

Board statement on consumer standards and tenant satisfaction measure compliance (2026)

1. Introduction

The Board is committed to making sure EPIC provides safe, good-quality homes and services that meet the Consumer Standards and Tenant Satisfaction Measure requirements.

This statement sets out the Board's assurance that the organisation:

- Meets the Consumer Standards
- Meets the TSM technical requirements, including accurate data, tenant survey standards and publication requirements
- Has effective arrangements in place for governance, oversight and improvement

2. Scope of assurance

The Board has reviewed compliance across all four Consumer Standards:

- Neighbourhood and community
- Safety and quality
- Tenancy
- Transparency, influence and accountability

This assessment has been informed by:

- Performance reports and key measures
- Internal and external audit findings
- Feedback from tenant engagement and scrutiny

3. Compliance statement

Based on the evidence presented, the Board is satisfied that:

3.1 Overall compliance

The organisation meets the Consumer Standards and is delivering the outcomes required.

The Board has considered:

- Delivery of safe, well-maintained homes through robust stock condition data and compliance frameworks
- Effective repairs, maintenance, and health & safety systems with regular monitoring and Board oversight
- Strong tenant engagement arrangements, enabling tenants to influence decisions and scrutinise services
- Fair and transparent allocations and tenancy management processes
- Active partnership working to support safer and sustainable communities

Where there are areas for improvement or emerging risks, we identify them clearly and manage them through improvement plans.

3.2 Tenant Satisfaction Measures (TSM) compliance

The Board confirms that the organisation has complied with the TSM Technical Requirements, including:

- Collecting and reporting all required TSM performance information in line with regulatory definitions and timeframes
- Delivering the tenant perception survey in line with survey requirements (sample design, independence, and data validation)
- Making sure data is accurate, reliable and transparent prior to submission and publication
- Publishing TSM outcomes in a clear and accessible format for tenants
- Submitting annual returns via NROSH within required deadlines

4. Assurance framework

The Board receives assurance through clear governance and reporting arrangements, including:

- Quarterly Board reporting, including KPI dashboards and TSM performance
- Tenant Engagement and Impact reporting, evidencing how tenant views influence service delivery
- Oversight through the Audit and Risk Committee, including internal audit reviews and compliance validation
- Regular policy review and approval aligned to regulatory standards
- External assurance, including third-party audits and benchmarking

The Board is satisfied that these arrangements provide strong assurance from a range of sources.

5. Tenant voice and accountability

The Board recognises the important role tenants play in shaping services and holding the organisation to account. The organisation:

- Provides structured opportunities for tenant scrutiny and influence
- Publishes clear performance information, including TSMs and service outcomes
- Ensures complaints are handled effectively in line with the Housing Ombudsman Complaint Handling Code
- Demonstrates how tenant feedback informs decisions and service improvements

6. Continuous improvement

The Board recognises that compliance is ongoing and is committed to continuous improvement. Key areas of focus include:

- Enhancing data quality and insight, particularly tenant and stock data
- Strengthening tenant engagement structures and scrutiny arrangements
- Ongoing policy reviews in response to legislative change (e.g., Renters' Rights reforms)
- Improving accessibility and communication with tenants
- Further embedding a proactive approach to risk and assurance

We actively monitor improvement plans and report progress to the Board.

7. Declaration

The Board is satisfied that:

- The organisation meets the Consumer Standards
- The TSM Technical Requirements have been fully complied with
- Appropriate systems, controls and assurance arrangements are in place

The Board will continue to monitor compliance and take timely action where any risks or gaps are identified.