



Tenant Insight Group

Participation
Pack

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Welcome

Every home has a story.

It's where families grow, neighbours support each other, and communities take shape. At EPIC, we know that tenants understand better than anyone what makes a good service, a safe neighbourhood and a thriving community.

Listening to tenants has always been important to us. Through Community Voice meetings, surveys, estate walkabouts and our Tenant Ambassador group, tenants have helped shape how we work and improve our services.

Recently, we asked an independent organisation to review how we engage with tenants. The review recognised EPIC's strong culture of listening and acting on feedback, while also encouraging us to strengthen how tenant voices influence decisions at the highest level.

That's why the EPIC Board has approved the creation of a new Tenant Insight Group. This group will bring tenants, EPIC colleagues and board trustees together to review services, ask questions, suggest improvements and help shape decisions that affect homes and communities. It will ensure tenant experience and insight are clearly heard when important decisions are made.

You don't need previous experience to take part. What matters most is that you care about your community, are willing to share your views and listen to others and want to help make a difference. EPIC will provide training and support, so everyone feels confident to contribute.

When tenants and EPIC work together, better decisions are made, and stronger communities are created. If you would like to help shape the future of EPIC and make a positive difference for fellow tenants, we warmly encourage you to consider joining the Tenant Insight Group.

With our best wishes



Simon Wilson
Chair of the Board



Tracey Johnson
Chief Executive

Welcome

Hello, and thank you for taking the time to learn more about the Tenant Insight Group.

I'm really pleased to be chairing this new group, which will give tenants a stronger voice in shaping the services EPIC provides. The group will bring tenants and EPIC colleagues together to review how services are performing, share experiences, ask questions and help guide improvements that matter to people living in EPIC homes and communities.

My role as Chair is to make sure the group is a welcoming and supportive space where everyone feels confident to share their views. I will help guide discussions so that all voices are heard and ensure the group receives clear information to help members understand issues and suggest improvements. I will also act as a link between the panel and the EPIC Board, sharing the panel's insights so that tenant experiences help shape important decisions.

You don't need previous experience to get involved. What matters most is that you care about your community and want to help make a positive difference. EPIC will provide the training and support needed to help panel members feel confident in their role.

I look forward to working with tenants from across our communities as we begin this exciting new chapter for tenant influence at EPIC.

With warmest regards



Chris Elliott
Chair – Tenant Insight Group

About EPIC

EPIC owns and manages around 1,400 homes for tenants across North Staffordshire with properties in Stoke on Trent, Newcastle-under-Lyme and the Staffordshire Moorlands.

In July 2025, as a result of a regulatory inspection by the Regulator of Social Housing, our Governance rating was upgraded to G1, we received our first grading against the Consumer Standards, C1 and maintained our Viability rating of V2. These ratings reflect the strong progress EPIC has made in recent years.

We continue to invest in our services, people and systems to improve what we do – especially in areas such as tenant engagement, housing services and data. Like many organisations, we face challenges and must make careful decisions about how we use our resources. Our focus is always on delivering the best possible outcomes for tenants.

Like others in the sector, EPIC faces challenging decisions and continually seeks to achieve value for money, prioritising our activities to bring about positive outcomes for tenants. The cost-of-living crisis continues to impact tenants and the wider communities, and the services and the work that we do in collaboration with our partners are focused on support and mitigation wherever possible.

Tenants are at the heart of our Corporate Plan, and the Tenant Insight Group is a key part of making sure tenant voices continue to shape what we do.





Tenant Insight Group (TIG) Member - about the role

Help shape the services that affect your home and community

Why this role matters

- Your home matters. Your voice matters.
- We're looking for tenants who care about their community and want to help EPIC's services be the best they can be.
- As a Tenant Group Member, you'll work with other tenants and EPIC staff to review how we're doing, suggest improvements, and make sure tenant voices are heard at the highest level — including by senior leaders and the Board.
- This is your chance to influence real decisions, not just give feedback.

What you'll be doing

As part of the Tenant Group, you will:

- Help decide what the group focuses on each year.
- Look at how services are performing.
- Suggest practical improvements to make services better.
- Review and comment on policies and plans before they're finalised.
- Make sure tenant priorities are heard by senior managers and Board members.
- Take part in surveys, service reviews, and improvement projects.
- Work positively with other tenants and EPIC staff.
- Learn from other housing organisations and share good ideas.

You won't be expected to know everything — we'll provide information, training and support to help you feel confident.

What we're looking for

You don't need qualifications or previous experience on committees. What matters most is your attitude and willingness to get involved.

We're looking for tenants who:

- Care about improving services for everyone.
- Are willing to share their views and listen to others.
- Can ask questions respectfully and constructively.
- Are open to learning new skills.
- Treat others with fairness and respect.
- Are reliable and able to attend meetings.
- Can keep information confidential when needed.
- Commitment to attend meetings every 2 to 3 months.

If you've previously worked with other tenants or been involved in community activities, that's great — but it's not essential.

What you'll gain

- The chance to influence real decisions and share your own insight.
- New skills and confidence.
- Training and development opportunities.
- Experience working alongside senior leaders.
- The opportunity to make a difference in your community.

