

Neighbourhood and Community Standard

The overarching aim of the **Neighbourhood and Community Standard** is to ensure landlords engage with other relevant parties so that tenants can live in safe, well-maintained neighbourhoods and feel safe in their homes. It sets out expectations on how landlords are expected to work with other organisations to achieve better outcomes for neighbourhoods. Relevant guidance is here: [April 2024 - Neighbourhood and Community Standard FINAL.pdf](#)

Required Outcomes

Ref	Required Outcomes/Expectations	Yes/ Partly/ No	Operational Comments / Evidence (operational evidence source & any compliance actions)	What assurance is provided to the governance and/or engagement framework? (what is seen, when & by whom to evidence / monitor compliance)	Continuous Improvement Plan
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1.1	Safety of shared spaces (required outcome)				
1.1.1	Registered providers must work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces.	Yes	<p>EPIC works collaboratively with tenants, partner organisations, and statutory agencies to ensure shared spaces are safe, well maintained, and fit for purpose. This includes regular engagement with tenants to identify concerns, routine communal cleans and inspections to manage risks, and compliance activity such as fire risk assessments, emergency lighting testing, asbestos management, and health and safety checks.</p> <p>Issues identified through inspections, complaints, safeguarding referrals, or incident reporting are logged, monitored, and addressed in a timely</p>	<p>Assurance is provided to the Board quarterly through the Tenant Engagement and Impact Report and supporting dashboard.</p> <p>Communal cleans and monthly inspections are reported to the Senior Leadership Team through KPIs.</p> <p>Anti-social behaviour, safeguarding referrals, and complaints performance are reported regularly to SLT, ARAC, and the Board.</p>	<p>Implement a formal tenant engagement structure.</p> <p>Share best practice with local authorities and registered providers.</p> <p>Review the Anti-Social Behaviour Policy in line with the Crime and Policing Act.</p> <p>Review grounds for possession in light of Renters' Rights Act reforms.</p>

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			manner. EPIC also works in partnership with local authorities, managing agents, and other organisations to address neighbourhood risks and improve shared spaces. Tenant and household data is used to understand individual needs and inform adjustments to communal areas where appropriate.	Tenant demographic data is updated quarterly via the Tenant Engagement and Impact Report.	Complete the 2026 complaints self-assessment for the Housing Ombudsman. Continue to improve tenant and household data quality to inform service delivery.
1.2 Local cooperation (required outcome)					
1.2.1	Registered providers must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing	Yes	<p>EPIC works in partnership with statutory, voluntary and community organisations to promote social environmental, and economic wellbeing across its neighbourhoods.</p> <p>This includes collaboration with third-sector organisations and local initiatives such as Bentilee Day of Action, Moneyline, Thrive at Five, Alice Charity foodbank, and Bentilee Volunteers. EPIC also supports sustainability initiatives, financial inclusion through The Potters Bank Credit Union, and access to affordable goods via Housing Perks.</p>	Partnership activity and outcomes are reported quarterly to the Board through the Tenant Engagement and Impact Report, supported by an Improvement Dashboard shared with SLT and the Board.	Strengthen involvement in the design and allocation of the Pride of Place Impact Fund.

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1.3	Anti-social behaviour and hate incidents (required outcome)				
1.3.1	Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing.	Yes	EPIC works in partnership with local authorities, the police, and other relevant agencies to prevent and address anti-social behaviour and hate incidents. This includes participation in multi-agency ASB forums, ASB Case reviews, MARAC and MASH.	ASB performance and satisfaction are reported through the corporate KPI framework to SLT and the Board. Tenant feedback is captured through Tenant Satisfaction Measures, with outcomes reviewed by ARAC and reported annually.	
1.4	Domestic abuse (required outcome)				
1.4.1	Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.	Yes	EPIC works collaboratively with partner agencies to support tenants experiencing domestic abuse, including engagement with MARAC and MASH. Support is provided following safeguarding referrals and through direct intervention where appropriate.	Safeguarding referrals are reported quarterly to ARAC	Ongoing staff training and improved recording of safeguarding activity within the CRM system to strengthen reporting and oversight.
2.1	Local cooperation (specific outcomes)				
2.1.1	Registered providers, having taken account of their strategic objectives, the views of tenants and their presence within the areas where they provide social housing, must:	Yes	EPIC works collaboratively and maintains regular dialogue with partners on allocations, anti-social behaviour, and joint initiatives. EPIC communicates its role in promoting social, environmental, and	Assurance is provided through quarterly reporting to the Board via the Tenant Engagement and Impact Report, which includes updates on partnership activity, wellbeing initiatives, and	Further improvements could focus on deepening collaboration with specialist agencies to better support tenants, alongside enhancing internal

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	<p>a) identify and communicate to tenants the roles registered providers play in promoting social, environmental and economic wellbeing and how those roles will be delivered; and</p> <p>b) co-operate with local partnership arrangements and the strategic housing function of local authorities where they are able to assist local authorities in achieving their objectives.</p>		<p>economic wellbeing through activities such as the Bentilee Day of Action, partnerships with debt agencies and charities, and support provided through the Tenancy Sustainment Fund. Information is shared with tenants via the website and social media platforms.</p> <p>EPIC cooperates with Stoke-on-Trent City Council's strategic housing function through the nominations agreement and supports the Council's Homeless Young Parents' (16-19) Supported Accommodation Service by providing accommodation for commissioned services. EPIC also provides supported accommodation for tenants experiencing severe and enduring mental health needs.</p> <p>EPIC works collaboratively and has is regular dialogue with partners about allocations, anti-social behaviour and joint initiatives.</p>	<p>outcomes delivered in the community.</p> <p>Additional assurance is provided through the Improvement Dashboard shared with SLT and the Board, which monitors activity related to allocations, ASB partnership working, and commissioned support services.</p> <p>Oversight is further strengthened through regular engagement updates provided by the Housing Management team, including partnership outcomes, communication activities, and contributions to local authority strategic housing objectives.</p>	<p>assurance frameworks to ensure EPIC's activities remain well-coordinated, outcome-focused, and transparent to SLT, ARAC, and the Board.</p>

