

Tenant Satisfaction Measures 2025/26

On 1st April 2023, the Regulator of Social Housing introduced 22 Tenant Satisfaction Measures (referred to as “TSMs”). The 22 TSMs are a combination of measures that are measured directly by EPIC (10 measures) throughout the 2025/26 financial year and through the tenant (perception) survey (12 measures) taken annually and those detailed below reflect 2025/26.

Of the 9 measures directly measured by EPIC, four are broken down into two parts, (resulting in a total of 13 measures reported). These are:

1. Repairs
 - Repairs completed within target timescale – non-emergency
 - Repairs completed within target timescale – emergency
2. Anti-social behaviour
 - Number of anti-social behaviour cases per annum
 - Number of anti-social behaviour cases that involve hate incidents per annum
3. Complaints received
 - Number of stage one complaints
 - Number of stage two complaints
4. Complaints responded to
 - Proportion of stage one complaints responded to within the Complaint Handling Code timescale
 - Proportion of stage two complaints responded to within Complaint Handling Code timescale

The tenth TSM is not applicable as it relates to lifts which EPIC do not have.

All Registered Housing Providers are formally required to publish the full suite of results so that tenants can see how their landlord is performing against other landlords, both locally and nationally.

EPIC conducted its first survey in June 2023; using an independent organisation called Acuity to ensure that all feedback was collected fairly and impartially. We continued to use Acuity for the latest survey undertaken in June 2025. We were keen to ensure that no one was excluded so we sent surveys to all tenants.

The survey could be completed, via post, online or over the telephone. Tenants who completed the survey were entered into a prize draw for shopping vouchers.

The survey was designed to collect the views of a minimum of 302 tenants from the total of approximately 1,400. We had a total of 516 responses to the survey (232 online, 62 by post and 222 by telephone interview. This represents a response rate of 38%.

We always aim to learn from the feedback we get and as part of the survey we asked tenants to share with us their contact details so that we could discuss any issues with them directly. A number of learnings have been identified and included for transparency as part of this statement.

The TSMs capture performance across several core areas for EPIC, as detailed in the following tables (firstly for those directly measured by EPIC and secondly through the annual tenant perception survey).

Building safety

Proportion of homes for which all required gas safety checks have been carried out	99.85%
Proportion of homes for which all fire risk assessments have been carried out	100%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
Proportion of homes for which all required legionella risk assessments have been carried out	100%

- At the end of March 2026, two properties did not have a valid gas safety certificate due to access not being provided. One was subsequently completed in April 2026, with the remaining certificate completed in May 2026.
- Gas safety checks are vital to ensuring that tenants and their homes are kept safe and compliant with the latest legislation. Where there are cases of no access, we pursue every option available to us, which may in extreme circumstances, and as a last resort, be legal action.
- All other safety checks were at 100% which demonstrates our commitment to ensuring the safety and wellbeing of tenants.
- EPIC does not own any properties with passenger lifts and therefore that measure is not applicable but must still be reported for completeness and transparency.
- EPIC values the safety and wellbeing of tenants; in addition to the measures reported above we regularly contact tenants to discuss issues and have held events to offer further advice to tenants on ensuring that they are informed about ways in which they can keep their home safe. We also work with referral partner agencies where appropriate (e.g., Staffs Fire & Rescue Service) to offer extra support and advice.

Anti-social behaviour

Number of Anti-social behaviour cases opened per 1,000 homes	41.42
Number of Anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0.73

- We want tenants to be able to live their lives peacefully and so we take reports of anti-social behaviour seriously. We will pursue every option, from support to enforcement, to ensure that reports of anti-social behaviour are dealt with quickly and effectively.
- We work alongside partner agencies to ensure that the action we take is effective and proportionate to each case. We have also partnered with Stoke-on-Trent City Council and Staffordshire Police in the monthly "Making Great Places Days of Action" on the Bentilee estate to help identify and respond to reports of anti-social behaviour. This joint working allows us to provide a joined-up approach and highlights where our tenants are experiencing issues in the community beyond our control.
- We encourage all tenants to report any instances of anti-social behaviour, so that it can be investigated. Reports will always be dealt with in confidence and as quickly as possible; we are here to support tenants and, in some instances, we may also ask that tenants report the antisocial behaviour to the Police.

