2. Annual Targeted Surveys focused on high-risk and data-deficient properties.
3. 'No Access' Management processes to ensure unsuccessful visits are robustly monitored, recorded and re-programmed.
4. Performance Monitoring through KPIs and management reporting that track survey coverage, data quality and compliance.

Arches will communicate clearly with tenants before, during and after stock condition surveys, explaining why access is needed, what the survey will involve, how the information will be used and how survey findings support safer, better-maintained homes. Where relevant, tenants will be signposted to appropriate routes for reporting repairs, damp and mould, safety concerns or support needs identified during the visit.

The aim is to ensure all homes have an in-date survey profile, that emerging risks are identified and addressed promptly, and that tenants benefit from timely, evidence-led investment in the safety, condition and comfort of their homes.

Where we are unable to gain access following reasonable attempts to do so, a desktop review of the asset will be undertaken utilising all available data to inform a risk-based approach to any homes with an overdue Stock Condition Survey. This review will include information including but not limited to the property repairs history, stock condition data from comparable assets, complaints and housing operations information.

6. Resourcing and Delivery Model

Arches will maintain the flexibility to deliver stock condition surveys through a blended model of internal and external resource. Where sufficient internal capacity exists, surveys will be undertaken by in-house surveyors who are trained in the Arches stock condition methodology, data standards and asset management requirements. To provide assurance over consistency, accuracy and survey quality, a minimum of 20% of completed surveys will be subject to an independent quality assurance review.

Where internal resources are insufficient to meet programme requirements, specialist external survey providers will be commissioned to undertake surveys on behalf of Arches. External providers will be required to work in

accordance with Arches' survey specification, component lifecycles, Housing Health & Safety Rating System (HHSRS) assessment requirements and asset data standards to ensure consistency across the portfolio.

Arches will undertake quality assurance checks on a minimum of 20% of externally completed surveys before final acceptance into the asset management system.

This process will verify survey completeness, accuracy of component information, lifecycle assumptions and compliance with agreed standards. Any identified data anomalies, quality concerns or performance issues will be addressed through contract management arrangements and corrective actions before data is approved for use in investment planning and asset decision-making.

7. Outcomes

This approach will deliver:

- Reliable stock condition data across all homes, supporting earlier identification of risks and better-informed conversations with tenants about the condition of their homes.
- Improved compliance with Decent Homes and consumer regulation expectations.
- Better-informed investment planning and lifecycle forecasting.
- Enhanced Board assurance through robust asset intelligence and performance reporting.
- A sustainable and efficient approach to maintaining asset data quality.

This policy supports Arches' corporate plan objective of delivering quality homes by maintaining a continually updated understanding of its property portfolio, enabling proactive asset management, evidence-based investment decisions and targeted action to sustain safe, decent and well-maintained homes for tenants.