

KEEPING

IN TOUCH

SUMMER
2023


torus

FEATURING

NEW REPAIRS FRAMEWORK
DAMP & MOULD APPROACH
KEEPING YOU SAFE
COST OF LIVING SUPPORT
HOW YOU CAN GET INVOLVED



Contents



Keeping in touch

We have made a few changes to our services since the pandemic and we just want to make sure that you know how to contact us, should you need us.



Streamlined Social Media



Last year, we launched our new website, which brought together all our sites under **torus.co.uk**

To make it easier for you to find us across all digital channels, we are in the process of merging three landlord Facebook pages into one.

 [facebook.com/wearetorus](https://www.facebook.com/wearetorus)

We have also merging our Torus Foundation Facebook pages into one so you can see how we are supporting our communities across the North West.

 [facebook.com/thetorusfoundation](https://www.facebook.com/thetorusfoundation)

Over on Twitter, we have already reduced our accounts to make it easier for you to find what you are looking for.

Make sure you are following our official Torus Group Twitter channels:

 twitter.com/wearetorus

 twitter.com/torusfoundation

 twitter.com/HMSinfo

Dear Customer,

As a landlord, it's easy to see our role in business terms – but we know what can happen when things go wrong, and problems are not addressed.

Government rightly expects that we will put tenants at the heart of what we do. We would go further and say that tenants and families are our Group's purpose. We work closely with the Government every step of the way, whether that's contributing to the recent Pathfinder Review (page 18), or actively working to change policy as Torus or as part of Homes for the North or National Housing Federation.

Fundamentally, though, our role is straightforward. We need to make sure our tenants and their families are safe and comfortable in their homes.

All housing associations in 2023 must make an even bigger difference. We need to continue to work alongside tenants to develop excellent services that everyone can be proud of.

Torus is now four years old, and we have overcome a lot of challenges over the last few years by adapting, changing, and focusing on our core activities.

We are continuing with that approach moving forward and wanted to bring you up to date with some of the changes to our services and to ensure you know how to contact us, should you need us.

We hope that you find the articles and features in this magazine interesting and useful.

**Paul
Warburton**

Managing Director of Housing



Unhappy?

How to make a complaint

It's important to us that you're happy with the services we provide for you, but sometimes we get things wrong.

If you have an issue with your home, tenancy, or neighbourhood we will do all we can to resolve it and if you are unhappy with our service, please let us know as soon as possible so that we can resolve things quickly.

If you are still unhappy, you can find out more about how to make a formal complaint in several ways:

email	info@torus.co.uk
online	my.torus.co.uk/complaints
post	Torus Customer Hub (Complaints) Central 4 Corporation Street St Helens, WA9 1LD
visit	One of our public receptions Monday to Friday 9am – 5pm
call	0800 678 1894 Monday to Friday, 8am – 8pm Saturday 8am-12noon

Or speak to a member of Torus staff.

We want to resolve your issue as quickly as possible and, where appropriate, we will work with you to provide a response or to put it right. If we are unable to resolve your issue, it will go into the following formal two-stage procedure:

STAGE ONE

We will look to investigate and resolve your issue within 10 working days or less.

STAGE TWO

If you are not happy with how we have managed your complaint in stage one, you can request an appeal. Your complaint will be escalated for review and we will work towards resolving your issue within the next 20 working days or less.

We also welcome your feedback and compliments; these can be reported in the same way as a complaint.



Find out more
my.torus.co.uk/feedback

or scan here

Housing Ombudsman Service



STILL NOT HAPPY?

If we are unable to resolve your complaint, or at any point during the handling of your case, you can go directly to The Housing Ombudsman for advice and assistance. They can assist you throughout the life of a complaint and not just at the point where you have been through our process to encourage earlier and more effective complaint resolution.

post Housing Ombudsman Service,
Exchange Tower, Harbour
Exchange Square, London,
E14 9GE

call 0300 111 3000 (lines are open
Monday to Friday from 9.15am
to 5.15pm)

email info@housing-ombudsman.org.uk



Find out more, visit:
gov.uk/housing-association-homes/complaints

or scan here



Improving services and how to get in touch



Demands on our services remain extremely high and we are working hard to ensure we give you the best service we can.

