

Getting in is the *hard part.*

Across the social housing sector, first-time access to a tenant's home runs at 73%. Every wasted visit costs around £60. On current trends the sector will spend around £1 billion on failed access over the next decade. Everything in this document is built around that number, and around what happens once the door opens.

Sector figures: Housing Quality Network, *Opening the door: changes to support necessary access to social tenants' homes*, December 2025; cost estimates from the Association of Safety and Compliance Professionals cited in the same research.

3,000+	356	7	4	2019
JOB COMPLETED	LARGEST SINGLE PROGRAMME	DEA-QUALIFIED SURVEYORS	EPC ACCREDITATION BODIES	TRADING SINCE



Capacity you can turn on, and turn off again.

You have won the programme. The problem is several thousand properties, a fixed window, and a headcount you cannot justify carrying past the end of it.

Agency assessors solve the number and create a quality problem: inconsistent evidence, re-surveys, a QA burden that lands on your team, and a client who eventually notices.

We are seven DEA-qualified surveyors working as one team, under one QA regime, running on our own programme management system. You keep the client relationship, the methodology and the report. We deliver field volume in your format, to your standard, and hand back clean data.

We are a subcontractor by design, not by accident. We do not approach your clients and we are not building a consultancy.

HOW THIS NORMALLY WORKS

You send the property schedule. We load it, run the access programme, deliver the surveys and return the data in your template. Your name is on the report.

Where you want it, we will run the resident contact and booking too, which is usually the part that is eating your project managers.

SCOPE LIMITS, UP FRONT

Domestic EPC only. No NDEA, OCDEA, DEC or SBEM, and no new-build SAP. Retrofit assessment at Level 3, never coordination. No HHSRS rating and no fire risk assessment.

You will not have to unpick an overstated capability halfway through a programme.

THREE QUESTIONS WORTH ASKING ANY DELIVERY PARTNER, INCLUDING US

1. Are these your own surveyors, or are you re-subcontracting to agency?

2. What does your QA gate actually check before data reaches me?

3. Whose system holds the evidence, and what happens to it at the end?

What is coming, and when.

None of the obligations below is solved by a survey. Every one of them starts with one.

DATE	OBLIGATION	WHY IT REACHES A SURVEYOR
Oct 2025	Awaab's Law, phase one. Social landlords must investigate reports of significant damp and mould and act on emergency hazards within statutory timescales.	Hazard obligations are defended from property condition records.
15 Jun 2025	RdSAP 10 live. Every window measured individually, lighting counted by type, ventilation categorised, wall insulation in 25 mm increments.	Every domestic EPC takes materially longer. Market assessor capacity is tighter than it was.
1 Dec 2025	Electrical Safety Standards extended to the social rented sector, applying first to new tenancies.	Another statutory visit competing for the same front door.
1 May 2026	Same standards apply to tenancies that began before December 2025.	Access demand across social stock steps up sharply.
2026	Awaab's Law widens to excess cold and heat, falls, structural hazards, fire safety and electrical risk.	Condition data must now cover far more than damp.
1 Nov 2026	Deadline for completed electrical checks across existing social tenancies.	A hard date, sector-wide, with roughly four million homes behind it.
2027	Awaab's Law expected to reach almost all HHSRS hazards, now scored under the revised HHSRS (21 hazards) in force since 23 June 2026.	Stock condition data becomes a standing legal exposure, not a five-year exercise.
1 Apr 2030	All social rented homes to EPC C , with a £10,000 per-property cost cap and a time-limited exemption route.	Every property needs a current, accurate EPC before anyone can plan the works.
1 Apr 2039	Compliance to be demonstrated against a second EPC metric.	Re-assessment at portfolio scale, again.

ALSO IN MOTION

RICS consulted until February 2026 on a code of practice for residential stock condition surveys, and the National Housing Federation is working with RICS on a standard survey for social landlords. There has never been an agreed sector methodology. There is about to be one.

WHAT THAT MEANS COMMERCIALLY

Demand is dated and rising, and the constraint is not surveying skill. It is field capacity and access. Programmes will be won and lost on how many doors open first time, and on whether the client can see the ones that did not.

What we do, and what we don't.

Most capability documents only contain the left-hand column. The right-hand column is the one that tells you whether to believe the left.

WE DELIVER

- **Domestic EPC assessments (RdSAP 10).** All seven surveyors DEA-qualified. Accredited across Elmhurst, ECMK, Quidos and Sterling. Lodged the same day as the survey.
- **EPC programme delivery at volume.** Whole-portfolio and phased programmes, pre- and post-works.
- **Stock condition surveys.** Element-level inspection, photographic evidence per element, Decent Homes aligned, delivered in your data format.
- **EPC and stock condition captured in a single visit.** One access arrangement instead of two.
- **PAS 2035 retrofit assessment at Level 3.** Occupancy assessment, condition survey and energy report, delivered alongside your appointed Retrofit Coordinator.
- **MEES compliance support, domestic.** Current rating, improvement measures from the EPC recommendations, pathway to the required minimum.
- **Disabled adaptations technical surveying and DFG schedules of works,** prepared alongside the instructing Occupational Therapist.

WE DO NOT

- **Non-domestic EPC.** No NDEA, no OCDEA, no DEC, no SBEM. Domestic only.
- **New-build SAP.** Not held.
- **Retrofit coordination.** Nobody here holds Level 5. We do not sign off PAS 2035, and we do not carry out post-installation evaluation or lodgement.
- **HHSRS rating.** Not held today. We record observed hazards against the revised HHSRS categories, with photographs, for your assessor to rate.
- **Fire risk assessment.** Not held, and not something we will take on to win a contract.
- **Physical retrofit installation.** We survey and assess. We do not fit measures.
- **Damp and mould assessment as a regulated discipline.** We record what we see, in evidence. We do not present it as a specialist assessment.

