

Welcome to the June edition of *Epic News*

This is a special edition which will be dedicated to consulting you - our customers - on two important documents. We are seeking your opinion on the revised and updated `Customer Service Standards` and `Our Homes Lettable Standard`.

These two documents are key to ensuring that we deliver on our mission to be a Good Landlord. We value your opinion and we really want to hear your views.

Best Wishes

*Becky Rance
Interim Chief Executive*





CUSTOMER SERVICE STANDARDS – OUR PROMISES TO YOU

We have developed these standards in consultation with our Tenants and Customers. Our Customer Service Standards clearly explain what you can expect from us as your landlord and what we expect from you.

As part of our promise to you, we will:

- ✓ Be open, transparent and honest.
- ✓ Ensure customers are at the forefront of everything we do.
- ✓ Deliver the best possible customer experience.
- ✓ Treat everyone fairly, politely and with respect.
- ✓ Make it easy for you to contact us.
- ✓ Listen to your views and act on them in a timely manner.
- ✓ Keep you informed and set clear expectation of what we can deliver.
- ✓ Deliver what we say we are going to do.

Our standards are broken into 7 service areas:

- Accessing our services and customer care
- Dealing with your complaints
- Customer engagement
- Finding a home
- Well maintained and safe homes
- Your neighbourhood
- Paying your rent

Accessing our Services and Customer Care	
We will:	We expect from you to:
<ul style="list-style-type: none"> ➤ Ensure you can easily contact us in a variety of ways, including in writing, email, telephone and website. ➤ Respond promptly to your contacts and enquiries. ➤ Respect your individual needs and take them into consideration when responding to your enquiry. ➤ Ensure that the information we provide is clear, concise and in plain English. ➤ Provide information that is easily accessible. ➤ Offer support to ensure you understand the information we provide to you. ➤ Continue to develop our digital methods of communication whilst catering for customers with specific requirements. 	<ul style="list-style-type: none"> ➤ Behave in a way that shows respect towards our employees, contractors and representatives. ➤ Let us know when things go wrong or when they go well so that we can use this knowledge to improve services. ➤ Keep us informed of changes to your contact details e.g. phone numbers, email addresses or your circumstances, to help us provide the appropriate service for you.

Dealing with complaints about our services	
We will:	We expect from you to:
<ul style="list-style-type: none"> ➤ Listen to your concerns and be honest, fair and impartial when dealing with your complaint. ➤ Acknowledge and log your complaint within 5 days of receipt ➤ Respond to your complaint within 10 days of logging, ➤ Investigate your complaint in a timely manner and keep you updated on progress. ➤ Learn from our mistakes and from compliments in order to use the knowledge gained to help improve our services. 	<ul style="list-style-type: none"> ➤ Let us know as soon as possible if something goes wrong so we can put it right. ➤ Specify the grounds of your complaint and co-operate with the investigation and resolution process. ➤ Behave in a way that shows respect towards our employees, contractors and representatives - we take a zero tolerance approach to violence and abusive behaviour.

Customer Engagement	
We will:	We expect from you to:
<ul style="list-style-type: none"> ➤ Work with you and the community to provide flexible opportunities for you to engage in a way and at a level that suits you. ➤ Support you to get involved in helping to shape our services. ➤ Engage with you in decisions that affect you and your home. ➤ Ask you for feedback and give you the opportunity to be involved in shaping the way we deliver services. ➤ Produce an Annual Report to inform you how we are performing. 	<ul style="list-style-type: none"> ➤ Be open, honest and realistic in your expectations. ➤ Listen, respect and be open to the views of others.