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2.2 Anti-social behaviour and hate incidents (specific expectation)					
2.2.1	Registered providers must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing.	Yes	EPIC's approach to deterring and tackling hate incidents is clearly set out within the Anti-Social Behaviour and Tenancy Management and Sustainment Policy.	Policies are reviewed and refreshed as part of the Policy Management Framework.	
2.2.2	Registered providers must clearly set out their approach for how they deter and tackle hate incidents in neighbourhoods where they provide social housing.	Yes	Included within Anti-Social Behaviour and Tenancy and Sustainment Policy.	The Anti-Social Behaviour Policy approved by Board.	Ongoing review of associated policies and procedures to ensure continued robustness and alignment with regulatory requirements.
2.2.3	Registered providers must enable ASB and hate incidents to be reported easily and keep tenants informed about the progress of their case.	Yes	ASB and hate incidents can be reported easily via EPIC's website and are managed through the housing management system. Tenants are kept informed through regular case updates in line with policy requirements.	ASB and hate incident performance is monitored through the Corporate KPI framework and reported to SLT and the Board. Tenant perceptions of how ASB is handled are measured through Tenant Satisfaction Measures, with outcomes reported to SLT, the Board, and tenants.	Develop an easy-read and accessible version of relevant policies and information.
2.2.4	Registered providers must provide prompt and appropriate action in response to ASB and hate incidents, having regard to	Yes	EPIC provides prompt and appropriate responses to ASB and hate incidents, making use of the full range of tools and legal powers		Ongoing review of ASB policy and procedures to reflect the Renters

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	the full range of tools and legal powers available to them.		available, as set out in the Anti-Social Behaviour and Tenancy Management and Sustainment Policy.		Reform Act and Crime and Policing Bill.
2.2.5	Registered providers must support tenants who are affected by ASB and hate incidents, including by signposting them to agencies who can give them appropriate support and assistance.	Yes	EPIC supports tenants affected by ASB and hate incidents by providing appropriate assistance and signposting to specialist support services. This includes attendance at ASB Case Reviews and MARAC where required, alongside support and training delivered through New Era.	As reported through the Corporate KPI framework.	
2.3	Domestic abuse (specific expectation)				
2.3.1	Registered providers must have a policy for how they recognise and effectively respond to cases of domestic abuse	Yes	EPIC has a Domestic Abuse Policy in place that sets out how cases are identified and responded to effectively. A designated member of staff is trained as a specialist in domestic abuse.		
2.3.2	Registered providers must co-operate with appropriate local authority departments to support the local authority in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their	Yes	EPIC cooperates with relevant local authority departments to support the delivery of domestic abuse strategies and commissioned services. This includes working through the nominations agreement to prioritise housing for those experiencing domestic abuse and providing		

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	children within safe accommodation		supported housing in partnership with Gingerbread.		

Safety and Quality Standard

The focus the **Safety and Quality Standard** is on ensuring that landlords understand the condition of all their homes and make use of that data to provide safe, quality homes. Landlords are required to deliver repairs, maintenance, and planned improvements in an effective, efficient, and timely manner, and must be clear on their health and safety responsibilities. The Standard also requires landlords to be transparent with tenants, treat them fairly and respectfully, and ensure they can access services. The relevant guidance is here: [April 2024 - Safety and Quality Standard FINAL.pdf](#).

Required Outcomes

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1.1	Stock Quality (required outcomes)				
1.1.1	Registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants.	Yes	<p>Leadership oversight of delivery and quality of the stock condition programme.</p> <p>Documented approach to gathering and maintaining stock data. Development and implementation of Stock Condition Policy.</p> <p>Asset Management Strategy is the underpinning document that drives stock condition approach/policy.</p> <p>New Key Performance Indicator established target from 2025/26 on completion of SCS in rolling 5-year period.</p> <p>Operational reporting inclusive of Decency triggers</p>	<p>Assurance is provided through monthly updates to the Senior Leadership team on Stock Condition Surveys.</p> <p>Quarterly updates provided to the Board, inclusive of third-party audit reports and associated internal verification exercises.</p>	

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1.2 Decency (required outcomes)					
1.2.1	Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator.	Yes	<p>Appropriate policies, processes and procedures in place and followed to ensure continued compliance with Decent Homes and knowledge where there is non-decency.</p> <p>At least monthly reviews are carried out in relation to changes to legislation, e.g., decent homes 2 and pro-active consideration and impact on budgets.</p> <p>Feedback provided to decent homes 2 consultation and active development with colleagues. Surveyors have gained their HHSRS qualification to further support.</p>	<p>Policies reviewed, discussed and approved by Board inclusive of;</p> <p>Asset Management Strategy approved at Board (Feb 2024) with an updated provided to Board (Feb 2025) as part of the Asset Management Update.</p> <p>Compliance Policies approved by Board.</p> <p>Asbestos Safety. Damp, Mould and Condensation Electrical Safety Gas Safety Legionella Safety</p> <p>Monthly reporting to SLT Decent Homes Standard KPI provided to Board Quarterly, exceptions operationally reviewed.</p> <p>Executive Team reviewed and approved Repairs Policy (Jan 25)</p> <p>Executive Team reviewed and improved Stock Condition Policy (March 25)</p>	Future changes to decent homes standard modelled, implement Decent Homes/Awaab's Law failure predictor modelling as part of EPICs Project Management Framework 26/27.

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				<p>Decent Homes Compliance Reported through Senior Leadership Team and Board as a KPI.</p> <p>Impact of new Decent Homes standard built into budget modelling.</p>	
1.3 Health and Safety (required outcomes)					
1.3.1	When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.	Yes	<p>Education and guidance for all relevant colleagues. Tenant engagement that encourages feedback and identification of areas that could be improved.</p> <p>Third party contractor monthly meetings to explore and identify any potential vulnerabilities of tenants as a result of property health and safety.</p> <p>Regular inspections of communal areas, including quarterly cleaning and compliance checks by EPIC's Caretaker.</p>	<p>Communal cleans and monthly inspections are reported to the Senior Leadership Team through KPIs.</p> <p>Incidents and near misses reported through Senior Leadership team through KPIs.</p> <p>Fire Risk Assessment Actions reported through Senior Leadership Team and Board with associated outcomes, lessons learned and tenant impact.</p> <p>Deep Dive SRR Safety – August 2024 reported to ARAC</p> <p>TIAA Internal Audit Reported to ARAC on three compliance areas (Feb 26) Significant assurance provided</p>	
1.4 Repairs, Maintenance and Plans and Improvements (required outcomes)					

