

HOUSING PROVIDER GUIDE

Healthy Homes Checklist



What to expect from a Healthy Homes Check

A Sureserve Healthy Homes Check gives housing providers additional visibility of property condition and potential resident risks during an existing property visit. Our engineers carry out structured visual and basic functional observations across eight approved areas, capturing relevant information and highlighting issues that may require monitoring, action or further investigation.

DESIGNED TO MAKE MORE OF EVERY VISIT

Uses existing access opportunities, such as annual maintenance visits or surveys.

Captures additional property insight without creating unnecessary extra appointments.

Supports earlier identification of visible concerns and emerging risks.

Provides better information to help prioritise repairs, compliance activity and future investment.

The 8 Healthy Homes Check Areas

The precise checks and evidence captured can be configured around each housing provider's stock, existing programmes and priorities.

1 Visual Damp & Mould

2 Windows & Doors

3 Smoke & CO Alarms

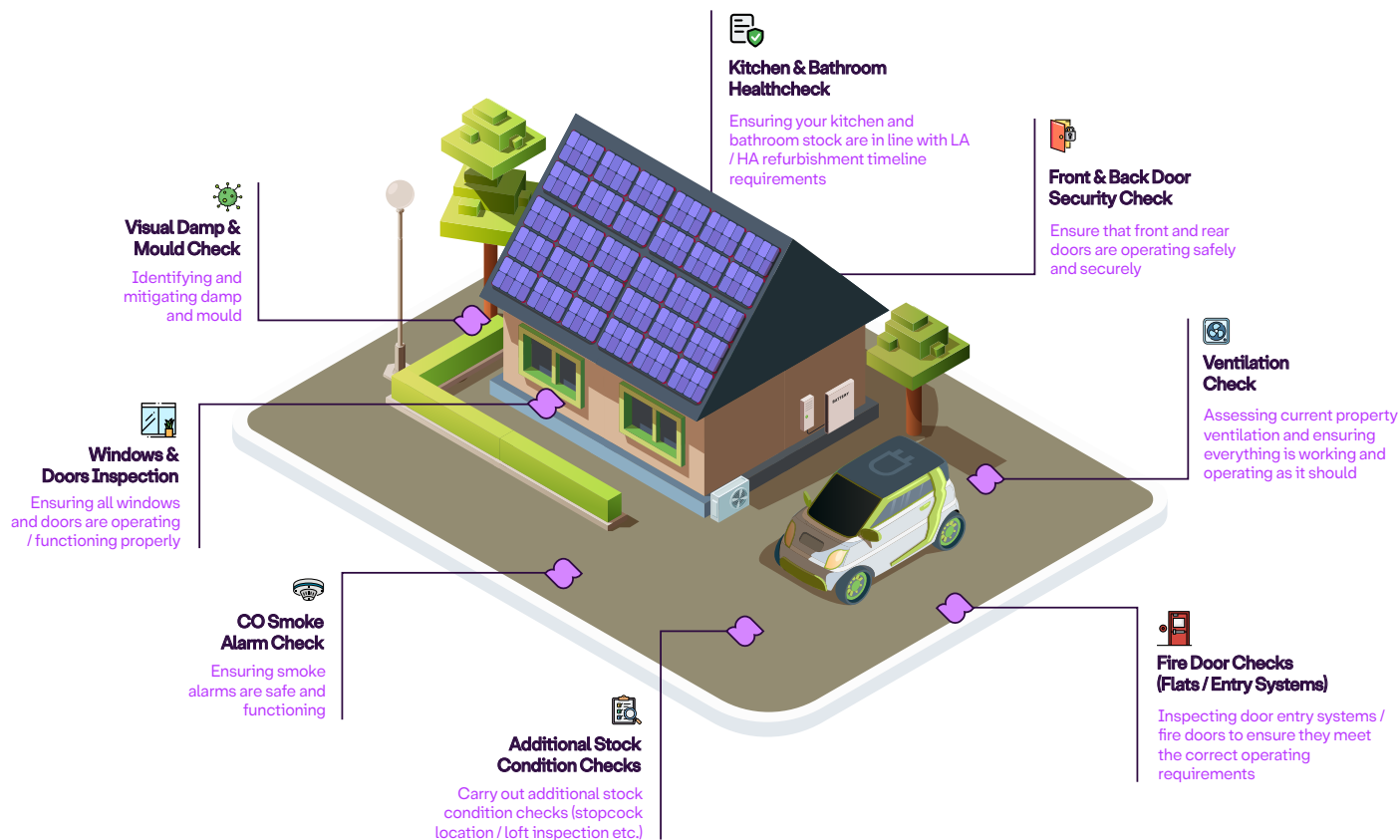
4 Kitchen & Bathroom

5 Front & Back Door Security

6 Ventilation

7 Fire Doors

8 Additional Stock Condition



What Our Engineers Check



1. Visual Damp & Mould Check

Visible damp, mould, condensation, staining and leaks; location and extent recorded.



2. Windows & Doors Inspection

Damage to glazing and frames; locks, latches, hinges and seals; draughts.



3. Smoke & Carbon Monoxide Alarm Check

Presence, condition and basic operation of alarms within scope.



4. Kitchen & Bathroom Healthcheck

Condition and usability of sinks, bath/shower, WC and worktops; leaks and damp.



What Our Engineers Check



5. Front & Back Door Security Check

Door and frame condition, locks, latches, hinges and obvious security concerns.



6. Ventilation Checks

Presence and basic operation of extractor fans and vents; obstruction or damage.



7. Fire Door Checks

Damage, self-closing action and full closure; findings escalated where required.



8. Additional Stock Condition Checks

Client-agreed observations, e.g. stopcock location or accessible loft checks.



How Findings Can Be Prioritised

No concern identified

No visible concern identified during the check.

Monitor

Observation recorded for monitoring or future review.

Action required

Issue identified for review or action by the appropriate team.

Urgent escalation

Potential serious or immediate risk requiring prompt escalation in line with the client's agreed process.



What Happens After The Visit?



01. CHECK COMPLETED



02. OBSERVATIONS CAPTURED



03. EVIDENCE RECORDED



04. PRIORITY ASSESSED



05. CLIENT INFORMED / APPROPRIATE ACTION

Want to understand how Healthy Homes Checks could work across your stock?

SPEAK TO THE TEAM

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Want to know more about
our Healthy Homes Check?

Scan the QR Code



Speak to the Sureserve team about tailoring the scope around your property priorities, existing visits and reporting requirements.

