



Empowering People.  
Inspiring Communities.

Customer Involvement  
"Help us to Help You"

## **Introduction**

We really value our customers views on our services – we need to know what you think so that we can change and improve our services to meet your needs.

## **How can customers get involved with EPIC?**

We know that people often lead busy lives and so we try and offer lots of different ways for you to get involved depending on how much time you have.

## **Estate Walkabouts**

Every other month we inspect the outside of our properties in Bentilee to make sure they are in good condition and that the gardens are free from rubbish and other hazards. It's really helpful to have customers assist us with this task, so we offer a £10 voucher (Maximum £40 per year) for your time in attending a walkabout. For more information please contact Estelle Townsend on 01782 252583 or email [e.townsend@epichousing.co.uk](mailto:e.townsend@epichousing.co.uk)

## **Operations Committee**

Our Operations Committee is the place to be if you are interested in how we develop our policies on anti-social behaviour, repairs and much more. This is also where we examine our performance, consider ideas like our customer reward scheme and how we deal with complaints. The Panel has space for up to 4 EPIC customers and meets in the evenings twice a year. We can cover any reasonable expenses for child care or similar whilst you attend the meeting.

## Focus Groups

From time to time we hold customer focus groups on particular topics to help us understand our customer's requirements and experiences. If you would be interested in becoming involved in a focus group, please email us at [mailbox@epichousing.co.uk](mailto:mailbox@epichousing.co.uk) with the subject line "Focus Group".

## EPIC's Board

We have one space on our Board reserved for an EPIC tenant. The Board is responsible for setting the overall direction of EPIC and taking important decisions on buying properties, setting our budget, reviewing our performance and monitoring future risks. We ask that customers who are interested in joining the Board become a Quality Panel member first to gain experience. Every three years, if more than one tenant is interested in joining the Board, an election is held amongst all tenants to choose which person sits on the Board.

## Becoming a Member of EPIC

Every tenant is entitled to become a member of EPIC. This means that you can attend and vote at our Annual General Meetings and be consulted on any important changes about how EPIC is governed.

## More Information

If you would be interested in becoming a member of the Operations Committee please email us at [mailbox@epichousing.co.uk](mailto:mailbox@epichousing.co.uk).

## EPIC Telephone numbers

Customer Services  
01782 252575

Income Services  
01782 252581

Repair line  
0800 694 0434

This leaflet can be provided in large print or on coloured paper on request.

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