Decent Homes Standard and repairs

Proportion of homes that do not meet the Decent Homes Standard	0%
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Proportion of non-emergency responsive repairs completed within the landlord's target timescale	93.65%
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Proportion of emergency responsive repairs completed within the landlord's target timescale	100%
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- As at end of March 2026, one property did not meet Decent Homes standard. This was in relation to a tenant who had until recently refused a planned kitchen replacement. The tenant has now agreed to a replacement kitchen, and this will be completed in May 2026.
- We have a programme of stock condition surveys and planned upgrades to properties to ensure that the condition of homes is compliant with the Decent Homes standards.
- We will continue to monitor our performance on repairs and planned maintenance to ensure a high standard of service.
- We have a calendar of regular meetings with our contractors to monitor service delivery and work together to resolve any concerns. This is in addition to regular operational updates on specific jobs and programmes.

Complaints

Number of Stage 1 complaints received per 1,000 homes	18.17
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Number of Stage 2 complaints received per 1,000 homes	2.91
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Proportion of Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%
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Proportion of Stage 2 complaints responded to within the Housing Ombudsman's Complaints Handling Code timescales	100%
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- All Stage 1 and Stage 2 complaints were responded to in line with EPIC's Complaints Policy, which mirrors the timescales set out within the Housing Ombudsman's Complaints Handling Code.
- One complaint was escalated to the Housing Ombudsman Service in April 2024. All required documentation has been forward to the Housing Ombudsman. We continue to await their decision and any learnings.
- The Housing Ombudsman requires landlords to carry out a Self-Assessment every year; the assessment needs to be presented to EPIC's Board and published on EPIC's website. A copy of the Self-Assessment is also provided to the Housing Ombudsman. This will be carried out in June ready for submission to the Housing Ombudsman in September 2026.
- We regularly review and make necessary amendments to our Complaints Policy and procedures to ensure continued compliance with the Housing Ombudsman's Complaints Handling Code. Our Member Responsible for Complaints (MRC regularly reviews our responses to complaints, to ensure fairness in our processes, monitor trends, and ensure that learning from complaints is embedded into everything that we do. The MRC has a detailed role profile which can be found here: [MRC-Role-Profile-May-2025.pdf](#)
- We have delivered complaints training to all tenant-facing staff.

Tenant Perception Measures (Annual Tenant Satisfaction Survey)

The results for our survey for 2025/26 are shown below.

The summary of approach which outlines the method used to generate the tenant perception measures, can be found by [clicking here](#).

The questionnaire used for 2025 responsible for these results is found by [clicking here](#).

Year on year change

The tables below illustrate the results for 2025/26 compared to those for 2024/25. This highlights how many of the measures have improved (**green**), worsened (**red**), or stayed the same (black) in respect of those measures captured through the annual perception tenant survey.

Complaints handling has improved slightly, with a reduction in the number of Stage 2 complaints received. While further improvement remains a priority, this performance compares favourably with other landlords. Our survey scores align well with those within the smaller housing association network and perform strongly when benchmarked against the Regulator of Social Housing's published figures, these will be published later in the year.

