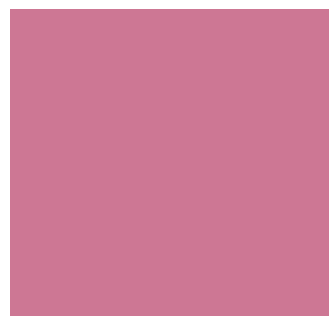


TENANTS' ANNUAL REPORT 2023-24

...community, connecting,
and collaboration



Empowering People Inspiring Communities... and more



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Welcome

**Chief Executive,
Tracey Johnson**



Welcome to the 2023/24 Tenant Annual Report. I am delighted to share this year's report with you and there is so much more to read about the difference we are making and how we are performing.

We remain focused on improving our services and keeping you safe, as well as giving you more opportunities to tell us what you think. We've been working hard to improve how we get to hear your views so thank you if you've completed a survey or talked to us about our services recently. It's important to us, so we can make sure we're doing the right things for you – and make them even better where we can.

Looking back over the last 12 months, there's been so much change in the world of housing. Our regulator has been focusing on the quality of homes and services, including the issues caused by damp and mould. There is also a big drive to listen to tenants even more, and there has been an increased spotlight on complaints and how we learn from them to make changes. These are all things that are a focus for us.

Tenant Satisfaction Measures have been introduced by our regulator and we share the full outcome of these in this report. Our regulator will soon be looking at those responses and you'll be able to find out how EPIC compares to other organisations, as well as what we're going to change because of your feedback.

If you would like to see anything different for your report next year, please do let us know by contacting Mark Bourne – Customer Services and Resident Involvement Team Leader on 01782 252577 or email (m.bourne@epichousing.co.uk).

“We continue to develop our approach to ensure that we are listening to the voices of our tenants.”



About us

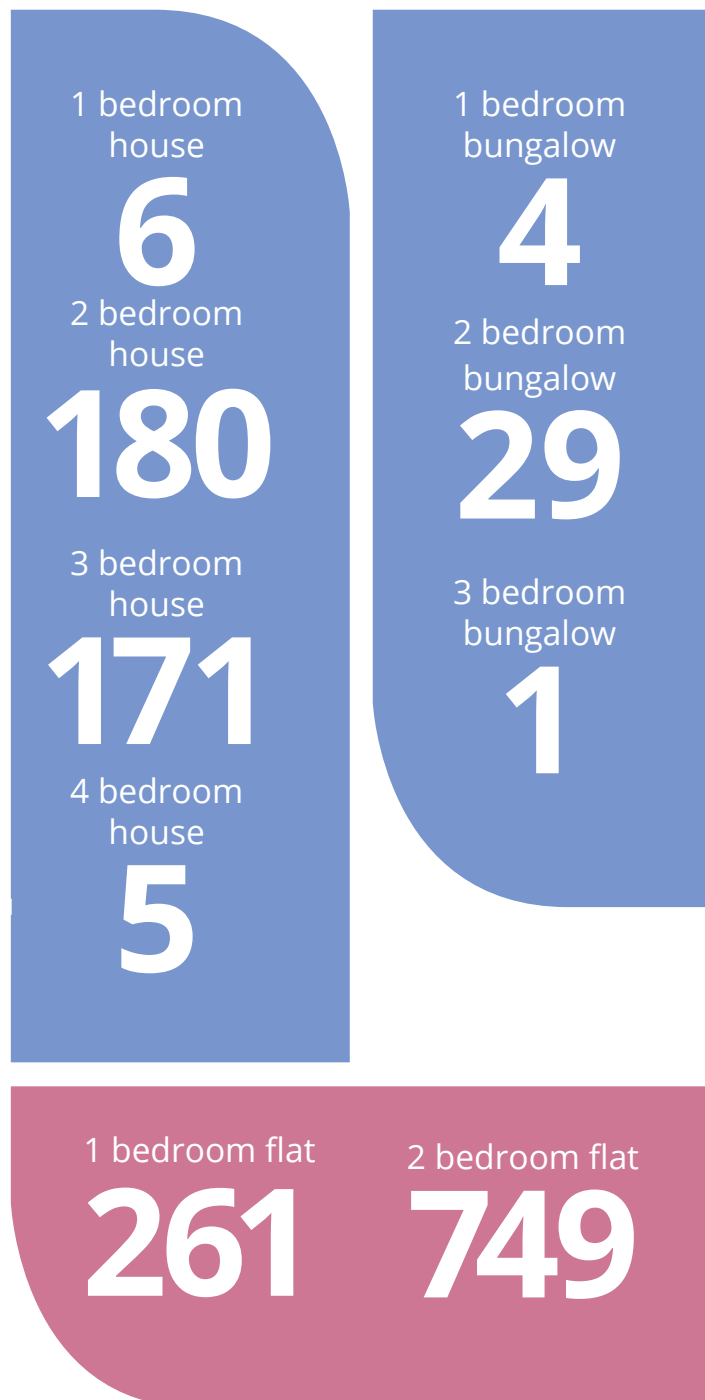
Empowering People Inspiring Communities Ltd (EPIC) is a not-for-profit registered provider of social housing, with charitable status. We were formed in 1998 when we completed a stock transfer from Stoke-on-Trent City Council; since then, we have gone on to purchase more homes to expand our offer to new and existing tenants.

