

Meeting: Overview & Scrutiny **Date:** 9 January 2025

Wards affected: St Marychurch, Tormohun, Roundham with Hyde

Report Title: Quarterly Housing Audit and Compliance Report

When does the decision need to be implemented? Not applicable

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

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

1. Purpose

- 1.1 The Housing Audit and Compliance Key Performance Indicators (KPIs) report demonstrates that TorVista Homes are compliant in all areas for their housing stock.
- 1.2 Some areas are a Landlord's legal obligation i.e. gas safety checks, while others are good practice i.e. electrical safety checks.

2. Reason for Proposal and its benefits

- 2.1 The proposals in this report help us to deliver our vision of a healthy, happy and prosperous Torbay by ensuring that the Council remains focused on delivering its priorities in respect of housing, putting in place mitigations and/or allocating resources as appropriate.

3. Recommendation(s) / Proposed Decision

1. That the Overview and Scrutiny Board notes that the former TorVista Homes Audit and Compliance Key Performance Indicators report demonstrates that the Council is compliant in all areas for the former Torvista Homes housing stock;
2. That the Overview and Scrutiny Board notes that the Audit and Compliance Key Performance Indicators will be mirrored and reported for all other housing stock held by Torbay Council;

3. That following consideration of the initial performance reports, future reports be presented to the Overview and Scrutiny Board in line with the normal quarterly budget and performance monitoring reports.

Appendices

Appendix 1: Housing Quarterly Audit and Compliance Report

Supporting Information

4. Introduction

- 4.1 These KPIs were reported to the TorVista Homes Audit & Compliance Committee on a quarterly basis. 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.
- 4.2 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.
- 4.3 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.
- 4.4 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.