

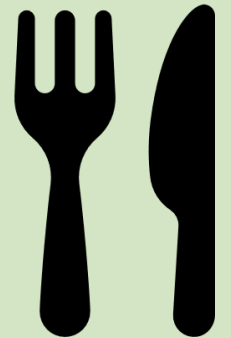
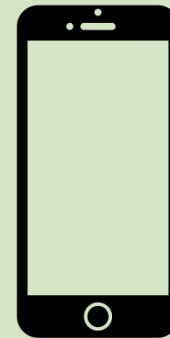
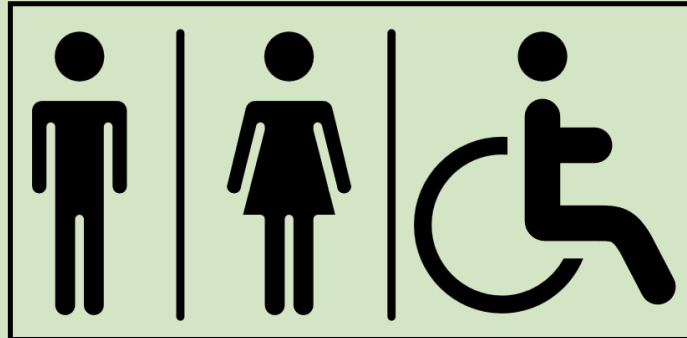
Welcome to your Community Voice

Saturday 8 August 2026

epic
Empowering People.
Inspiring Communities.



Housekeeping



Today

- Welcome and introductions
- EPIC communications – newsletter and social media
- Pride in Place update
- Your Voice, Our Future – 18 September
- Q&A with Board and staff



Welcome and introductions

- Jemma Richards – Board Member and Tenant Insight Group Member
- Sophie Tatton – Colleague Engagement & Communications Officer
- Jo Andrew – Capital & Compliance Manager
- 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, these are the principles for how we'll work together 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

Tenant newsletter

- Introduction
- Why I'm here today
- Do you read it?
- What we do currently
 - Quarterly digital newsletter
 - Created by staff, no tenant input

Tenant newsletter

Look at the examples on your table

- What do you like?
- Is there anything you don't like?



Tenant newsletter

Newsletter currently includes:

- Organisational updates
- Tenant involvement opportunities
- Rent and tenancy information
- Repairs and maintenance information
- Performance and satisfaction information
- Community news and events
- Money and wellbeing support

Is there anything missing?



Social media



EPIC Limited
Published by Sophie Epic · 29 July at 11:08 · 🌐

Just one week to go until [Stoke Thrive at Five's](#) Summer Play and Read event!

We're proud to be supporting our Charity of the Year for a fun-filled day of stories, games and activities for children under 5 and their siblings.

Come along and enjoy outdoor games, crafts, storytelling and more. Plus, every child will receive a free lunch bag.

📍 Bentilee Family Hub, Dawlish Drive, ST2 0HP
📅 Wednesday 5 August
🕒 11am – 2pm

Places are free, but booking is recommended: utm.guru/urBfl ✓

We look forward to seeing lots of local families there! See less

Join us for

Summer Play and Read!

FREE for under 5s and older siblings!

Bentilee Family Hub

11am – 2pm

5th August 2026

[thrive at five](#)

EPIC Limited
Published by Sophie Epic · 17 July at 14:15 · 🌐

Have your say at our next Community Voice event.

Join us on Saturday 8 August, 10am – 12pm at Normacot Grange Community Centre, Meir.

We're looking for your ideas to help shape our new printed tenant newsletter, as well as discussing what's important to you and your community.

- ✓ Share your views
- ✓ Ask questions directly to our team
- ✓ Take part in an open Q&A
- ✓ Free breakfast oatcake for everyone who attends

Book your place 📅 epic-community-voice-aug-26.eventbrite.co.uk ✓

If transport is a challenge, please get in touch and we'll be happy to help. See less

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Empowering People. Inspiring Communities.

Community Voice

Join us for a free oatcake!

Saturday 8 August 2026 | 10am – 12pm

Normacot Grange Community Centre, Meir

EPIC Limited
Published by Sophie Epic · 30 June · 🌐

Join [St Stephen's Church Bentilee](#) for The Extreme Tour, a free community music event taking place on 15th July from 5pm to 9pm at The Three Greens, in front of the Neighbourhood Centre.

This vibrant festival will feature a range of talented artists and is a great opportunity to come together, enjoy live music, and celebrate community spirit. See less

DATE: 15th July 2026

TIME: 5pm - 9pm

PLACE: The Three Greens
In-front of the Community Centre
Bentilee

Communications panel

- Some housing providers, especially larger ones, have a panel of tenants to review documents before they are published
- This helps ensure documents are easy to understand, contain all the necessary information and have been reviewed from a tenant perspective





Pride in Place

- Neighbourhood Board members appointed
- Launch events begin September 2026 on Bentilee estate
- Work should begin January 2027

Your Voice, Our Future

- Event taking place 18 September 2026
- Bridge Centre, Birches Head
- Developing our new Corporate Plan 2027 – 2030
- Building upon current position to be stronger in the future
- Register –





Tenant Q&A

**Thank you for
joining us!**