Every item on the right is something a competitor may tell you they can do. Under PAS 2035, coordination has to be signed off by a qualified Coordinator, so a supplier who claims it and does not hold it cannot lawfully deliver what they sold you. Ask for the certificate, not the brochure. We would rather lose ten instructions we cannot deliver than win one we cannot.

Most no-access is not refusal. It is a message nobody saw.

HQN's 2025 research put tenant vulnerability, digital exclusion and pressured lives well ahead of deliberate refusal as the reasons access fails. Residents said clear communication before the visit, and an easy way to rearrange it, is what decides the outcome. So that is where the effort goes.

01 Pre-notification letter

What the visit is for, how long it takes, who is coming, and three ways to book it on the same page: a QR code straight into the booking system, the booking link written out, and a phone number. Written for a resident, not for a file. Translated on request.

02 Named as a home visit, not a survey

Landlords in the HQN research improved access simply by renaming the visit in tenant-facing language. We use your wording, agreed before the first wave goes out.

03 SMS with a direct booking link

Books in two taps on the device the resident actually uses, instead of a phone call in office hours.

04 WhatsApp

The channel many residents actually answer, and one that leaves a written record. Carries the same three booking routes as the letter: QR code, link and phone number.

05 Outbound call, at more than one time of day

A single 10am call to somebody who works days is not an attempt. It is a box being ticked.

06 Confirmation, then a reminder the day before

The cheapest intervention in the programme, and the one most often skipped.

07 Door knock, then booked on the doorstep

Where a surveyor is already on the street, the appointment is made at the door and written straight into the job record.

SLOTS THAT FIT A WORKING WEEK

Evening and Saturday appointments as standard where a programme needs them. A female surveyor where a resident asks and one is available. Short, specific slots, not all-day windows.

EVERY ATTEMPT IS A RECORD, NOT A MEMORY

Every attempt is written against the property in the job record, under these field names, and is visible to you the same day.

```
knock_attempts
last_knock_date
last_knock_outcome
booked_on_door
access_confirmed
service_refusal
service_refusal_reason
exception_flag
```

WHY THIS MATTERS COMMERCIALLY

A failed visit costs roughly £60 whether the cause was a refusal or an unread letter. Fixing the unread letters is far cheaper, and almost nobody does it.

What happens on the day nobody answers.

The no-answer protocol

01 Card through the door, attempt logged

The card carries the same three booking routes as the letter — QR code, link and phone number — so the resident can rebook that evening without waiting for us. The attempt is recorded against the property with date, method and outcome before the surveyor leaves the street.

02 Re-booked within 24 hours

Not parked on a list for the end of the programme, which is how properties quietly become statistics.

03 Second attempt at a different time, on a different day

Different day of the week, different part of the day. If two attempts fall in the same slot, that is one attempt repeated.

04 Third attempt through a different channel

If letters have failed, we call. If calls have failed, we message. Changing the channel is what changes the outcome.

05 Handed back with a complete evidence pack

Every attempt, date, method, outcome and note. If it ever has to go further, that is the record your legal team needs, and it exists from day one.

The reasons behind the red flag

"No access" on its own is useless to you. Every exception carries the reason, and the reason usually has a fix.

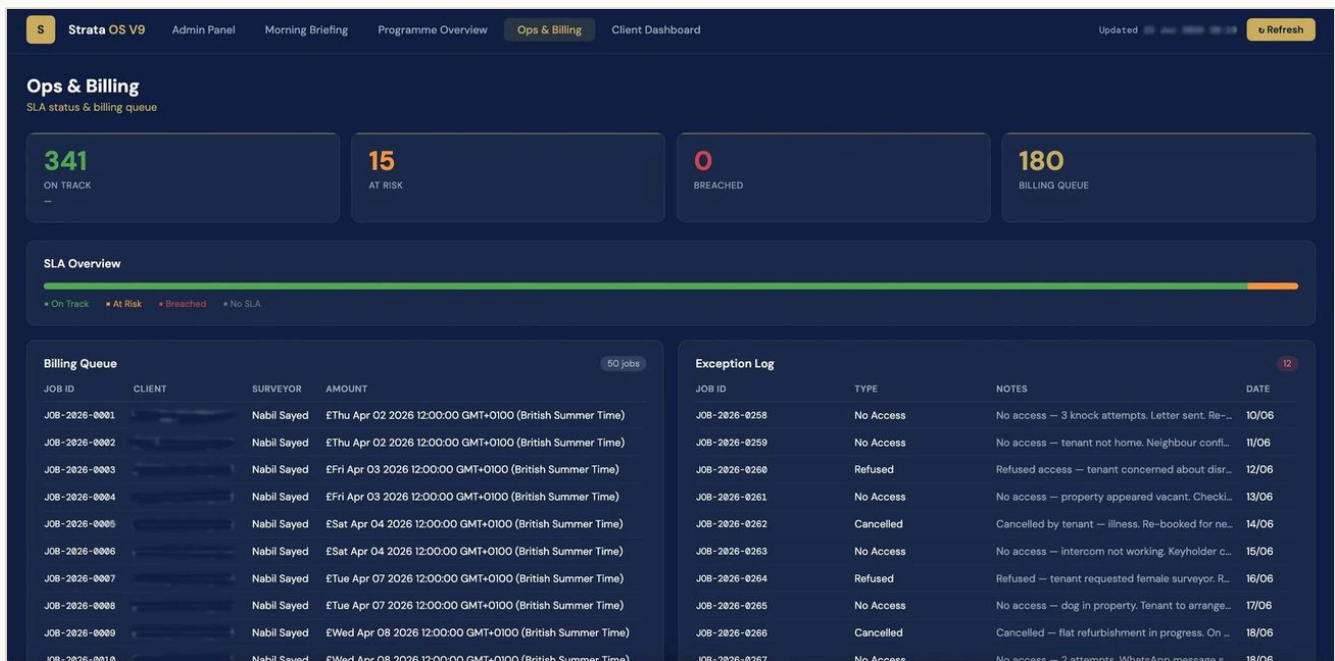
WHAT WE FIND	WHAT WE DO
Dog in the property	Agree containment with the resident and rebook, rather than record a refusal.
Intercom or door entry broken	Route through concierge, keyholder or your housing officer.
Resident asks for a female surveyor	Reallocate where we have availability, and tell you if we cannot.
Property appears void	Confirmed with you before it is removed from the programme. Never assumed.
Works already in progress	Deferred with a date, not closed.
Hoarding or evident vulnerability	Flagged to you and handed to your tenancy or support team. No doorstep pressure, ever.
Genuine refusal	Reason recorded in the resident's own terms and escalated to you the same day.

