

### Tenant Satisfaction Measures 2024/25

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 2024/25 financial year and through the tenant (perception) survey (12 measures) taken annually and those detailed below reflect 2024/25.

Of the 9 measures directly measured by EPIC, four are broken down into two parts, (resulting in a total of 13 measures reported). These are:

1. Repairs
  - Repairs completed within target timescale – non-emergency; and
  - Repairs completed within target timescale – emergency.
2. Anti-Social Behaviour
  - Number of anti-social behaviour cases per annum; and
  - Number of anti-social behaviour cases that involve hate incidents per annum.
3. Complaints received
  - Number of stage one complaints; and
  - Number of stage two complaints.
4. Complaints responded to
  - Proportion of stage one complaints responded to within the Complaint Handling Code timescale; and
  - Proportion of stage two complaints responded to within Complaint Handling Code timescale.

The tenth TSM is not applicable as it relates to lifts which EPIC do not have.

All Registered Housing Providers are formally required to publish the full suite of results so that tenants can see how their landlord is performing against other landlords, both locally and nationally.

EPIC conducted its first survey in June 2023; using an independent organisation called Acuity to ensure that all feedback was collected fairly and impartially. We continued to use Acuity for the latest survey undertaken in June 2024. We were keen to ensure that no one was excluded so we sent surveys to all tenants.

The survey could be completed, via post, online or over the telephone. Tenants who completed the survey were entered into a prize draw for shopping vouchers.

The survey was designed to collect the views of a minimum of 302 tenants from the total of approximately 1,400. We had a total of 525 responses to the survey (254 online, 92 by post and 167 by telephone interview, with the remaining 12 not having the method recorded). This represents a response rate of 36.6%.

We always aim to learn from the feedback we get and as part of the survey we asked tenants to share with us their contact details so that we could discuss any issues with them directly. A number of learnings have been identified and included for transparency as part of this statement.

The TSMs capture performance across several core areas for EPIC, as detailed in the following tables (firstly for those directly measured by EPIC and secondly through the annual tenant perception survey).

### **Building Safety**

<b>Proportion of homes for which all required gas safety checks have been carried out</b>	<b>99.93%</b>
<b>Proportion of homes for which all fire risk assessments have been carried out</b>	<b>100%</b>
<b>Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out</b>	<b>100%</b>
<b>Proportion of homes for which all required legionella risk assessments have been carried out</b>	<b>100%</b>

- At the end of March 2025, 1 property did not have a valid gas safety certificate due to access not being provided, this has since been completed in April 2025.
- Gas safety checks are vital to ensuring that our tenants and their homes are kept safe and compliant with the latest legislation. Where there are cases of no access, we pursue every option available to us, which may in extreme circumstances, and as a last resort, be legal action.
- 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 for completeness and transparency.
- EPIC values the safety and wellbeing of our tenants; 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 referral partner agencies where appropriate (e.g., Staffs Fire & Rescue Service) to offer extra support and advice.

### **Anti-Social Behaviour**

<b>Number of Anti-social behaviour cases opened per 1,000 homes</b>	<b>31.25</b>
<b>Number of Anti-social behaviour cases that involve hate incidents opened per 1,000 homes.</b>	<b>0.73</b>

- 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 Stoke-on-Trent 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 joined-up approach and highlights where our tenants are experiencing issues in the community 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 in confidence and as quickly as possible; we are here to support tenants and, in some instances, we may also ask that tenants report the antisocial behaviour to the Police.

### **Decent Homes Standard and Repairs**

<b>Proportion of homes that do not meet the Decent Homes Standard</b>	<b>0.06%</b>
<b>Proportion of non-emergency responsive repairs completed within the landlord’s target timescale</b>	<b>94.81%</b>
<b>Proportion of emergency responsive repairs completed within the landlord’s target timescale</b>	<b>100%</b>

- As at end of March 2025, one property did not meet Decent Homes standard. This was in relation to a tenant who had until recently refused a planned kitchen replacement. The tenant has now agreed to a replacement kitchen, and this will be completed in May 2025.
- 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 operational updates on specific jobs and programmes.

## Complaints

<b>Number of Stage 1 complaints received per 1,000 homes</b>	<b>13.75</b>
<b>Number of Stage 2 complaints received per 1,000 homes</b>	<b>3.62</b>
<b>Proportion Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales</b>	<b>100%</b>
<b>Proportion of Stage 2 complaints responded to within the Housing Ombudsman's Complaints Handling Code timescales</b>	<b>100%</b>

- All Stage 1 and Stage 2 complaints were responded to in line with EPIC's Complaints Policy, which mirrors the timescales set out within the Housing Ombudsman's Complaints Handling Code.
- One complaint was escalated to the Housing Ombudsman Service for the year April 2024 to March 2025. All required documentation has been forward to the Housing Ombudsman and we await their decision and any learnings.
- The Housing Ombudsman requires landlords to carry out a Self-Assessment every year, the assessment needs to be presented to EPIC's Board and published on EPIC's website. A copy of the Self-Assessment is also provided to the Housing Ombudsman. This is carried out around May of each year.
- We regularly review and make necessary amendments to our Complaints Policy and procedures to ensure continued compliance with the Housing Ombudsman's Complaints Handling Code.
- We appointed a Member Responsible for Complaints (MRC) in 2024 who regularly reviews 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. The MRC has a detailed role profile which can be found here: [MRC-Role-Profile.pdf](#)
- We have delivered complaints training to all tenant-facing staff.