We own approximately 1,400 homes across North Staffordshire, with most of our properties located in Stoke-on-Trent (Bentilee, Hanley and Meir) and others in Newcastle-Under-Lyme and the Staffordshire Moorlands. We work closely with local authorities and partners to ensure that tenants' homes meet their needs, and all our homes are either social, affordable, or intermediate rents.

Around 25% of our properties are made up of family-sized homes and we offer a mix of houses, flats, and bungalows.

For the remainder of this document EPIC Housing is referred to simply as EPIC.

The split of all the homes we manage is as follows:



Our Corporate Plan

2024-2027

In April 2024 we launched our new Corporate Plan which sets out our ambitions over the next three years. We recognise that we are not always best placed to meet the needs of tenants beyond housing, and through this refreshed corporate plan, our focus will remain on continuing to improve the services we deliver to our tenants, the maintenance of their homes, and working in collaboration with partners and stakeholders to do more for the benefit of tenants and the wider communities.

Our Vision, Our Mission, and Our Strategic Objectives

Our Vision is to empower our tenants with the resources and support they need to thrive, while also making a positive impact on the wider community.

Our Mission: In order to deliver our vision, we will ensure that every home is safe and that the needs of our tenants are reflected in the services we provide. We will work closely with partners and agencies to enable people to access other services to live a full and good life; developing relationships that are transparent and responsive to the needs of our tenants.

...community, connecting, and collaboration

Our Strategic Objectives:

Tenants: work alongside our tenants, ensuring that their tenancy with EPIC is sustainable, supported, and enjoyable.

Tenants' Homes: ensure that tenants' homes are accessible, right size, safe, and well maintained and there is clear and timely communication in place for replacing key components e.g., kitchen, bathroom.

Communities: make the most of our geography and place in the community for the benefit of all. This will be driven by having deep knowledge of every tenant, their community, and other organisations in the area.

Information: make the best use of technology available and be confident in the integrity of the data held to inform decision-making.

People: develop our culture to enable a great employee experience and opportunities to fulfil everyone's potential, for the benefit of the individual and our tenants.

EPIC in the Community

In 2023 we received funding from EEM (Efficiency East Midlands Ltd) and our partners at Brenden Fern.

The terms of the funding meant that whilst we could not spend the money ourselves, we could issue it to local voluntary organisations and charities who play a vital role in the community and offer help to our tenants and all residents.

"Bentilee Volunteers"

used their funding towards the purchase of a new delivery van, to help with affordable furniture collections and deliveries in the area.

"St Stephen's Church"

used the money to provide additional support to people using the Foodbank and provide Christmas hampers for vulnerable families who would otherwise have gone without over the Christmas period.

"Ten Count Boxing"

used the funding to purchase items for 2 youth clubs, and additional training equipment to support their work with residents with special educational needs.

"Thrive At Five"

bought child safety equipment and donated this to local families facing financial hardship and ran some local courses in different aspects of child safety.

"Standing Tall 2Gether"

used the money towards additional support for families who need to use their subsidised shopping offers.

Household Support Grant and Tenancy Sustainment Fund

In January 2024 EPIC was successful in securing £4,000 from the Household Support Fund. This funding helped people and families who live in EPIC's homes and were facing financial hardship, to provide food and energy vouchers. In total we helped 29 households with support that would otherwise have meant that they faced going without food or heat.

EPIC also has a Tenancy Sustainment Fund which is used to help tenants with a variety of issues. Between April 2023 and March 2024, we helped 30 households with items such as disabled access works, specialised smoke alarms for hearing-impaired tenants, and a lockable medicine cabinet for a family who were worried about young children accessing dangerous medicine. We were also able to support EPIC tenants with our Winter Coat campaign, supplying vouchers to purchase a winter coat for a child, to ease financial pressures during the winter months for 70 families.

29
households
helped with
food and energy
vouchers



30
households
helped via
Tenancy Sustainment
Fund



70
families
helped via our
Winter Coat Campaign for
school children





“

Tenant Influence

Through working alongside tenants and listening to feedback provided, we continue to review and improve the services we provide.

In September 2023 we appointed a Customer Services and Tenant Involvement Team Leader – a first for EPIC. The primary focus of this role is to work collaboratively with tenants to improve the ways in which tenants can get involved to shape and influence services. We are delighted that this has resulted in several tenants working alongside us to shape ways for tenants to get involved, tell us what they think of services, and influence and improve the services we offer. This includes things such as regular surveys, one-off meetings to look at specific services or processes, armchair engagement for people who cannot attend regular meetings, and events such as the Big Conversation. We continue to expand the number of tenants working alongside us, creating a group of Tenant Ambassadors for EPIC.