In response to these increased demands, last year, we launched our brand-new customer-approved website, which offers updated and consistent information, streamlined menus, simplified navigation, simple intelligent search facility and a new FAQ Chat Bot, allowing visitors to the new website to better interact with Torus using a range of devices.

The website also features improved accessibility. To make sure everyone can access the information they need about their tenancy, support available to them, homes they can rent or developments in the area, we have invested in Reachdeck, a digital inclusion toolbar, which adds speech, translation tools to the page, making content more accessible for people with dyslexia, literacy challenges, English as a second language, and mild visual impairments.

my.torus.co.uk

Contacting Torus

If you need us, either to report a repair, make a payment, make a complaint, report anti-social behaviour or request support, we are here for you over the phone, by email, through your online account or face-to-face in our offices

online my.torus.co.uk/contact-us

email info@torus.co.uk

call 0800 678 1894
(Mon to Fri, 8am – 8pm,
Sat 8am – 12noon)

portal Through your online account
portal.torus.co.uk

Emergency repairs

Contact our out of hours team to report your emergency repairs, which are faults that could seriously damage health or the property. Call **0800 678 1894**, evenings from 8pm, Saturday from 12noon, Sundays and public holidays.

Call volumes to the Customer Hub vary at different parts of the day and week, it is particularly busy on a Monday, so we would advise you to avoid Mondays if your call is not urgent.

Extended call centre hours!



Torus Customer Hub is usually the first contact for most customers and in response to the increased demand and changing working patterns, we have extended the opening hours, meaning that you can now call Torus, 8am-8pm Mon to Fri and 8am-12noon on a Sat.

Find out more torus.co.uk/newhubhours

Visiting us

The public receptions at Central in St Helens, The Observatory in Liverpool and Bank Park House in Warrington are open between 9am – 5pm, Monday to Friday, so if you are not able to transact online, call or email then you can drop in and speak to the reception team.



Find out more
my.torus.co.uk

or scan here



Contact us
[torus.co.uk/
contact-us](http://torus.co.uk/contact-us)

or scan here

Need to check your
rent balance?
Just text 'BALANCE'
to 07520 660 235

Online Account Manage your tenancy 24/7

The Torus online portal is your one-stop shop for managing all your tenancy needs, it is packed with all the usual features:

- Reporting and managing repairs
- Checking your rent balance
- Making a payment
- Making a complaint
- Reporting ASB
- Updating your details & more!

Why not save time and do it online and set up your own Torus account now! To register, visit my.torus.co.uk and click 'My account/register' in the top right-hand corner or visit the portal portal.torus.co.uk/login.

Reporting your repairs

The quickest and easiest way to report a repair is online, you can use your account to report, track and manage repairs 24/7. You can also report repairs by contacting the Customer Hub by phone, email, online form or in person.

