



Alliance
homes

Your home

improvement survey

Every Alliance home must have a home improvement survey once every five years. During the short survey, our friendly team member will inspect the main parts of your home - the roof, windows, doors, heating system, bathroom and kitchen to check for safety issues and see what can be improved for you.

Why do I need a survey?

Surveys are a requirement of your tenancy agreement. We use the results to make sure your home is safe for you and to check if your home is due for any improvements.

Please make sure you're home to meet our surveyor on the day, as without the survey we can't schedule any improvements.

How long will the survey take?

The survey will take 30-60 minutes, some of this time will be spent outside.

What will the surveyor do?

The surveyor will look at the outside of your home, including the roof, windows, doors and guttering. Inside they'll inspect the heating system, bathroom, kitchen and loft space.

What do I need to do for the survey?

On the day, you will need to be there to let our surveyor in. You won't need to move any carpets or furniture.

To keep our colleagues safe, please ensure that any dogs are safely secured before we arrive.

What happens if I can't make my survey?

The surveys are a requirement of your tenancy agreement. If you can't make it, please let us know so we can arrange another time.

What happens after the survey?

We'll use the survey to plan any improvements. If we find that your home is due for improvement work, we'll get in touch with you.

How will I recognise an Alliance surveyor at the door?

Our surveyors carry Alliance Homes identity badges. If you would like to check their details before they visit, call us on **03000 120 120**.

Further questions?

If you need anything else, please call our contact team on **03000 120 120**.

Please visit www.alliancehomes.org.uk/improvement



Large print available

If you need this document in another format, such as large print, Braille or a different language, please call us on **03000 120 120**.