We've already used feedback from tenants to make changes to our services, including:

**Refreshed
Corporate
Plan in April
2024**

**The choices of kitchens
on offer where we offer a
full replacement, and how
we approach replacement
kitchens in empty properties.**

**Feedback on
our three-
year IT
Strategy**

As more tenants get involved and provide feedback on their experiences of being an EPIC tenant, we will have more news and updates to provide about how we have changed services for the better. If you would like to know more, please visit us online at www.epichousing.co.uk and click "Community" and then "Get Involved," or alternatively email m.bourne@epichousing.co.uk, or contact reception and talk to a member of staff.

If you have any ideas for things we could improve upon, or ideas for different ways that tenants could get involved and give us feedback, please use our online form [Feedback/Complaints - epichousing.co.uk](http://Feedback/Complaints-epichousing.co.uk)

Housing Perks

Housing Perks allows tenants to purchase shopping vouchers at a discounted rate.

The retailers range from supermarkets to clothes retailers, home improvement stores, sports shops, and electronics retailers. The app itself is free (although you do have to pay to purchase the vouchers!) so check it out on our website, and soon you too could be saving money on everything from your weekly shopping to Christmas presents and everything in between.

Go to www.epichousing.co.uk and click on "Housing Perks" to find out more, or simply download the app on your mobile device. You will need the code "EPIC" and your rent reference number to use the app – if you're not sure of your rent reference number, it is on your rent statements and other rent letters sent out, or you can contact reception with your name and address, and we will confirm this information for you.

Partnership Working

EPIC continues to engage and develop closer relationships with partner agencies, both to provide tenants with access to services that we cannot provide, and to ensure that we are able to support our local communities wherever we can.

This includes:

- **Our commitment to attend the Community Lounge held each month at Bentilee Neighbourhood Centre, to give tenants more ways to access our services and build better community relations**
- **Taking part in community events at the Discovery Academy and Bentilee Neighbourhood Centre**
- **Starting to run drop-in sessions in the Meir area, from our offices on Bordeaux Road**
- **Re-starting the Meir Allotments Group to encourage use of the small allotments site in the area**
- **Joining the "Making Great Places" project run by Stoke-on-Trent City Council, to identify and tackle issues on the Bentilee estate and improve the area for all residents.**

We have also built closer relationships with many agencies who can provide support to tenants in specialist areas, so that our front-line staff can source support for tenants that we are unable to provide, such as debt management, mental health support, and addiction support.

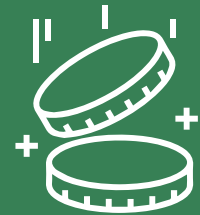
We're always on the look-out for ways to engage with the local communities that we serve and welcome any suggestions for groups we could partner with or organisations who can offer our tenants something that we can't.

Within

6 months

of introducing the app (November 2023), our **tenants saved** a combined total of

**over
£1,200**



If you have any ideas or suggestions, please let us know using the online contact form at www.epichousing.co.uk or email reception@epichousing.co.uk

You can also follow us on Facebook, Instagram and LinkedIn to stay up to date with news about the work we are engaging in and opportunities to get involved.

Looking after your home

Ensuring that your home is in good condition and that it meets your current and future needs is a key focus for our colleagues in Asset Management.

During the financial year 2023-24, we continued with fire safety improvements to our blocks of flats. These were completed in late 2023.

In 2023-24 across all homes, we installed:

| | Voids (empty properties) | Improvements | Total |
|-----------|--------------------------|--------------|-------|
| Kitchens | 16 | 16 | 32 |
| Bathrooms | 15 | 15 | 30 |
| Boilers | 3 | 38 | 41 |

In addition to this we installed just under 300 humidity fans to help reduce damp and mould issues, and 206 hardwired smoke alarms to help keep tenants safe in their homes. We also contacted over 130 tenants who used the STAR survey to tell us about damp and mould issues in their homes, to offer advice and schedule any necessary works.

Gas Safety

We are required by law to ensure that your gas appliances are serviced every year.

Our target is to complete 100% of our gas servicing obligations, although that is only possible with your support and co-operation.

On occasions, some tenants fail to allow us access for gas servicing works. This poses a significant risk to the tenant, and we continue to work extremely hard to ensure that we can gain access to carry out this vital work.

Electrical Safety

Our current electrical safety policy states that all homes are required to have an Electrical Installation Condition Report (EICR) at intervals of no more than 5 years, to be carried out by a qualified and competent person. Our target is to ensure 100% completion.

We continue to work alongside tenants to ensure that we can gain access for these checks.

