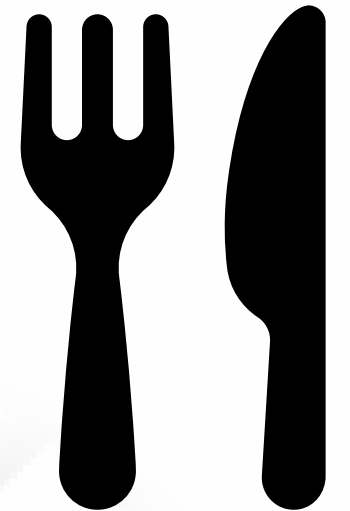
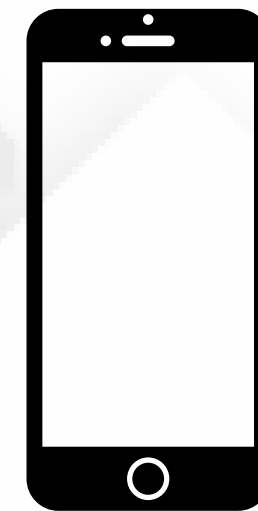
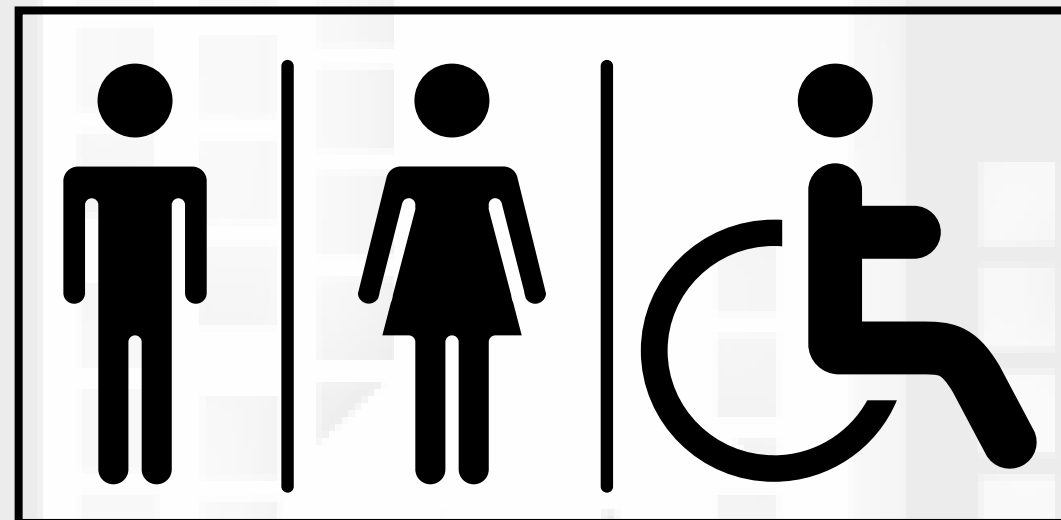


# Welcome to your Community Voice

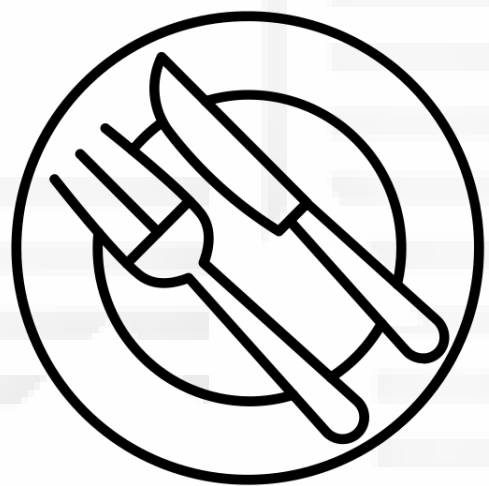
Wednesday 13 May

# Housekeeping



# Today

- Welcome and introductions
- EPIC Performance 2025-26
- Complaints and compliments 2025-26
- Tenant engagement
- Anything you would like to raise
- Q&A with Dave, Jemma, Sharon and Mark



# Welcome

- Dave Newmarch, Board Member and Member of Audit & Risk Assurance Committee
- Jemma Richards, Board Member
- Sharon Shaw, Director of Resources
- Mark Bourne, Customer Services & Resident Involvement Team Leader



# Making the most of today's event

To help everyone feel heard, included and safe to share their views, we ask everyone to keep these simple guidelines in mind during the session.

