

## 1. Background and objectives

- 1.1. The Home Quality and Improvement Policy outlines Alliance Homes' approach to maintaining accurate, up-to-date information on the condition of its housing stock; and how this supports effective asset management, long-term investment planning, and compliance with statutory and regulatory standards.
- 1.2. This policy applies to all residential properties owned or managed by Alliance Homes but excludes Shared Ownership and Leasehold properties.
- 1.3. This policy supports our Asset Strategy and aligns regulatory requirements such as the Decent Homes Standard, the Safety and Quality Standard for social housing, and health and safety legislation.

## 2. Knowing our homes and their improvement needs

### 2.1. Stock Condition Surveys

- 2.1.1. Stock Condition Surveys (also known as Home Improvement Surveys) play a significant role in ensuring we understand the condition of our homes.
- 2.1.2. Alliance Homes will:
  - Undertake a rolling programme of stock condition surveys with the aim of ensuring 100% of properties are surveyed at least once every five years.
  - Undertake stock condition surveys on all empty properties following the completion of empty homes works.
  - Conduct interim or targeted stock condition surveys where appropriate e.g. in response to disrepair claims, planned works, or resident concerns.
- 2.1.3. We will use our non-access procedures where necessary to complete stock condition surveys in line with 2.1.2.
- 2.1.4. Stock condition surveys will:
  - Assess the condition, age, and remaining life of key building components, including kitchens, bathrooms, roofs, windows, and heating systems.
  - Determine whether there are any category 1 hazards present at the property using the Housing Health and Safety Rating System (HHSRS). Any identified hazards will then be managed through our HHSRS Case Management Process.
  - Re-inspect the condition of known asbestos in accordance with our Asbestos Management Plan.

- Help to ensure that we maintain accurate records of our Assets.
- Provide customers with an opportunity to raise any repairs through the Stock Condition Surveyor.
- Be used as an opportunity to signpost customers to services they might benefit from such as those provided by our Home Energy Advice Team.

## **2.2. Data collection and usage:**

- 2.2.1. Asset data will be collected and recorded in our Asset Management System from a range of trusted sources including but not limited to:
- Trained Stock Condition Surveyors using a standardized methodology.
  - Energy Performance Certificates.
  - Works completed via routes such as Capital contracts, Empty Homes, Repairs and Complex Works.
  - External consultancy.
- 2.2.2. We will not clone asset data due to the risks of creating inaccuracies that this presents.
- 2.2.3. We will undertake quality assurance of our data where appropriate, including internal and external validation of stock condition survey data.
- 2.2.4. Data from our Asset Management System, together with insights from appropriate sources such as repairs data and asset profiling will be then used to:
- Inform the 30-year investment plan
  - Determine which homes are prioritized for capital works programs
  - Support compliance monitoring e.g. with the Decent Homes Standard.

## **3. Making home improvements**

### **3.1. Decent Homes Standard**

- 3.1.1. As a Social Landlord, Alliance Homes must ensure all applicable homes meet the Government's Decent Homes Standard. This standard sets out the minimum requirements for the condition of Social Housing properties and aims to ensure that homes are safe, secure and in good repair.
- 3.1.2. Given it is a minimum standard, where possible our aim is to provide customers with homes that exceed the Decent Homes Standard through planned investment and proactive management of repairs and HHSRS failures.

3.1.3. However, Decent Homes failures can be caused by a range of factors including some which are not fully within our control. Where failures do occur, we will aim to address them swiftly through proactive monitoring and management.

## 3.2. The cycle of Home Improvements

3.2.1. Table 1 below table shows our target standards for key home improvements:

Home improvement	Our target standard
Kitchens*	We aim to replace kitchens every 20 years.
Bathrooms*	We aim to replace standard bathrooms every 30 years, and wet rooms and shower cubicles every 20 years.
External doors (excluding patio doors)*	We aim to replace external doors every 30 years.
Windows & patio doors*	We aim to replace windows and patio doors every 30 years.
Roofs (including fascia's, soffits and rainwater goods)*	We aim to replace pitched roofs every 70 years and flat roofs every 20 years. During works, we will remove chimneys where possible, repairing them if they must be retained.
External decorations*	We aim to complete external decorations on properties with painted walls every seven years.
Electrical wiring (dwellings)	We rewire homes based on the condition of wiring found during electrical repairs and periodic Electrical Installation Condition Report (EICR) assessments. We also undertake partial rewires during the replacement of kitchens and bathrooms.
Central heating distribution system	We replace central heating distribution systems found to be beyond economic repair during annual servicing and repairs.
Boiler replacement (gas and oil)	We service boilers to meet legal requirements, repairing them where practical and replacing them when they are considered beyond economic repair. We will consider the viability of alternative heating systems before replacing oil boilers.

