

Check and record the condition of property

Overview

This standard is about checking the condition of a property as a result of ongoing monitoring programmes; at the end of occupancy; or as a response to customer requests for a repair. It covers arranging an inspection visit, carrying out checks and recording the results.

You should operate within housing sector requirements of each devolved nation.

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Performance criteria

You must be able to:

1. verify the responsibilities of colleagues and external organisations with respect to the condition of the property, including customer liability for certain costs
2. arrange a visit for the property condition report
3. establish the relevant previous history of the property
4. obtain the required paperwork from your organisation's records for your checks
5. confirm the date and time of the inspection visit
6. create a checklist for inspection
7. arrange access to the property for inspection
8. conduct the inspection of the property in accordance with agreed checklists and other requirements
9. carry out visual assessment and other checks using the relevant tools and equipment
10. record the results of your checks and process the records in accordance with organisational procedures
11. identify and record any problems with the condition of the property
12. propose the required actions in response to identified problems
13. record the actions taken and the reasons for these actions
14. record defects that may be inherent in other properties of a similar design
15. complete the property condition report and maintain records in accordance with relevant organisational and legal requirements
16. communicate the property condition report to the relevant persons

Knowledge and understanding

You need to know and understand:

1. the reasons for undertaking condition checks of property
2. the property history and previous condition reports the procedures which your organisation has in place for checking property
3. the confirmed checklists for inspecting the condition of the property
4. the limits of your responsibility and authority and when to refer to colleagues and external organisations for advice
5. how to access information on the property
6. how to gain access to the property
7. how to confirm the health, safety and security of yourself and others and how to minimise personal risk
8. the relevant digital tools and other equipment for conducting the inspection of the property
9. the layout of the property to be inspected
10. how to identify problems with the condition of property
11. the importance of maintaining records in accordance with relevant organisational and legal requirements
12. the variety property types in your organisation and implications for repair
13. how to record the results of inspections and identify the follow up actions
14. the types of problems which occur and how to identify them
15. the types of emergencies which may occur and the actions to take
16. the actions to take in response to problems and how to record the outcomes
17. when to refer the problem to colleagues or external organisations
18. your organisation's appeals and complaints procedures
19. the role of Housing Ombudsman in relation to handling complaints
20. your organisation's procedures for dealing with problems identified by customers
21. the relevant nation-wide and nation-specific legislation and regulations in the housing sector

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Suite	Housing
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