

Date: 02 November 2021
Direct Dial: 01782 252575
Email: mailbox@epichousing.co.uk



Registered Office

131 – 141 Ubbberley Road
Bentilee
Stoke-on-Trent
ST2 0EF
Telephone: 01782 252575
mailbox@epichousing.co.uk
www.epichousing.co.uk

Dear Tenant

I am writing to advise you that EPIC has been reviewed by the body that oversees how we, and all other registered providers (also known as housing associations) are working. The purpose of the review is to ensure we are working properly. This body is called the Regulator of Social Housing, and it uses a grading system to identify how we are doing.

The last time EPIC was rated by the Regulator of Social Housing we were rated as 'G1/V1'. This rating meant that the Regulator of Social Housing considered we were working to the required rules and standards in the services we provide to you and in the way we were running EPIC.

Following this latest review the Regulator of Social Housing has lowered our rating to 'G3/V2'. This rating concerns both the governance of EPIC and health and safety with respect to some of our properties. This means we need to improve the way EPIC is governed and undertake fire safety work in certain properties.

Your home and tenancy is secure and the services you usually receive are not affected and will continue.

If your home is one of the properties requiring fire safety works you will receive separate direct communication and consultation concerning the work required. This work has already commenced and some people will already have had direct contact from EPIC staff.

We are working hard to improve the way we operate and to meet the required standards. We have created a full plan to address all of the areas that the Regulator of Social Housing has advised must be improved. We are being helped with our plans and the work we are doing by expert advisers from outside EPIC. We are meeting regularly with the Regulator of Social Housing to explain our plans and for them to oversee our progress, and they will continue to have close contact with EPIC.

If you have any questions, you can contact us on 01782 252575 or at mailbox@epichousing.co.uk.

Yours faithfully

Rebecca Rance
Interim Chief Executive Officer