



# **EPIC NEWS**

Issue 15 – December 2024

## **Message from CEO, Tracey Johnson**

Welcome to this festive edition of EPIC News!

As we get nearer to the festive season, I would like to take this opportunity to wish our tenants, their family and friends a joyful and peaceful festive break.

I know the past year has been challenging for many, with continued uncertainty in the economy and the resulting cost-of-living crisis have meant daily life is more of a struggle for many. I know the importance of a sense of community and the value of high-quality services. We have worked hard at this during 2024 and will continue to do so as we move into 2025, listening and engaging with our tenants .

I would also like to thank all those partners we work with too for their ongoing support of EPIC and our tenants.

Enjoy the festive season with your loved ones!  
Tracey

## **Festive Opening Times**

Our reception in Bentilee and phone lines close at 1pm on Tuesday 24 December and re-open at 9am on Thursday 2 January.

 If you need to report an emergency repair while we are closed, please call 0800 694 0434.

While our office maybe closed for the festive period, you can still get great discounts on everyday spending to help you save money on the essentials.

The app is easy to download and install, but you will need your tenancy reference number which you can find on letters and emails from us.

[Click here to visit our website to find out more and get saving.](#)



## **PAYING YOUR RENT**

Rent continues to be payable as normal over the festive period.

There are several ways to pay including:

- via the EPIC Housing website
- Mobile banking
- Visiting any PayPoint store or Post Office

To find out more or to make a payment visit our website by [clicking here.](#)

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