For 2023/24
we achieved:



99.71%

of our gas servicing
obligations

In 2023/24
we achieved:



99.78%

completion of EICRs



Repairs & Maintenance

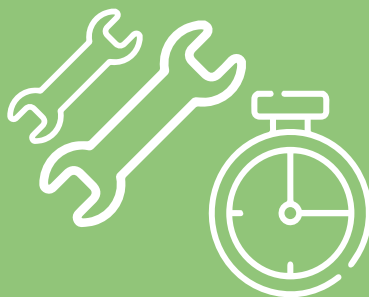
Brenden Fern continues to provide our repairs and maintenance services to all tenants' homes. Tenants can contact Brenden Fern directly, at any time, to report any repair issues. We continue to work alongside Brenden Fern to gain a better understanding of trends in repairs, so we can increase tenant satisfaction with the repairs service. We regularly discuss performance issues with Brenden Fern to ensure that we continually explore ways to improve this vital service.

In 2023-24, we:

Completed

3,962

day-to-day repairs (up
261 from 3,701
in 2022-23)



Completed repairs
and upgrades to

101

empty properties



We completed

94.4%

of non-urgent repairs
within target
timescales



98%

of all appointments
were kept



Carried out

242

damp and mould jobs to
tenants' homes.



Damp & Mould

As part of our ongoing commitment to providing safe and suitable homes for tenants, we are committed to ensuring that all homes are free from damp and mould.

Between October and December 2023, we proactively contacted over 130 tenants who had told us through the STAR survey that they had damp and mould problems. We visited their homes to inspect the problem and booked in any necessary works. This included external works (such as pointing and gutter clearance), internal works (such as increased ventilation) and offering advice to tenants regarding using their heating, and ventilating rooms.

All tenants who reported damp and mould issues outside of the STAR survey also received a prompt response, with surveys carried out, repairs booked, and advice provided to ensure that tenants' homes remain free from damp and mould.

If you think you have damp and mould in your home, please get in touch so that we can deal with the problem – call our repairs line on **01782 252575** (select option 1 for repairs) or contact our contractor, Brenden Fern, direct on **01782 818577**

Allocations

From April 2023 to March 2024, our overall average time to let an empty property to a new tenant was 26.43 days. Performance improved over the year – between April and June 2023, we took an average of 34.7 days; and between January to March 2024, this figure had reduced to 20.9 days on average.

During 2023-24, we received 657 applications for housing and allocated 98 new tenancies.

| | Number of new tenancies | Turnover |
|---------|-------------------------|----------|
| 2019/20 | 147 | 12.19% |
| 2020/21 | 121 | 9.73% |
| 2021/22 | 85 | 6.03% |
| 2022/23 | 140 | 9.95% |
| 2023/24 | 98 | 6.97% |

Rent (and arrears)

EPIC's annual income from rent and service charges was around £6.01 million in 2023-24. This income is used to provide services to tenants, including repairs, planned maintenance, and support to tenants in need.

We know that 2023-24 was a difficult year financially for many tenants, and our staff have worked hard to provide support, referrals and advice for tenants struggling to pay their rent. Further information on this work can be found on page 9.

The figures below show our arrears (unpaid rent) compared to previous years.

| | Arrears 31 March 2020 | Arrears 31 March 2021 | Arrears 31 March 2022 | Arrears 31 March 2023 | Arrears 31 March 2024 |
|--|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| Current Tenant Arrears | 1.52% £66,911 | 2.05% £96,606 | 2.54% £136,871 | 3.31% £188,873 | 2.81% £170,071 |
| Former Tenant Arrears (increase since previous year) | 0.47% £20,689 | 0.45% £21,194 | 0.61% £32,661 | 0.77% £44,082 | 0.66% £40,247 |

(figures shown represent a %age of the years' total rent collectable)

3 tenants were evicted between April 2023 and March 2024 (2 due to rent arrears and 1 because of anti-social behaviour and rent arrears).

Average Property Costs

The table below shows our average weekly rent (not including any service charges, where applicable) for the various types of homes that we have. Most of EPIC's rent continued to be below the Local Housing Allowance Rate for those in receipt of Housing Benefit, meaning most EPIC tenants in receipt of Housing Benefit would not have to make up any shortfall of rent, as this was covered entirely by Housing Benefit.

| Property Type | 2021/22 Average | 2022/23 Average | 2023/24 Average | Local Housing Allowance Rate 2023/24 |
|--------------------|-----------------|-----------------|-----------------|--------------------------------------|
| 1-bedroom flat | £61.92 | £64.42 | £68.98 | £86.30 |
| 2-bedroom flat | £68.67 | £71.45 | £76.44 | £97.81 |
| 1-bedroom house | £64.26 | £83.05 | £88.86 | £86.30 |
| 2-bedroom house | £89.96 | £94.87 | £102.07 | £97.81 |
| 3-bedroom house | £95.98 | £100.53 | £108.16 | £126.58 |
| 4-bedroom house | £106.31 | £110.67 | £118.41 | £171.45 |
| 1-bedroom bungalow | £76.00 | £79.12 | £84.66 | £86.30 |
| 2-bedroom bungalow | £90.31 | £94.02 | £100.60 | £97.81 |
| 3-bedroom bungalow | £139.31 | £145.02 | £155.17 | £126.58 |



Tenant Satisfaction Measures

The STAR survey for 2023 captured the outcome of the 12 Tenant Perception Measures and was the first year that all Registered Housing Providers were formally required to publish the results of the overall 22 TSMs, so that all tenants could see how their landlord was performing against other landlords, both locally and nationally.