Finding a Home	
We will:	We expect from you to:
<p>Transfer and housing applications:</p> <ul style="list-style-type: none"> ➤ Provide clear information about your housing options when you contact us. ➤ Keep you informed about how your application is progressing and let you know how long you may have to wait for a new home. ➤ Give you the chance to view any property you are offered and give you information to help you decide if it's the right home for you. <p>Mutual Exchanges</p> <ul style="list-style-type: none"> ➤ Acknowledge your request for a mutual exchange promptly. ➤ Make a decision on your mutual exchange request within 6 weeks. <p>Moving in to your new home</p> <ul style="list-style-type: none"> ➤ Advise you of your tenancy commencement date. ➤ Make sure homes meet our Homes standard. ➤ Provide information on our services and how you can contact us. ➤ Provide you with a copy of your tenancy agreement and explain our 	<ul style="list-style-type: none"> ➤ Provide us with relevant and accurate information when applying for a home. ➤ Keep us updated if your circumstances change whilst you are in the process of applying for a home. ➤ Keep us updated if your circumstances change ➤ Comply with the conditions of your tenancy. ➤ Respect your neighbours and behave in a way that will not cause nuisance or annoyance. ➤ Keep your home, garden and any communal areas tidy and in reasonable condition.

<p>obligations to you and your obligations to us.</p> <ul style="list-style-type: none"> ➤ Advise you how to contact and set up services to your home, including electricity, gas, water and council tax. 	<ul style="list-style-type: none"> ➤ Report any incidents of neighbour nuisance or anti-social behaviour to us and / or other appropriate agencies e.g. the Police.
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Well maintained and safe homes	
We will:	We expect from you to:
<p>Repairs and Maintenance</p> <ul style="list-style-type: none"> ➤ Be fair, polite and respectful when carrying out work in your home ➤ Provide you with convenient ways to report a repair 24 hours a day via phone, email or our website. ➤ Offer and keep appointments to carry out repairs. ➤ Aim to carry out emergency repairs within 24 hours of receiving your request, where required. ➤ Aim to carry out urgent repairs within 7 days of receiving your request. ➤ Aim to carry out non-urgent repairs within 28 days of receiving your request. ➤ Where possible, carry out your repair on the first visit. ➤ Undertake random checks to see if you are happy with the repair work carried out. <p>Improvement works</p> <ul style="list-style-type: none"> ➤ We will make sure that your home is safe, secure and free from damp. ➤ Undertake improvements to your home in-line with our investment programme and give you advanced notice of when this work will take place. ➤ We will provide you with a named officer to answer any questions about the works. ➤ Provide you with a range of choices, where appropriate. E.G. Kitchen cabinets and a choice of colour of tiles. 	<ul style="list-style-type: none"> ➤ Inform us as soon as possible of any repairs that need carrying out to your home ➤ Give our employees access to your home to carry out any necessary work, including your annual safety checks. ➤ Let us know if you are unable to keep appointments. ➤ Treat our staff and contractors fairly, politely and with respect.

<ul style="list-style-type: none"> ➤ Ensure that our employees and contractors have the relevant up to date skills, safety equipment and training. ➤ Ensure that our contractors carry out works to you home to the standard we expect. <p>Aids and Adaptations</p> <ul style="list-style-type: none"> ➤ Ensure we have arrangements in place with partner organisations to facilitate reasonable adaptations to your home. <p>Gas Safety</p> <ul style="list-style-type: none"> ➤ Arrange an appointment each year to carry out a gas safety check. ➤ Complete the service and safety check on the first visit unless we have to order replacement parts. 	<ul style="list-style-type: none"> ➤ Give our employees access to your property to carry out the service and safety check. ➤ Let us know if you are unable to keep appointments. ➤ Treat our staff and contractors fairly, politely and with respect.
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Your Neighbourhood	
We will:	We expect from you to:
<p>Safe Neighbourhoods</p> <ul style="list-style-type: none"> ➤ Carry out regular estate walkabouts. ➤ Carry out monthly inspections of our blocks of flats with communal entrances. ➤ Help you understand your responsibilities as a tenant in relation to fire safety within your home and where appropriate where you live in a flat with communal access. ➤ Make sure your service charge reflects the cost of providing the services that you receive and consult with you where this is required. ➤ Aim to keep your neighbourhood clean and safe. ➤ Aim to remove graffiti as soon as possible and where this is of an offensive nature, as a matter of urgency. <p>Anti-social Behaviour</p>	<ul style="list-style-type: none"> ➤ Keep communal areas clear and free from rubbish. ➤ Familiarise yourself with the fire safety notices and procedures where you live in a block of flats with a communal entrance. ➤ Take pride in your neighbourhood and keep your gardens tidy.

