

## Stock Condition Survey Annex 2

### The Requirement –

- To have a stock condition survey, as set out in the Overview above, carried out to 100% of the dwellings of the Housing stock and to include related assets such as garages, outbuildings, Community Centres, District Offices etc.
- Our current total stock is in the region of 4,200 dwellings plus garages, 14 Community Centres, Sewage Treatment Plants and a borehole.
- We will provide Decent Homes data as set out above and can confirm that the blocks are all properties under one roof regardless of the number of staircases.

### The Programme –

- Our target period for completion is 12 months, our target Completion date is 31<sup>st</sup> March 2022 or sooner depending on the actual start date.
- In addition to the 12 month Contract Period we also require that an initial pilot Stock Condition Survey is carried out to ratify the methodology for the on-site work, the data collection, the transfer of data and the analysis of the same.

### Survey Form

- The Stock Condition data is to be collected using an electronic pro-forma questionnaire form; the content of the form is to be agreed between the parties
- Allowance is to be made by the surveying consultant to build the form and host (via a third party supplier as required) the form/data collection.
- The survey form will need to be suitably structured to collect all the information required by us to enable it to be easily linked into our attribute database, namely Capita Open Housing.
- The final survey question set must be agreed between the parties and signed off.

### Property Condition Survey:

- The requirement of the Property Condition Survey is to assess the age and condition of the major elements of buildings, fitness for purpose, need for maintenance and existence of components and capacity to meet performance requirements, allowing an estimate of the renewal year for each item (based on lifetime costing) and to ensure compliance with current legislation and or finance and funding requirements.

### Energy Audit/Energy Performance Certificates:

- The requirement for the energy audit is to assess the energy efficiency of homes and check any potential improvements that will impact on the running cost of homes, assisting with statutory compliance requirements, (including the Decent Homes Standard, Scottish Energy Efficiency Standard for Social Housing and Welsh Housing Quality Standard).
- In addition to the Energy Audit there is a requirement to provide Energy Performance Certificates for each and every individual property/dwelling.
- NOTE: energy audits/energy performance certificates are not required for garage blocks.

### Health and Safety Risk Assessment (HHSRS):

- The requirement of the Health & Safety Risk Assessment is to highlight any potential risks to tenants and any visitors to the building, including carrying out health and safety surveys in line with HHSRS.
- HHSRS information should be collected and reported on indicative ratings in accordance with the latest guidelines. This should utilise the 1 to 5 scoring system. High risk (score of 5) items must be forwarded when identified complete with photographic evidence.

### **Photographic Records:**

- As part of the survey include for the provision of elevation (front, side and rear) for individual properties surveys and all elevations for blocks containing flats.
- Additional photographs to support any specific maintenance or structural issues will be acceptable. Please also include photographs of the Kitchen, Bathroom, Separate Toilet, Consumer Unit, Boiler, Air Source Heat Pump (ASHP) and solid fuel appliance. NOTE: include photographs of the aforementioned located in Communal Areas of blocks of flats, Community Centres and District Offices.
- The photographs should be in '.jpg' format.

### **Communication:**

The project will span a period of time (minimum 12 months) and it will be important to set out clear procedures for on-going communication and liaison between all parties. It will therefore be essential that direct points of contacts are established on both sides to ensure the successful delivery of the project.

It is also a requirement that a formal Communication/Meeting structure plan should be implemented, as a minimum it should comprise of the following:

- Scoping Meetings: to agree/finalise the structure of the Contract, the survey form, the methodology for the surveys, the data collection and the IT integration; frequency TBA and as required
- Pre-start/Contract Meeting: to agree and sign off the Contractual elements and the Programme including the Pilot scheme.
- Pilot Scheme Review: to carry out a detailed review of the pilot scheme and to sign off the survey form, the methodology for the surveys, the data collection and the IT integration in order to move forward with the project as a whole
- Progress Meetings: to review and monitor the progress of the Contract and address any major/Contractual issues; frequency monthly.
- Project Review Meeting: to be held at the end of the project to review the project as a whole including the data collection etc.

### **Quality Control:**

The quality of the Stock Condition survey will be essential to ensure it delivers the required result the Consultant requested to provide evidence of the Quality Control System they operate, BS EN ISO 9001 or similar qualification.

As part of Data quality the following processes (or similar) should be implemented:

- Accompanied visits – a proportion of all inspections should be carried out in the company of the fieldwork manager to check quality.

- Revisits – where necessary properties may be targeted for a revisit by another surveyor to confirm specific details although this should be kept to a minimum to reduce tenant disturbance.
- Desktop review of returned survey forms, firstly by the fieldwork manager and later in the office as noted below.
- Allow for a pilot survey (locations to agreed) to be reviewed to ensure consistency of data and correct correlation.

