



### FAQs Stock Condition Survey Winter 2025-26

<b>How will the Stock Condition Survey be arranged?</b>	You will be contacted directly by Ark Consulting / NXN Surveying to arrange a suitable appointment. If you need to rearrange your appointment, please contact Ark Consulting / NXN surveying will advise you of a contact number.
<b>Can I refuse to have a survey done?</b>	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.
<b>How long will the Stock Condition Survey take?</b>	Approximately 1 hour. The Surveyor will contact you to advise when they are on their way, on the day of the appointment.
<b>Does this mean I will get improvement works to my home?</b>	Not necessarily. The information gathered will help us understand if any improvements are needed.
<b>I have some repairs; can I report them to the Surveyor when they arrive?</b>	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.
<b>How can I trust who the Surveyors are?</b>	The Surveyors are appointed by our partner company Ark Consulting / NXN Surveying and the person visiting your home will be required to show you their identification before entering.
<b>Who can I contact if I have any more questions?</b>	<p>You can contact Ark Consulting / NXN Surveying directly regarding your appointment. You will receive further correspondence from them following this letter with contact details.</p> <p>If you have any further concerns or questions or would like to confirm the legitimacy of this survey, please contact 0300 3307 003.</p>