Martin Arnold
Stock Condition Survey
Capability Statement

MARTIN ARNOLD

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About Us

For over 25 years, we have been providing construction consultancy services to a broad client base of public sector organisations and private developers, across London and the South East. Our multidisciplinary teams regularly deliver high-quality new build developments and asset management projects, many of which have been recognised through industry awards.

Our priorities are delivering quality, professionalism, opportunity and development, retaining existing clients, as well as exploring new markets, sectors and clients. To deliver on these priorities, we employ over 140 talented team members who enable us to provide construction services across the residential, commercial, education and leisure sectors.

We believe in putting collaboration at the heart of the development process, in alignment with our vision: "to deliver service excellence". We achieve this by tailoring our approach to each client, based on your requirements, and by working with our network of consultants and contractors to deliver an end product we can be proud of.

10 in-house specialisms, listed overleaf.

140+ talented staff members.

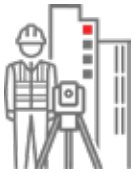
The first multidisciplinary practice to be named Building a Safer Future Champions.

Services

Martin Arnold has extensive experience of working in the built environment, providing our clients with support and services at every RIBA stage from strategic definition through to handover, occupation and use.

Our practice members offer technical knowledge, experience and skill across a broad suite of disciplines. Our combined and comprehensive understanding of the construction industry enables us to devise innovative solutions that meet our client's needs, while our pragmatic approach to problem-solving ensures that we routinely exceed our clients' expectations.

Sustainability & Retrofit



Building Surveying

Quantity Surveying

Building Safety

Architecture

Development Services

Professional Services

Health & Safety

Project Management

Asset Management

Building a Safer Future Champion Status

We are proud to have been awarded and recognised as a Building a Safer Future Champion by Dame Judith Hackitt herself. Martin Arnold are one of the first companies and the first multidisciplinary construction consultant to receive this award, representing all the hard work everyone in the organisation does and is doing to continually put building safety first. We have shown some of the results from the leadership and culture survey conducted by Building a Safer Future with Martin Arnold's staff in the red box.

Building a Safer Future Survey Results

Respondents see the culture as open to raise issues and to learn from them, and that there is a strong focus to get things right.

Respondents overwhelmingly saw building safety to be of strategic importance and that colleagues were like-minded people sharing the value that it has got to be right.

Respondents overwhelmingly said they believed senior leadership were genuinely committed to seeing building safety as paramount and saw them acting in a way consistent with that.

Our Service Offering

Our Service Offering

Since opening the business in 1999, Building Surveying has been our primary service. We are adept at designing and providing large-scale survey programmes on behalf of our client base, whether that be on commercial or residential assets. We employ a wide number of Surveyors, 40% of whom are Chartered with the RICS, with many more working towards this qualification.

When working on any survey programme, our process starts with understanding the client's aspirations and developing a suitable scope. From this, we can design the survey programme, which will include a pilot survey to set benchmarks. We are committed to utilising the most appropriate tools and software to achieve accurate and reliable results in our surveys. In line with this commitment, we have developed a bespoke stock condition survey application, built on the Microsoft Power Platform. This custom application empowers our Surveyors to conduct stock condition surveys efficiently and effectively, regardless of the availability of Wi-Fi or cellular connectivity at the location.

Martin Arnold tailors the reporting of stock condition survey findings to align with the specific requirements of our clients. We offer a range of reporting formats, ensuring that information is presented in the most useful way for ongoing asset management and strategic planning. This flexible approach to reporting enables us to generate maintenance and investment plans tailored to the needs of our clients, supporting evidence-based decision-making for the management of their assets.

We also demonstrate adaptability when it comes to utilising survey software. In addition to our own bespoke applications, we have the flexibility, tools and resources to work with third party software solutions that may already be established within a client's property portfolio. This approach ensures seamless integration with existing systems and helps maximise efficiency for our clients.

Our team has experience in utilising a wide range of established survey software platforms. These include, but are not limited to, FastFields, iForm, ViewPoint, Priority-One, KyKloud and Notus. This broad expertise enables us to deliver survey programmes effectively, regardless of the specific software environment preferred or required by our clients.

We understand that stock condition surveys can be inconvenient for residents; as such, we try to make the process as easy as possible. Courtesy and professionalism are drummed into our Surveyors; we ensure they wear branded clothing when accessing properties and work closely with a team of Project Administrators who are responsible for coordinating our Surveyors and organising appointments with residents. We will always endeavour to organise appointments at times that are convenient for residents and to be respectful of diversity and culture when working within their properties. Our Project Administrators and Building Surveyors also collaborate with clients to work out suitable strategies in cases of non-access.