Terms of Reference

Purpose

The Tenant Insight Group helps ensure tenants have a real say in how EPIC works. It reviews services, influences decisions, and helps make sure EPIC is fair, safe and improving — on behalf of all tenants.

What the Panel Does

The Group will:

- Represent tenants across all EPIC homes.
- Review performance and ask questions where improvements are needed.
- Use tenant feedback and data to decide what to focus on and guide the scope of other engagement opportunities offered through the Tenant Engagement and Influencing Strategy.
- Help shape policies and plans before they are finalised.
- Promote openness, accountability and continuous improvement.
- Support wider tenant and community engagement.

Membership

The Group includes:

- EPIC tenants or household member aged 18+.
- A minimum of 5 and a maximum of 10 members.
- EPIC staff who provide information and support.
- A clear link to the Board through the Chair and a nominated Board member.

The Group aims to reflect the diversity of EPIC tenants.

Members are appointed through an agreed process and usually serve 2–3 years (renewable once).

The Chair is appointed by the Board.

Becoming a member of the group and the commitment

We want the Group to be open and accessible.

- Vacancies will be advertised widely.
- Support will be provided throughout the process.
- New members receive induction and ongoing training.

Members are expected to:

- Act independently and respectfully.
- Attend meetings and contribute positively.
- Take part in an annual review of their involvement.

Members can resign at any time.

Breaches of tenancy conditions or the principles set out in 'How we work together' may result in removal from the Group.

Equality, Respect and Inclusion

Everyone will be treated with fairness and respect.

We welcome different experiences and viewpoints — they help us make better decisions. No one will be treated less favourably.

Working together and Confidentiality

Panel members must:

- Respect confidentiality and data protection.
- Follow the Code of Conduct.
- Declare any conflicts of interest.

Trust and integrity are essential.

Roles and Responsibilities

Members will:

- Attend meetings and prepare in advance.
- Review performance information and key service areas (including repairs, safety, complaints and tenant satisfaction).
- Provide constructive challenge and feedback.
- Take part in service reviews where appropriate.
- Act as ambassadors for the tenant voice.

EPIC Staff will:

- Provide clear and timely information.
- Respond openly to questions and feedback.
- Support training and coordination.

The Chair will:

- Set agendas in collaboration with members.
- Ensure meetings are fair and inclusive.
- Present the Group's views to the Board.

Meetings

- Usually held every 2-3 months.
- Can be in person or online.
- Agendas agreed together.
- Minutes and outcomes shared with tenants.

Support

Members will receive:

- Induction and ongoing development.
- Equipment if needed.
- Reimbursement of reasonable out-of-pocket expenses.

The Group is supported by a named EPIC team member and senior management.

Accountability

The Group:

- Reports regularly to the Board through the Chair.
- Publishes an annual summary of its work and impact.
- Links with wider tenant engagement activities.

How we work together

Why this matters

To make a real difference, we need a group where everyone feels:

- Comfortable to speak
- Respected and listened to
- Focused on improving things for all tenants

Working together

As members of the group, we will:

- Treat each other with respect and fairness
- Listen to different views, even when we disagree
- Give everyone the chance to contribute
- Work positively with other tenants and EPIC colleagues
- Focus on solutions and improvements

Staying focused on our purpose

The group is here to improve services for all tenants. This means we will:

- Focus on wider tenant priorities, not individual issues
- Keep discussions relevant and constructive

If personal issues arise, we will help direct them to the right place outside of the group.

Taking part in meetings

To help meetings run well, we will:

- Come prepared and ready to take part
- Keep contributions clear and focused
- Follow the agenda and guidance of the Chair
- Respect each other's time
- Let the group know if we cannot attend

Confidentiality and openness

Sometimes we will discuss sensitive information. We agree to:

- Respect confidential information
- Not share information outside the group without agreement
- Be open about any personal interests that may affect discussions

- We speak as individuals unless agreed otherwise
- No one should represent the Tenant Insight Group publicly without agreement with the Chair

If things don't go to plan

We want this to be a positive experience for everyone. If there are concerns:

- We will start with a conversation
- Support and guidance will be offered where needed
- If needed, next steps will be agreed fairly and clearly, which may include a temporary or permanent ending of membership from the group.

If a member feels a decision is not right, they can ask for it to be reviewed.

In summary

This group works best when we:

- Respect each other
- Stay focused on what matters to tenants
- Work together to make a real difference

How to apply

Please submit your application to Mark Bourne at reception@epichousing.co.uk

The timetable is included below. We are committed to ensuring an inclusive and accessible application process. If you require any adjustments to support your participation in the appointment process, please let us know, and we will do our best to accommodate your needs.

To express an interest in becoming a member of the Tenant Insight Group, please complete the simple expression of interest form and return it by midnight on 29 May 2026. Your expression of interest will be treated with the strictest confidence.



If you have any questions or would like to have a general discussion, please contact Mark Bourne in the first instance at reception@epichousing.co.uk or call on 01782 252575. We would happily meet at the Bentilee Family Hub café to help in completion of the expression of interest form.

We look forward to receiving your expression of interest in becoming a member of the Tenant Insight Group.



Registered Address

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Stoke-on-Trent
ST2 0EF

Contact

Telephone: 01782 252575
Email: mailbox@epichousing.co.uk

