

Meeting: Overview and Scrutiny Board **Date:** 12 March 2025

Wards affected: All wards

Report Title: Housing Audit and Compliance Report Quarter 3

When does the decision need to be implemented? Not applicable

Cabinet Member Contact Details: Councillor Alan Tyerman,
alan.tyerman@torbay.gov.uk

Director Contact Details: Anthony Payne, Interim Director of Pride in Place,
anthony.payne@torbay.gov.uk

Purpose

The Housing Audit & Compliance Key Performance Indicators (KPIs) report demonstrates that TorVista Homes are compliant in all areas for their housing stock for Quarter 3 2024/2025.

This report now incorporates the housing stock that has been transferred to the ownership of Torbay Council together with the temporary accommodation units.

Some areas are a Landlord's legal obligation i.e. Gas safety checks, while others are good practice i.e. Electrical safety checks.

Background

The KPIs include accident and near misses through to compliance testing, with the KPIs 4 and 5 these are linked to the relevant housing policies.

KPI 4 - Repairs and Maintenance Policy. The report ensures that calls volumes are monitored and if they are completed and closed within the relevant timescale for repair categories. It will also highlight any access issues we are having with any tenant. These will be addressed through our Access Policy.

KPI 5 - Compliance Testing. All Gas, Electrical and PAT testing safety certificates, asbestos and lift reports and fire risk assessments are held on Civica for each property. Expiry and review dates are scheduled into this system and weekly reports are generated to this effect.

With the gas safety checks these are scheduled for works to be booked in two months before the expiry date as this allows us to work with tenants where we have

access issues and if necessary obtain a Gas Safety Access Injunction Order through Court. There is a robust Gas Policy and Procedure in place together with the relevant letter templates for each stage.

To date we have attended Court twice and obtained this type of Injunction.

Recommendations

1. That the Overview and Scrutiny Board note that the Housing Audit and Compliance Key Performance Indicators (KPIs) Report demonstrates that Torbay Council is compliant in all areas regarding their housing stock. This now incorporates the existing TorVista Homes housing stock, transferred housing stock and temporary accommodation stock;
2. that the KPIs will continue to be mirrored and reported for all housing stock held by Torbay Council; and
3. that this will be presented quarterly to the Overview and Scrutiny Board as part of the quarterly performance monitoring report.

TorVista Homes / Torbay Council

Audit & Compliance KPI Report

4th March 2025

This report covers the reporting period for Quarter 3.

KPI 1 Accidents & Near Misses – (break down reported To RIDDOR, Incidents reported and investigated within 24hrs of notification) – this will include staff, customers and contractors.	No accidents or near misses
---	-----------------------------

TORBAY COUNCIL

KPI 2 Staff absence vs absence lost to TorVista Homes or Torbay Council's respective housing teams - H&S related sickness.	None
KPI 3 TorVista Homes H&S training spend vs total spend on staff training.	None
KPI 4 Helpdesk calls designated urgent and response times for the general needs accommodation only.	See page 3
Occupancy and Complaints	See page 4
KPI 5 Compliance Testing	See page 5
KPI 6 Safeguarding Reports – breakdown of reports made to Torbay Council Safeguarding Team.	None

KPI 4 - Helpdesk calls designated urgent and response times (not temporary accommodation units)

For Quarter 3 there have been a total of 20 helpdesk calls raised. Of these 20 calls there are no outstanding repairs.

Helpdesk calls for reporting quarter 3.
--

TORBAY COUNCIL

Number of calls	Category	Status	Completed and closed on target	Open and on target	Comments
0	Emergency/ Health & Safety	-	-	-	-
3	Urgent	Closed	3	-	-
13	Routine	Closed	13	-	-
4	Planned	Closed	4	-	-

Outstanding calls requiring further works from quarter 3.

Number of calls	Category	Comments
0		-

Repair timescales

Emergency/Health & Safety	Within 24 hours
Urgent	Within 5 days
Routine	Within 20 days
Planned repairs	Within 40 days

Occupancy status – (not temporary accommodation units)

TorVista Homes currently have 19 units which comprises of 9 general needs units and 10 units under the Next Steps Accommodation Programme (NSAP).

During quarter 3 all TorVista Homes properties were fully occupied.

Torbay Council's social housing stock currently have 14 units which comprises of 9 general needs units and 5 under the Next Steps Accommodation Programme (NSAP).

During this last reporting period there is one void property which remains empty while the future use of this property is agreed. This property is a 4 bed HMO which has not worked under the NSAP project. Alternative use for this property is currently being explored.

Temporary Accommodation units are fully occupied. 17 units were relet during Quarter 3.

