



FAQs

How will the Stock Condition Survey be arranged?	You will be contacted directly by either Pennington Choices or Ark Consulting/ Compliance 100 within the next 6 months to arrange an appointment. If you need to rearrange your appointment Pennington Choices or Ark Consulting/ Compliance 100 will advise you of a contact number.
Can I refuse to have a survey done?	Your Tenancy Agreement states that you must allow us access for the purpose of inspecting the condition of your home. We are legally required to collect and maintain up-to-date information of the condition of all homes, by the Regulator of Social Housing
How long will the Stock Condition Survey take?	Approximately 1 hour. The Surveyor will contact you to advise when they are on their way, on the day of the appointment.
What will the Surveyor be checking?	The Surveyor will be inspecting your kitchen, bathroom, windows, doors and may also check energy efficiency levels within your home. Therefore, the Surveyor will need full access to your home. Photos of the property maybe taken for internal use only.
Does this mean I will get improvement works to my home?	Not necessarily. The information gathered will help us understand if any improvements are needed.
I have some repairs; can I report them to the Surveyor when they arrive?	The Surveyors are there to collect information for the survey only. If you need to report any repairs, please report them in the usual way by contacting 0300 330 7003, or via the NPH tenant portal.
How can I trust who the Surveyors are?	The Surveyors are appointed by our partner companies Pennington Choices or Ark Consulting/ Compliance 100. The person visiting your home will be required to show you their identification before entering.
Who can I contact if I have any more questions?	<p>You can contact Pennington Choices or Ark Consulting/ Compliance 100 directly regarding your appointment. You will receive further correspondence from them following this letter with contact details.</p> <p>For any further questions and to confirm the legitimacy of this survey, please call the NPH contact centre on 0300 330 7003.</p>