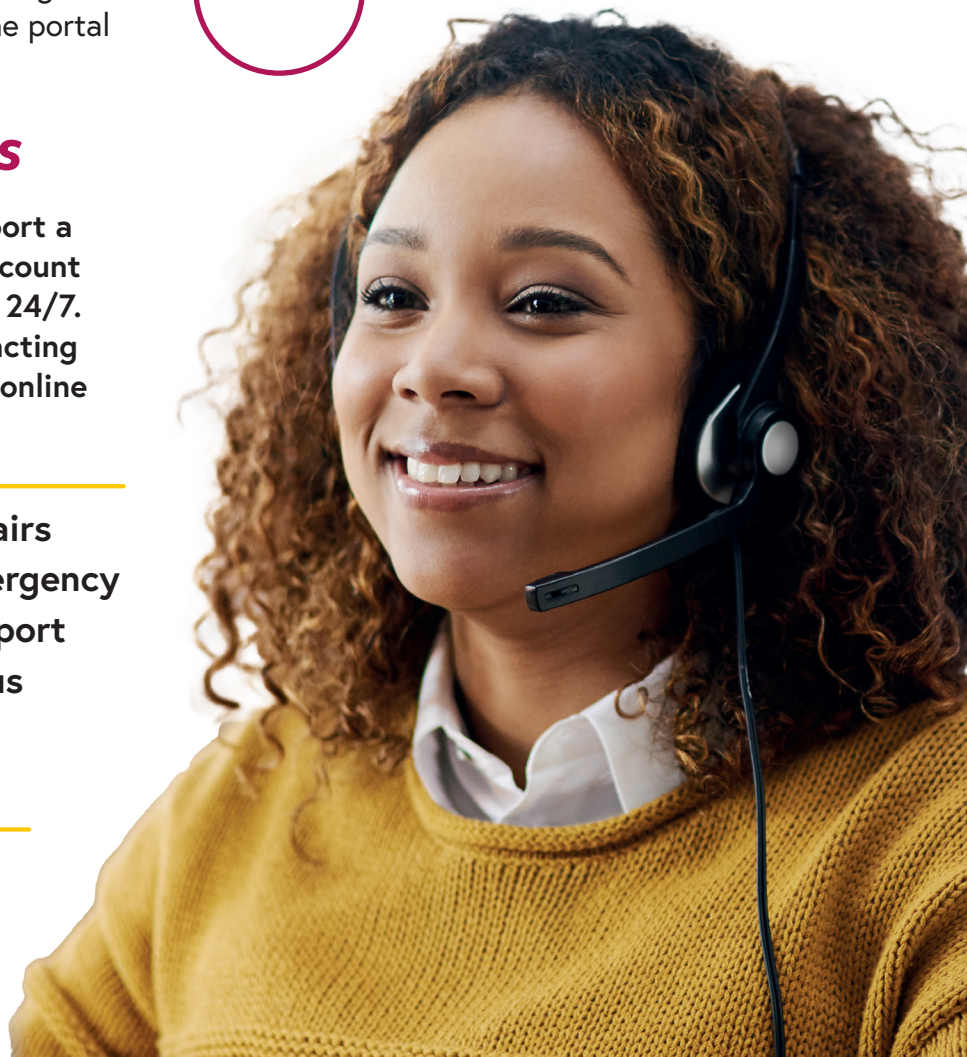
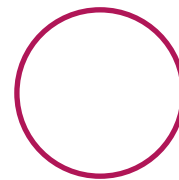
You cannot log emergency repairs online. If there is a repairs emergency call us on 0800 678 1894 to report the problem. You can contact us 24 hours a day, 7 days a week, 365 days a year.

If you have a repair booked, but can't make it, please let us know. We can rearrange your appointment to a time that is more convenient to you.

Reporting anti-social behaviour (ASB)

We want our homes and neighbourhoods to be great places to live. We're not all the same and we all have different lifestyle choices, some of which we may not like, but if someone's actions are causing you alarm, distress or harassment, there are steps we can take to help.

If you or someone you know is suffering because of ASB, tell us. Our dedicated teams are on hand to lend their support. As well as contacting us in the normal ways, you can speak to your Neighbourhood Officer (NO). You can find your NO at my.torus.co.uk/NO



Save time, do it
online @ Torus portal
portal.torus.co.uk

or scan here



Report ASB
my.torus.co.uk/asb

or scan here

REPAIRS AND MAINTENANCE

INVESTING IN AND LOOKING AFTER YOUR HOME

We are always working to keep our properties in tip-top condition. It is part of how we make it possible for you to have a place you're proud to call home.

In January 2023, Torus launched a new Repairs and Maintenance Framework, which will see trusted contractors, HMS and Sovini Property Services, help manage and maintain your homes from April 2023 for the next four years.

WHAT IS A REPAIRS AND MAINTENANCE FRAMEWORK?

A purchasing framework is used by buyers to procure goods and services from a list of pre-approved suppliers. Torus is using a framework to appoint suitably qualified and experienced service providers to provide the repairs and maintenance management services to Torus properties.