On 1st April 2023, the Regulator of Social Housing introduced 22 Tenant Satisfaction Measures (referred to as “TSMs”). The 22 TSMs are a combination of measures that are measured directly by EPIC (10 measures) and through tenant surveys (12 measures).

The TSMs capture performance across several core areas for EPIC, as detailed below.

Building Safety

Proportion of homes for which all required gas safety checks have been carried out.

99.7%



Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.

100%



Proportion of homes for which all required legionella risk assessments have been carried out.

100%



Proportion of homes for which all required legionella risk assessments have been carried out.

100%



- At the end of March 2024, 4 properties did not have a valid Gas Safety Certificate due to access not being provided for contractors to complete the safety check.
- Gas safety checks are vital to ensuring that our tenants and their homes are kept safe and compliant with the law. Where there are cases of no access, we pursue every support option available to us and will only resort to legal action as a last resort.
- All other safety checks were at 100% which demonstrates our commitment to ensuring the safety and wellbeing of our tenants.
- EPIC does not own any properties with passenger lifts and therefore that measure is not applicable but must still be reported.

EPIC values the safety and wellbeing of our tenants above all else; in addition to the measures reported above we regularly contact tenants to discuss issues and have held events to advise tenants about ways in which they can keep their home safe. We also work with partner agencies where appropriate (e.g. Staffs Fire & Rescue Service) to offer extra support and advice.

Anti-Social Behaviour

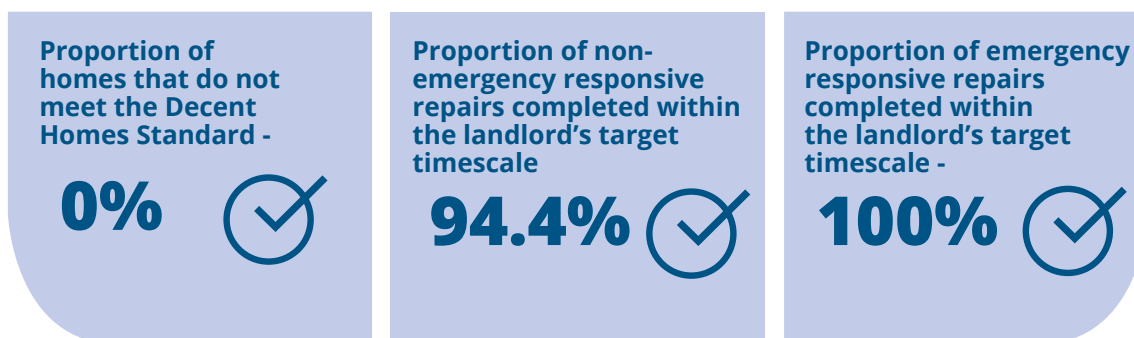
| | |
|--|------|
| Number of Anti-social behaviour cases opened per 1,000 homes | 56.4 |
| Number of Anti-social behaviour cases that involve hate incidents opened per 1,000 homes | 0.7 |

- We want our tenants to be able to live their lives peacefully therefore we take reports of anti-social behaviour seriously. We will pursue every option, from support to enforcement, to ensure that reports of anti-social behaviour are dealt with quickly and effectively.
- We work alongside partner agencies to ensure that the action we take is effective and proportionate to each case. We have also partnered with the City Council and Staffordshire Police in the monthly "Making Great Places Days of Action" on the Bentilee estate to help identify and respond to reports of anti-social behaviour. This allows us to provide a more joined-up approach and highlights where our tenants are experiencing issues beyond our control.
- We encourage all tenants to report any instances of anti-social behaviour so that it can be investigated. Reports will always be dealt with swiftly and in confidence, so you can report problems without worrying about being identified by the perpetrators you are reporting.