We do not close a property as "no access" to protect a completion percentage. An honest exception log is worth more to you than a flattering one, because you are the one who has to answer for the gap.

SAYED HABIB, DIRECTOR

This is not a description of the process. It is the log.

The screen below is the operations view of a 356-property social housing programme running in Strata OS. The right-hand column is the exception log: every property that could not be completed, with the reason written in plain English, dated and attributed to a surveyor.



STRATA OS V9 · OPS & BILLING · CLIENT IDENTIFIERS REMOVED AND INDIVIDUAL PROPERTY RECORDS REPLACED WITH REPRESENTATIVE EXAMPLES

SLA state on every job — on track, at risk, breached — beside the exception log and the billing queue. Same screen, same moment, no reconciliation between three spreadsheets.

Read the exception column again

Those are the exception types the system records, in the words a surveyor actually enters: three knock attempts with a letter sent; a neighbour confirming occupancy; a resident concerned about disruption; an intercom that does not work and a keyholder being chased; a request for a female surveyor; a dog to be contained; two attempts and a WhatsApp message sent.

Not one of them says "no access". Each one says what is actually wrong, which is the only version you can do anything with.

WHAT THE NUMBERS ON THIS SCREEN MEAN

341 **15** **0**
ON TRACK AT RISK BREACHED

SLA state is calculated per job from the due date, not asserted in a monthly report. "At risk" appears before the breach, which is the only point at which anybody can still act.

The first five days.

We have mobilised a programme in under 48 hours. Five days is what we quote, so that we beat it.

01 Day 0 · Award

Order accepted, Data Processing Agreement executed, one named programme lead on each side with a direct mobile number. No shared inbox.

02 Day 0–1 · Property schedule in

You send the schedule as CSV or XLSX. We validate it, geocode every address, flag anything that will not resolve, and come back to you with the exceptions before we load it.

03 Day 1 · Programme configured

Survey type, evidence template, SLA clock and reporting cycle set up. Your client dashboard goes live and your login is issued the same day.

04 Day 1–2 · First contact wave

Letters out, SMS and WhatsApp sequence started, call list built. Surveyors allocated by geography so travel time is not being billed as survey time.

05 Day 2–3 · Diary filling

First appointments booked and visible to you on the dashboard as they land.

06 Day 3–5 · First surveys delivered

Evidence through QA, first EPCs lodged, first weekly report issued with access performance in it from week one.

WHAT WE NEED FROM YOU ON DAY ZERO

- Address list with UPRN and postcode
- Tenure and property type
- Resident contact details where you hold them
- Known access notes and vulnerability flags
- Your data template, or ours if you prefer
- Signed order and DPA

Missing resident phone numbers do not stop the programme. They change the channel mix, and we will tell you what that costs in access rate.

WHAT YOU HAVE BY DAY ONE

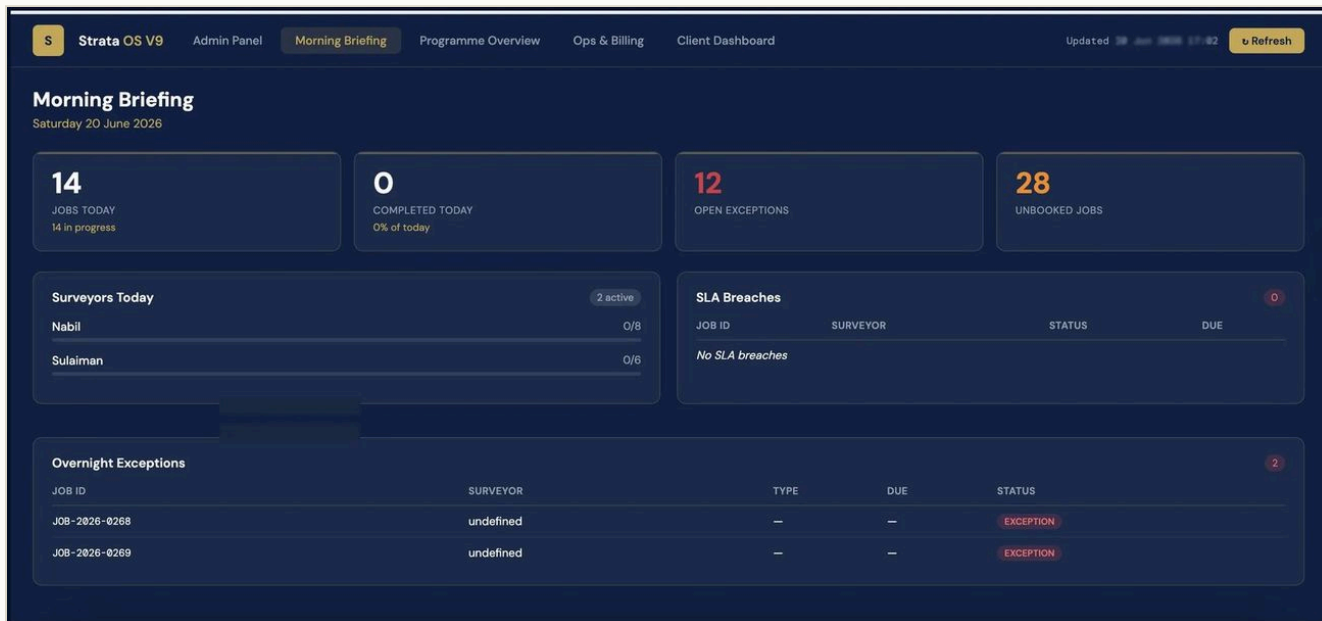
- A live dashboard URL and login
- A named programme lead and escalation route
- The SLA schedule you are holding us to
- An executed DPA under Article 28(3) UK GDPR
- Insurance and accreditation certificates

