



Carrying out your home survey

We'll carry out a home survey every five years to make sure your home continues to be of high quality, is safe, well-maintained and energy efficient.

Now you've got your appointment, here's what happens next.

1.



We will send you an appointment reminder the day before your home survey to make sure you'll be home when we arrive. You must let us know if you cannot make your appointment.

2.



Our surveyor will arrive at your home. All of our inspectors have ID badges, please feel free to request to see this before they enter your home.

3.



The inspection is visual, we won't move any of your belongings. We'll visit each room including your kitchen and bathroom and also the loft.

4.



Your inspector will also check for any signs of damp and mould alongside any other health and safety concerns.

5.



Finally, we'll check the external features of your home such as roof, walls and guttering.

Need to re-arrange your appointment date and time?

It's really important to get in touch with us if you can't make your appointment.

Your home survey will take around 30 minutes to complete.

We will update our records for your home and use the information from the survey to update our future planned works programme.

Need to log a repair before we arrive?

Download the My Livin app by searching My Livin in your app store or visit livin.co.uk

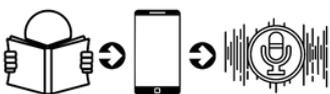


Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

العربية (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) فیراف (Farsi) Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian) Español (Spanish) Український (Ukrainian)

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