



Email report: 28th August 2026

Report Title: Housing Ombudsman Self-assessment

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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 completed the self-assessment and this is being put before the Board members for their comments.

Following the completion of the 2025 self-assessment it has highlighted the need for the Complaints Policy to be amended. The revised Complaints Policy is attached for approval.

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	2025/2026
Initial complaint	2	0	0	1	1
Stage 1 complaint	2	0	0	0	0
Stage 2 complaint	0	0	0	0	0

The Self-Assessment has been attached for the board's Information.

Appendix:

Complaints Policy V5

Self-Assessment

Board member's comments:

The board are pleased to see continued progress through the self-assessment this year.

As ever, it remains our responsibility to comply.