



TorVista Homes

Audit & Compliance KPI Report

28th November 2024

This report covers the period October 2024

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
KPI 2 Staff absence vs absence lost to TorVista Homes 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.	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

For October 2024 there have been a total of 10 helpdesk calls raised. Of these 10 calls there are no outstanding repairs.

Helpdesk calls for October 2024					
Number of calls	Category	Status	Completed and closed on target	Open and on target	Comments
0	Emergency/ Health & Safety	-	-	-	-
0	Urgent	-	-	-	-
6	Routine	Closed	6	-	-
4	Planned	Closed	3	-	Having issues sourcing a door closer cover

Outstanding calls requiring further works from October 2024		
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

TorVista Homes currently have 32 units which comprises of 18 general needs units and 14 units under the Next Steps Accommodation Programme (NSAP).

As of 30th November 2024, 27 TorVista Homes properties were fully occupied. During this last reporting period there are two void properties, one is due to be relet at the beginning of Q3.

The other property is a HMO which remains void while the future use of this property is agreed. This property has not worked under the NSAP project.

Complaints

There have been no complaints this reporting period.

KPI 5 – Compliance Testing

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:

Communal FRA – The management company for the Paignton properties have been contacted and confirmed that the FRA has been reviewed.

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.

Leonard Stocks Centre – All compliance information is stored on Civica, this is a database for all Torbay Council's assets. More detailed information will be reported at the next meeting. Please note that the Leonard Stocks Centre is fully compliant.

Temporary Accommodation – no information has been made available at this time.

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. The water ingress has just started to cause issues in a tenant's bedroom with some mould growth on the ceiling and floor. This has been treated by professional cleaners and regular contact is maintained with the tenant while these works are being undertaken. Once the works have been completed regular 6 monthly checks will be undertaken in the tenant's home.