- Use respectful language
- One person speaks at a time
- Focus on issues, not individuals
- Be mindful, respect confidentiality
- Stick to the agenda
- No jargon



# EPIC Performance 2025

# Housing

Description	Q1	Q2	Q3	Q4
Number of ASB cases per 1,000 homes (cumulative)	13.08	25.42	29.8	41.42
Rent collected %age (cumulative)	96.89%	99.41%	98.75%	99.05%
Current tenant arrears (cumulative, as a %age of rent debit)	2.49%	2.35%	2.76%	2.55%
Former tenant arrears (cumulative, as a %age of rent debit)	1.24%	1.24%	1.35%	1.52%

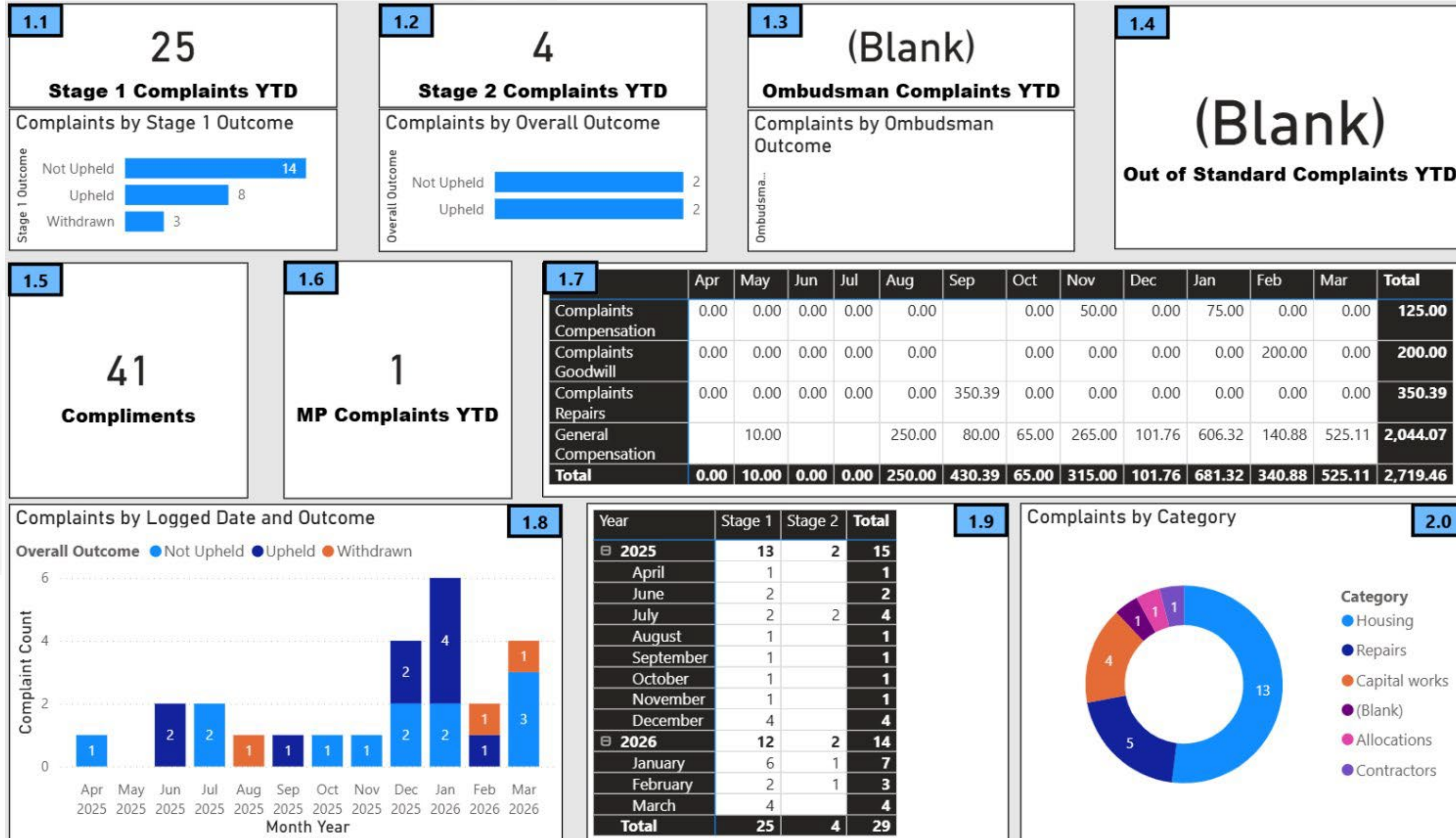
# Repairs and maintenance

Description	Q1	Q2	Q3	Q4
Repairs completed with target timescale – non-emergency (cumulative)	92.63%	93.05%	93.20%	93.65%
Repairs completed with target timescale – emergency (cumulative)	100%	100%	100%	100%
%age of Stock Condition Surveys dated within 5 years	90.60%	95.27%	95.27%	98.33%
Number of homes with an EPC rating below C	210	111	164	146