THE PART MOST SUPPLIERS SKIP

Before the first letter goes out we agree with you what the visit is called, what the letter says and whose name is at the bottom of it. Residents open post from their landlord. They do not open post from a surveying company they have never heard of.

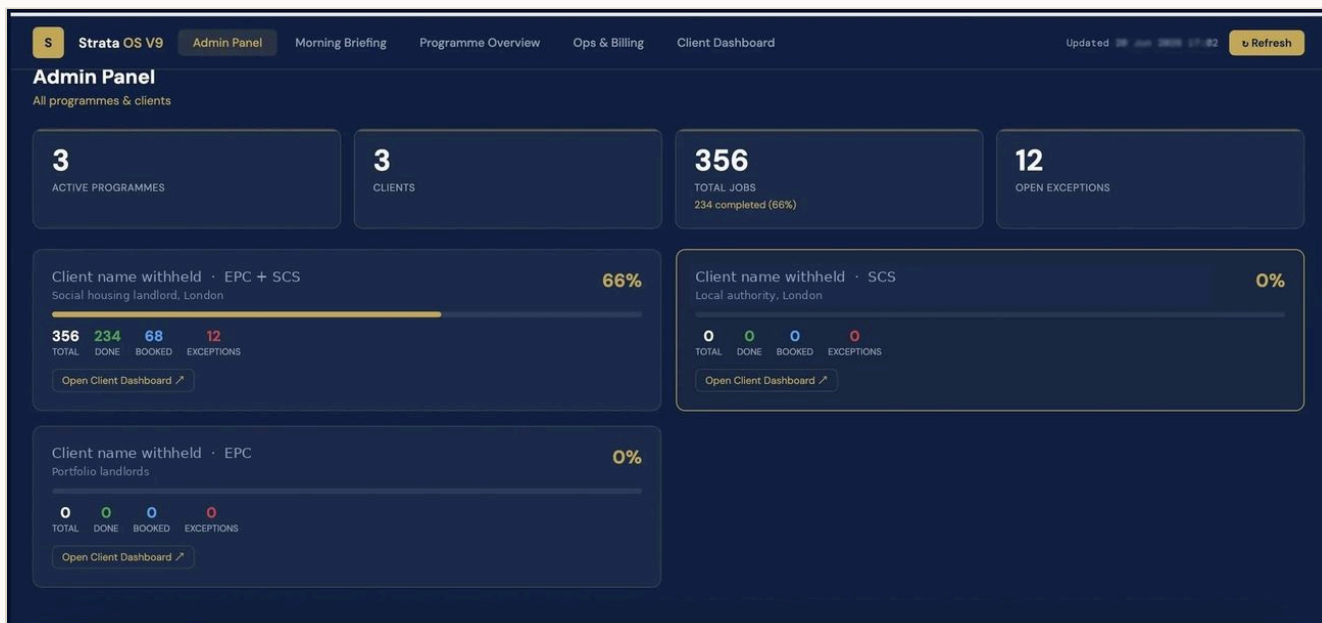
Every morning starts on the same screen.

The Survey Programme Management System is not a reporting tool. It runs the programme, and every feature came from a problem on a live job.