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1.4.1	Registered providers must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.	Yes	Tenant satisfaction and complaint data and learnings captured. Pro-active interventions at each contact made by tenants, e.g., completion of annual perception survey individual comments and reacting appropriately to data insight.	Repairs performance reported through Senior Leadership Team and Board as part of KPIs. Compliments, Complaints and lessons learned reported through Senior Leadership Team and Board as part of KPIs. Works in Progress reported through to Board as part of performance narrative. Triangulation of repairs data insight utilised and presented as appropriate to the Senior Leadership Team and Board, e.g. repairs influencing capital investment.	Extension of Repairs Contract with service improvements inclusive of data quality increases as part of EPICs Project Management Framework 25/26.
1.5	Adaptations (required outcomes)				
1.5.1	Registered providers must assist tenants seeking housing adaptations to access appropriate services.	Yes	Through appropriate policies and links to stakeholders and information shared on website. Utilisation of data to improve specifications to support accessibility.	Aids and Adaptations Policy Approved by Executive Team (July 24). Overview of impact and spend presented to Board (Feb 25) as part of asset management update.	
2.1	Stock Quality (Specific Expectations)				
2.1.1	Registered providers must have an accurate record at an individual property level of the condition of their homes, based on a physical	Yes	Rolling stock condition programme and outputs maintained on designated software.	Reported through Senior Leadership team to Board as part of KPIs.	Implement RICS Survey Standards Consultation Recommendations into surveying approach as part

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	assessment of all homes and keep this up to date.		<p>20% of all stock receives SCS annually, adopting 'make every contact' approach.</p> <p>Surveys can be targeted based on archetype or tenant's trends.</p> <p>Through planned programmes and voids, individuals' records are updated accordingly e.g., a new bathroom.</p> <p>Tenant Centric Approach adopted to provide OOH and flexible appointments. (Make Every Contact Count)</p>	<p>Third Party Verification Report completed by ARK and reported to Board, July 2025.</p> <p>Health and Safety Report provide additional supporting information on trend analysis and actions quarterly to Board.</p>	Continued improvement of data capture. As part of EPICs Project Management Framework 26/27.
2.1.2	<p>Registered providers must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants including:</p> <ul style="list-style-type: none"> a) compliance with health and safety legal requirements b) compliance with the Decent Homes Standard c) delivery of repairs, maintenance and planned improvements to homes, and d) allocating homes that are designed or adapted to meet specific needs appropriately. 	Yes	<p>Included in annual business planning cycle with breakdown into component level, ensuring compliance with health and safety requirements. Data maintained on frequency and due dates across all 6 key property compliance areas.</p> <p>Decent homes are operationally monitored utilising live reporting tools, including HHSRS category failures and remedials. Automated reviews carried out of future and anticipated potential decency failures.</p> <p>Programmes of planned improvements are adjusted accordingly, based on stock condition survey and flexibility for responding in the moment to tenant and</p>	<p>Landlord compliance is reviewed by SLT monthly and Board quarterly.</p> <p>Repairs and Maintenance are delivered by an external Contractor. KPIs are monitored monthly.</p> <p>Allocations Policy Approved by Board.</p> <p>Tenant Satisfaction Measures reported to board.</p>	Continued use of data triangulation to provide further improvements.

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			<p>property need, based on tenant engagement.</p> <p>Vulnerability data is captured which underpins any request for adaptations and/or built into the annual business planning cycle. This ensures putting the right tenant in the right property.</p> <p>Refresh of the Allocations Policy in April 2026 and the introduction of bandings based on need, will further support the allocation to the right tenant for their specific needs.</p>		
2.2 Health and Safety (specific expectations)					
2.2.1	Registered providers must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas.	Yes	<p>Staff knowledge on what to look out for and internal systems and processes to action.</p> <p>Monthly monitoring of all health and safety compliance areas, underpinned by policies and processes.</p> <p>Communal areas are limited primarily to 6-blocks at EPIC, which in 2025 have undergone significant investment. The introduction of quarterly cleaning by EPIC's Caretaker.</p>	<p>Compliance Policies reviewed, discussed and approved by Board</p> <p>TIAA Internal Audit of three compliance areas provided significant assurance. ARAC (Feb 26)</p> <p>Actions required from third party assessments reported via senior leadership team.</p>	

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			<p>Pro-active management of all health and safety property related actions and recommendations, resulting from third party assessments.</p> <p>Operational change in relation to internal audit programme to split out property compliance audits, together with increased frequency.</p>		
2.2.2	Registered providers must ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales.	Yes	<p>All related works from compliance are logged in appropriate software and completed within policy stated timescales.</p> <p>Targets for contractors set and monitored.</p>	<p>Landlord compliance is reviewed by SLT monthly and Board quarterly.</p> <p>Third party % audits of gas and electric.</p>	
2.2.3	Registered providers must ensure that the safety of tenants is considered in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants.	Yes	<p>Established standards, through documented Homes Standard and relevant specifications, part of pro-active monitoring internally and with third parties.</p> <p>Reputable contractors that are vetted with the appropriate insurances, qualifications, memberships and agreement to work with EPIC's working practices.</p>		

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			<p>Monthly operational meetings take place, including addressing any risks to tenants and a review of key metrics.</p> <p>Monthly review (at minimum) of legislative changes and follow-up action in relation to required changes to policies and procedures (Horizon scanner). Health and safety is identified on EPIC's Strategic Risk Register and Risk Appetite statement.</p> <p>Tenant vulnerabilities are captured and considered, including sharing (as appropriate) with third parties, providing knowledge where service delivery needs to be adapted.</p>		
2.3	Repairs, maintenance and planned improvements (specific expectations)				
2.3.1	Registered providers must enable repairs and maintenance issues to be reported easily.	Yes	<p>Can be reported by phone, email or face-to-face. Tenants can also report repairs direct to third party contractor, which tends to be the main contact point. Tenants' preference in the way in which contact is made is considered.</p> <p>Regular reminders for tenants to report repairs included in tenant newsletters,</p>	<p>Repairs Policy approved by Executive Team 25/01/2025</p> <p>Tenant Engagement and Influencing Policy approved by Board 08/08/2024</p>	

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			social media posts, website and sign-up packs.		
2.3.2	Registered providers must set timescales for the completion of repairs, maintenance and planned improvements, clearly communicate them to tenants and take appropriate steps to deliver to them.	Yes	<p>Make best use of website and social media for planned programmes. Tenant quarterly newsletter also contained details around planned programmes and ground maintenance work.</p> <p>Communication sent out to individual tenants affected prior to the start of any planned programmes, detailing frequently asked questions, including timescales, expectations and point of contact.</p> <p>Performance data is shared via website for tenants to view (quarterly).</p> <p>Clearly defined timescales for works published on the website.</p> <p>Direct communication and updates provided via third party contractor for responsive repairs.</p>	<p>Policies reviewed, discussed and approved by Board. Repairs Policy approved by Executive Team 25/01/2025</p> <p>Performance data shared via EPICs Website Quarterly for tenants to view.</p>	
2.3.3	Registered providers must keep tenants informed about repairs, maintenance and planned improvements to their homes with clear and timely communication.	Yes	<p>See 2.3.2 above.</p> <p>Personalised approach is adopted in communication, particularly where vulnerabilities have been identified. This will included appropriate mechanism, which may be face-to-face, rather than written.</p>	Customer Pledge approved by Tenant ambassadors and Executive Team August 2024.	Implement and embed the EPIC Connection.