Tenant Satisfaction Measure's Annual Tenant Survey	2024/25	2025/26
Proportion of respondents who report that they are satisfied with the overall service from their landlord	81%	83%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	80%	85%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	82%	84%
Proportion of respondents who report that they are satisfied that their home is well maintained	80%	83%
Proportion of respondents who report that they are satisfied that their home is safe	81%	85%
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	70%	74%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	83%	81%
Proportion of respondents who report that they agree their landlord treats them fairly and with respect	85%	85%
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	42%	46%
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	71%	69%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	75%	74%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	68%	70%

TSM's generated from EPIC's Management Information	2024/25	2025/26
Complaints relative to the size of the landlord. Number of stage one complaints, received per 1,000 homes	13.75	18.17
Complaints relative to size of landlord. Number of stage two complaints , received per 1,000 homes	3.62	2.91
Proportion of stage one complaints responded to and within the Housing Ombudsman's Complaint Handling Code timescales	100%	100%
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%	100%
Number of anti-social behaviour cases opened per 1,000 homes	31.25	41.55
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.73	0.73
Proportion of homes that do not meet the Decent Homes Standard	0.06%	0.00%
Proportion of non-emergency responsive repairs completed within the landlord's target timescale	95.60%	93.65%
Proportion of emergency responsive repairs completed within the landlord's target timescale	100%	100%
Proportion of homes for which all required gas safety checks have been carried out	99.93%	99.85%
Proportion of homes for which all required fire risk assessments have been carried out	100%	100%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	100%
Proportion of homes for which all required legionella risk assessments have been carried out	100%	100%

Learnings and continuous improvement

Key learnings (Tenant Satisfaction Measures 2025/26) are:

- Strong compliance on building safety, with 100% completion reported for fire risk assessments, asbestos management, and legionella risk assessments, Decent Homes performance is strong at 100% and 99.85% gas safety compliance. Gas safety performance due to two tenants refusing access where legal action was necessary.
- Overall tenant satisfaction is good and improving, with overall satisfaction up from 81% to 83% year on year. Several core service opinions also improved (e.g., repairs satisfaction, home safety, home well maintained, listens/acts).
- Complaints handling continues to improve, although it remains an area of focus. A key learning has been the need to provide greater clarity around the difference between service requests and formal complaints, with 78 tenants believing they had made a complaint, while only 4 formal complaints had been received. This continues to inform our work to strengthen communication, definitions and processes.
- Neighbourhood/estate and communal-area cleanliness is a recurring theme and has worsened, with satisfaction that communal areas are clean and well-maintained dropping. A key contributor to declining communal cleanliness is mixed tenure, where some residents using shared spaces fall outside EPIC's direct control. EPIC continues to work with partners and tenants to address this.

- Anti-social behaviour demand increased, with ASB cases per 1,000 homes increasing while hate-incident rate stayed the same. The learning here is the need for continued multi-agency working and encouraging reporting.
- “Closing the loop” follow-up creates actionable improvements: the report notes follow-up calls to survey respondents led directly to actions on damp and mould, repairs, ASB concerns, painting programmes in some communal areas, showing the value of structured follow-up, not just collecting scores.

Summary

Tenant Satisfaction Measures for 2025/26 confirm strong compliance and improving tenant satisfaction. Performance remains robust across building safety, Decent Homes and gas safety, with the sole instance of non-compliance arising from tenant refusal and requiring legal action. Overall satisfaction increased from 81% to 83%, supported by improved perceptions of repairs, home safety, property condition and EPIC’s responsiveness.

Key improvement areas are clear. Greater clarity is needed around the distinction between service requests and formal complaints to help ensure tenants are supported through the most appropriate process. Satisfaction with neighbourhood and communal cleanliness has declined, particularly on mixed-tenure estates where EPIC has limited control, requiring continued partnership working. Anti-social behaviour demand has increased, reinforcing the importance of multi-agency collaboration. Structured follow-up activity has proven effective, directly driving service improvements and demonstrating the value of closing the feedback loop.

If tenants have questions or concerns in completing the survey, we can be contacted in the following ways:

Online via our website: epichousing.co.uk/contact

In writing to:

EPIC
131-141 Ubberley Road
Bentilee
Stoke-on-Trent
ST2 0EF

By telephone: 01782 252575

Via email: mailbox@epichousing.co.uk

In person to any member of EPIC staff.

We value hearing from as many tenants as possible, as your feedback helps shape and improve the services we provide.