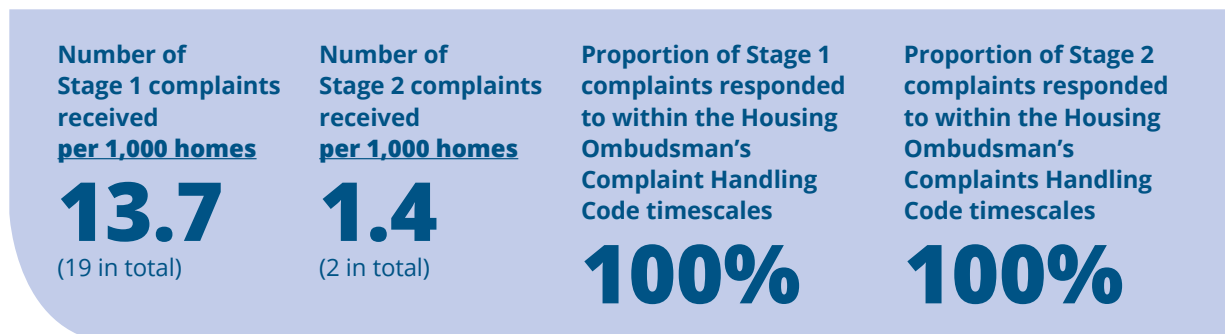


Decent Homes Standard and Repairs



- All homes met the Decent Homes standard, and we are committed to ensuring continued compliance in this respect.
- We have a programme of Stock Condition surveys and planned upgrades to properties to ensure that the condition of homes is compliant with or exceeds the Decent Homes standards.
- We will continue to monitor our performance on repairs and planned maintenance to ensure a high standard of service.
- We have a calendar of regular meetings with our contractors to monitor service delivery and work together to resolve any concerns. This is in addition to regular updates on specific jobs and programmes.

Complaints



- All Stage 1 and Stage 2 complaints were responded to in line with the timescales set out within the Housing Ombudsman's Complaints Handling Code.
- No complaints were escalated to the Housing Ombudsman Service for the year April 2023 to March 2024.
- The Housing Ombudsman made several changes to their Complaint Handling Code in April 2024; we have made the necessary amendments to our Complaints Policy and procedures to ensure continued compliance.
- We have also appointed a Member Responsible for Complaints (MRC) and regularly review our responses to complaints, to ensure fairness in our processes, monitor trends, and ensure that learning from complaints is embedded into everything we do.
- We have made several other changes to our complaints procedure to ensure more robust recording and monitoring of complaints, and transparency in our responses.
- We have delivered training to all tenant-facing staff and have further complaints training planned in for later in 2024.

Tenant Perception Measures (STAR survey)

The below figures were collated in 2023 and are based on 611 responses from our tenants, which represents 44.2% across all tenants.

In addition, 10 tenants who completed the survey were randomly chosen to win a £25 shopping voucher.

| | |
|--|--------------|
| Proportion of tenants who report that they are satisfied with the overall service from their landlord - | 81.2% |
| Proportion of respondents who have received a repair within the last 12 months who report that they are satisfied with the overall repairs service - | 80.8% |
| Proportion of respondents who have received a repair within the last 12 months who report that they are satisfied with the time taken to complete their most recent repair - | 80.2% |
| Proportion of respondents who report that they are satisfied that their home is well maintained - | 75.5% |
| Proportion of respondents who report that they are satisfied that their home is safe - | 78.9% |
| Proportion of respondents who report that they are satisfied that their landlord listens to tenants' views and acts upon them - | 66.7% |
| Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them - | 75% |
| Proportion of respondents who report that they agree that their landlord treats them fairly and with respect - | 81% |
| Proportions of respondents who report making a complaint within the last 12 months who are satisfied with their landlords' approach to complaints handling - | 54.1% |
| Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps the communal areas clean and well maintained - | 71% |
| Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood - | 69.5% |
| Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour - | 65% |

The figures show that while overall satisfaction is high, there is room for improvement with some specific areas that require focus.

We have introduced a variety of ways for tenants to get involved and provide detailed feedback on the issues that matter to them. This offers the opportunity to influence and guide what we do, to ensure we meet the needs and expectations of our tenants. Tenants can find out more about how to get involved and give feedback online at Get Involved - epichousing.co.uk

We are working hard to ensure that our tenants have a voice and can see the changes we are making benefit both our tenants and the wider community. We provide regular updates via our newsletters and social media (Facebook and LinkedIn – search “EPIC Housing”) so you can stay informed on the things we’re doing to provide the best services and support for our tenants.

ASB (Anti-Social Behaviour) & Tenancy Breach Information

Between April 2023 and March 2024, we dealt with 174 tenancy breaches, ranging from untidy gardens and noise nuisance to threatening and anti-social behaviour. We use a range of formal and informal action to resolve anti-social behaviour. Where there is ongoing anti-social behaviour we will seek to evict tenants with the support of the courts.

In early 2024 we also started working alongside Stoke on Trent City Council, Staffordshire Police, and other partners, on the “Making Great Places” campaign that focuses on various estates across the city and encourages joint working to tackle issues such as anti-social behaviour and nuisance motorbikes.

Access to Services & Customer Care

We are committed to offering our tenants a high standard of service and are always looking for ways to improve. We will provide a choice of ways to contact us that suits tenants, including phone, email, website and in person.

Throughout 2022/23 our reception at Ubbertley was open Tuesdays and Thursdays, between 9 am and 2.30 pm, and our phone lines were open Monday for Friday, 9 am to 2.30 pm.

During the latter part of the 2023-24 financial year, following tenant feedback, we started to open reception on a Monday to allow increased access to our services; and in 2024-25 we will be looking to open reception on more days and for longer hours to further support this.

Our Housing Officers are available at the Meir office every other Tuesday – details are on the noticeboard outside the Meir office.

In March 2024 we held our first Coffee Morning drop-in at our Meir office, enabling tenants to visit and talk to us about any issues they are experiencing.

We also re-introduced the Allotments Club to make full use of the raised plots next to our offices there.