<ul style="list-style-type: none"> ➤ Respond quickly and effectively to reports of anti-social behaviour and respond to serious anti-social behaviour or domestic abuse within one working day of reporting. ➤ Work with our tenants, communities and partners to prevent anti-social behaviour. ➤ Ensure that those affected by anti-social behaviour receive appropriate advice and guidance. ➤ Ensure victims of anti-social behaviour are given a named contact. 	<ul style="list-style-type: none"> ➤ Respect your neighbours and not to cause anti-social behaviour, noise nuisance or annoyance. ➤ Abide by your conditions of tenancy including those in relation to anti-social behaviour.
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Your Rent:	
We will	We expect you to:
<ul style="list-style-type: none"> ➤ Provide convenient ways for you to pay your rent. ➤ Offer you support if you are experiencing difficulties with paying your rent, for example, helping you apply for welfare benefits; offering money advice and signposting you to debt advice. ➤ Take prompt action should your rent account fall into arrears. ➤ Undertake rent recovery action when all other avenues of support have been exhausted. ➤ Aim to keep evictions to a minimum and as a last resort once all other actions have been exhausted. 	<ul style="list-style-type: none"> ➤ Pay your rent on time and contact us promptly in the event you feel unable to do so. ➤ Work with us to clear your account should you fall into arrears.

The Customer Service Standards have been developed to ensure that you - our customers - know what you can expect from the services we deliver. We believe that the relationship with our customers is a two-way process so we've included details of what we expect from you.

Please take a look at these standards and let us know what you think.

OUR HOMES LETTABLE STANDARD

Introduction

- We have developed Our Homes Lettable Standard with customers to ensure that new lettings meet a consistent quality standard.
- Before we let our homes, we make sure they are clean, safe, secure and in reasonable repair.
- Our Homes Lettable Standard sets out what our customers can expect, and has been agreed in consultation with our tenants. Equally we expect our customers to keep their new home in good condition throughout their tenancy.
- The tenancy agreement requires tenants' to help us by allowing access to carry out repairs and safety checks and promptly reporting repairs which need doing.
- We will take photos of the property at sign up and ask customers to sign off that the property is in good condition at the point of letting.
- After new tenants have moved in, it may be necessary for non-urgent repairs to be carried out. We will let new tenants know about any such repairs when they sign for the tenancy.

Our Principles

We have based Our Homes Lettable Standard around the following principles:

- Our homes should be safe and secure.
- Our homes should be let with the need to only carry out non-emergency repairs. Some repairs or improvement may be required once a new tenant(s) has moved into the property. The details of these non-urgent repairs will be advised when signing for the property
- New tenants will need to decorate, install their own flooring and provide their own furniture.
- Our homes will meet the standards required by our funding partners, where appropriate.
- Our homes will meet the government Decent Homes Standard.

Safety and Security

- On signing for the property, we will issue new tenants with a valid Energy Performance Certificate (EPC) which shows how energy efficient the property is. All our homes will have an EPC rating of 'D' or above, where possible.
- Electrical fixtures and fittings will be tested and approved by a NICEIC (National Inspection Council for Electrical Installation Contracting) registered contractor and a certificate given to the new tenant(s) at sign up.
- The central heating system will be tested and a gas safety certificate provided at sign-up.
- We will check the property for asbestos and ensure that it is either removed or left in a safe condition. We will ensure customers have access to asbestos survey results.