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2.3.4	Registered providers must understand and fulfil their maintenance responsibilities in respect of communal areas.	Yes	Regular inspections, cleaning and maintenance, including grounds maintenance, emergency lighting and utilities, if applicable. Clear understanding of responsibilities of tenants and leaseholders.	Tenant Satisfaction Measures KPI Reports and monitoring reported to SLT and Board Information published on website	
2.3.5	Registered providers must ensure that the delivery of repairs, maintenance and planned improvements to homes and communal areas is informed by the needs of tenants and provides value for money, in addition to the requirement at 2.1.2.		<p>Tenant Engagement and Influencing Policy in place with regular mechanisms to hear the voice of the tenant, e.g., Quarterly Community Voice and Tenant Ambassadors.</p> <p>Consultations on all tenants related policies, with feedback incorporated.</p> <p>Understanding of tenants' individual needs, which may include working patterns, to ensure minimum disruption in completing repairs and maintenance.</p> <p>Flexibility in planned programme specifications to meet the needs of tenants, as appropriate e.g., inclusion of handrails.</p> <p>Procurement policy in place to achieve economy of scale through the most appropriate procurement route and providing value for money.</p>	<p>Repairs Policy approved by Executive Team 25/01/2025</p> <p>Tenant Engagement and Influencing Policy approved by Board 08/082024</p>	

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			<p>Expanded contractors available to EPIC which provide for greater competition without diluting quality of service.</p> <p>As appropriate, existing contracts considered for extension to maintain high quality services and satisfaction of tenants.</p> <p>Pro-active and essential planned improvement work programmes to ensure decent homes standard and EPIC's home standard are met.</p>		
2.4 Adaptations (specific expectations)					
2.4.1	Registered providers must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptations services.	Yes	<p>Aids and Adaptations Policy published via website and shared with Local Authority, as part of nominations agreement. Clarity provided between minor and major adaptations.</p> <p>Third party contractors are aware of our approach and would feedback as appropriate EPIC.</p> <p>Included in tenant newsletters. Awareness of who to contact at EPIC.</p> <p>Assistance is provided through known vulnerabilities captured, sign-up for new tenancies and through pro-active feedback from front-facing staff who</p>	Aids and Adaptations Policy approved by Executive 02/07/2024	

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			<p>through the nature of their role identify a potential need with tenant or as part of our safeguarding role.</p> <p>Determine who is the most appropriate to deliver the support required and signpost accordingly.</p>		
2.4.2	Registered providers must co-operate with tenants, appropriate local authority departments and other relevant organisations so that a housing adaptations service is available to tenants where appropriate.	Yes	<p>EPIC fully co-operates with each of our local authority partners and supports adaptations to tenants' homes through established mechanisms and policies in place which are shared accordingly.</p> <p>Collaboration and connections established with key partners to underpin and support availability of adaptations required. This would include local council for disabled facility grants.</p> <p>Link provided on website for 'Services near you' including local support and advice.</p>		

Tenancy Standard

The focus the **Tenancy Standard** is on outcomes social landlords must deliver about fair allocation letting of homes and how tenancies are managed and ended by landlords. The relevant guidance is here: [April 2024 - Tenancy Standard FINAL.pdf](#)

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1.1	Allocations and lettings (required outcomes)				
1.1.1	Registered providers must allocate and let their homes in a fair and transparent way that takes the needs of tenants (see the glossary of terms for definition) and prospective tenants into account.	Yes	Allocations policy in place, developed in conjunction with tenants and prospective tenants. Underlying procedure takes into account the individual needs of tenants at application stage.	<p>Board: The Allocations Policy is approved by the Board and reviewed in line with EPIC's document control framework, with evidence of tenant and prospective tenant consultation informing policy development and review.</p> <p>Audit & Risk Committee: Assurance on compliance with fair and transparent allocations is provided through management controls, including periodic case file checks, internal reporting and escalation of any noncompliance through the Audit & Risk Committee.</p> <p>Executive Leadership Team: Lettings activity and allocation decisions are subject to routine</p>	<p>Periodic review of the allocations decisions, enhanced reporting, refreshed tenant information.</p> <p>Review of waiting list status based on voids and allocations with reporting to Board.</p> <p>Quarterly review/lessons learnt of Allocation Policy and Banding arrangements.</p>

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				operational oversight by the Senior Leadership Team to ensure individual needs are considered consistently at application stage.	
1.2	Tenancy sustainment and evictions (required outcomes)				
1.2.1	Registered providers must support tenants to maintain their tenancy or licence. Where a registered provider ends a tenancy or licence, they must offer affected tenants' advice and assistance.	Yes	Reviewed Tenancy Management Policy to include sustainment with a focus on support, with evictions as a last resort. Introduced an escalation procedure internally to ensure that preventative actions and interventions have taken place for tenancy sustainment. Full support, guidance and signposting provided to tenants throughout. Utilisation of the tenant sustainment budget for existing and outgoing tenants. Financial assistance provided through the use of Housing Perks.	Oversight provided to the Board on tenancy sustainment activity, and evictions actions. SLT are provided with a operational oversight of tenancy management cases resulting in legal action or eviction. The number of S21's and NOSP's served are also presented at SLT.	
1.3	Tenure (required outcomes)				
1.3.1	Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.	Yes	Range of tenancies tenures offered, including assured shortholds and assured tenancies. As a result of the pending outcome of Renters Rights Act, this is likely to change. A small number of tenancies are supported (19) through specialised management agents.	EPIC'S Tenancy Management & Sustainment Policy sets out the way in which it allocates its tenancies.	Preparation for the abolition of assured shorthold tenancies including communication with affected tenants.
1.3.2	They shall meet all applicable statutory and legal requirements in relation to the form and use of	Yes	As detailed within individual tenancy agreements and through regular contact with management agents.		A review and refresh of EPIC's current Tenancy Agreement is underway, in