Worth £1.2billion, this new framework will see us increase investment in our existing homes and complete more reactive and emergency repairs, ensuring better value for money for all customers.

Torus is committed to ensuring all its customers live in safe, secure, modern homes. The new framework includes:

- Responsive repairs
- Works on empty properties (voids)
- Annual maintenance
- Estate Services
- Facilities Management

Torus is committed to responding quickly and appropriately to the needs of its tenants and providing reassurance that all services delivered are of a high standard.

Jobs for local people

Find out about vacancies on the HMS and Sovini website, see back page.

MEET THE CONTRACTORS

Following the successful completion of a robust and transparent procurement exercise, our trusted contractor, HMS, has been appointed as the Tier 1 contractor and Sovini Property Services as the Tier 2 contractor.

This means that you will most likely see HMS continue to carry out our repairs and works in your home, in their new vans, wearing blue HMS uniforms and carrying their HMS ID badge.

By having the second contractor, Sovini, on board we can now be more flexible about how we carry out your repairs and maintenance services as the framework will help guarantee quality, value for money and more investment by Torus into existing properties, communities and support services. Sovini contractors will be in Sovini vans, with Sovini ID badges.



Sovini
Property
Services



Find out about HMS
hmsworks.co.uk

or scan here

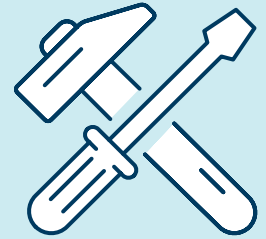


Find out about Sovini
sovinipropertyservices.co.uk

or scan here

THE PRACTICAL BIT!!

If you have a problem with your home, we are here for you. Our skilled repairs team fix problems for our customers every day. The quickest and easiest way to report a repair is online, but you can also report your repairs by phone, email, online form or in person. You can find out more about booking repairs on page 6.



ALIGNED REPAIRS SERVICE

In 2021, following consultation with customers, we aligned our services, meaning that all residents receive the same service, regardless of location. All repairs are prioritised as either Emergency, by Arrangement (Priority or Routine) or Programmed (Major) Repair:

Emergency Repairs - these are faults that could seriously damage your health or the property, we aim make safe any emergency repairs within 4 hours and will aim to complete the job within 24 hours.

Priority Repairs - these are not emergencies, but repairs which need to be carried out quickly to prevent further damage to the property and improve your quality of life. We aim to complete the job within 48 hours.

Routine Repairs - for all non-emergency jobs we offer an appointment within 20 calendar days.

Programmed (Major) Repair (planned Improvements) - if several properties have a similar non-urgent problem, we'll repair as part of a planned improvements programme.

Response times



Emergency
within 4 hours,
complete within 24 hours



Priority
within 48 hours



Routine
up to 20 calendar days



If you book a repair, you must allow access for the operative!



Find out about Torus repairs
torus.co.uk/repairs

or scan here



See the latest career
opportunities
torus.co.uk/careers

or scan here

EXAMPLES OF EMERGENCY REPAIRS

- Escape of gas or fumes - if you smell gas, you must also contact National Grid on 0800 111 999 immediately.
- No heating or hot water
- Electrical fittings in contact with water
- Live or bare electric wiring
- Sewage overflowing into the home or internal communal areas
- Uncontrollable leaks
- Failure of all lights or all power – domestic and communal
- Continuously activated fire or smoke alarm
- CO detector activation - refer to Cadent
- Tenant locked out of the Property - please note the replacement of lost keys are rechargeable to the customer
- Loose or dangerous bricks or roof tiles
- Failure of major adaptations – e.g. passenger lifts, customer stairlifts.
- Insecure external door and window if ground floor
- Gas and electrical safety check following emergency e.g. fire, flood etc.
- Warden call systems faults
- In the event of fire, call 999 immediately

Home Contents Insurance

Half of all tenants in the UK don't have contents insurance. That means if the belongings were damaged or stolen, they would have to cover the cost of replacing them.