Customer Experience Pledge

Our commitment to tenants is that we will:

- Call you back within two working days if you try to contact a member of staff and they are unavailable.
- Respond to enquiries made on our website within two working days.
- Respond to voicemail within two working days.
- Acknowledge written and emailed correspondence within 3 working days.
- Acknowledge written and emailed complaint correspondence within five working days, and we aim to provide a full response within ten working days of acknowledging the complaint.
- Respond quickly and effectively to reports of anti-social behaviour or domestic abuse within at least one working day.
- Respect your individual needs and take them into consideration when responding to you.
- Where requested, visit you at home at a mutually convenient time.
- Ensure that tenant information is easy to read and understand.
- Offer support to ensure you understand the information provided to you.
- Continue to develop our digital methods of communication whilst continuing to cater for tenants with specific requirements.



Complaints

We will always encourage tenants to contact us when they are not happy with a service we have provided, and usually we can deal with any problems quickly and easily, to the tenants' satisfaction.

When tenants do complain about a service we have provided, we will always deal with it in a fair and impartial way, and tenants who complain will not be treated any differently.

Between
April 2023 to
March 2024,
we received:



19 Stage 1
complaints

6 upheld,
4 partially upheld,
8 not upheld,
1 withdrawn

2 Stage 2
complaints

1 upheld
1 not upheld

Whilst we received **10** more complaints than in 2022-23 (**an increase of 52%**), fewer complaints were upheld (**57%, compared to 82% for 2022-23**)

We aim to resolve all complaints promptly and fairly, in line with the Housing Ombudsman's Complaints Handling Code. All our complaints in 2023-24 were resolved within the timescales set out in the Complaints Handling Code.

In March 2024, all tenant-facing staff completed training which focussed on improving the way that we deal with any expressions of dissatisfaction with our services, by adapting their mindset to meet the needs of the tenant.

Further information regarding our complaints process, our policy, and our annual self-assessment against the standard set by the Regulator for Social Housing can be found on our website at www.epichousing.co.uk

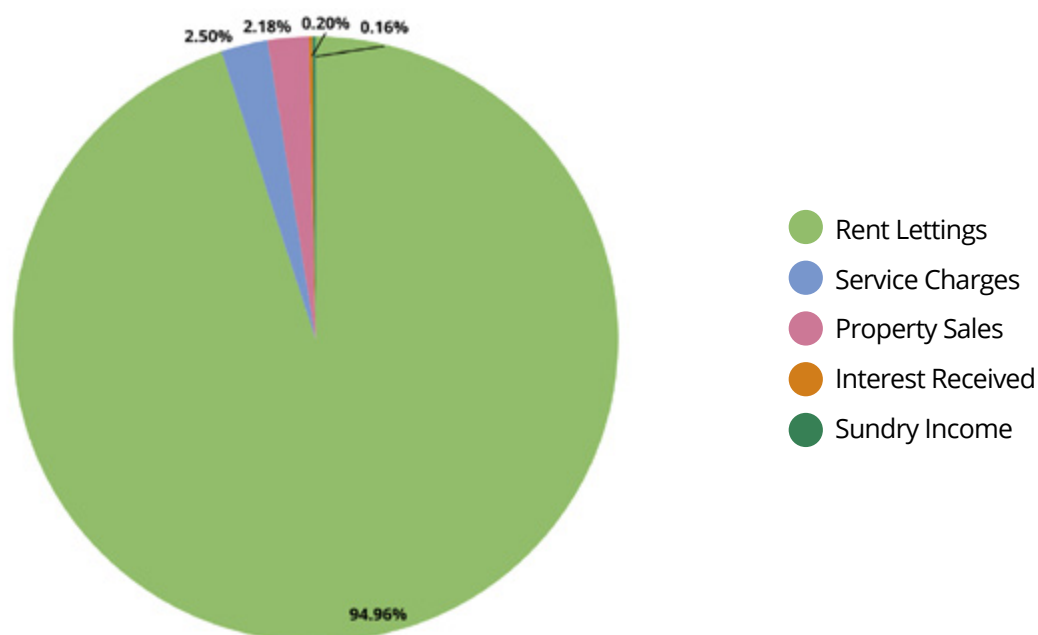
Business Running Costs

Our primary income sources are property lettings and a small amount of service charges. Additionally, we received grant income and charitable donation from some of our contractors, all of which have been spent on supporting our local community groups and tenants.