Ref	Required Outcomes/Expectations	Yes/ Partly/ No	Operational Comments / Evidence (operational evidence source & any compliance actions)	What assurance is provided to the governance and/or engagement framework? (what is seen, when & by whom to evidence / monitor compliance)	Continuous Improvement Plan
	tenancy agreements or terms of occupation.				line with the Renter Rents Act and Crime and Policing Bill.
1.4	Mutual exchange (required outcomes)				
1.4.1	Registered providers must support relevant tenants living in eligible housing to mutually exchange their homes.	Yes	Assignment, Mutual Exchange and Succession Policy in place. EPIC will pay one subscription fee for tenants wishing to join internet based mutual exchange schemes.		
2.1	Allocations and lettings Quality (Specific Expectations)				
2.1.1	Registered providers must co-operate with local authorities' strategic housing functions and assist local authorities to fulfil their duties to meet identified local housing need. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.	Yes	Nominations agreement in place, providing for a minimum of 50% of all lettings with Stoke on Trent City Council. This includes the 19 supported housing homes for young mothers and tenants with severe and enduring mental health. Monitored monthly and discussed with City Council as required. Through strategic partnership collaborations, including the Registered Provider's Forum, EPIC is aware of the wider community needs in relation to housing and the role that can be played by EPIC.	Ongoing engagement with Local Authority and strategic forums (including Registered Providers Forum) provide assurance that EPIC is cooperating effectively with local strategic housing functions and responding to identified housing need.	Strengthen partnership working through Pride in Place Alignment EPIC's Growth Strategy
2.1.2	Registered providers must seek to allocate homes that are designated, designed, or adapted to meet specific needs in a way that is	Yes	Allocations Policy allows for best use of homes, through the opportunity to make use of significantly adapted homes, by matching the property to the individual needs of the applicant.	Operational Report to SLT.	Allocations Policy April 2026 will priorities applicants in greatest housing need.

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	compatible with the purpose of the housing.				
2.1.3	Registered providers must develop and deliver services that seek to address under-occupation and overcrowding in their homes. These services should be focused on the needs of tenants.	Yes	Allocations Policy allows for preferential banding for tenants who are looking to down-size. For those that are over-crowded, EPIC provides advice, support and guidance.		Downsizing incentives to be considered for tenants that are under-occupying e.g., downsizing from a house.
2.1.4	Registered providers must take action to prevent and tackle tenancy fraud	Yes	Tenancy Fraud policy in place. Allocations Policy refers to tenancy fraud. Work alongside a number of partner agencies to tackle tenancy fraud.	Tenancy Fraud is reported to ARAC	
2.1.5	Registered providers must have a fair, reasonable, simple and accessible appeals process for allocation decisions.	Yes	Included within the Allocations Policy. Complaints Policy also relates.	Board approval of Allocations Policy 2026. Board approved the Complaints Policy in 2025.	
2.1.6	Registered providers must record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system.	Yes	Completed by the Housing Team and CORE forms completed on allocation or sale.	All social landlords are required to submit CORE to the MHCLG. Errors and omission identified by the MHCLG are reported back to EPIC.	
2.2	Tenancy sustainment and evictions (specific expectations)				
2.2.1	Registered providers must provide services that support tenants to maintain their tenancy or licence and prevent unnecessary evictions.	Yes	Tenancy Management and Sustainment Policy in place. Tenancy sustainment budget in place. Partnership collaboration that provides specialised support in order for tenants to maintain tenancy.	Corporate KPI suite – Evictions are reported SLT & Board	Work with Local Authority to explore access to Discretionary Housing Allowance and Homeless Prevention Fund.

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			Supported Housing management agents provide additional services.		
2.2.2	Registered providers must provide tenants required to move with timely advice and assistance about housing options before the tenancy or licence ends.	Yes	Housing colleagues work alongside tenants providing details on housing options, including referrals to Local Authority, other Registered Providers and statutory agencies.	Allocation Policy approved by the Board.	
2.3	Tenure (specific expectations)				
2.3.1	Registered providers shall publish clear and accessible policies which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out: a) The type of tenancies they will grant. b) Where they grant tenancies for a fixed term, the length of those terms. c) The circumstances in which they will grant tenancies of a particular type. d) Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general needs housing following any probationary period. e) The circumstances in which they may or may not grant another	Yes	<p>Captured through a number of related policies, including:</p> <ul style="list-style-type: none"> • Allocations • Tenancy Management and Sustainment • Complaints • Tenancy Fraud • Rent to Buy • Assignment, Succession and Mutual Exchange • Equality, Diversity and Inclusion <p>All policies are captured within internal document control framework, which details review period and approval route.</p> <p>All policies have an individual equality impact assessment. In additional where appropriate, all policies are consulted on with tenants and relevant stakeholders.</p>	Tenancy Management & Sustainment Policy approved by Executive and captured within EPIC's Policy Framework.	Ongoing review of policies to create accessible versions, where appropriate.

Ref	Required Outcomes/Expectations	Yes/ Partly/ No	Operational Comments / Evidence (operational evidence source & any compliance actions)	What assurance is provided to the governance and/or engagement framework? (what is seen, when & by whom to evidence / monitor compliance)	Continuous Improvement Plan
	<p>tenancy on the expiry of the fixed term, in the same property or in a different property.</p> <p>f) The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term.</p> <p>g) Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability.</p> <p>h) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy.</p> <p>i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members.</p>		<p>All tenant facing policies are available on the EPIC website and where appropriate accessible versions are created.</p>		
2.3.2	Registered providers must grant general needs tenants a periodic secure or assured (excluding	Yes	Set out in Tenancy Management and Sustainment Policy and Allocations Policy.		Outcome of Renters Right Act will drive tenant communication and

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	periodic assured shorthold) tenancy, or a tenancy for a minimum fixed term of five years, or exceptionally, a tenancy for a minimum fixed term of no less than two years, in addition to any probationary tenancy period.		New tenancies are only granted a periodic tenancy.		changes to tenure for some tenants.
2.3.3	Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy.	Yes	Fixed term tenancies are monitored through the housing management system. Engagement takes place with tenants in advance of tenancy end dates including consideration of transfer to a periodic assured tenancy.		Fixed term tenancies will become full assured as per the Renter Rights Act and will form part of a list of actions when timescales have been confirmed.
2.3.4	Where registered providers use probationary tenancies, these shall be for a maximum of 12 months, or a maximum of 18 months where reasons for extending the probationary period have been given and where the tenant has the opportunity to request a review.	Yes	Captured within Allocations Policy and Tenancy Management and Sustainment Policy. Operationally housing colleagues are aware of this. EPIC grants 12 months, with an option to extend to 18 months where there may be a breach of tenancy.		To respond appropriately to changes arising from the Renters Rights Act.
2.3.5	Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act 2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with	Yes	Through the application process, identification is made as to whether prospective tenant is coming from another registered provider or local authority where they hold full security of tenure. EPIC will continue with a secure tenancy.		