While Torus cover your building insurance, your personal belongings need to be covered by contents insurance and it's up to you to pay for your own and to insure your personal belongings.

We work with RSA to offer Torus customers contents insurance for as little as 5p a day.

What makes RSA insurance different?

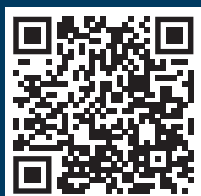
- Can be used to cover the small stuff including, lost keys, broken mirrors, clothing, shoes, bags and spoiled freezer contents
- Zero excess meaning you don't have to pay anything before your insurance kicks in
- Flexible cover meaning you're not locked into a contract.
- No interest on Direct Debit payment, No fees, Weekly payments available.
- Can choose to cover just £4k, unlike regular policies with a £50k minimum
- It also covers accidental damage, including your mobile phone!



Apply now

Visit torus.co.uk/contents-insurance to apply. If you are not online, you can call us to request an application form.

Torus does not endorse RSA policies over other insurance providers. It is important that you do your own research and find the best policy for your circumstances.



Find out more about repairs
torus.co.uk/repairs
or scan here



Find out about RSA insurance
my.torus.co.uk/contents-insurance
or scan here

Your home, your safety

Please let us in!



As a landlord we are legally responsible for the safety of all our tenants.

To keep your home safe, we carry out regular checks which protect you, your family and your neighbours.

Every year we must visit your home to complete a gas safety check. The check makes sure that your gas appliances and smoke alarms are working as they should to help keep you safe - it could also save you money on your fuel bills!

We also carry out electrical safety checks every five years and, where appropriate, checks looking at water, asbestos, lifts and fire safety.

We can't do this without your support and cooperation so, to ensure we keep your home safe, we need you to:

- Report any concerns about the safety of your home, see how to contact us on page 5.
- Allow us access to your home at your appointment to carry out these checks.

Failure to allow access to your home for your gas safety check is a breach of your tenancy agreement and can result in us being forced into taking legal action, where you could incur court costs in excess of £1,000, lose your home or even go to prison.

These regular checks and surveys on your home alert us to any potential problems.

These checks are not optional, and we will contact you to arrange regular safety checks to ensure your home is safe. They don't take long, and appointments can be made to suit you.



Find out more at
torus.co.uk/yourhomeyoursafety



Our staff will always
show identification



Find out about preventing
bogus callers
torus.co.uk/boguscallers

or scan here



Find out more about
your home safety
torus.co.uk/yourhomesafety

or scan here



Damp and Mould; a different approach



We take all reports of damp and mould very seriously, because if it isn't treated it can affect your health, wellbeing and the condition of your home and possessions.

Damp and mould in buildings is caused by excess moisture. This moisture can be caused by a range of issues including, but not limited to, leaking pipes, poor ventilation, rising damp, excessive condensation, rain seeping in because of damage to the roof or window frames.

If you have damp or mould, it is extremely important to find out why you have excess moisture in your home. We urge anyone residing in any of our properties to **REPORT** issues of mould or damp to us immediately. Once we know what is causing the issue, we can **RESOLVE** it.

**YOU REPORT
WE RESOLVE**

Your safety is our priority

The tragic death of Awaab Ishak in Rochdale shocked and saddened our colleagues and customers. It's important that we respond to issues of damp and mould in an effective way. Working together with customers, to identify any issues and resolve them quickly.

Alongside major physical investment into homes, Torus has adopted several new approaches to prevent damp and mould to get the right outcomes for our customers. These include, but are not limited to:

- Increasing the number of in-house trained damp and mould surveyors.
- Increasing our presence in neighbourhoods to help our operatives to better understand our customers and the challenges they face.
- Doing more maintenance on empty (void) properties to ensure they are comfortable and safe which includes works to mitigate the risk of occurrence of damp and mould.
- Providing training to HMS operatives to enable them to spot signs of damp and mould and understand the causes and remedies. Enabling them to conduct maintenance to prevent issues.
- Strengthened our complaints processes by working with the Housing Ombudsman's Complaint Handling Code.



