



Empowering People.
Inspiring Communities.

Customer Involvement
“Help us to Help You”

Introduction

We really value our customers' views on our services. We need to know what you think so that we can change and improve our services to meet your needs.

How can customers get involved with EPIC?

We know that people often lead busy lives and so we try and offer lots of different ways for you to get involved depending on how much time you have.

Estate Walkabouts

Every other month we inspect the outside of our properties in Bentilee to make sure they are in good condition and that the gardens are free from rubbish and other hazards. It's really helpful to have customers assist us with this task, so we offer a £10 voucher (maximum £40 per year) for your time in attending a walkabout. For more information please contact Estelle Townsend on 01782 252583 or email e.townsend@epichousing.co.uk.

Operations Committee

Our Operations Committee is the place to be if you are interested in how we develop our policies in such areas as repairs, dealing with anti-social behaviour and much more. This is also where we examine our performance and look at how we deal with complaints. The Committee has space for up to 4 EPIC customers and meets in the evenings twice a year. We can cover any reasonable expenses, such as child care costs, whilst you attend the meeting.

Focus Groups

From time to time we hold customer focus groups on particular topics to help us understand our customers' requirements and experiences. If you are interested in becoming involved in a focus group, please email us at mailbox@epichousing.co.uk with the subject line "Focus Group".

EPIC's Board

We have one space on our Board reserved for an EPIC tenant. The Board is responsible for setting the overall direction of the Company and taking important decisions on e.g. buying properties, setting our budget, reviewing our performance and monitoring future risks. We ask that customers who are interested in joining the Board first become an Operations Committee member, so that they can gain experience. Every three years, if more than one tenant is interested in joining the Board, an election is held to decide which candidate will sit on the Board.

Becoming a Member of EPIC

Every tenant is entitled to become a member of EPIC. This means you can attend and vote at our Annual General Meetings and be consulted on any important changes about how we are governed.

More Information

If you are interested in becoming a member of the Operations Committee or a member of EPIC, please contact Peter Shackley on 01782 222369 or email p.shackley@epichousing.co.uk.

EPIC Contact Details

mailbox@epichousing.co.uk

01782 252575

Emergency Repair line
0800 694 0434

This leaflet can be provided in large print or on coloured paper on request.

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