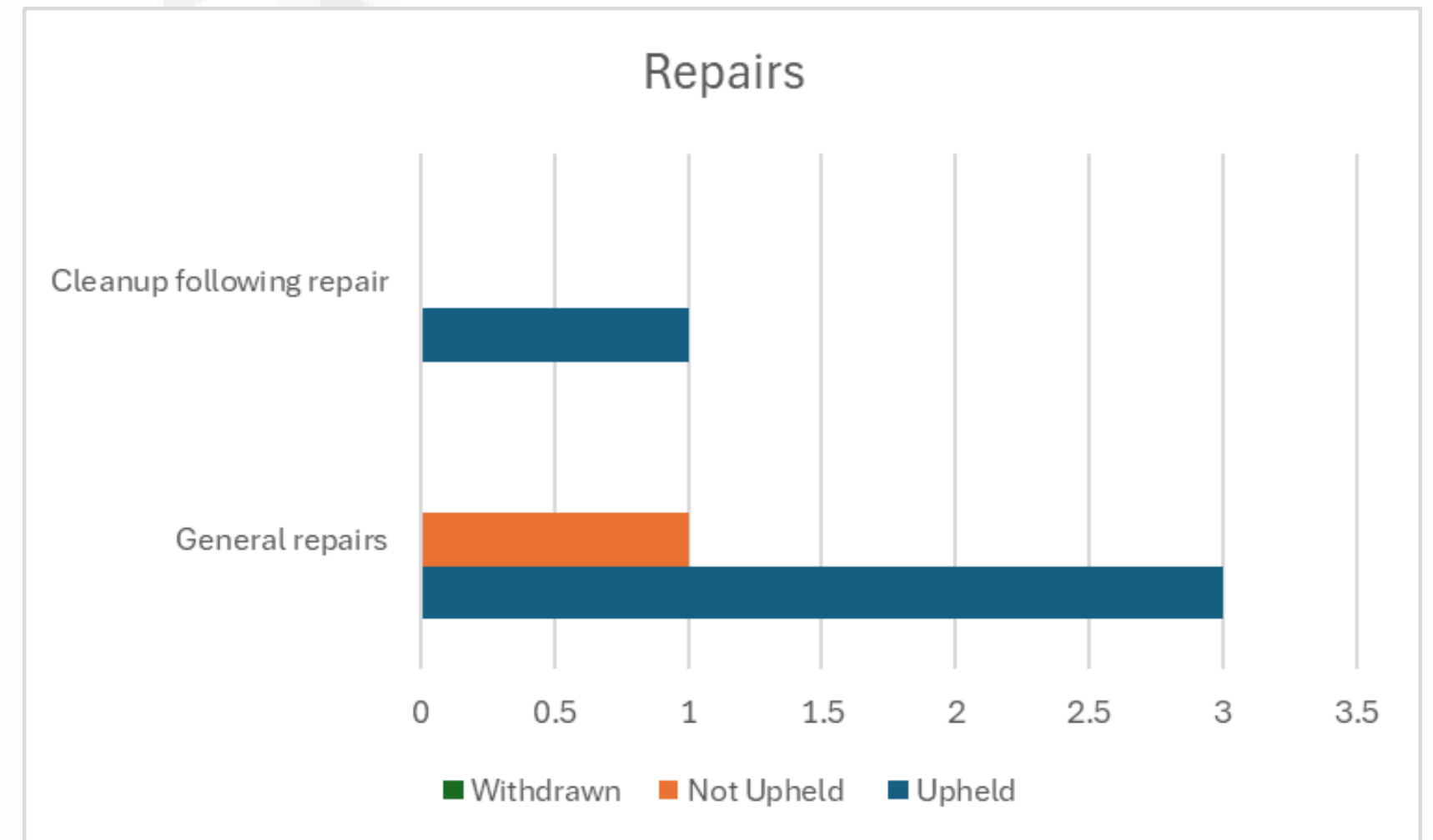