MORNING BRIEFING · REVIEWED BEFORE THE FIRST SURVEYOR LEAVES

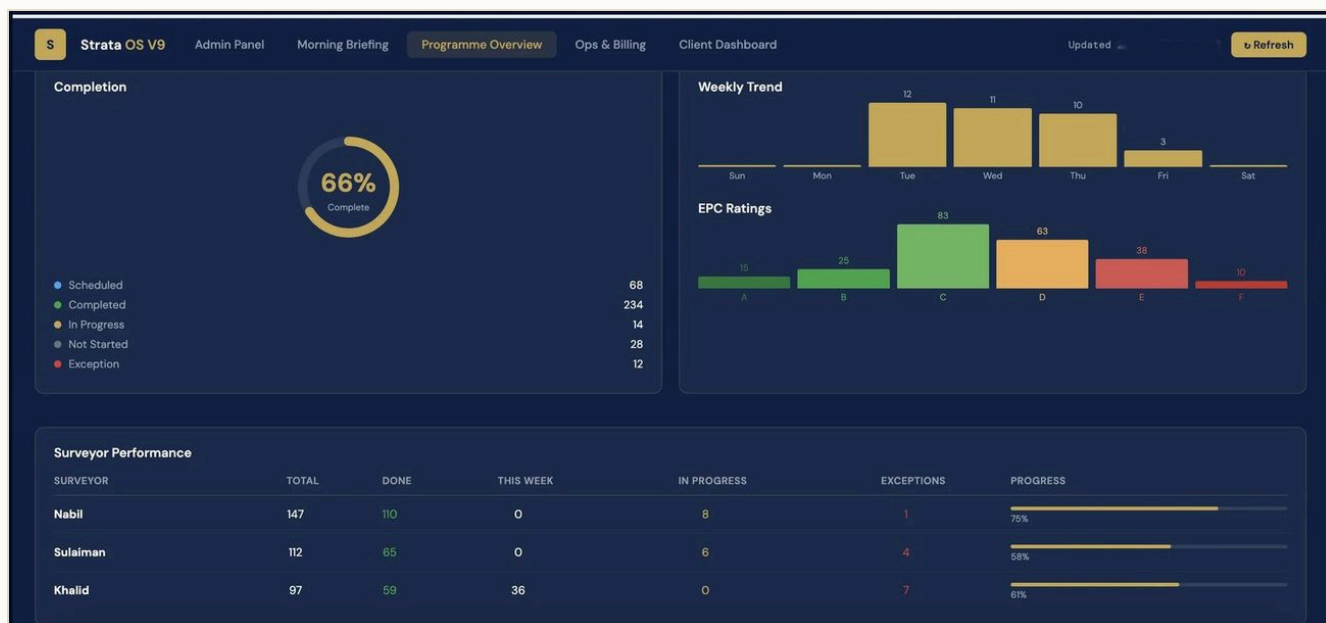
Jobs today, open exceptions, unbooked properties, capacity per surveyor and any SLA breach. If something went wrong overnight it is here before anyone gets in a van.



ADMIN PANEL · EVERY LIVE PROGRAMME AT ONCE

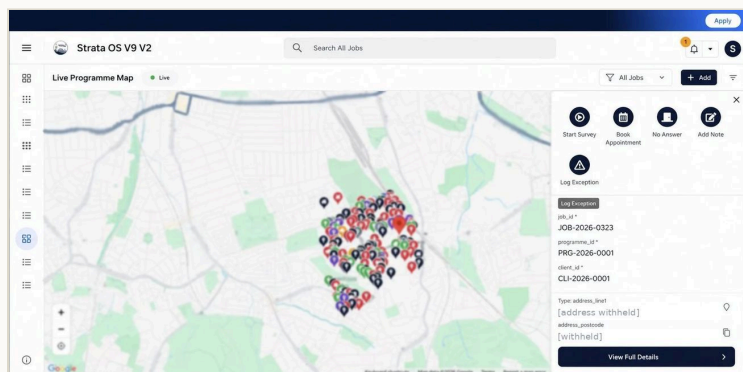
Completion, jobs booked and open exceptions per client, each linking into that client's own dashboard. Client identifiers removed for this document.

Where a slippage shows up while it is still fixable.



PROGRAMME OVERVIEW · DIRECTOR LEVEL, UPDATED LIVE

Completion, status split, weekly delivery trend and EPC results by band. Underneath, performance per surveyor including exceptions carried. A surveyor whose exception count climbs is visible in days, not at the end of the programme.



LIVE PROGRAMME MAP

Every property colour-coded by status and filterable by surveyor. The same map drives field routing, our operations view and your dashboard. Addresses and map detail obscured for this document.

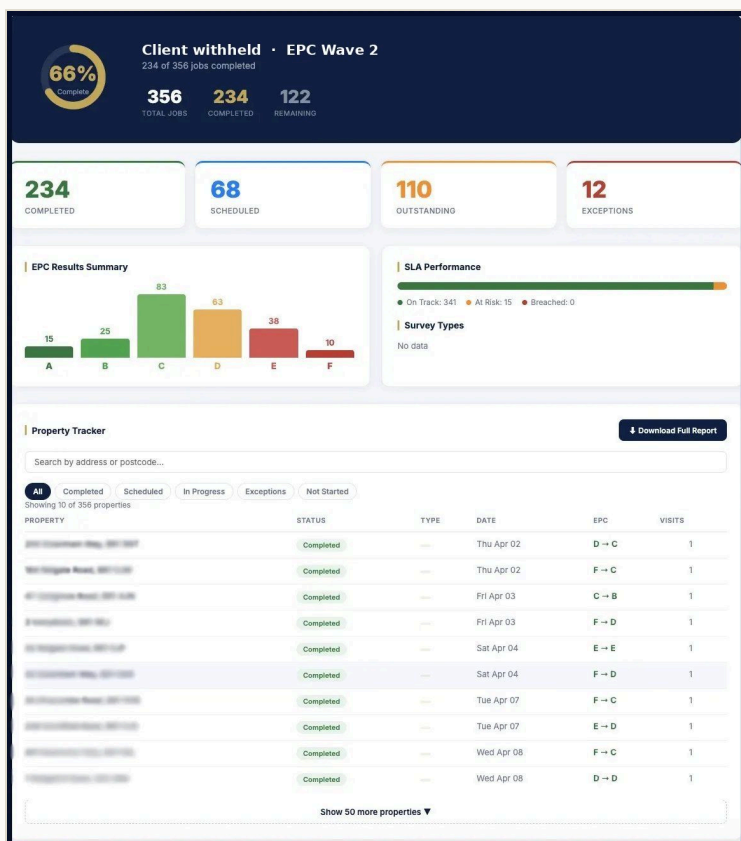
WHY THE WEEKLY TREND MATTERS MORE THAN THE TOTAL

A completion percentage tells you where you have been. The weekly delivery rate tells you whether the end date is still real. If the run rate drops for two weeks, the recovery conversation happens then, not in month five.

