



## Policy Outline

### STOCK CONDITION SURVEY POLICY

Updated July 2009

#### OVERALL PURPOSE

WNWhL is committed to improving the extent and accuracy of stock condition information. A number of initiatives are currently underway to improve the management of stock condition information.

West North West homes Leeds Stock Condition Surveys Policy outlines our approach carry out stock condition surveys to ensure our asset database is up to date and accurate. It provides a link to the Asset Management Strategy and sets out our commitment to high quality service delivery with an aim of achieving decent homes, sustainable communities, highly satisfied customers and value for money.

#### INTRODUCTION

Currently the data for projecting Decent Homes works is based on comprehensive surveys undertaken over the last 4 years on the housing stock. Just over half the housing stock has been surveyed. The data is used to estimate the extent of decency achieved and decency failures across the whole stock. The data is updated as improvement works to individual properties are undertaken and completed. All data is currently held on a database system held within Leeds City Council – Keystone Asset Management System (KAM).

The new system holds all data on housing assets including decent homes data, energy data, health & safety data, communal areas and overall asset management data bringing together previous disparate data sources. The system will report on the up-to-date criteria for the Decent Homes standard.

Stock condition survey data is collected using modern hand-held computer technology, allowing greater control on the survey data at the point of survey, easier transfer of data, improved validation and accuracy, and allow for a variety of survey types to be developed.

Data from the old Manifold system has been transferred to the Keystone system and includes detailed data reconciliation checks. These checks have indicated that certain data should not be copied over and that updated surveys are to provide more accurate data. These are planned to be updated as part of the surveys to be undertaken and as part of the annual percentage of assets surveyed.

An amount of data validation is also carried out by repeating surveys and checking against the original. This quality control check ensures the consistency and quality of

surveys carried out.

Surveys can be carried out in two forms. A full stock condition survey involves an internal and external survey of all the building rooms and components (e.g. windows, roofs, kitchen, etc.). This full stock condition survey includes an HHSRS (health & safety) survey. A component survey involves a survey of selected components. For example we can survey just the externals of a property (walls, roof, windows, and doors) as a partial survey. This can be more efficient for some purposes as it does not involve making an appointment to go inside the property. From time to time there may be a need to check just one component e.g. heating and it is quicker than a full stock condition survey.

## PERFORMANCE MEASURES

We will monitor the implementation and delivery of this Policy through the following indicators:

- Weekly tracking of the number of stock condition surveys completed.
- Weekly tracking of the decent and non-decent stock position.
- Monthly reporting of the number of completed stock surveyed against the monthly target.

## Stock Condition Surveys Policy

### 1. Statement of Intent

- 1.1 WNWHL will undertake to do full stock condition surveys of 10% of the total stock per annum.
- 1.2 The 10% will comprise a mixture of some properties previously surveyed, some properties not yet surveyed within Keystone and empty properties when they have completed the void process. The selection of which properties to survey will be undertaken by the Survey Validation Officer in consultation with the Investment Planning team, taking into consideration representative stock samples, the areas not yet surveyed in sufficient number, the age of previous surveys and where non-decency reporting is being questioned.
- 1.3 To ensure the data collected is consistent and of a high quality we will re-survey (or 'validate') 10% of the full stock condition surveys.
- 1.4 We will also complete at least 10% stock condition surveys of components (e.g. just roof surveys or insulation surveys)
- 1.5 We will target that each property is surveyed at least once every 10 years.

### 2.0 Outline of Service

- 2.1 WNWHL maintains a database of all properties in the Keystone Asset Management system (KAM). The system contains details of the condition and

expected lifespan of each property element (e.g. doors, kitchen, roof, heating, safety) and is updated when we complete improvements to homes. The Keystone system is used to calculate and report decency for WNWHL and the non-decency data is used to plan future improvement projects. In order to ensure that the data contained within this database is up to date and accurate we must carry out detail property inspections called stock condition surveys.

### **3.0 Specific Needs**

- 3.1 West North West homes Leeds will take into account the specific needs, which may arise, of older, vulnerable, disabled people and black and minority ethnic groups, in a manner that promotes equality and inclusiveness ensuring all customers are treated equally and fairly taking into account race, disability, gender, gender identity, sexual orientation, age and religious belief.

### **4.0 Consultation**

- 4.1 The policy has been developed by the Improving Homes Service Improvement Group and reviewed and approved by the Asset Management Customer Sounding Board.

### **5.0 Implementation**

- 5.1 Members of West North West homes Leeds Board, the Chief Executive and Heads of Services are responsible for ensuring that this policy is implemented.
- 5.2 It is the responsibility of all West North West homes Leeds' employees to ensure that their work is carried out in line with this policy and procedures relating to it.
- 5.3 The Investment Planning & Delivery Team will identify and direct which properties will have a full stock condition survey carried out. This selection will be based on growing the number of overall surveys completed, validation of previously completed surveys and requests from customers to have a survey of their property.
- 5.4 The Investment Planning & Delivery Team and Contracts and Compliance team will use their resources to carry out the required stock condition surveys to agreed targets.
- 5.5 The Property Investment Group teams (Property Investment and Contracts and Compliance Teams) will select and carry out the validation surveys necessary to check the consistency and quality of surveys.
- 5.6 WNWHL recognises that full stock condition surveys requires customer appointments and for them to be present in their homes during the survey. WNWHL will endeavour to minimise this customer impact.

## 6.0 Monitoring

- 6.1 The Teams will record the weekly number of stock condition surveys and validations completed.
- 6.2 The Investment Planning & Delivery Team will report monthly on the surveys completed versus the targets agreed.

## 7.0 Review

In preparation for delivering this policy during 2009 West North West homes Leeds has reviewed and taken into account new or emerging government legislation and government and council policies.

As a result, this policy now fully reflects, and is inclusive of the issues arising from those policies and legislation, and considers the impacts arising.

The revised Policy proposes the following amendments to be included for approval

- Stock condition surveys can be carried out to either full or partial extents.
- Introduce appointments with customers to enable surveys to be carried out
- Stock condition surveys will also be carried out to empty properties upon completion of the voids process and repairs.

## 8.0 Legislation

8.1 New or emerging legislation and new policy for 2009 include:

- Asset Management Strategy
- WNWhL Decent Homes Policy
- WNWhL Vulnerability Policy and Strategy
- WNWhL Customer Care Strategy
- WNWhL Complaints/Compliments Policy
- WNWhL Value for Money Strategy
- WNWhL Cohesion and Diversity Strategy
- WNWhL Customer Involvement Strategy