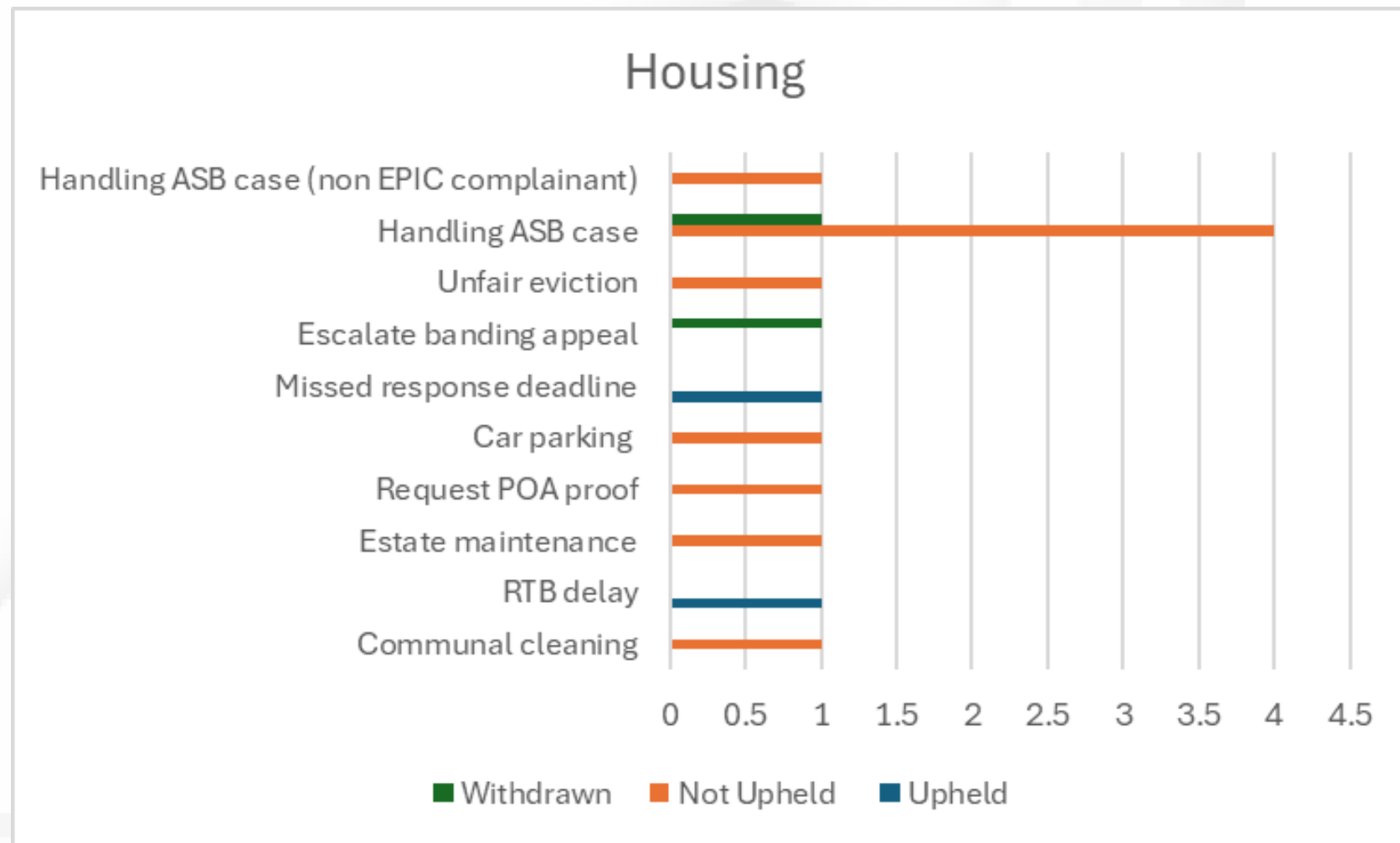
# Repairs and voids