WHY EPC RESULTS ARE ON THE SAME SCREEN

On a programme heading for the 2030 EPC C obligation, the band distribution is the output that actually matters. Seeing it build as the survey progresses lets you start scoping works before the programme closes.

You should never have to email us for a progress update.



CLIENT DASHBOARD · LIVE FROM DAY ONE

Client identifier removed for this document.

WHAT YOU SEE, WHENEVER YOU LOOK

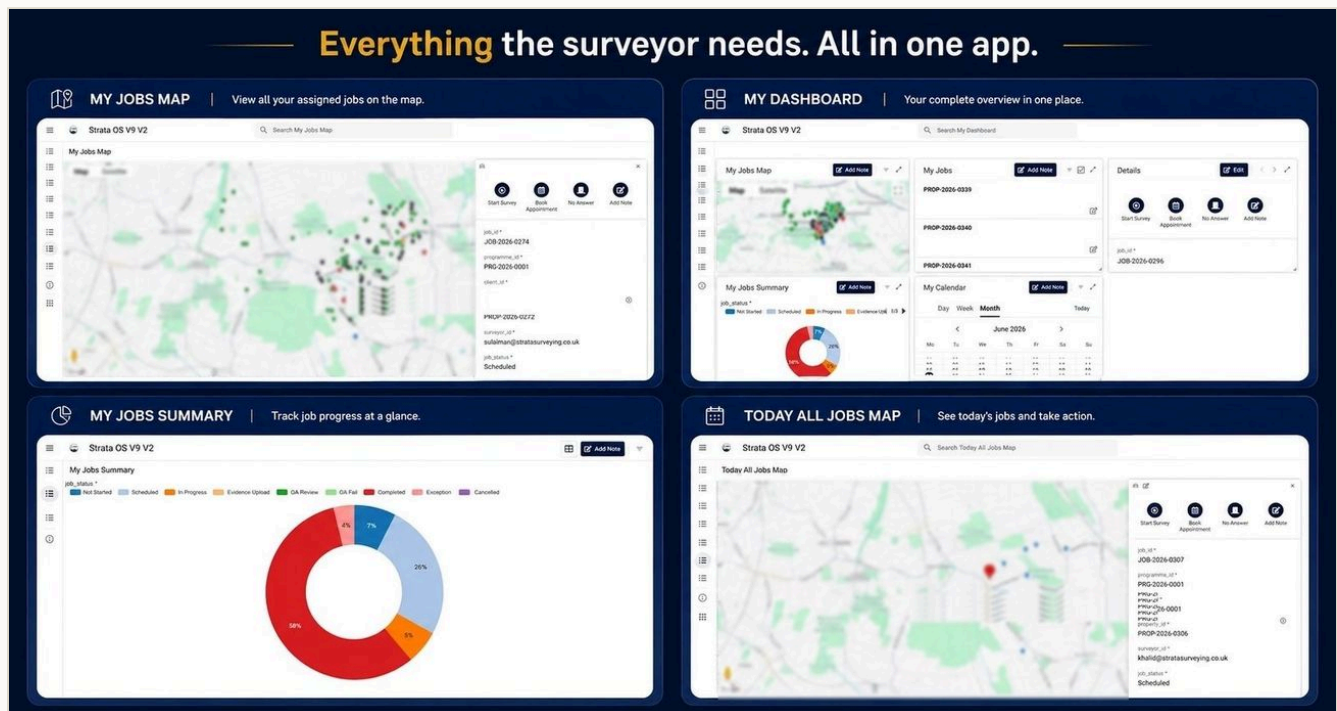
- Completion, updated per property, not per week
- Status on every property: completed, scheduled, in progress, exception, not started
- Search by address or postcode
- EPC rating before and after, from the moment it is lodged
- Exception log with reason, date and next action
- **Visits** — how many attendances each property actually took
- SLA performance across the whole programme
- Full programme export as CSV, on demand

THE VISITS COLUMN

It is the least flattering number a survey supplier can publish and the most useful one you can have. It is on your dashboard from the first week, and it is how you hold us to the rest of this document.

Nothing is written down twice.

The surveyor works entirely in the field app. Every action is recorded at the property and appears on your dashboard within seconds. No end-of-day uploads, no evening data entry, and no gap between what happened and what is recorded.



SURVEYOR FIELD APP

Assigned jobs on a map, personal dashboard, calendar and status summary. Four actions sit on every job: start survey, book appointment, log no answer, add note — plus log exception. The two that matter most for access are the two easiest to reach.

RDSAP 10 ENFORCED AT THE PROPERTY

The job record carries `rdsap10_compliant`, `windows_measured` and `bulb_count_recorded`. A survey that has not captured what RdSAP 10 requires does not pass through as complete.

EVIDENCE CAPTURED ON THE SPOT

Photographs are taken against a defined category list and attached to the job before the surveyor leaves. `photo_count` and `evidence_complete` are gates, not statistics.

ROUTED, NOT ROAMED

Jobs are allocated geographically and the same map drives field routing, our operations view and your dashboard. One source of truth, three audiences.

A job is not finished when the surveyor leaves.

The lifecycle every job moves through

Not Started → Scheduled → In Progress →
Evidence Upload → QA Review → Completed

A job that fails review goes to **QA Fail** and back to the surveyor. It cannot reach Completed by being marked Completed. The required fields have to be there first.

