



Meeting: To board members via email

Report Title: Complaint Handling Code

Supporting Officer Contact details: Anita Merritt – Housing Manager
Email anita.merritt@torbay.gov.uk

Complaints report 2025

On 1st April 2024 the Housing Ombudsman Complaint Handling Code became statutory. Landlords are obliged by law to follow its requirements. There will be a legal duty placed on the Ombudsman to monitor compliance with the Code.

The Code aims to achieve best practice in complaint handling and ultimately to provide a better service to tenants.

TorVista Homes have now completed the self-assessment for 2025 and this is being put before the Board members for their comments.

Following the completion of the 2024 self-assessment it has highlighted the need for the Complaints Policy to be amended. This was completed in September and the policy subsequently approved.

Once the Board have made their comments regarding the self-assessment this will then be submitted to the Housing Ombudsman.

Number of complaints received since TorVista Homes commenced in March 2021 to date are as follows:

Complaint level	2021/22	2022/23	2023/24	2024/2025
Initial complaint	2	0	0	1
Stage 1 complaint	2	0	0	0
Stage 2 complaint	0	0	0	0

The complaint logged during 2024/25 related to:

- This was from a tenant from a private rented property, below one of our properties. There had been a main sewer blockage which had caused our tenant's toilet to overflow and leak foul water into her property. The management company were being obstructive. With no admittance of guilt on our part and as a gesture of good will TorVista Homes arranged for the carpet affected by the leak the hallway cupboard to be professionally cleaned.

This complaint was dealt with at the initial Stage and did not progress to Stage 1.

The Self-Assessment has been attached for the Board's information.

Appendix

Self-assessment 2025

Board feedback October 2025:

Good to see progress from last year's self-assessment. It remains our responsibility to comply.