We have a Residents' Friends service which is comprised of a Resident Liaison Officer who acts as an intermediary between our technical teams and residents; our RLO can also be present during surveys, particularly in the case of vulnerable residents.

Delivery Team

Delivery Team

In resourcing any project, we provide our full commitment to the entire process. Our dedicated Building Surveying teams bring extensive experience in delivering stock condition surveys across a wide range of residential properties.

Our surveying team uses advanced stock management software and a bespoke web system for data capture.

Director: Stephen Mitchell BSc (Hons) MRICS

Stephen is a Chartered Building Surveyor, leading a team of Building Surveyors, Project Managers, and Employer's Agents. Stephen has had extensive expertise in delivering and participating in survey programmes across a career which spans more than 15 years. Stephen works with a range of registered provider and private developer clients, helping them to understand their assets and develop suitable future maintenance plans. Most recently, Stephen led on a large-scale options appraisal which was informed by information gathered by our Building Surveyors during a stock condition survey programme.

Attributes

- Member of the Royal Institution of Chartered Surveyors (RICS) and a APC assessor
- Skilled in early and later RIBA stages with a whole-life project approach

Associate: Joe Evans BSc (Hons) IMaPS MRICS

Joe leads a team of Building Surveyors who regularly undertake large-scale survey programmes on behalf of our client base. Joe possesses a strong technical knowledge of building surveying and building pathology, having worked within the industry for nearly 15 years. In collaboration with clients, he can develop survey programmes, informed by pilot programmes and a thorough understanding of the client's requirements.

Attributes

- Member of the Royal Institution of Chartered Surveyors (MRICS) and Incorporated Member of Association of Project Safety (IMaPS) with specialist skills in new build residential development, contract administration and contract mechanisms advice
- Experienced Building Surveyor with extensive survey programme experience
- Experienced in construction management

Chartered Building Surveyor: Bradley Chuck BSc (Hons) MRICS

Bradley specialises in leading on large-scale survey programmes for local authority clients. Bradley is involved in a good mix of both professional practice and project related work. He has extensive experience undertaking various surveys, maintenance plans, measured surveys, SoCs, as well as several FRA works, cladding replacement schemes and refurbishments projects.

Attributes

- Member of the Royal Institution of Chartered Surveyors (MRICS)
- Experienced in undertaking a large volume of surveys for development of capital expenditure plans
- Experienced in specification writing

Chartered Building Surveyor: Simon Boden BSc (Hons) MRICS

Simon has a career spanning nearly 40 years. With extensive experience across the residential and education sectors, Simon has been involved in a variety of professional building surveying work, including building surveys, party wall, CDM and defect reports.

Attributes

- Member of the Royal Institution of Chartered Surveyors (MRICS)
- Successfully works with private clients and social landlords
- Ability to undertake a wide breadth of building surveying tasks

Chartered Building Surveyor: Jay Wright MSc (Hons) MRICS

Jay is a knowledgeable Building Surveyor and Project Manager with a strong capability to oversee all stages of a project. With his excellent knowledge of building defects, he is adept at spotting and diagnosing defects, following a logical path for diagnosis and determining the required remedial works.

Attributes

- Member of the Royal Institution of Chartered Surveyors (MRICS)
- Strong stakeholder management skills
- Upholds high standards with respect to production of surveys and working in resident properties
- Strong knowledge of building pathology

Experience

Experience

3 Estates Options Appraisal | LB Lambeth

Martin Arnold were appointed by the London Borough of Lambeth to undertake stock condition surveys across three significant post-war estates — Central Hill, Cressingham Gardens and the Fenwick Estate — comprising nearly 1,100 homes across a mix of council-owned social housing, void properties and privately owned leasehold dwellings.

These estates are central to Lambeth's long-term housing strategy, which seeks to address properties that no longer meet the Decent Homes Standard and explore a variety of options to provide quality, compliant and comfortable homes. Martin Arnold's involvement supports a complex and long-standing options appraisal programme. Our role has brought renewed structure, oversight and momentum to this sensitive and multifaceted initiative.

Our team have delivered condition surveys and cost plan analysis across all three estates. Our Building Surveying team have undertaken internal and block-level inspections, working in close collaboration with Council caretakers and resident liaison officers to gain access wherever possible. All engagement has been conducted in strict adherence to GDPR guidelines to ensure respectful and compliant contact with residents.