Complaints

There have been no complaints this reporting period.

KPI 5 – Compliance Testing

General needs accommodation

Property code	Communal FRA's / emergency lighting / smoke alarms	Lift report	Water / legionella sampling	Asbestos	Gas safety check	Electrical safety check individual properties	Electrical safety check communal areas	PAT Testing	EPC ratings	Aids and Adaptations
GN1	01/03/2025	Apr-25		06/04/2021		23/05/2026	07/12/2026	23/04/2026	C	
GN2	01/03/2025	Apr-25		06/04/2021		17/08/2028	07/12/2026	23/04/2026	C	
GN3	28/07/2025				18/10/25	05/03/2026	19/05/2025	23/04/2026	C	
GN4	28/07/2025				24/10/25	10/02/2028	10/02/2028	23/04/2026	C	
GN5	28/07/2025				21/08/25	21/08/2028	27/11/2030	23/04/2026	C	Wet room
GN6	01/09/2025				04/11/25	28/10/2029	18/08/2025	23/04/2026	C	
GN7	17/12/2025					30/10/2028	17/04/2028	23/04/2026	C	
GN8	17/12/2025					01/03/2026	17/04/2028	23/04/2026	B	
GN9	17/12/2025					04/03/2027	17/04/2028	23/04/2026	C	
GN10	17/12/2025					03/07/2028	17/04/2028	23/04/2026	C	
GN11	04/10/2025				17/05/25	08/02/2025	02/07/2026	21/05/2025	C	
GN12	17/12/2025					31/10/2028	17/04/2028		C	
GN13	17/12/2025					18/01/2029	17/04/2028		C	
GN14	17/12/2025					18/01/2029	17/04/2028		C	
GN15	17/12/2025					14/12/2028	17/04/2028		C	
GN16	17/12/2025					31/10/2028	17/04/2028		C	
GN17	17/12/2025					01/11/2028	17/04/2028		C	
GN18	17/12/2025					01/11/2028	17/04/2028		C	
GN19	17/12/2025					14/12/2028	17/04/2028		C	
GN20	17/12/2025					02/11/2028	17/04/2028		C	

GN21	24/10/2025					20/07/2028	21/07/2028		C	Level Access Shower
GN22	24/10/2025					20/07/2028	21/07/2028		C	
GN23	24/10/2025					20/07/2028	21/07/2028		C	
GN24	24/10/2025					19/07/2028	21/07/2028		B	
GN25	24/10/2025					20/07/2028	21/07/2028		B	
GN26	24/10/2025					20/07/2028	21/07/2028		B	
GN27	24/10/2025					20/07/2028	21/07/2028		C	
GN28	24/10/2025					20/07/2028	21/07/2028		B	
GN29	24/10/2025					20/07/2028	21/07/2028		C	

Note:

Water Sampling/Legionella – this is only carried out where there is a shared water tank.

Asbestos – not needed for post 2000 construction properties.

Gas Safety Check – These are programmed in for the safety checks to start two months prior to the due date to allow for any access issues. If there are any access issues, then TorVista Homes will need to apply to Court for an Injunction to allow access to the property.

Electrical Safety Checks individual properties – It is good practice for these to be carried out every 5 years. However, if a property becomes void then a new safety check will be undertaken.

Electrical safety checks communal areas – All up to date.

PAT Testing – Applicable for Next Steps properties only where white goods have been supplied and will be carried out in-house. This is not a legal requirement just good practice and will be carried out every 4 years with the exception of the HMO which will be on an annual basis.

Communal areas - Contact has been made with all managing agents regarding the frequency of their fire alarm testing. Where there is an issue with the internal communal areas site inspection forms are sent over by email or the managing agent phones through. Any issues will also be picked up under the monthly site visits undertaking by housing.

Fire Risk Assessments/Home Safety Visits - DS Fire partnership agreement has been set up with TVH. Home Safety Visit consent forms are now part of the new lettings sign-up procedure going forward. These visits are free and anything that is highlighted as being needed is supplied free by DS Fire Brigade i.e. flame-retardant bedding, smoke alarms for deaf etc.

Damp and mould

We have a Damp and Mould policy and procedure in place together with a register of where we have or have had issues. At this time there are 6 monthly checks for a room in a HMO, this has remained clear after remedial works were carried out.

There has been an issue with a communal hallway following water ingress through a faulty door seal. The management company are currently undertaking the repair works. Once the works in the communal area have been completed regular 6 monthly checks will be undertaken.