Read how damp and mould can affect your health
[nhs.co.uk](https://www.nhs.co.uk)

or scan here



Find out more, regarding our approach to damp & mould
my.torus.co.uk/damp

or scan here

When **YOU REPORT** issues of damp and/or mould to us this is the process **WE** will undertake to help **RESOLVE** the issue:

- **We WILL** conduct a visit to the property within 10 working days
- **We WILL** check for un-diagnosed leaks
- **We WILL** consider whether there is an issue with the fabric of the property that is causing the damp and mould issues
- **We WILL** determine whether there is a sufficient means of ventilation in the property and, if not, take steps to create appropriate arrangements

If no resolution has been identified through this process, then a discussion with the customer will be undertaken to agree what support can be provided will be the last step.

If you have previously reported problems of damp and mould, but we haven't resolved the issue to your satisfaction, please contact our customer services team (details below) and ask for your case to be reviewed. We will treat your enquiry as urgent and do our best to resolve the problem as quickly as we can.

Disrepair

Thinking of making a claim? Talk to us first. Please be careful before committing to any agreements with claims management companies or solicitors for making a claim for disrepair.

Torus are here to look after you and your home and we want to protect you from these companies, many of whom are cold calling.

These companies are not what they seem. They may not give you all the information needed before you agree to work with them, and they could put you at serious financial risk.

We're here to help!

It's important to us that you're happy with the services we provide for you. We have a team who deal with issues of disrepair, and we'll do everything we can to support you and look after your home, but if you are unhappy with any part of our repairs service, please report to us in the first instance.

See page 2 on how you can report repairs or make a complaint if you are not happy.

Reporting damp of mould issues

Throughout this process we will keep in touch with **YOU** until **YOU** tell us that you are satisfied, and that the problem has been completely **RESOLVED**.

If you remain dissatisfied, we will use our complaints process to try to find a way to resolve the issue to your satisfaction, find out more about making a complaint on page 3.



Report issues of damp & mould here
torus.co.uk/contact-us

or scan here



Find out more on how to report a repair
torus.co.uk/repairs

or scan here

Domestic abuse support – you are not alone

If you are suffering from domestic abuse, it's important to know:

- **It's not your fault**
- **You are not alone**
- **Help is available**

Getting help for victims

If you, or someone you know, is in an abusive relationship, help is available.

Speak to a member of staff or visit the website to find information on local and national support

Freephone 24-Hour National
Domestic Abuse Helpline
0808 2000 247

nationaldahelpline.org.uk
(access live chat Mon-Fri 3-10pm)

refuge.org.uk



For women and children.
Against domestic violence.

In an emergency, always call the Police on 999 - if you are unable to speak always press '55' when prompted by the operator to confirm an emergency and you will be put through to the police.

Help for perpetrators

Relationships can be abusive in many ways, including physically, emotionally, sexually or financially - if you have harmed the ones you love, help is available. Respect Phonenumber offer confidential support, honest and judgment-free advice to perpetrators of domestic abuse:

0808 802 4040

info@respectphonenumber.org.uk

Webchat:
respectphonenumber.org.uk
Thursday 2pm – 4pm



Help is available from Refuge
refuge.org.uk
or scan here



Help is available from Torus
my.torus.co.uk/domestic-abuse-support
or scan here



Keeping you safe from abuse or neglect

Remember, it is everyone's responsibility to keep people safe from neglect or abuse!

If you are worried that a vulnerable adult, young person, or child is being neglected or abused, either physically, sexually, financially, or emotionally, you must report it to your local Councils Safeguarding Team.