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	the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms).				
2.3.6	Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation.	Yes	Captured within Decant Policy and referred to as and when appropriate, including major repairs work. Also captured in Allocations Policy.	Decant Policy approved by the Board.	
2.4	Mutual exchange (specific expectations)				
2.4.1	Registered providers must offer a mutual exchange service which allows relevant tenants potentially eligible for mutual exchange, whether pursuant to a statutory right or a policy of the registered provider, to easily access details of all (or the greatest practicable number of) available matches without payment of a fee.	Yes	Captured within Assignment, Mutual Exchange and Succession Policy. Actively proposed to tenants through proactive engagement, as appropriate.		
2.4.2	Registered providers must publicise the availability of any mutual exchange service(s) it offers to its relevant tenants.	Yes	Available through the Assignment, Mutual Exchange and Succession Policy and with tenancy agreement.		Consideration to how widen publicity on this.
2.4.3	Registered providers must provide support for accessing mutual exchange services to relevant	Yes	Individual support will be provided, as required, by housing colleagues including access to websites and financial		

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	tenants who might otherwise be unable to use them.		assistance for registering onto internal based mutual exchange schemes.		
2.4.4	Registered providers must offer tenants seeking to mutually exchange information about the implications for tenure, rent and service charges.	Yes	Conversations based on individual needs, aligned to the Assignment, Mutual Exchange and Succession Policy. Home inspection and gas and electric checks will take place.		

Transparency, Influence and Accountability Standard

The focus the **Transparency, Influence and Accountability Standard** is on outcomes landlords must deliver about being open with tenants and treating them with fairness and respect so that tenants can access services, raise complaints, influence decision making and hold their landlord to account. The relevant guidance is here: [Transparency, Influence and Accountability Standard - GOV.UK](#)

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1.1 Fairness and respect (required outcomes)					
1.1.1	Registered providers must treat tenants (see the glossary of terms for a definition) and prospective tenants with fairness and respect.	Yes	<p>Culture of inclusivity and relationships in place and continues to be developed through The EPIC Connection. A number of policies and procedures that underpin EPIC's approach, including:</p> <ul style="list-style-type: none"> • Equality, Diversity and Inclusion Policy • Equality Impact Assessments • Data Protection Impact Assessments • Annual perception tenant survey, which captures 'treating tenants with respect' • Regular contract management meetings • Colleague Code of Conduct • Built into procurement processes • Regular and ongoing colleague training 	<p>A range of Policies are approved by the Board.</p> <p>The Board has oversight and approves the published version of EPIC's Tenant Satisfaction Measures.</p> <p>A Board member is present at each Community Voice Meeting hearing directly from tenants.</p>	Developing and embedding of EPIC Connection

Ref	Required Outcomes/Expectations	Yes/ Partly/ No	Operational Comments / Evidence (operational evidence source & any compliance actions)	What assurance is provided to the governance and/or engagement framework? (what is seen, when & by whom to evidence / monitor compliance)	Continuous Improvement Plan
			<ul style="list-style-type: none"> Regular engagement and interaction with tenants e.g., Community Voice and Tenant Ambassadors Tenant Engagement and Influencing Policy Customer Experience Pledge 		
1.2 Diverse needs (required outcomes)					
1.2.1	In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants.	Yes	Captured through a number of relevant policies and procedures (captured in 1.1.1 above). In addition, the introduction and ongoing evolution of EPIC Connection brings this to the fore in colleague development and organisational culture.	Captured through board reporting.	Ongoing evolution of tenant engagement through proposals for formal tenant panel.
1.3 Engagement with tenants (required outcomes)					
1.3.1	Registered providers must take tenants' views into account in their decision-making about how landlord services are delivered and communicate how tenants' views have been considered.	Yes	<p>Through the approach as detailed within the Tenant Engagement and Influencing Strategy, complemented by quarterly Community Voice events, bi-monthly Tenant Ambassador meetings, introducing of organisational change log (captures input by tenants).</p> <p>Wider consultation with tenants on policies and one-off focus events, e.g., corporate plan design, IT strategy.</p> <p>Outcome of annual perception survey, complemented by the full range of TSMs provide details on how organisation and</p>	<p>Quarterly tenant engagement and impact report to Board.</p> <p>Outcome of TSM's reported to SLT and Board.</p>	TSM, raw data to be triangulated to identify recurring themes, consistently low satisfaction scores, and patterns of survey refusal or non-completion, providing assurance that findings reflect systemic service issues rather than isolated cases.

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			board take the views of tenants into account.		
1.4 Information about landlord services (required outcomes)					
1.4.1	Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.	Yes	<p>All tenant facing policies and procedures are available on the website or through face-to-face interactions as required.</p> <p>Quarterly tenant newsletter.</p> <p>Website that is easily accessible with news and information.</p> <p>Communication plan in place that identifies cycles of key information, e.g., checking heating leading up to winter.</p> <p>Customer Experience Pledge that details what tenants can expect from EPIC and vice versa.</p> <p>Annual tenant report.</p>		<p>Communications evolve based on what tenants say works best for them, improving trust and engagement.</p> <p>Explore and consider the reintroduction of paper versions of the Tenant Newsletter.</p>
1.5 Performance information (required outcomes)					
1.5.1	Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.	Yes	Collected through monthly and quarterly key performance indicators and shared on the website quarterly. This includes the tenant satisfactions measures, both those that are perception and management.	<p>Board oversight and approval of published statement to confirm Tenant Satisfaction Measures.</p> <p>Board provide a published statement to confirm EPIC meets at least the minimum required</p>	Introduction of a formal tenant structure enabling more in-depth, tenant-led review of services.

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			Through Tenant Ambassadors and Community Voice, opportunities provided to scrutinise EPIC's performance.	Consumer Standards Self- Assessment	
1.6 Complaints (required outcomes)					
1.6.1	Registered providers must ensure that complaints are addressed fairly, effectively, and promptly.	Yes	In accordance with Housing Ombudsman Complaint Handling Code and EPIC's own Complaint Policy. Meetings with the Member Responsible for Complaints. Regular reporting to the senior leadership team and Board and annual complaints self-assessment. Captured with key performance indicators.	The Board approves EPIC's complaints Policy and has oversight of its complaints via the Corporate KPI suite and reports presented to the Board on a quarterly basis with input from the MRC.	The EPIC Connection in relation to colleague ownership and tone.
2.1 Diverse needs (specific expectations)					
2.1.1	Registered providers must use relevant information and data to: a) understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs; and b) assess whether their housing and landlord services deliver fair and equitable outcomes for tenants.	Yes	Part of data governance and capture processes in place. Data held on housing management system and reporting functionality that draws out specific characteristics, enabling colleagues how best to tailor services, as appropriate, e.g., out of hours appointments and use of Clear Voice. Data triangulation in areas such a stock condition, arrears and anti-social behaviour.	A report is provided to Board on a quarterly basis in the Tenant Engagement and Impact report confirming tenant demographic.	Continue to improve the quality and use of tenant data to identify disparities, inform targeted action, and ensure fair and equitable service outcomes.