#### **Data Management:**

- **Data Collection and Input:** Data collection should either be carried out using pro-forma data on a suitable electronic device as agreed. Collected data may be downloaded onto the Consultants database for validation before conversion and uploading on to our own database.
- **Data Cleansing and Validation:** All work by surveyors should be subjected to checking to comply with QA accreditation, or equivalent. In addition, the Consultant is required to compare results on similar properties across the surveyors to ensure consistency in approach.

#### **Tenant Liaison and Access Arrangements:**

The success on delivering the Stock Condition Survey will be dependent on the surveying team accessing properties; this survey will span a significant period of time and will only be possible if the goodwill of the occupiers of the properties can be included in the process.

We have therefore set out a process that will hopefully maximise access into properties.

Prior to commencement of the Stock Condition Survey East Devon District Council will write to all Tenants to notify them of:

- The intention to carry out the Stock Condition Survey.
- The appointment of the selected Consultant to carry out the Stock Condition Survey.
- The request that the Tenant allows the Stock Condition Surveyor access to all areas of the property.
- The nature of the survey that will be carried out.
- The fact the selected Consultant will agree a mutually convenient date and time to carry out the survey.

#### **Appointments:**

- The Consultant will be required to draft a letter to the tenants, for agreement by East Devon District Council, informing the occupiers of the survey, requesting that access be provided for the surveyor; the surveyor will carry joint branded photo identification. All letters should be personalised by incorporating tenants' names where these can be provided.
- Letters to tenants requesting access are most effective when sent on the Consultants own letterheads (joint branding will be considered for letterheads). There is the risk that access letters using other letterheads can be mistaken for junk mail and treated accordingly.
- The letter should include a FREEPHONE number for tenants to contact and leave their details should they require a specific appointment. These details should then be passed to the relevant surveyors to contact the tenant and arrange a mutually convenient appointment.

#### **Special Groups:**

- There are two main groups of occupiers where access can sometimes be a little problematic, those with physical or learning disabilities (including sheltered schemes) and those where the main language is not English.
- In the case of the sheltered schemes, supported and homeless housing you will be provided with a list of Managers, Mobile Support Officers/Cluster Groups who should be written to as well, informing them of the survey and the FREEPHONE and appointment systems.
- Void properties should not be omitted and you should arrange a methodology with East Devon District Council for inspecting void properties, where these are targeted.

#### Maximising Access Rates:

- Where an initial visit to a property has not resulted in an inspection a letter should be left asking them to contact the Consultant to make an appointment. If they do not receive a response from the second visit or calling card your surveyor should call a third and final time.
- The Consultant must be able to demonstrate/document that a minimum of three attempts to access the property must be made before it passed back to East Devon District Council and classed as 'no access'; at least one attempt must be in the form of a written letter.
- Prior to commencement the Consultant is required to provide details of your no access procedure as the above is what East Devon District Council expects as a minimum. Examples of letters / calling cards will help with the decision making.

#### The Survey:

The following is a typical example of the data sets that need to be collected during the survey, the exact list will be subject to final agreement:

1. Chimney Pots
2. Coping Stone
3. Chimney Head
4. Chimney flashing
5. Ridge Ventilation
6. Ridge Board
7. Roof Finish
8. Valley Guttering
9. Hipped Ridges
10. Mansard
11. Dormer Projection
12. Dormer Flashing
13. Dormer Cheeks
14. Roof Light
15. Roof Felt
16. Trusses
17. Cut Roof
18. Insulation
19. Parapet Gutter
20. Parapet Wall
21. Eaves Gutter
22. RWP's

23. Soil Stack
24. Fascias
25. Bargeboards
26. Soffit Boards
27. Abutment flashing
28. Rendering
29. Brickwork / Pointing
30. Stonework/Pointing
31. Weather Boarding
32. Slate/Tile hanging
33. Concrete panels
34. Bay Window Projection
35. Lintels
36. Air Bricks
37. Structural Movement
38. Damp Proof Course
39. Water tank
40. Hot Water Tank
41. Windows
42. Doors (including Communal Doors in/accessing Communal Areas)
43. Door canopy
44. Porch Projection
45. Level Access
46. Level Access with ramp
47. Stepped Access
48. Fencing Front
49. Garden front
50. Fencing rear
51. Garden Rear
52. Gates
53. Outbuildings
54. Extensions / Additions
55. Onsite Parking Space
56. Off Site parking
57. Onsite Garage
58. Offsite garage
59. Bathroom
60. Consumer Unit (including those in Communal areas/Communal supplies)
61. Boiler
62. Heating
63. Street Scene (See diagrams 1 & 2 below)
64. Blocks (See diagrams 1 & 2 below)
65. Communal Facilities
66. Communal Spaces
67. Communal Block lighting Internal
68. Communal Estate lighting
69. Play Areas
70. Parking Facilities

71. Retaining Wall Identification

72. Water Course – proximity

Cyclical/Product Schedule:

See Table 1 below.