Reporting concerns about a vulnerable adult (18+)

St Helens	Warrington	Liverpool
Monday – Friday, 9am-5pm 01744 676767	Monday – Friday, 9am-5pm 01925 443322	Monday – Friday, 9am-5pm: 0151 233 3800
Out of hours (Emergency Duty Team) 0845 0500 148	Out of hours (Emergency Duty Team) 01925 444400	Out of hours (Emergency Duty Team) 0151 233 3800

Reporting concerns about a child (under 18)

St Helens	Warrington	Liverpool
Monday – Friday, 9am-5pm: 01744 676 767	Monday – Friday, 9am-5pm: 01925 443322	Monday – Friday, 9am-5pm: 0151 233 3700
Out of hours (Emergency Duty Team): 0845 0500 148	Out of hours (Emergency Duty Team): 01925 444400	Out of hours (Emergency Duty Team): Child: 0151 233 3700

No matter where you live, you can contact: **Childline: 0800 1111**

Call **999** if you or the person is at immediate risk or call the police on **101** if you think a crime has been committed.

Contact Torus

If you think you or someone in your community is being abused or neglected, you can tell us. We can help you and them get the right support.

Remember – your call could end suffering!



Reporting abuse and neglect at
torus.co.uk/safeguarding
or scan here



Find your local council
www.gov.uk/find-local-council
or scan here



MONEY MATTERS

The current cost of living crisis is affecting us all in more ways than one. Please don't suffer alone, we're here to help.

Struggling with rent payments

If you're having difficulty keeping up with your rent payments, had a change in circumstances or are dealing with personal issues that might affect your ability to pay, please contact us straightaway.

One of our friendly Income Team members will be happy to give you some advice but if you don't tell us, we can't help. It's better to let us know now. We will work with you to find a solution that suits you, including:

- **Affordable repayment plans**
- **Specialist advice on benefits**
- **Advice to help you maximise your income and manage debt**

Get in touch:

call 0800 678 1894
email info@torus.co.uk



Support from Torus Foundation

If you or if you know of any Torus residents who could benefit from support, please get in touch with Torus Foundation's Financial Inclusion Team who will directly help or signpost to organisations who can provide the information needed at this time.

The team can help with advice on debt management, support to claim welfare benefits and appeal decisions, carry out Benefits Checks and Better Off Calculations, as well as looking at ways to make energy savings, from applying to energy grants, fuel debt, budgeting and more:

call 0300 123 5809
email info@torusfoundation.org.uk

Struggling to manage your tenancy

The Tenancy Sustainment Team will assist Torus tenants who are at risk of failing their tenancy, working with tenants to understand their needs and agree actions to turn the tenancy around. They can offer support with food vouchers, grant applications and much more.

Please do not struggle alone, we are here to help, so please get in touch! Contact details on page 5.



Help is available from Torus
torus.co.uk/moneyhelp
or scan here



Help is available from Torus
torusfoundation.org.uk/money
or scan here

Free support and opportunities at your fingertips

Torus Foundation is on hand to help look at ways to take the pressure off. Let's work together to see what services could benefit you, your family and your neighbourhood:

Jobs and Training

Whether you're out of work or currently employed and looking for a new role, the team can help you build skills, make the most of your job searches, and are working with partners and businesses to deliver training opportunities. Together, you'll be back on the path that's right for you.

Money and Benefits

Don't struggle alone. Along with Torus colleagues, the Foundation can help you look at ways to make the most of your income and make sure you are accessing the benefits that you are entitled to.

You can either contact Torus Foundation below or in the meantime, scan the link that will take you to budget tools, debt advice, grants information and more.



Health and Wellbeing

Alongside community partners, the Foundation delivers various projects across Torus communities, that help look at ways to improve your physical and mental wellbeing.

We've also highlighted where your local food pantries are. By becoming a member, not only are you saving money on food and store cupboard items, but you'd be helping to reduce food waste.

Supporting Young People

We're working with key partners to make sure children and young people across Torus communities have greater access to safe, fun and healthy environments.