- We will provide two smoke alarms which will be clean, secure and tested. Where appropriate we will use combined Carbon Monoxide and Smoke Detectors. It is the customers responsibility to replace the batteries of these detectors.
- We will change the locks on any external doors to make sure no one else has a key. Where appropriate we will fit a 5 lever mortice dead lock that complies with Police and Insurance Company security recommendations for external doors.
- Any controlled entry systems on communal doors will operate correctly and have any required repairs ordered or scheduled.
- Polystyrene coving or tiles will be removed and the surfaces made good.
- We will ensure that our homes are free from damp and mould, and provide appropriate advice on condensation management to customers.
- Any non-urgent repairs required will be planned or ordered in accordance with our normal repair priorities and carried out after occupation. New tenants will be notified of any such repairs when signing for the property.

Property Clearance

- We will ensure all rubbish and furniture has been removed.
- We will remove any carpets, laminate flooring or ceramic flooring if it is in a poor condition.
- In some situations, if floor coverings are in reasonable condition and have been properly fitted these items may be left in place and will be gifted to incoming tenant(s). Tenants will be asked to sign a declaration acknowledging their responsibility for these items if they wish to retain them. If responsibility is not accepted the items will be removed prior to letting a property.
- We will treat any vermin or flea infestation. Please note: Tenants are responsible for treating any infestations that occur during the course of their tenancy.
- Homes be cleaned throughout with particular attention to the bathroom, kitchen and floor coverings.
- EPIC is not responsible for any previous installations of telephone, satellite and TV media packages.
- Any additional fittings are the responsibility of new tenants and must be fitted and paid for without causing any damage to the property.
- If prospective tenants make any arrangement to purchase any item from the outgoing tenant, EPIC will not take responsibility for these items.

External Doors

- We will replace the locks to front and rear doors when the tenancy changes. Where applicable or required a single point locks will be certified to BS 3621, and multi point locks to PAS 024.
- We will ensure that windows and external doors are secure and fully glazed, and order any repairs where required.
- We will provide new tenants with two sets of external door keys together with window lock keys.
- Where there are communal doors to the property we will issue one key per adult living in the property. Any additional communal door keys or access fobs requested will be issued, but will be recharged at a cost to the tenant(s).
- Where an external door requires replacement, we will do this on a like-for-like basis, except where a fire door is required. If the door is secure, any replacement may be undertaken following occupation. Where we install a new door we will ensure that any glazing is double glazing.

- We will ensure all doors are hung so as not to obscure access to light switches.

Hallways

- We will give consideration, where appropriate, to the installation of a radiator in hallways where there is not one in existence, to eliminate cold spots.

Lounges and Reception Rooms

- We will ensure that door opening directions do not obscure light switches.
- We will retain dado and picture rails where these are intact.
- We will ensure that the room has adequate heating and ventilation.
- We will remove gas fires.

Kitchens

- The number of kitchen units will depend on the size and layout of the kitchen. As a minimum, we will fit one unit with a stainless steel sink, one double base unit and one double wall unit.
- The kitchen be ventilated either by means of a window or extractor fan.
- We will ensure all drawers and doors open and close without catching, and that they are sound and useable.
- Where possible we will leave space to install a washing machine and double height fridge freezer.
- We will ensure worktops are clean and sealed where the work top meets the wall, and around sink.
- Sinks will be clean and free of rust and stains, and supplied with a plug and chain.
- Taps will be clean, easy to operate, marked hot and cold, and drip-free. We will fit lever taps as standard.
- Tiling will be clean and in reasonable condition. We will make sure there is a minimum of 300mm of tiles on the walls above the work surface and sink, except where windows prohibit this.
- Gas cooker points will be clean and capped off with bayonet fittings, ready for a cooker to be installed.
- Gas hobs will be located away from windows where necessary.
- Electric cooker points will be clean and ready a for a cooker to be installed.
- Where there is sufficient space, we will leave a 620mm space with a water supply, with a waste pipe ready for a washing machine to be fitted. Washing machine valves will be clean and easy to open and close. Valves will be drip-free and marked hot and cold. Waste pipes will be secure and drip-free.
- Sockets will be located at least 100mm from cookers.
- Sockets will be located at least 300mm from sinks.
- Where built in appliances, such as ovens and hobs, are in situ these will be tested and if safe to use they will be left in the property. These will then be the gifted by agreement to the new tenant. We will accept no responsibility for these items going forward.