Description	Q1	Q2	Q3	Q4
Valid Gas Safety Certificates (%age)	99.2%	99.93%	99.85%	99.85%
Valid EICR (%age)	100%	100%	100%	100%
Average number of days to turn around void properties (cumulative)	18.33	22.70	26.37	30.29
Average void costs (cumulative, including VAT)	£3,853.93	£4,123.42	£4,552.28	£5,099.58

# Complaints

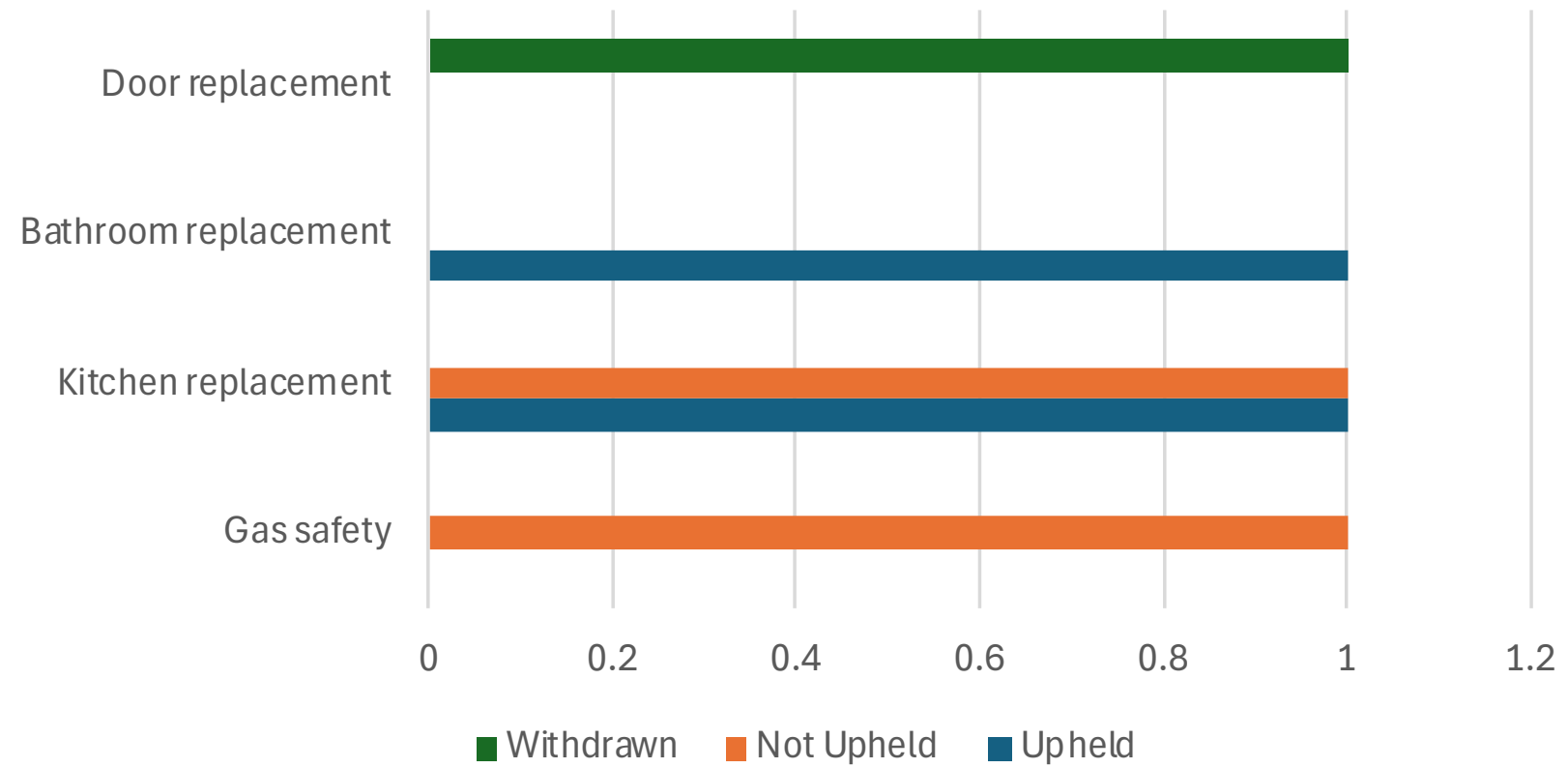


# Complaints

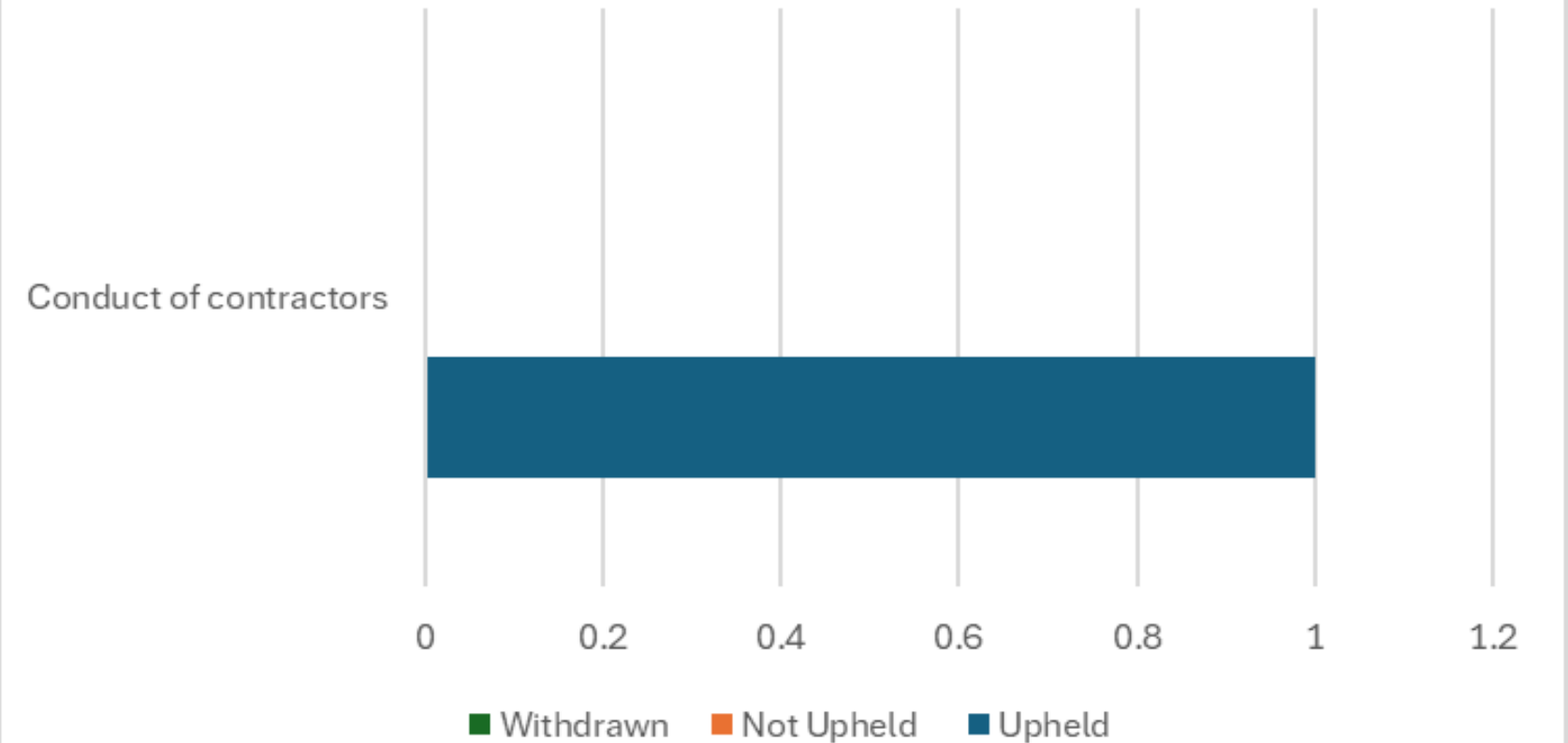


# Complaints

## Capital Works



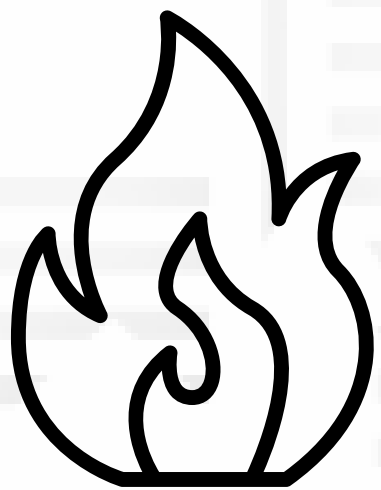
## Contractors



# Tenant Engagement

# How topics and feedback

- Anything you would like to raise?
- Anything you are seeing, hearing or experiencing in relation to services from EPIC? (good and bad or so good)



# THANK

YOU

Date, time and venue of next Community Voice:

- Saturday 8 August, 10am – 12pm
- Venue to be confirmed