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			Tenant Satisfaction Measures provide an opportunity for tenants to feedback on whether or not EPIC provides equitable outcomes.		
2.1.2	Registered providers must ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants.	Yes	<p>Variety of communication methods used, including Clearvoice, large print, and language is simple.</p> <p>Policies are translated into shorter and more accessible versions, where appropriate.</p> <p>Communication plan identifies regular and timely updates, including quarterly tenant newsletter.</p> <p>Data captured that identifies specific tenant preference about how EPIC communicates with them e.g., large print, email or face-to-face.</p> <p>Equality, Diversity and Inclusion Policy underpins this area.</p>		Tone of voice linked to EPIC Connection
2.1.3	Registered providers must ensure that landlord services are accessible, and that the accessibility is publicised to tenants. This includes supporting tenants and	Yes	We respond to each customer in a style which is appropriate to their individual requirements. Our website allows tenants to contact us through alternative means to access frequently used forms as requested.		Continued development of EPIC Connection.

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	prospective tenants to use online landlord services if required.		The information is shared in tenant newsletters. Resource room available to support tenants to use online services, supported, as required, by housing colleagues and support agencies.		
2.1.4	Registered providers must allow tenants and prospective tenants to be supported by a representative or advocate in interactions about landlord services.	Yes	<p>EPIC welcomes representatives of tenants contacting us and dealing with any issues on their behalf, including MPs, councillors and other advocates.</p> <p>Information sharing consent form that tenants can complete which allows for sharing of information with nominated person.</p>		Review the advocacy referral process and actively promote its availability to tenants to ensure those requiring additional support are aware of and able to access advocacy services.
2.2	Engagement with tenants (specific expectations)				
2.2.1	Registered providers must give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.	Yes	<p>Contained within Tenant Engagement and Influencing Strategy. Operated through quarterly Community Voice events and bi-monthly Tenant Ambassador meetings.</p> <p>Scrutiny opportunities available on key policies and performance (including annual perception survey) that drive service delivery.</p> <p>Opportunities publicised through website, newsletters and direct contact – targeted where applicable for specific neighbourhoods/tenants.</p>	<p>Tenant Engagement and Influencing Strategy approved by Board</p> <p>Outcome of Tenant Satisfaction Measures which are presented to ARAC and Board.</p> <p>Board Membership, now included members with lived experience.</p>	<p>Take key learnings from outcome of TSM's to shape and deliver services.</p> <p>Analysis feedback that has been consistently low and ask why.</p> <p>Consider and reach out to those who fail to respond to ascertain, if possible, why.</p> <p>Triangulate data, to identify key themes, no</p>

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					access, tenancy management issues and no contact.
2.2.2	Registered providers must assist tenants who wish to implement tenant-led activities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.	Yes	Part of approach as documented in Tenant Engagement and Influencing Strategy and encouraged in face-to-face interactions, specifically Community Voice and Tenant Ambassadors. Expanded Board membership to include 'lived experience' through the appointment of an EPIC tenant as a Board Trustee.		Develop the framework are the completed piece of work completed by TPAS in connection with Tenant Engagement and Influence. Expand membership in 2026.
2.2.3	Registered providers must provide accessible support that meets the diverse needs of tenants so they can engage with the opportunities in 2.2.1 and 2.2.2.	Yes	For those tenants currently engaged and opportunities for future tenants, EPIC will provide accessible support as required, including the need for transport, large print etc. EPIC is responsive to individual needs and will accommodate wherever is practicable to do so.	Board approval of Equality, Diversity and Inclusion Policy.	Continue to capture and triangulate tenant data.
2.2.4	Registered providers must support tenants to exercise their Right to Manage, Right to Transfer or otherwise exercise housing management functions, where appropriate.	Yes	EPIC would be responsive to any such requests from tenants with open and transparent consideration being taken in collaboration with Board.	Merger principles are set out in EPIC's Risk Appetite Statement	
2.2.5	Registered providers, working with tenants, must regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement	Yes	Through tenant engagement and influencing interactions, feedback is considered and may influence changes in service delivery.	Report provided to Board on a quarterly basis including a copy of the Tenant Ambassador meeting minutes.	Tone of voice and approach linked to EPIC Connection

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	changes as appropriate to ensure services deliver the intended aims.		<p>Captured through internal change log, and reported through to Board on a quarterly basis.</p> <p>Tenant Engagement and Influencing Strategy reviewed on a regular basis in collaboration with tenants.</p> <p>Tenants engaged in the design of the corporate plan.</p> <p>Part of EPIC's project management framework includes consideration to the involvement of tenants as appropriate.</p>		
2.2.6	<p>Where a registered provider is considering a change in landlord for one or more tenants, or a significant change in management arrangements, it must consult affected tenants on its proposals at a formative stage and take those views into account in reaching a decision. The consultation must:</p> <ul style="list-style-type: none"> a) be fair and accessible b) provide tenants with adequate time, information and opportunities to consider and respond c) set out actual or potential advantages and disadvantages (including costs) to tenants in the immediate and longer term, and 	Yes	<p>Not currently applicable to EPIC. However, if a situation arises, then EPIC would fully comply with consultation requirements.</p>		<p>Consideration within the development of EPIC's Growth strategy.</p>

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	d) demonstrate to affected tenants how the consultation responses have been taken into account in reaching a decision.				
2.3	Information about landlord services (specific expectations)				
2.3.1	Registered providers must provide tenants with accessible information about the: a) available landlord services, how to access those services, and the standards of service tenants can expect b) standards of safety and quality tenants can expect homes and communal areas to meet c) rents and service charges that are payable by tenants, and d) responsibilities of the registered provider and the tenant for maintaining homes, communal areas, shared spaces and neighbourhoods.	Yes	Captured through a number of policies and procedures: <ul style="list-style-type: none"> • Customer Experience Pledge • Quarterly tenant newsletter • Internal communication planner • Property health and safety compliance policies (gas, electric, legionella, asbestos, fire, damp and mould) • Home Standard • Rent and Service charge policy • Repairs Policy • Asset Management Strategy All available via website or upon query from tenant.	Key Policies approved by Board, along with performance monitoring using the Corporate KPI suite.	Regularly review and improve the clarity, accessibility, and effectiveness of tenant information using feedback, performance data, and KPI monitoring to ensure tenants understand services, standards, charges, and responsibilities.
2.3.2	Registered providers must provide tenants with accessible information about tenants' rights in respect of registered providers' legal obligations and relevant regulatory requirements that registered providers must meet in connection	Yes	As above in 2.3.1. Captured within Tenancy Agreement, Aids and Adaptations Policy, Stock Condition Policy, Complaints Policy, Privacy Statement and Equality Diversity and Inclusion Policy.	KPI performance captured and reported to SLT and Board. Each Policy is accompanied by and EIA which considers the impact of its policies on the diverse needs of its tenants.	Review and improve how tenant rights and landlord obligations are communicated to ensure information remains clear, accessible, and inclusive.