What the QA gate checks

- Evidence complete against the category list for that survey type
- Photograph count and coverage per element
- RdSAP 10 data capture, including individual window measurement
- Access record consistent with the visit history
- Lodgement reference present where an EPC has been produced
- Data validity before anything is exported to you

EPC EVIDENCE STANDARD

Domestic EPC evidence is captured to WIO1 v14, covering the mandatory photographic categories required by the accreditation scheme, and retained for fifteen years.

If your scheme, funder or auditor asks for the evidence pack behind a lodgement in year eight, it exists.

STOCK CONDITION EVIDENCE

Element-level inspection with photographic evidence recorded against each element, condition scored to a Decent Homes aligned template, and delivered in the field structure you specify.

WHO OWNS IT

You do. The survey data, the evidence and the photographs are yours. We are the processor, you are the controller, and the DPA says so before the first visit.

The point of a QA gate is that it is inconvenient. If it never sends anything back, it is not a gate.

Data that lands in your system, not in your inbox.

Delivered as

- CSV or XLSX in your field structure, column names matched to your template
- JSON where you have a defined import route
- Evidence packs as structured folders, indexed by property reference
- EPC lodgement references reconciled against the property list
- Full programme export from your dashboard, any time, without asking us

Prepared for import into

Keystone, Civica Cx, NEC Housing, Aareon, MRI and Northgate asset and housing management systems, plus in-house data warehouses.

Where you use HACT's UK Housing Data Standards we will align export field naming to it. Where you do not, we match your template exactly.

AN HONEST NOTE ABOUT INTEGRATION

No mainstream UK housing management system offers a contractor a live write API. Any supplier promising "direct integration with your system" is describing a structured file import with better marketing.

What actually determines whether your data lands cleanly is whether the field structure, value lists and property references were agreed before the first survey rather than after the last one. We do that in mobilisation, with your systems team in the room.

REPORTING CADENCE

Weekly written report as standard: delivered, booked, exceptions by reason, access performance and forecast completion date. Monthly programme review by call if you want one. The dashboard is live regardless, so the report is analysis rather than news.

THE TEST WE WOULD APPLY

Ask any supplier for a sample export in your own field structure before award, not after. If it takes them more than a few days to produce one, the reconciliation work will land on your team at the end of the programme, and it will cost more than the survey fee you negotiated.

What we commit to, and what happens when we miss.

Standard programme terms, configured at mobilisation, measured automatically and visible on your dashboard rather than reported by us.

COMMITMENT	STANDARD	HOW YOU VERIFY IT
Mobilisation from signed order to first survey	5 working days	Dashboard live on day one; first completed jobs visible with dates.
EPC turnaround from instruction to lodged certificate	8 days	sla_status per job: on track, at risk, breached.
Stock condition turnaround from instruction to delivered data	12 days	Same, on the same screen.
Exception logged after a failed visit	Same day	Exception log entry timestamped against the property.
Re-booking after a failed visit	Within 24 hours	Scheduled date on the job record.
EPC lodgement after survey	Same day	Lodgement reference on the property row.
Written programme report	Weekly	Issued to your named contact, with access performance in every one.
Escalation response from your named lead	Same working day	Direct mobile, not a shared inbox.
Councillor, MP or resident enquiry evidence pack	1 working day	Visit history, notes, photographs and findings against the property reference.

WHEN WE MISS

The breach appears on your dashboard before it appears in a conversation, because it is calculated, not declared. You will normally know at the "at risk" stage, which is the point at which it can still be recovered.

A missed SLA gets a written cause and a recovery plan within one working day. Programme-level remedies are agreed in the contract rather than improvised afterwards, and we are willing to have them written in.

WHAT WE WILL NOT DO

We will not quote you an access rate from somebody else's programme, and we will not put a first-visit percentage on a cover page that we cannot evidence on yours.

You will have our real access performance on your own stock, in writing, from week one. That is a harder promise than a number in a brochure and a much more useful one.

Programme delivery experience.

Presented anonymised by sector, programme type, scale and year. Our surveyors bring years of combined delivery across social housing, local authorities and consultancies, and the programmes below reflect that collective record rather than a list of logos.

SECTOR	PROGRAMME	TYPE	SCALE	YEAR
Social housing, London HA	EPC and stock condition survey programme	EPC + SCS	356 properties	2024
Housing association	EPC programme delivery	EPC	200+	2023
Local authority	Compliance survey programme	EPC + SCS	~250	2023
Housing association	EPC programme delivery	EPC	160	2023
Portfolio landlords	EPC and compliance	Multi	1,000+	Ongoing

WHY THERE ARE NO CLIENT NAMES HERE

Much of this work was delivered by our surveyors through consultancies and other intermediaries, where the end client contracted with someone else. Naming those organisations would imply a direct relationship that did not exist, and any procurement team that checks would find that out.

We would rather show you the operational evidence and let you test it than borrow credibility from a logo we are not entitled to use. Client references can be arranged directly at shortlist stage.

3,000+

JOBSCOMPLETED

356

LARGESTSINGLEPROGRAMME

48h

FASTESTMOBILISATION

Seven surveyors. No agency staff, ever.

The same dedicated team on every programme. Not a rota of contractors assembled per contract, which is how evidence quality drifts and how a resident ends up opening the door to somebody nobody can vouch for.

Sayed Habib · Director

BSc Civil Engineering and MSc Construction Management, City, University of London, with a background spanning construction, electrical contracting and multi-site operational delivery. Lectures on the electrotechnical qualification programme at HRUC.

That operational discipline is the reason the Survey Programme Management System exists. It was not bought in and it was not a side project. It was built because programmes were being run on spreadsheets and WhatsApp chains and it was not good enough.

The field team

Khalid, Lead Surveyor. Active since 2018. Runs delivery on the ground and sets the standard for evidence quality and exception management.

