

## **Solihull Community Housing Stock Condition Survey 9 November 2020 to 9 November 2022**

### **Nature of the work**

Solihull Community Housing (SCH) manages just under 10,000 properties in the borough of Solihull. Over a 24 month period a selection of these properties will be visited and surveyed to help us prepare a planned programme of improvement work for properties. Each visit will last approximately 30-40 minutes and the information collected will be property related and relating to the condition of the components in your home e.g. kitchen, bathroom, windows.

### **How will properties be chosen?**

We won't be visiting every property. We will select a sample of different property types in different areas across the borough. We anticipate visiting approximately 1,000 properties over the first year of the contract.

### **Who will be visiting the properties?**

SCH will be employing a firm of specialist contractors from a firm called Pennington Choice Limited. They have experience working with more than 150 public and private sector organisations across social housing, NHS, education and rail over the past 20 years.

What information will be passed to Pennington Choice Ltd?

After we have selected the properties that we would like to survey we will be providing Pennington Choice with the tenants Name, address, telephone number and email address. This is so that they can contact households to arrange a mutually convenient time to visit. We may also need to supply details of any vulnerability data that Penningtons may need to be made aware of before visiting, for example, mobility difficulties. Pennington Choice will securely destroy the information we provide to them after they have completed the visit. It will not be retained or used for any other purposes.

### **Can I refuse to be visited?**

Yes you can refuse to be visited but we really hope you do not as it is important we collect as much information as possible about the condition of your home so we can plan for future improvement works.

### **What if I change my mind?**

Yes you can change your mind but again we really hope you do not as we are eager to collect this information to help improve the condition of your home if need be.

### **Does a visit mean that I will get my home improved?**

A visit means that we will have up to date information on the condition of the fixtures and fittings in your home with the intention to have a planned programme of improvement works for the future.

### **COVID-19 Will the visits be safe?**

Absolutely. Pennington Choice surveyors carry all PPE equipment including photographic ID badges which they must present to you on arrival.

### **Who can I contact if I want to speak to someone about this?**

For any queries please call the Solihull Community Housing Contact Centre on 0121 717 1515 or Text 07781474722 or email [info@solihullcommunityhousing.org.uk](mailto:info@solihullcommunityhousing.org.uk)