3.2.2. However, it is important to note that the following apply to those items marked with an asterisk in Table 1:

- It may not always be possible to achieve these standards, as we are reliant on a range of factors including customers' allowing access for work, contractor availability and financial capacity.
- We will bring forwards planned improvement works where an items condition means that replacement is necessary.
- We may extend the life of items where appropriate e.g. if its condition means that replacement isn't necessary or the associated home is earmarked for demolition or disposal.

### 3.3. Approach to planning and prioritization of investment

3.3.1. Our approach to planning and prioritization of investment in our homes will be guided by a range of factors, including:

- Current and forthcoming regulatory and legislative requirements
- Our financial capacity
- The target standards set out in section 3.2.1
- Strategic Asset Management priorities including but not limited to:
  - Retrofitting our homes to achieve EPC C and Net Zero in the longer term
  - Disposal of homes in accordance with our Home Disposal Policy
  - Any emerging or approved regeneration and redevelopment schemes
- Aligning works where appropriate to reduce customer disruption and/or deliver best value.
- Achieving long-term value for money where sensible, not just lowest cost in the short term.
- Data from our Asset Management System, together with insights from other appropriate sources.

3.3.2. If necessary, we will always prioritize ensuring our homes are safe and meet regulatory standards.

## 4. Customer experience

- 4.1. Residents will be informed in advance of surveys and home improvements and treated with respect and professionalism throughout the process.
- 4.2. Customers have the right to refuse certain Home Improvements providing they do not pose an unacceptable risk to the customer's home or the surrounding area. Customer refusals will be granted on a case-by-case basis considering factors such as safety, regulatory compliance, structural stability and weathertightness.
- 4.3. Customers wishing to undertake Alterations and Improvements to their own home should refer to the Alterations and Improvements Policy to determine whether this is permissible.

- 4.4. Our end-to-end processes will be conducted in accordance with our Reasonable Adjustment Policy.
- 4.5. We will provide Customers with a range of choices on home improvements where reasonably practicable. This is subject to change during the life of this policy, but as of August 2025 current examples include offering customers choices on external paint colours and certain finishes on kitchens, bathrooms and external doors.
- 4.6. We will seek feedback from Customer's who have received Home Improvements on a monthly basis. This feedback will be reviewed and acted upon with the aim of achieving and maintaining high levels of Customer satisfaction in this area.

## 5. Monitoring, consultation, and review

- 5.1. We monitor our performance in delivering the objectives of this policy by reporting to our leadership teams a range of measures including:
  - 5.1.1. Percentage of homes surveyed against the five-year rolling programme target (Reported to Board and SLT)
  - 5.1.2. Number of surveys completed per Stock Condition Surveyor per month (Monitored by the Head of Assets and Sustainability).
  - 5.1.3. Percentage of homes compliant with the Decent Homes Standard (Reported to Board and SLT)
  - 5.1.4. Percentage of customers satisfied with Home Improvement works (Reported to Board and SLT)
  - 5.1.5. Home Improvement spend and delivery to budget (Reported to Board and SLT)
- 5.2. The Head of Assets and Sustainability is responsible for the implementation and review of this policy.
- 5.3. Customers, colleagues, and service users may be involved in giving feedback on this policy, leading to amendments where appropriate.
- 5.4. The data protection implications of the policy have been considered. Including but not limited to:
  - IAR amendments/updates
  - ROPA amendments/updates
  - New or updated Data Protection Impact Assessment
  - Privacy Notice amendments
  - Retention periods for any new data and method of archiving or deletion.

- 5.5. This policy will be reviewed within three years of its approval date or sooner if required due to regulatory changes or internal audit findings.
- 5.6. This policy will be signed off by the Board.
- 5.7. This policy will be published externally on the Alliance Homes website.

## 6. Equality and diversity

- 6.1. This policy is subject to a periodic Equality Impact Assessment (EIA).
- 6.2. The purpose of such an assessment is to consider the effect of the policy regarding the recognised protected characteristics of equality and ensure that it does not unfairly impact any individual or group. The protected characteristics are age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity or other grounds set out in our Equality and Diversity Strategy and Policy. Remedial action will be undertaken if a detrimental effect is identified.
- 6.3. The EIA also requires the policy author to consider whether the policy is likely to negatively impact on a person's Human Rights.
- 6.4. This policy and any other related Alliance Homes publications can be provided in other formats for those with visual, literacy or language difficulties.