Compliance testing - temporary accommodation

Property Address	Gas Safety Check	Electrical safety check individual properties	PAT Testing	Fire Extinguisher Service Due	Fire System Service Due	Fire Risk Assessment Due	EPC Grade
TA1	04/12/2025	11/12/2028	13/12/2025				D
TA2	11/12/2025	14/11/2028	21/11/2025				C
TA3	11/12/2025	13/12/2028	13/12/2025				C
TA4	11/12/2025	20/12/2028	05/12/2025				F
TA5	21/01/2025	30/01/2029	30/01/2025				C
TA6	21/01/2025	09/01/2029	01/02/2025				C
TA7	21/01/2025	14/01/2029	20/02/2025				C
TA8	14/02/2025	16/02/2029	11/03/2025				C
TA9	06/03/2025	02/02/2028	07/03/2025				C
TA10	22/03/2025	16/03/2028	07/03/2025				C
TA11	05/04/2025	14/04/2028	12/04/2025		26/01/2025 Automist System		C
TA12	06/04/2025	06/03/2028	07/03/2025				C
TA13	19/04/2025	13/05/2028	12/05/2025				C
TA14	07/05/2025	17/04/2028	01/04/2025				C
TA15	07/05/2025	17/04/2028	10/06/2025				C
TA16	06/06/2025	17/04/2028	15/05/2025				C
TA17	14/06/2025	13/07/2028	26/07/2025				C

TORBAY COUNCIL

Property Address	Gas Safety Check	Electrical safety check individual properties	PAT Testing	Fire Extinguisher Service Due	Fire System Service Due	Fire Risk Assessment Due	EPC Grade
TA18	20/06/2025	13/06/2028	15/05/2025		13/06/2024	Steve Checkley asked to do on 12/09/2024	C
TA19	23/06/2025	17/04/2028	15/05/2025				C
TA20	23/06/2025	17/04/2028	15/05/2025				C
TA21	26/06/2025	16/06/2028	05/07/2025				C
TA22	05/07/2025	16/06/2028	19/07/2025				C
TA23	12/07/2025	17/04/2028	11/07/2025				C
TA24	14/07/2025	17/04/2028	11/07/2025				C
TA25	27/07/2025	17/04/2028	13/06/2025				C
TA26	01/08/2025	17/04/2028	11/07/2025				C
TA27	04/08/2025	17/04/2028	11/07/2025				C
TA28	07/08/2025	17/04/2028	26/09/2025				C
TA29	09/08/2025	17/04/2028	06/08/2025				C
TA30	10/08/2025	30/09/2028	26/09/2025				C
TA31	18/09/2025	16/06/2028	09/09/2025	11/10/2025			B
TA32	16/10/2025	28/08/2028	12/11/2025	01/12/2024	01/12/2024 - Smoke ventilation system	FRA requested	B
TA33	19/12/2025	18/12/2028	13/12/2025				C
TA34		01/08/2026	04/10/2025				Exempt
TA35	01/08/2025	31/05/2026	26/09/2025	16/02/2025	30/01/2025	19/08/2025	C

TORBAY COUNCIL

Property Address	Gas Safety Check	Electrical safety check individual properties	PAT Testing	Fire Extinguisher Service Due	Fire System Service Due	Fire Risk Assessment Due	EPC Grade
TA36	21/08/2025	25/09/2027	11/01/2025	29/11/2024	30/01/2025	19/08/2025	C
TA37	10/01/2025	12/01/2029	23/05/2025			23/08/2025	C
TA38	12/08/2025	11/05/2026	22/07/2025				E Basement Flat - D
TA39	18/11/2025	06/01/2027	02/01/2025	31/01/2025			D
TA40	18/11/2025	13/10/2026	15/04/2025	31/07/2025			Flat 1 - D, Flat 2 - C, Flat 3 - D, Flat 4 - C, Flat 5 - D, Flat 6 - C, Flat 7 - D,

Note:

Water Sampling/Legionella – this is only carried out where there is a shared water tank.

Gas Safety Check – These are programmed in for the safety checks to start two months prior to the due date to allow for any access issues. Gas safety checks for January and February 2025 have been booked in, waiting on new expiry dates.

Electrical Safety Checks individual properties – It is good practice for these to be carried out every 5 years. However, if a property becomes void then a new safety check will be undertaken.

PAT Testing – PAT testing for January and February 2025 have been booked in, waiting on new expiry dates.

Fire Extinguisher Service – This is not a legal requirement but good practice.

Fire Risk Assessments – 12.09.24 this was requested to be carried out, waiting for an update.

EPC – This property is exempt as it is a Transportable Accommodation Module (TAM).

Leonard Stocks Centre – All compliance information is stored on Civica, this is a database for all Torbay Council's assets. The Leonard Stocks Centre is fully compliant.