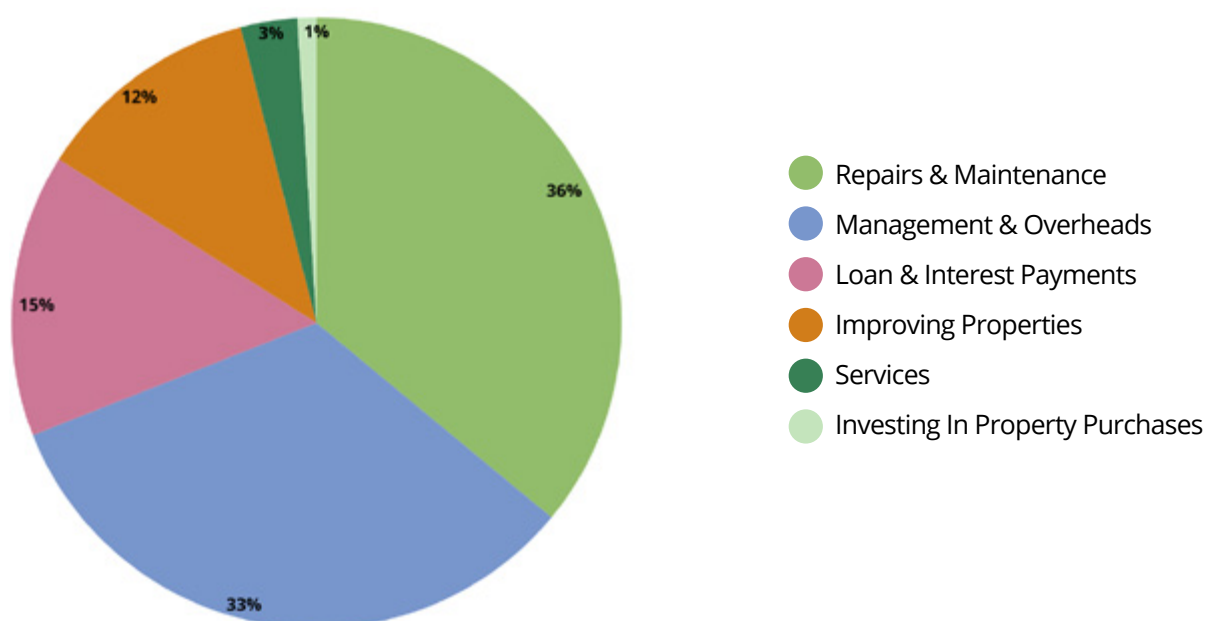
This illustrates the allocation of expenditure and our commitment to maintaining our properties and supporting our tenants effectively.

A full set of financial statements for the year end 31st March 2024 are available on our website or by post on request.

Where our income came from



Where we spent money



The Social Housing Regulation Act 2023

The Social Housing Regulation Act 2023 sets out what every social housing tenant should be able to expect from their landlord:

1. To be safe in your home. We will work with industry and landlords to ensure every home is safe and secure.
2. To know how your landlord is performing, including on repairs, complaints, and safety, and how it spends its money, so you can hold it to account.
3. To have your complaints dealt with promptly and fairly, with access to a strong ombudsman who will give you swift and fair redress when needed.
4. To be treated with respect, backed by a strong consumer regulator, and improved consumer standards for tenants.
5. To have your voice heard by your landlord, for example through regular meetings, scrutiny panels or being on its Board. The government will provide help, if you want it, to give you the tools to ensure your landlord listens.
6. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair.
7. To be supported to take your first step to ownership, so it is a ladder to other opportunities, should your circumstances allow.

This act guides everything that we do at EPIC, and we continually strive to improve upon the services we provide and the relationships we have with our tenants and communities. We are always open to suggestions from our tenants about how we can put things right when they have gone wrong or improve upon the services we provide.

Ways to Stay Informed



Online – www.epichousing.co.uk – our website contains all the information you need about our services and how to access them – you will also find the latest news about what we're doing, and a contact form if needed.



Email – at mailbox@epichousing.co.uk – if you provide us with your email address, we will also use this to send you information about any issues that affect your tenancy, in a timely manner. We will also send surveys from time to time to give you the opportunity to tell us what you think. You can opt out of receiving emails at any time.



EPIC News – we publish a quarterly newsletter to keep tenants up to date and informed about our services and performance.



Social media

Follow us on:

Facebook at facebook.com/EPICHousingAssociation

Instagram at instagram.com/epic.housing/

LinkedIn at linkedin.com/company/epic-housing/

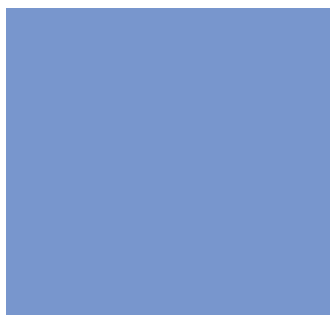


Telephone – you can call us with any enquiries on 01782 252575, Monday to Friday, 9 am to 2.30 pm. This phone line is also available 24 hours a day to report repairs.



In person – our reception area at Ubberley is open Monday to Friday 9am to 4pm. Our offices at Meir continue to have Housing Officer presence every other Tuesday – details on noticeboard at Meir.

As a social landlord, EPIC is subject to regulation by the Regulator of Social Housing.



If you have any comments, suggestions, or questions about the content of this Annual Report, please contact:

Cindy Gleghorn, Director of Housing Management or Mark Bourne, Customer Services & Resident Involvement Team Leader

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ST2 0EF

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Via email: mailbox@epichousing.co.uk