## 7. Complaints

- 7.1. If you would like to raise a complaint in relation to this policy, you can do this by calling us on **03000 120 120** or emailing us at **[act@alliancehomes.org.uk](mailto:act@alliancehomes.org.uk)**.
- 7.2. All complaints will be handled in line with the latest Alliance Homes Complaint Handling Policy.

## 8. Associated documents.

- Asset Strategy
- Decent Homes Standard Guidance
- No Access Procedure
- Home Disposal Policy
- Reasonable Adjustments Policy
- Complaint Handling Policy
- Repairs, Maintenance and Improvements Policy
- Alterations and Improvements Policy

## 9. Version control and approval dates

Approval stage	Date completed
Equality Impact Assessment completed	13/08/2025
EIA reviewed by Equality & Diversity Manager	14/08/2025
SLT review / approval	20/08/2025
Board approval	03/09/2025
Next review date	03/09/2028

## 10. Appendices

Appendix 1 – Equality Impact Assessment

## Appendix 1: Equality Impact Assessment

An Equalities Impact Assessment must be conducted alongside the review of an existing policy or the creation of a new one.

GUIDANCE ON COMPLETING AN EQUALITY IMPACT ASSESSMENT IS AVAILABLE [HERE](#)

### 1. Name the Strategy, Policy, Procedure or Function (SPPF) being assessed and name of author.

Home Quality and Improvement Policy – Matt Sands, Head of Assets and Sustainability

### 2. Aims of the SPPF being addresses.

- *Whose need is it designed to meet?*
- *Are there any measurable elements such as time limits or age limits?*

The aim of this policy is to ensure that Alliance Homes conducts Stock Condition Surveys in a manner which leads to effective Asset Management decisions and complies with legislation, regulation, best practice and guidance.

### 3. Who has been consulted in developing the SPPF?

- *Make reference or links to consultation/evidence documents.*

The Chief Operating Officer and members of the Asset Service

### 4. Does the SPPF promote equality of opportunity?

This policy aims to ensure that we conduct stock condition surveys and Home Improvements in an equitable and transparent way and in a manner compliant with the relevant legislation, regulation and guidance.:

### 5. Identify potential impact on each of the diversity “groups” by considering the following questions:



# Home Quality and Improvement Policy

(The list is not exhaustive, but an indication of the sort of questions assessors should think about):

- Might some groups find it harder to access the service?
- Do some groups have particular needs that are not well met by the current SPPF?
- What evidence do you have for your judgement (e.g. monitoring data, information from consultation/research/feedback)?
- Have staff/residents raised concerns/complaints?
- Is there local or national research to suggest there could be a problem?

Protected Characteristic	No Impact	Negative Impact	Positive Impact	Information source/s*	Comments/Evidence
Race	x				
Disability	x				
Gender	x				
Transgender	x				
Sexual Orientation	x				
Religion or Belief	x				
Age	x				
Marriage and Civil Partnership	x				
Pregnancy and Maternity	x				
Rural Issues	x				
Social Mobility	x				

# Home Quality and Improvement Policy



*\*Possible information sources for assessing impact or understanding issues related to target group, such as:*

- *Demographic data, studies of deprivation, statistics on health etc*
- *Results of consultations, results of equality monitoring data, complaints, customer feedback*
- *Information collected from partner agencies and groups, support groups, professional expertise, 'peer review', project leads/teams, inspection reports etc.*

**Was there a negative impact identified in question 5?** If yes go to question 6. If not go to question 7.

**6. If "negative impact" identified in table (4) above, is it?**

<b>Legal</b>	YES	NO
<b>What is the level of impact?</b>	HIGH	LOW

If it is not legal and/or high impact (i.e. If you have highlighted NO to legal and HIGH to impact) **then the document should be referred to Head of HR**

**7. If positive impact has been identified in table (4) above, how can it be improved upon or maximised, either in this SPPF or others?**

N/A

**8. Full EIA (or if you decide full EIA is not necessary but some changes should be considered)**

- *Are there changes you could introduce which would make this SPPF work better for these groups of people?*
- *Is further research or consultation required?*

YES	NO
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**9. Does this proposal have any human rights implications?**

If yes, please describe (If necessary, please refer to the Alliance Homes Human Rights Policy)

# Home Quality and Improvement Policy



This policy supports Alliance's approach to Human Rights which is detailed in our Human Rights policy.