Nabil, Senior Surveyor. Active since 2018. Has delivered some of our largest EPC and stock condition programmes.

Sulaiman, Surveyor. BSc Building Surveying.

Four further surveyors, all DEA-qualified and trained internally to the same QA and evidence standard. Two members of the team additionally hold the Level 3 Award in Domestic Retrofit Assessment.

VETTING AND IDENTIFICATION

- All surveyors DEA-qualified and registered with an accreditation body
- DBS-checked in line with programme requirements
- Photo ID carried and shown without being asked
- Named surveyor on the appointment confirmation, so the resident knows who is coming
- Uniformed and identifiable at the door

WHY "NO AGENCY" IS A DELIVERY CLAIM, NOT A VALUES STATEMENT

Agency assessors are paid per job, not per programme. That is a rational incentive to complete easy properties and record the difficult ones as no access. A team carrying the programme to the end has the opposite incentive, and it shows up in the exception log.

7

DEA-QUALIFIED

2018

LEAD TEAM
SINCE

0

AGENCY STAFF

Accreditation, insurance and data protection.

All accreditations are independently audited annually. Reference numbers and certificates are available on request and we will send them before you ask.

ACCREDITATION	SCOPE
Elmhurst Energy	Domestic EPC. One of the two largest EPC accreditation bodies and required for ECO4 lodgements.
ECMK	Domestic EPC. Accepted across major funding schemes including ECO4 and LA Flex.
Quidos	Domestic EPC. Major independent accreditation body.
Sterling	Domestic EPC. Four-body coverage means scheme continuity whatever the programme requires.
PAS 2035	Whole-house retrofit process standard. We deliver Level 3 retrofit assessment within it, alongside your appointed Coordinator.
TrustMark	Government-endorsed quality scheme required for ECO4 and Warm Homes works.
NICEIC	Held by the company for its electrical contracting activity. Listed for completeness; electrical installation is not part of the survey offer in this document.
ICO registered	UK GDPR and Data Protection Act 2018. We act as processor, you as controller. DPA prepared to Article 28(3) standard.



PUBLIC LIABILITY

£5,000,000

PROFESSIONAL INDEMNITY

£2,000,000

EMPLOYER'S LIABILITY

£10,000,000

Underwritten by Markel International Insurance Company Limited. Increased cover available on request for larger instructions. Certificates issued at mobilisation as standard.

The questions you would rather ask in private.

You are a small company. What happens if you fail mid-programme?

A fair question. Three things reduce it: your data lives in a system you can export from at any point, so you never hold a folder of half-finished work; the evidence is yours contractually from day one; and we scope programmes to a volume our own team can carry, rather than winning on a number and recruiting to meet it.

Your filed accounts are a micro-entity. Will you pass our financial checks?

For a direct public-sector appointment, possibly not today. Historic survey income was invoiced outside the company and FY26 accounts are being rebuilt with a full profit and loss to fix that. For a subcontract appointment under your own contract, which is how most of our work is delivered, the test is normally your supply chain policy rather than a public procurement financial threshold, and we carry PI £2m, PL £5m and EL £10m. We would rather set that out plainly than fail your due diligence at stage two.

What if a surveyor becomes unavailable part-way through?

Jobs are held against the programme, not the individual. Reassignment is a reallocation on the map, and the new surveyor opens the property with its full history, including every access attempt made before them. Nothing sits in one person's notebook. This is also a settled core team working together since 2018, so agency-style churn is not the risk here.

Who owns the data and what happens at the end?

You own it. We process it under a DPA executed before mobilisation. At programme end you take a full export; EPC evidence is retained fifteen years to meet accreditation requirements, everything else to your retention instruction.

Can you really mobilise in under two weeks?

Yes. We have done it in under 48 hours. The limiting factor is almost never us, it is how quickly the property schedule and the DPA come back.

Can you do EPC and stock condition in one visit?

Yes, and it is standard for us. One access arrangement instead of two roughly halves the resident disruption and removes an entire round of booking, which is where most of the programme cost that nobody budgets for actually sits.

Are your EPCs accepted on ECO4 and Warm Homes schemes?

Yes. Our assessors are registered with Elmhurst, ECMK, Quidos and Sterling, all accepted by the major scheme providers, and we are TrustMark registered.

Do you subcontract the surveys on?

No. Every survey is delivered by our own DEA-qualified team. If we ever could not, we would tell you before the programme started rather than after you noticed.

A tenant refuses point blank. Then what?

The refusal and the resident's stated reason go on your dashboard the same day. We continue contact through the remaining channels unless you tell us to stop, and if it reaches enforcement you already hold a complete, dated record of every attempt.

IF YOU ONLY TEST ONE THING IN THIS DOCUMENT

Ask us for a live dashboard walkthrough and ask us to open the exception log, not the completion ring. Any supplier will show you a completion percentage. The exception log is where you find out how a business behaves when things go wrong.

Three ways to start, and none of them cost you anything.

01 · A LIVE WALKTHROUGH

Thirty minutes. We open a real programme dashboard, including the exception log, and you decide whether the operational claims in this document are true.

02 · A TEMPLATE REVIEW

Send us your data template. We review it against the reformed Decent Homes Standard, the revised HHSRS and HACT's data standards, and return written recommendations with a populated sample your systems team can test.

03 · A FIRST BATCH

Give us fifty properties from the hardest part of your stock. Access performance on difficult stock tells you more in three weeks than any tender response will.

Tell us the property count and the date it has to be finished by. Within one working day we will confirm whether we can mobilise, what the delivery shape looks like, and if we cannot do it, we will say so.

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