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	<p>with the homes, facilities or landlord services they provide to tenants. This must include information about:</p> <ul style="list-style-type: none"> a) the requirement to provide a home that meets the government's Decent Homes Standard; b) the registered provider's obligation to comply with health and safety legislation; c) the rights conferred on tenants by their tenancy agreements including rights implied by statute and/or common law, in particular— <ul style="list-style-type: none"> i) the right to a home that is fit for human habitation; and ii) the right to receive notice of a proposed visit to carry out repairs or maintenance or to view the condition and state of repair of the premises; and d) the rights of disabled tenants to reasonable adjustments. 				
2.3.3	Registered providers must communicate with affected tenants on progress, next steps and outcomes when delivering landlord services.	Yes	<p>Customer Experience Pledge details timescales for both tenant and EPIC.</p> <p>Each individual service delivered to tenant, e.g., a repair, is captured within contract specification, including communication timelines and expectations.</p>		Extension of repairs contract with enhanced communication requirements.

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			<p>Policies set out timelines and accessible on website, e.g., repairs timescales.</p> <p>Complaints policy is specific in terms of timelines, which EPIC meets.</p> <p>Internal Customer Relationship Management system captures each key communication both from the tenant and from EPIC to the tenant.</p>		
2.3.4	Registered providers' housing and neighbourhood policies must be fair, reasonable, accessible and transparent. Where relevant, policies should set out decision-making criteria and appeals processes.	Yes	<p>Relevant policies all have clear criteria and appeals processes, including allocations and complaints policy.</p> <p>All policies have an associated equality impact assessment.</p>		All policy reviews are undertaken in line with the policy framework and include an Equality Impact Assessment.
2.3.5	Registered providers must make information available to tenants about the relevant roles and responsibilities of senior level employees or officers, including who has responsibility for compliance with the consumer standards.	Yes	Captured and shared on the website, under corporate information.		
2.4	Performance Information (specific expectations)				
2.4.1	Registered providers must meet the regulator's requirements in relation to the tenant satisfaction measures set by the regulator as set out in Tenant Satisfaction Measures:	Yes	Annual cycle of completion and reporting through to Audit and Risk Assurance Committee for recommendation to Board, including assurance on meeting	Regular reporting to SLT. Quarterly reports on Corporate KPI performance reported to Board. Including outcomes from Tenant Satisfaction Measures.	Continue to develop mechanism to validate raw data against reports in preparation for submission to NROSH

Ref	Required Outcomes/Expectations	Yes/ Partly/ No	Operational Comments / Evidence (operational evidence source & any compliance actions)	What assurance is provided to the governance and/or engagement framework? (what is seen, when & by whom to evidence / monitor compliance)	Continuous Improvement Plan
	Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements.		<p>the technical requirements as set out in the tenant satisfaction measures.</p> <p>Annual submission as required by the Regulator on NROSH and published on the website.</p> <p>Annual Tenant Report includes TSMs.</p>	Board reviews and approves submission to NROSH submitted by statement on EPIC's website.	
2.4.2	<p>Registered providers must:</p> <p>a) collect and process information specified by the regulator relating to their performance against the tenant satisfaction measures. The information must be collected within a timeframe set by the regulator and must meet the regulator's requirements in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements</p> <p>b) annually publish their performance against the tenant satisfaction measures. This should include information about how they have met the regulator's requirements set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements. This information must be published in a</p>	Yes	All prescribed requirements are met. See above (2.4.1).		

Ref	Required Outcomes/Expectations	Yes/ Partly/ No	Operational Comments / Evidence (operational evidence source & any compliance actions)	What assurance is provided to the governance and/or engagement framework? (what is seen, when & by whom to evidence / monitor compliance)	Continuous Improvement Plan
	manner that is timely, clear, and easily accessed by tenants; and c) annually submit to the regulator information specified by the regulator relating to their performance against those measures. The information must be submitted within a timeframe and in a form determined by the regulator.				
2.4.3	In meeting 2.4.1 and 2.4.2 above, registered providers must ensure that the information is an accurate, reliable, valid, and transparent reflection of their performance against the tenant satisfaction measures.	Yes	Through internal validation and Committee review.		
2.4.4	Registered providers must provide tenants with accessible information about: a) how they are performing in delivering landlord services and what actions they will take to improve performance where required b) how they have taken tenants' views into account to improve landlord services, information and communication c) how income is being spent, and	Yes	Published in annual tenant report and annual financial accounts. Lessons learnt as part of bi-annual reporting on complaints and also quarterly reporting on tenant engagement and influence. Annual tenant perception survey drives pro-active follow-up on issues raised. Quarterly performance is published on the website.		

Ref	Required Outcomes/Expectations	Yes/ Partly/ No	Operational Comments / Evidence (operational evidence source & any compliance actions)	What assurance is provided to the governance and/or engagement framework? (what is seen, when & by whom to evidence / monitor compliance)	Continuous Improvement Plan
	d) their directors' remuneration and management costs.				
2.5	Complaints (specific expectations)				
2.5.1	Registered providers must ensure their approach to handling complaints is simple, accessible and publicised	Yes	Complaints Policy in accordance with the Complaints Handling Code. Annual self-assessment, bi-annual reporting on complaints. Complaints policy provide as an accessible version on the website.	A half yearly report on complaints performance is presented to the Board.	
2.5.2	Registered providers must provide accessible information to tenants about: a) how tenants can make a complaint about their registered provider b) the registered provider's complaints policy and complaints handling process c) what tenants can do if they are dissatisfied with the outcome of a complaint or how a complaint was handled, and d) the type of complaints received and how they have learnt from complaints to continuously improve services.	Yes	All captured in Complaints Policy.	Complaints Policy approved by the Board.	
2.6	Self-referral (specific expectations)				

Ref	Required Outcomes/Expectations	Yes/ Partly/ No	Operational Comments / Evidence (operational evidence source & any compliance actions)	What assurance is provided to the governance and/or engagement framework? (what is seen, when & by whom to evidence / monitor compliance)	Continuous Improvement Plan
2.6.1	Registered providers must communicate in a timely manner with the regulator on all material issues that relate to non-compliance or potential non-compliance with the consumer standards.	Yes	Escalation policy as appended to the Risk Management Framework.	Risk Management Framework is approved by the Board.	