

Tenant Question Time – stock condition surveys

On 7 October 2026, Chime Housing hosted a Tenant Question Time session on stock condition surveys, planned investment programmes and property standards. Twenty-seven residents attended: 15 in person at Gateway House and 12 online. The session was facilitated by Tim Morton.

The key takeaways are that residents called for more consistent surveys, clearer investment timescales and faster action on property condition concerns, but you can see a more in-depth breakdown below. We agreed to investigate the issues raised and follow up directly on individual cases.

Overview of stock condition surveys

We explained that stock condition surveys are carried out on a five-year cycle. They assess the age, condition and performance of components such as kitchens, bathrooms, windows, roofs and heating systems. The findings help us to plan future maintenance and replacement programmes.

Key issues raised by residents

Residents of Boundary Way and Lapwing Place raised concerns regarding:

- Ageing windows that are no longer performing effectively as double glazing
- Dirty and deteriorating external cladding
- Reliance on costly electric storage heating systems
- Rotten fencing and uncertainty regarding maintenance responsibilities

Residents said that delays in investment were frustrating and asked whether replacement programmes could be accelerated. We will review these concerns and check the planned investment timescales before updating the affected residents.

Quality and consistency of surveys

Some residents reported brief surveys that did not appear to cover the whole property, while others described more thorough visits lasting up to an hour. We will investigate these differences and review the consistency and quality of the survey process.

Kitchens, bathrooms and planned investment

Residents from Graylings and other neighbourhoods asked when kitchens and bathrooms would be replaced. We explained that programmes are based on condition and performance, rather than age alone, and are informed by survey data from across our homes.

Damp and mould

Several residents described continuing damp and mould, concerns about possible health effects and previous interventions that had not resolved the problem. We highlighted the role of our new Healthy Homes Team and confirmed that significant cases should be prioritised in line with the applicable requirements and residents' vulnerability. Individual cases identified at the session will be reviewed directly with the residents concerned.

Mobility scooter storage

Residents described difficulties storing mobility scooters safely in communal housing schemes. The discussion considered how to balance fire safety requirements with secure, accessible storage. We will consider whether this issue should be examined through a future scrutiny activity and what practical options may be available.

Energy efficiency

Residents asked about Energy Performance Certificates, improvements to the energy efficiency of homes and our plans to reach EPC Band C by 2030. We outlined the relevant requirements and our work to improve information about energy performance across our homes. Reaching Band C should help identify where homes may need measures that improve efficiency and comfort.

Empty homes and new resident experiences

Residents asked why defects were sometimes found soon after moving in, despite inspections having been completed while homes were empty. They asked for more consistent inspections, clearer handover information and better guidance about the property at the start of a tenancy.

Estate standards and the local environment

Residents highlighted the condition of communal areas, including external decoration, neglected estate features and abandoned vehicles. They called for greater pride in neighbourhoods and clearer responsibility for maintaining communal spaces. Residents are reminded to look out for our next Love your Neighbourhood event, and to get involved in maintaining their estates.

Key themes

The discussion highlighted several recurring themes:

- Greater transparency on planned investment programmes and replacement cycles
- Consistency and quality of stock condition surveys
- Addressing damp and mould more effectively
- Improving communication with residents about planned works
- Energy efficiency and sustainability improvements

- Estate maintenance and neighbourhood appearance
- Better consideration of residents' health and accessibility needs when planning repairs and improvements

Actions and follow-up

Issue	Next step
Boundary Way and Lapwing Place	Review the concerns about windows, cladding, heating and fencing, and check the planned investment timescales.
Survey quality and consistency	Investigate reports of brief or incomplete visits and review how consistently surveys are carried out.
Individual property cases	Contact the affected residents directly about damp and mould, fencing, windows, asbestos queries, communal maintenance, abandoned vehicles and property-specific investment needs.
Mobility scooter storage	Consider further scrutiny and explore options that balance accessibility, security and fire safety.
Resident involvement	Explore the issues in more detail at the stock condition survey Scrutiny Sprint on 28 October 2026.

Next engagement opportunity

Residents can continue the discussion at the stock condition survey Scrutiny Sprint on 28 October 2026, from 10am to 2pm at Gateway House. The session will explore the issues raised at Tenant Question Time in greater detail.

Take part in the next scrutiny session

Following Tenant Question Time on 7 October 2026, we are taking a closer look at stock condition surveys and inviting residents to an in-depth scrutiny session.

Hosted by the Gateway Membership Team, a panel of resident volunteers who scrutinise and help improve our services, the session is an opportunity to share your views and help shape practical improvements.

- **Date:** Wednesday 28 October 2026
- **Time:** 10am–2pm
- **Location:** Gateway House, WD17 1LA, or online
- **Food:** Free lunch provided
- **Transport:** Available if required

What to expect

No specialist knowledge is needed—just your experience, views and ideas. Your feedback will help improve services for residents across our communities.

Book your place

Use the booking form below to register and submit any questions in advance. Please let us know by noon on Friday 23 October.

[I would like to attend!](#)

Book your place and help improve how stock condition surveys are carried out. We look forward to welcoming you on 28 October.