- At the new tenant's request, we can install Gas or Electric Cookers using a suitably qualified Gas and/or Electrical engineer, the new tenant(s) will be charged for this.

Staircases

We will ensure that new staircases, where building design allows, conform to the recommended requirements for accident reductions. This means:

- Stair width should be a minimum of 900mm-1000mm;
- Tread dimensions to be between 280mm and 360mm;
- Rise dimensions to be between 100mm – 180mm;
- Pitch (angle of stairs) to be less than 42°;
- Nosing should not project more than 18mm beyond any riser;
- Handrails to be sited between 900mm and 1000mm measured from the top of the handrail to the pitch line or floor/easy to grasp/extend the full length of the flight.

In all cases we will ensure that:

- There is adequate lighting over stairs.
- Handrails fitted to stairs, treads and risers are safely secured.
- The spacing between spindles on bannisters is safe.

Bathrooms

- Bathroom and Toilets can be separate or combined, and will be ventilated either by window or extractor fan.
- The bath will be clean and sealed where bath edges meet the tiling and will be secure and free from major chips, and fitted with a plug and chain.
- The bath panel will be secure and clean.
- All toilets, including seats, will be secure, clean and easy to flush.
- Where new toilet installations are required these will have low-flow flush.
- Bathroom wash-hand basins will be secure, clean and fitted with a plug and chain. Taps will be clean, easy to operate, marked hot and cold, and drip-free. We will fit lever taps as standard.
- Tiling will be clean, intact and in reasonable condition.
- We will ensure where possible that there is a tiled area above the wash hand basin and above the bath.
- We will ensure a steam-proof light is installed.
- All light switches will be independently fused and of a pull cord in style.

Plumbing and Heating Systems

- We will ensure our homes have an adequate and safe form of heating.
- If there is an existing gas fire, this will be removed, the gas supply will be safely capped and the opening made good with appropriate chimney ventilation. When a gas fire is removed the radiator to that room will be checked for size and replaced if necessary.
- Where a gas fire is removed the surround may be retained, on a case by case basis, where this prevents the need for further remedial works.
- We will not locate boilers in bedrooms.
- Wherever possible boilers will be placed in cupboards.
- We will check the plumbing and water system to ensure it is in working order and free of leaks.
- Stop-taps will be accessible and easy to open and close. We will make sure tenants' know at the start of their tenancy where the stopcock is located.
- Water pipework and storage facilities will be maintained according to the requirements of BS 6700.

Electrical circuits and installations

- The consumer control unit will be easily accessible and to a good modern standard which complies with BS EN 61439-3 and BS 7671.
- All light fittings, light switches and sockets will be in good working order.
- We will endeavour to avoid using surface mounted electrics where practicable.
- Where required all new electrical wiring installation will meet the latest requirements of Institution of Electrical Engineers/British Standard (BS 7671).
- We will install sockets with integrated USB ports in bedrooms and kitchens where such sockets require replacement.

We will ensure that there are adequate socket numbers, where possible. Generally this will mean a minimum of:

- Lounges: 3 double sockets;
- Double Bedrooms: 2 double sockets;
- Single Bedrooms: 1 double socket;
- Kitchen: 4 double sockets and 1 Hager Switch;
- Hallways/ Landings: 1 double socket.

Please Note. The above specification may vary depending on the style, size and characteristics of the property.