Find out more about FireFit Youth and Community Hub in Liverpool, SureStart Children's Centres across Torus neighbourhoods and more.

torusfoundation.org.uk/customer/supporting-young-people

Get in touch and see how you could benefit

call 0300 123 5809 (option 2)
email info@torusfoundation.org.uk
visit www.torusfoundation.org.uk



torusfoundation.org.uk/customer/employment-and-skills

or scan here



torusfoundation.org.uk/customer/health-and-wellbeing

or scan here

Some of the best ideas from our customers

Whether it's suggesting improvements to our services, helping develop the new website, inspecting our services or making sure our policies and procedures are easy for customers to understand, our customers are at the heart of Torus and have helped shaped what we do and how we do it.

We'd love your help! At Torus, we have lots of opportunities for all our customers - tenants, leaseholders, shared owners - to get involved in influencing the services that matter most to them.

But we need more people to help us shape our business, improve our services, strengthen our communities and create places and opportunities everyone can be proud of.

We have a wide range of opportunities for you to get involved at a level that suits you, including Torus Talk Facebook Group, virtual meetings, policy reviews, inspecting services and, if there is a subject you are passionate about, you can join one of our panels.

Get involved and have your say

We want the voices shape our services to be as diverse as the communities we work in and welcome volunteers from all walks of life.

To find out more contact our dedicated Customer Involvement Team, called Tenant Voice

call **0800 678 1894**
Mon - Fri 8am-8pm

email tenantvoice@torus.co.uk

Have
your
say!



See the latest career opportunities
torus.co.uk/careers
or scan here



Get involved
torus.co.uk/have-your-say
or scan here

Helping the Regulator of Social Housing's Consumer Regulation Pathfinder

Torus has demonstrated its commitment to its tenants and communities by volunteering to take part in a pilot programme, designed by the Regulator of Social Housing (RSH) to test how affordable housing providers are inspected against upcoming changes to consumer regulation.

In September 2022, the RSH published the outcome of its consultation on tenant satisfaction measures (TSMs). As a result, from 1 April 2023 all registered providers of social housing will need to collect and publish a range of comparable information on areas such as repairs, safety checks and complaints.

The TSMs are an integral part of the RSH's new proactive Consumer Regulation, which is designed to ensure the social housing sector is well-governed, transparent and accountable to tenants, and able to deliver quality homes that meet a range of needs.

Ahead of a national inspection roll-out, the RSH has selected eight social landlords – of which Torus is one – to help test how it inspects performance against the new regulation.

Steve Coffey, Group CEO, at Torus, said:

"We were very keen to participate in this pilot and to help the Regulator of Social Housing in shaping its approach to Consumer Regulation.

"Whenever we can assist in improving outcomes for tenants and communities, it will always be a priority for us."



The other social landlords selected are Bernicia Homes, Brunelcare, Cheshire Peaks and Plains, Eastbourne Borough Council, Folkestone and Hythe Borough Council and Guinness Housing Association.



Regulator of
Social Housing

Keep your details up to date How to update your details

Remember, it is very important that you let us know if you change your email address or mobile number. This will help us to keep you informed about our services, your tenancy, contact you in an emergency or ask for your feedback to improve services.

We won't contact you unnecessarily and we comply with all data protection legislation so will not share your email or details.

If you are online, you can use your online account to change your telephone numbers and update your email addresses online. You can also send the updated contact details, along with your full address, to info@torus.co.uk.

If you are not online, you can call **0800 678 1894** or speak to a member of Torus staff.



More information about the pilot scheme can be found [gov.uk/government/news/rsh-publishes-implementation-plan-for-new-consumer-regulation-and-launches-pilot-consumer-inspection-programme](https://www.gov.uk/government/news/rsh-publishes-implementation-plan-for-new-consumer-regulation-and-launches-pilot-consumer-inspection-programme)

Working for us!

Torus is the North West's largest affordable housing provider and one of its biggest and fastest-growing developers and commercial contractors. We're creating sustainable, stable and thriving communities – and making positive changes happen.

So if you think you can make a difference and give something back to our communities, Torus is a place for you.

You can find out more about working for Torus, our benefits and latest roles at:

 torus.co.uk/careers

 hmsworks.co.uk/working-for

You can also have the latest vacancies delivered to your email by signing up for job alerts.



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