Table 1:

Element	Manufacturer/ Product e.g.
Bathrooms	Twyfords
Boilers	Worcester Bosch (Greenstar 24i/ 28i or 36 CDI - subject to M&E design for each particular house type).
Doors	***** Manufacturing
Kitchens	Moore's/ Rixonway
Windows	***** Manufacturing
Mechanical Ventilation	Vectaire ECO 1003
Fuse Boards	Wylex (NHR12RSLM/ NHRS9SLM split load consumer units)
Switches and Sockets	Voilex
PV Panels	Tier 1 manufacturers
Internal Doors	Solid-core FD 30 smooth 4 panel solid core door – National Hickman or similar approved.
Over-bath Showers	Mira Advance
Floor Finishes: kitchens/ bathrooms	Altro Walkway 20
Site and scheme signage	'The SignShop' ***** Manufacturing Services on 0800 0323401.

Component/Typical Lifecycle Schedule:

See Table 2 below.

Table 2:

Element	Component	Life years
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Foundations	Poured Concrete 200mm thick	175
	Concrete Blocks	150
Frame	Steel	80
	Concrete	80
	Timber	65
	Laminated Timber	60
Upper Floors	Profiled Steel & Concrete	70
	Pre-cast Concrete Slab	75
	Timber Joists	85
	SW Decking on Joists	70
	Chipboard on Joists	50
Roof	Concrete Tiles	60
	Natural Slate	70
	Profiled sheet Steel	30
	Composite Steel Sheet	35
	Light Weight Steel Tiles	40
	Copper Sheet	60
	Lead Sheet Coverings	70
	Zinc Sheet	45
Rainwater Systems	Plastic PVCu	30
	Aluminium	40
	Lead Box & Flashings	60
	Zinc Box & Flashings	40
	High Performance Felt	20
Fascias & Soffittes	Plastic PVCu	30
	Aluminium	40
	Lead Box & Flashings	60
	Zinc Box & Flashings	40
	High Performance Felt	20
Dormers	GRP - Insurance Backed	25
External Walls	Fair-Faced Brickwork	80

	Rendering to Blockwork	45
	Render Self Coloured	50
	Hung Tile Cladding	45
	Timber Weatherboarding	30
	PVCu Weatherboarding	30
	Fibre Cement Weatherboard	40
	Profiled Sheet Cladding	35
	Aluminium Curtain Wall	40
Windows	Softwood	30
To have guarantee 10 years minimum	Hardwood	50
	Aluminium	40
	PVCu	30
	Steel	50
External Doors*	Softwood	35
To have guarantee 10 years minimum	Hardwood	50
	Aluminium	40
	PVCu	35
	Steel	50
Internal Joinery/Items	Generally	35
	Timber Staircase	60
	Concrete Stairs	70
	Steel Stairs	55
	Aluminium Nosings	20
	Plastic Nosings	15
	Flexible Door	15
	Roller Shutter Door	25
Kitchens	Wall & Floor Units	20
	Wall Tiling	35
	Worktops	20
	Plumbing Generally**	40

	Altro Walkway Flooring	15
Bathrooms	Ceramic Sanitary Ware	50
	Fibreglass Bath	15
	Steel Bath	50
	Acrylic Bath	30
	Altro marine 20 Flooring	
	Cold Water Storage tanks	30
	Hot Water Cylinders	20
	Immersion Heaters	15
Heating & Electrics	Gas Boilers	15
	Electric Storage Heaters	20
	Radiators	30
	TRV's	30
	Air Source Heat Units	15
	Ground Source Heat Pumps	20
	Electrical Wiring	30
	Extract Fans	15
	Fire Alarm / Detection	15
	Door Entry Phone System	15
Site Works	Fences & Gates	20
	Conc Post & Wire	25
	Concrete Insitu Paths	35
	Block Paving	35
	Pedestrian Paving	25
	Vehicular	25
* doors protected by a projected overhang can extend the door life by 50% minimum.		
** Plastic fittings 30 years Copper 45 years It also depends on the hardness of the water		

Service Requirement