Martin Arnold also attended regular resident engagement meetings alongside the client team to support clear, transparent and professional communication with residents and stakeholders. Our teams have received dedicated public engagement training to uphold professionalism and build trust within the community.

Access to properties for internal condition surveys proved difficult due to resident fatigue and

3 Estates Options Appraisal

sensitivities arising from a potential regeneration process that has spanned more than a decade. Many residents had grown wary of repeated surveys and consultations, contributing to a lower access rate. To address this, Martin Arnold worked closely with Neighbourhood officers, issuing letters, making phone calls and conducting door-to-door visits to explain the importance of survey access in shaping the future quality of people's homes.

Alongside undertaking stock condition surveys, our team also project managed the options appraisal which involved the collation and review of extensive existing data to assess the development and financial viability of a range of retrofit and regeneration scenarios. We also provided strategic programme planning — covering planning, construction and project team coordination — while enabling the targeted procurement of essential surveys. This strategic approach supported the design development process by the Architectural and Engineering teams and reduced unnecessary expenditure. We also closely oversaw the timely delivery of consultant outputs to ensure high quality submissions were made in line with Council requirements and programme deadlines.

Fluctuating deadlines and shifts in strategic direction were challenging. In response, we maintained a flexible but focused project strategy — prioritising data collection and resources for estates where more information is required to support key decisions and maintain momentum. Our absolute focus was on an evidenced-based approach, ensuring the eventual preferred solution stood up to the strictest scrutiny and provided transparency with respect to decision making for existing residents.

Through our coordination of surveys, data management, consultant deliverables, stakeholder engagement and strategic advice, we are supporting Lambeth Council in making informed, forward-looking decisions that will determine the future of these communities.

Survey Programme | TfL

Our team of Building Surveyors were instructed to carry out stock condition surveys on 900+ commercial and residential assets. TfL's data on the properties was very limited; we may have known whether a property was commercial or not but would not have known whether it was a train station shop or a theatre until a detailed desktop survey was carried out.

As such, four months prior to the survey programme starting, we carried out a month of pilot surveys to fully ascertain the survey software, client requirements, access arrangements and likely survey duration and appraisal. This also helped us to refine the system / process.

A substantial quality assurance programme for the software data was developed to ensure the data was accurate but also consistent across all surveys. For example, it was imperative that all surveys used similar words, phrases, photographs and formatting.

Software data was preprogrammed to produce detailed reports with cost data and maintenance plans.

We employed a full-time Administrative Assistant to coordinate access, visits and data collection. Surveyors worked in pairs and to an access rate of 60% based on the pilot surveys. This ensured we would hit the very tight programme. We also had two team members sharing the Quality Assurance role, ensuring that it was covered full-time throughout the week whilst the survey programme was live.

Stock Transfer | L&Q

Our team provided damp/mould inspections, decent homes surveys, disrepair handling, HHSRS surveys, structural inspections, building pathology inspections, external works specification/management, internal works specification/management, structural programme specification/management and disrepair management.

We acted as L&Q's lead consultant through the use of our in-house multidisciplined team for the acquisition of 1,900 properties from Lewisham Council. We were appointed as part of L&Q's strategic team and had detailed and extensive involvement from the outset, helping to coordinate L&Q's successful bid, providing full procurement and strategic advice, asset data collection / management, risk management and cost advice and delivery of full project management and technical surveying services for the resulting works packages for the award-winning programme.

Following collection of the asset data using 'Integrator' software, we profiled the stock and identified the asset management plan for 5-, 10-, 20-and30-yearperiods,reviewingstockcondition, location, archetype, energy performance, risk profiles and estimated costs. Our services included pre transfer strategic advice, stock condition surveys, Building Surveying, Cost Consultancy, Architectural, Project Managers, Principal Designers, H&S Advisors, structural engineering and Conservation Specialists.

Stock Condition Surveys | Rydon Maintenance

Our team carried out 131 three-stage condition surveys on behalf of our client across properties in Lambeth. Our approach involved three stages:

- Stage 1: Externals and communal areas
- Stage 2: Internal access to flats
- Stage 3: Validating electrical / heating certificates

As with many survey programmes, access rates proved to be the biggest challenge. Our client requested we complete one round of appointments which did end up reaching the target access rate which had been set.

Prior to undertaking the surveys, we were given sight of the type of data document Rydon wanted us to produce. This allowed us to compile a paper form template from scratch to take to site to ensure we met all of the criteria the client required to enable accurate site data input.

Contact Us

If you would like to discuss further or would like a quote, please contact:

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