

Tenant Satisfaction Measures

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) throughout the 2023/24 financial year and through the STAR tenant survey (12 measures) taken annually and those detailed below reflect 2023.

All Registered Housing Providers were formally required to publish the full suite of measures results so that all tenants could see how their landlord was performing against other landlords, both locally and nationally.

EPIC conducted its first survey in June 2023; we used an independent organisation called Acuity to ensure that all feedback was collected fairly and impartially. We did not target particular groups or leave anyone out when conducting the survey. Those tenants who completed the survey were entered into a prize draw for shopping vouchers.

The perception survey (STAR) was circulated to all tenants via a postal questionnaire with the opportunity to follow a link and complete the survey online. The survey was designed to collect the views of a minimum of 302 tenants from the total of around 1,400. Responses to the survey totalled 611 (428 online and 183 postal). A number of learnings have been identified and included for transparency.

The TSMs capture performance across several core areas for EPIC, as detailed in the following tables.

Building Safety

Proportion of homes for which all required gas safety checks have been carried out.	99.7%
Proportion of homes for which all fire risk assessments have been carried out.	100%
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 communal passenger lift safety checks have been carried out.	N/A

- 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 Housing does not own any properties with passenger lifts and therefore that measure is not applicable but must still be reported.
- EPIC Housing 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 offer further advice to tenants on ensuring that they are informed 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 and so 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 that 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 joint working 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, either to us or to Staffordshire Police, 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

Proportion of homes that do not meet the Decent Homes Standard.	0%
Proportion of non-emergency responsive repairs completed within the landlord’s target timescale.	94.4%
Proportion of emergency responsive repairs completed within the landlord’s target timescale.	100%

- 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 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

Number of Stage 1 complaints received per 1,000 homes.	13.7
Number of Stage 2 complaints received per 1,000 homes.	1.4
Proportion of Stage 1 complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales.	100%
Proportion of Stage 2 complaints responded to within the Housing Ombudsman’s Complaints Handling Code timescales.	100%

- 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 that we do.
- We have made several other changes to our complaints procedure to ensure more robust recording and monitoring of complaints and transparency and honesty 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 results for our survey for 2023 are shown below. The figures reported below 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.

The summary of approach which outlines the method used to generate the tenant perception measures, can be found here: [TSM Summary of Approach 2023](#)

The questionnaire used for 2023 which has led to these results is found here: [TSM Questionnaire 2023](#)

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 and some specific areas require focus.
- We have introduced a variety of ways for tenants to get involved and provide deeper feedback on the issues that matter to them. Getting involved offers the opportunity to influence and guide what we do to ensure it meets the needs and expectations of

our tenants. Tenants can find out more about how to get involved and talk to us about what you think of our services online at [Get Involved - epichousing.co.uk](https://www.epichousing.co.uk/get-involved)

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