Lighting

- We will retain any existing safe and good quality light fittings.
- Where they are fit for purpose we will retain fluorescent lighting.
- We will ensure any replacement light fittings comply with British Standards.

Internal Doors

- All rooms will have a door fitted, unless the property is designed as open plan.
- Fire rated doors will be fitted where appropriate.
- Doors will be clean, secure, easy to open and close with the hinges and door furniture secure.
- We will retain doors that are fit for purpose, even if these are not uniform throughout the property.
- Should any doors need easing after customers have had carpets fitted, this is the responsibility of the new tenant(s).
- Glazing in 'critical locations' will be safety glass. Glazing in doors – Glass which is wholly or partially within 1500mm from floor level must be safety glass and comply with BS6206.
- Glazing adjacent to doors – Windows/side panels wholly or partially within 300mm of the edge of a door and which is also wholly or partially within 1500mm from floor level will be of safety glass.
- Other glazing that is wholly or partially within 800mm from floor level. This means that windows that are not located within 300mm of a door must be of safety glass if the bottom of the glazing is within 800mm of the floor level.

Flooring

- Where there is vinyl flooring present we will ensure this is clean, undamaged and slip resistant.
- Vinyl flooring or similar will be provided in the kitchen, bathroom and W.C. We do not provide floor coverings in any other rooms as standard.
- We will ensure floors and skirting boards are clean, complete, secure, and free from rot and trip hazards and any non-urgent repairs are ordered or planned in within the appropriate priority.
- Carpets and carpet grippers left by the previous tenant will normally be removed, unless they are in good condition. Any carpets or floor coverings left in the property will be gifted to the new tenant and will become their responsibility. We will require new tenants to sign an acceptance of responsibility.

Windows

- The glazing of all windows will be intact and secure.
- We will ensure all windows are easy to open and close.
- We will provide window keys where necessary and restrictors to all opening windows on first floor and above upon request.
- We will check that window vents are unobstructed and in good working order.
- We will replace any failed glazing. Such work may be carried out after occupation, new tenant(s) will be advised of this when they sign for the property.
- We will ensure that the window seals are in good condition.

- We will ensure that at least one window at first floor level will open wide enough to be used as an emergency escape.
- Any non-emergency repairs will be ordered or planned in accordance with the appropriate priority.

Roofs and Roof Spaces

- We will ensure the property is safe, secure and watertight.
- We will ensure all roof tiles and verges are in place, and the chimney stacks, flaunching, pots and lead flashing are intact.
- We will replace any missing or damaged waste pipes, guttering and overflows and will ensure the system is in a good state of repair.
- We will ensure that gutters are free from blockages, weed growth and leaks.
- We will leave loft space clear of any items.
- We will top up loft insulation to 270mm as a minimum.

Decoration

- Where front doors require re-staining, this work will be ordered and carried out after occupation and in accordance with our normal priorities.
- We will ensure that walls and ceilings are sound, free from damp, graffiti, large cracks, loose plaster, bulges or holes and are structurally sound.
- We will ensure that walls and ceilings are in a suitable condition for decoration.
- We do not normally decorate rooms, however any room which is in a very poor state of decoration, due to graffiti or mould growth for example, will be neutrally redecorated before new a tenant(s) moves in.
- We will typically remove or cover heavy Artex where this is present.
- We will ensure that we remove lead paint where possible.
- Where it has been necessary to cut chases into the wall, we will strip the entire wall of wallpaper.

Period Features

Where possible we will be sensitive to retain period features which add to the aesthetic of the building and are in keeping with the broader locality. Examples of this include but are not limited to:

- Period Fireplaces;
- Tiled Floors;
- Decorative corniches;
- Dado and Picture Rails;
- Decorative archways.

Outdoor Spaces and Driveways

- We will ensure any repairs required to meet the standards below are scheduled in accordance with our priorities.
- We will make sure the property is wind and watertight.
- We will ensure access pathways to the front and back door are even and free of trip hazards.

