

Look Ahead
Stock Condition Survey Brief – Version 2
2026-27

1. Background

1.1 Look Ahead delivers specialist services for hospital discharge, mental health, learning difficulties, homelessness and young people across London and the Southeast. Look Ahead owns or leases circa 1200 units across 200+ sites and surveys at least 20% of its stock annually in order to capture all properties in a 5-year cycle.

2. Objective

2.1 The objective of the surveys is to provide accurate, comprehensive and up-to-date information on the condition, safety, performance and suitability of Look Ahead's housing stock. The survey data will support regulatory compliance, investment planning, asset management decision-making, Decent Homes assessments, HHSRS assessments, damp and mould monitoring, and the long-term maintenance of safe and sustainable homes.

2.2 Surveyors will be expected to consider customers' welfare and living conditions and required to evaluate each unit against:

- The current Decent Homes Standard and any published Government reforms or successor requirements in force at the date of survey.
- The Housing Health and Safety Rating System (HHSRS), including the revised hazard assessment methodology and guidance introduced in 2026.
- Damp and mould risk indicators, ventilation provision and other matters relevant to Awaab's Law and Consumer Standards compliance.

3. Communication

3.1 Look Ahead will write to all customers on the survey list to give them prior notice of the survey and the details of the surveying company working on its behalf.

3.2 The surveying company must write to the customers with appointments.

3.3 All communications must be addressed to the customer by name and should make clear that it is not a circular.

3.4 Look Ahead Property Services staff are to be provided with an opportunity to meet the surveyors and to attend a percentage of surveys.

3.5 All communications from the surveying company must include a freephone number that Look Ahead customers can use to reorganise appointments or enquire about the validity of the surveyor visiting.

3.6 All communications must include the Look Ahead team email (see below).

4. Access and Repeat Visits

4.1 The surveying company will be provided with customer telephone numbers and are required to confirm appointments and to call the customer whilst on site if there is no access.

4.2 All communications methods and outcomes must be logged and provided to Look Ahead on a regular basis (frequency to be agreed).

4.3 At least two booked visits will be attempted.

4.4 No access or refused access will be managed in line with Look Ahead's No Access Policy for Decent Homes Surveys.

5. Requirements

5.1 Data to be collected on the Mobile Manager app, quality checked by the surveying company, validated and uploaded to Asprey within 2 weeks of survey completion. Any exceptions must be agreed with the Asset Manager.

5.2 The surveying company shall operate a documented quality assurance process, including management review of completed surveys, consistency checks between surveyors and sample re-inspections where necessary.

5.3 Survey records shall be supported by sufficient photographic evidence to substantiate condition assessments, component ages and any compliance failures.

6. Static data

6.1 Static data such as build year, archetype, detachment attribute should only be assessed for accuracy and any inconsistency raised with the Asset Manager.

7. Asset Data and Lifecycle Requirements

7.1 Accurate and up to date component rates (SORs) and lifespans are to be provided.

7.2 Component ages and renewal dates:

7.2.1 Component renewal dates to align with and not exceed lifespan, or multiples of lifespan, from build year (where known).

7.2.2 Surveyors shall avoid defaulting to assumed renewal dates without supporting evidence from visual inspection, documentation or lifecycle rationale.

7.2.3 Where component ages cannot be confirmed with reasonable confidence, surveyors shall record the basis of their estimate and flag the component for review.

7.3 Data on hot water source and storage to be collected.

7.4 Planned works align with financial years running from April to March – therefore dates for a particular year should be after 1st April.

7.5 Staff areas, communal lounges, laundry rooms, playrooms, etc., to be included and listed separately.

8. Building height measurements

8.1 Where Look Ahead require building height measurements on buildings 4 storeys and over, measurements to be in line with Approved Document B, Diagram D6.

9. Data Quality and Validation

9.1 Data will be accurate and comprehensive with dates for all key components, and where no component present this should be recorded.

9.2 Questions should be by type, i.e., flat, communal, block, etc.

9.3 There will be consistency with existing descriptions or definitions.

9.4 Surveyors shall apply Look Ahead's survey brief consistently across all surveys and property types.

9.5 Any uncertainty regarding interpretation of survey requirements shall be referred to the Asset Manager before data upload.

9.6 Data uploads shall be subject to validation checks before being accepted into Asprey.

10. Regulatory Compliance Assessment (HHSRS, Decent Homes, Awaab's Law)

10.1 All units to be assessed using the current Housing Health and Safety Rating System (HHSRS) methodology in force at the date of survey. Surveyors shall identify all hazards, assess severity and record sufficient supporting evidence to justify the assessment. Any Category 1 hazards, or hazards presenting an immediate risk to health or safety, shall be reported to Look Ahead within one working day together with photographic evidence.

10.2 Look Ahead is to be informed immediately via the WhatsApp Group of any Category 1 hazard, High-rated hazard, or any hazard presenting an immediate risk to health, safety or wellbeing. Notifications shall identify the property by UPRN only, with no personal data included, and shall be accompanied by supporting photographs. A consolidated record of all such hazards will be presented at each monthly meeting.

10.3 HHSRS details must be included in the upload to Asprey. A complete list of all HHSRS failures with the following details will be maintained by the surveying company and will be shared with Look Ahead at the monthly meeting, safely adhering to GDPR rules:

- Reporting date
- UPRN
- Address
- Band/Severity
- Detail of failure
- Date of survey

10.4 In addition to assessing compliance with the current Decent Homes Standard, surveyors shall identify any conditions that may reasonably be expected to result in failure against the forthcoming Decent Homes Standard requirements, including:

- Damp and mould
- Serious hazards
- Thermal comfort and energy efficiency
- Components in poor condition likely to require accelerated replacement
- Issues affecting suitability, functionality or resident wellbeing

Such issues shall be recorded separately to support forward investment planning.

10.5 Surveyors shall proactively inspect for signs of damp, mould growth, condensation, inadequate ventilation and excess moisture, recording severity, likely causes and recommended remedial actions.

11. Hygiene Issues

11.1 Any customer hygiene issues are to be reported to the Asset Manager at the earliest opportunity, and within 3 working days.

12. GDPR

12.1 There will be a GDPR arrangement in place and all personal data will be handled within the restrictions of that arrangement.

13. Abuse

13.1 Look Ahead expects that those working on their behalf will be able to carry out their duties without interference, threat, or any type of abuse. Look Ahead will share known alerts with the consultant prior to visits being organised. Any abuse or threat should be reported immediately to the Asset Manager or Property Services Director.

Team email address:

[REDACTED]