## Tenant Perception Measures (Annual Tenant Satisfaction Survey)

The results for our survey for 2024/25 are shown below.

## Year on Year Change

The tables below illustrates the results for 2024/25 compared to those for 2023/24. This highlights how many of the measures have improved (**green**), worsened (**red**), or stayed the same (black) in respect of those measures captured through the annual perception tenant survey.

Complaints handling has seen a fall in satisfaction, and we have seen a drop in the number of Stage 2 complaints received. We continue to work hard to improve these scores and the service we deliver. However, this rating compares well with other landlords when looking at our survey scores against landlords in the smaller housing association network and in comparison, to the figures published by the Regulator for Social for 2023/24 a copy of which can be found [Here](#).

Tenant Satisfaction Measure's Annual Tenant Survey	2023/24	2024/25
Overall Satisfaction	81%	81%
Satisfaction with Repairs	75%	82%
Satisfaction with the time taken to complete the most recent repair	80%	81%
Satisfaction that the home is well maintained	76%	80%
Satisfaction that the home is safe	79%	81%
Satisfaction that the landlord listens to tenant views and acts upon them	67%	70%
Satisfaction that the landlord keeps tenants informed about things that matter to them	75%	83%
Agreement that the landlord treats tenants fairly and with respect	81%	85%
Satisfaction with the landlord's approach to handling complaints	54%	42%
Satisfaction that the landlord keeps communal areas clean and well maintained	71%	71%
Satisfaction that the landlord makes a positive contribution to neighbourhoods	70%	75%
Satisfaction with landlord handling of ASB	65%	68%

For those measures, measured directly by EPIC (as detailed earlier), there is a comparison table from 2023/24 to 2024/25 below.

EPIC's Management Information	2023/24	2024/25
Number of anti-social behaviour cases p.a.	56.43	31.25
Number of anti-social behaviour cases that involve hate incidents p.a.	0.72	0.73
Number of stage one complaints	13.56	13.75
Number of stage two complaints	1.45	3.62
Proportion of stage one complaints responded to within the timescale	100%	100%
Proportion of stage two complaints responded to within the timescale	100%	100%
Proportion of Homes that do not meet the Decent Homes Standard	0.00%	0.06%
Repairs completed within target timescale - non-emergency	95.41%	94.81%
Repairs completed within target timescale - emergency	100%	100%
Valid Gas Safety Certificates	99.71%	99.93%
Proportion of assets that require asbestos management surveys	100%	100%
Proportion of homes for which all required fire risk assessments have been carried out.	100%	100%
Proportion of assets with Water safety checks	100%	100%

### **Learnings and Continuous Improvement**

- The figures show that while overall satisfaction is high, there is always room for improvement. The results highlight some specific areas that require additional focus, particularly in relation to perceived complaints handling; specifically in relation to what constitutes a complaint compared to a service request. Of all those tenants who were surveyed 97 said they had made a complaint however, on further analysis 7 had made a formal complaint, the other 90 had raised a routine request (service request). Work will be taking place in 2025 to highlight the difference between a routine request and a formal complaint which is raised when we have failed to do something right.

- 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 our services online at [Get Involved - epichousing.co.uk](https://www.epichousing.co.uk)
- We are working hard to ensure that the voice of our tenants is heard and they can see the changes that we are making to benefit both our tenants and the wider community. We provide regular updates via our newsletters and social media (Facebook, LinkedIn and Instagram – search “EPIC Housing”) to help our tenants stay informed about all the things we’re doing to provide the best services and support for them.
- Everyone who completed our Annual Tenant Survey and who provided us with their contact details received a follow up call to discuss their comments and concerns. This ranged from appointments for damp and mould concerns, individual requests for repairs and maintenance, concerns about anti-social behaviour, dissatisfaction around the condition of communal areas, which led to a painting programme within some communal areas in Bentilee, to blocked guttering to flats in Meir which has resulted in a gutter clearance programme.
- The cleanliness and responsibility for the cleaning of communal blocks of flats in Bentilee has continued to be a theme over the past 2 years and because of this we have introduced a new cleaning service from April 2025, subsequent to consultation on the additional service charges. As a result of the consultation, we had 8 tenants provide feedback, all of which had individual responses.

## Summary

In summary we believe these are positive results, which we continue to learn from, at the same time as recognising that there is still work to do to continuously improve on our service delivery to tenants. We will be carrying out our Annual Tenant Survey again in June 2025, with a number of options for tenants to take part, including a postal, online or a telephone survey. Alternatively, if tenants have questions or concerns in completing the survey, we can be contacted in the following ways:

**Online via our website:** [www.epichousing.co.uk](https://www.epichousing.co.uk)

**In writing to:**

EPIC  
131-141 Ubberley Road,  
Bentilee,  
Stoke-on-Trent,  
ST2 0EF

**By telephone:** Tel: 01782 252575

**Via email:** [mailbox@epichousing.co.uk](mailto:mailbox@epichousing.co.uk)

**In person to any member of EPIC staff.**

We really do want to hear from as many tenants as possible and appreciate your thoughts or feedback, which ultimately help us in improving our services for you.