- We have an external decorations programme which ensures our blocks of flats and rendered houses are usually painted every 7 years.
- We will check that air bricks are unobstructed and in good working order.
- We will ensure that rear gates to your home are safe and secured with a bolt or latch.
- We will ensure that any outbuildings, such as garages etc. are fit for purpose.
- We will ensure that gardens are free of items left by previous residents, are tidy and not overgrown. We will remove any trees that impact on the structure of the property, affect access or are considered too large for the space etc.
- All paths, steps, yards and ramps will be safe, secure and free from trip hazards
- All fencing, walls, railings, gates and hand rails will be safe, secure and in good working order.
- All ponds or pools will be filled in or removed.
- Drainage systems will be free flowing and fitted with secure covers.
- Where the shed allotted to any property is in poor condition it will be removed. On some occasions we may remove the shed but leave the shed base in situ. Where a shed is in good condition this will be gifted to the new tenant(s).
- Existing sheds and outbuildings will be free from rubbish, safe and watertight.
- Where a driveway requires replacement we will typically match like-for-like although tarmac is our preferred material. This work may be carried out following occupation where it is safe to do so.
- We will not normally install gates at the top of driveways, but will retain these if they are already in existence

Boundaries

- We will inspect boundary walls and fences and if repairs or replacement are required, and (subject to clarification of the ownership of the boundary) complete the repairs in accordance with our repairs priorities following occupation.

Green Initiatives

- Where it is viable we will seek to upgrade loft insulation to 400mm in order to significantly reduce heat escape via the ceiling and roof.
- To reduce water usage we will (where tap or shower replacements are required) use aerated technology which could save up to 25 litres of water per person per day.
- We will install only A-rated boilers in our properties. We will annually review the type of boiler we use to ensure that we are keeping up with technological advances.
- We will replace toilets which require replacement with a dual flush, low-flow function.
- We will install low energy LED lighting where required.
- We will ensure waste is disposed of in an environmentally friendly way as possible.

Aids, Adaptations and Non-Standard Fittings

- If there are disabled adaptations in place these will be left in the property if they do not impede normal living arrangements. Any disabled adaptations that are left in the property will be tested for safe operation.
- Some items may have been installed by the previous tenant; these may be items which are not standard EPIC fixtures and fittings. Some non-standard items may be left in the property, if they are safe, well fitted, fully operational and useful. If such fixtures and fittings become

defective and subsequently need to be repaired or replaced, we will remove them and replace with standard EPIC fittings and fixtures only and , in any case, only where there is a requirement for such items within this standard.

Customer Engagement and Involvement

- EPIC Housing are committed to embedding the customer voice within the services which we deliver.
- For this reason this standard is reflective of our Corporate Plan , and we will work closely tenants to ensure that it remains fit for purpose.
- We will monitor feedback from applicants and customers to ensure that the standard remains fit for purpose.

We have developed the Our Homes Lettable Standard to ensure prospective tenants know what they can expect when they are offered a new property. We aim to ensure our homes meet all the required safety standards and are in a good state of repair. We would like your views on this standard.

Please review these standards and let us know what you think.

YOUR FEEDBACK

Please let us have your feedback on the Customer Standards and Our Homes Lettable Standard by 30th June 2022. We value your views.

You can feed back by:

Email to: mailbox@epichousing.co.uk

Telephone on: 01782 252575



You can visit our website and complete an online form:

<https://epichousing.co.uk/manage-my-home/report-a-repair/>

or call **01782 252575**

Or email: mailbox@epichousing.co.uk

If your repair is an emergency, please call 0800 6940434

HOW DO YOU WANT TO BE COMMUNICATED WITH?



If you would prefer to receive this newsletter and any other correspondence via a different method, please get in touch – details above.

We hope you enjoyed our newsletter – If you have any ideas for our next edition or stories about your communities to share, please let us know

