Scottish Housing Regulator

National Panel of Tenants and Service Users

I am following up on the Scottish Housing Regulator's recent communication to ask for your organisation's help in informing your tenants and other service users about how they can join the National Panel of Tenants and Service Users.

About the Panel

The National Panel is one of the ways that SHR involves tenants and service users in their work, alongside other mechanisms such as Tenant Advisors and feedback from RTOs. Over the last 13 years the Panel has provided rich feedback about tenant and service user views, and has helped to shape the focus of the Regulator's work. The Regulator is keen to build on this with a broad Panel membership.

National Panel membership is open to all tenants and users of social landlord services – including those who receive factoring or common repairs from a social landlord, live on a social rented Gypsy/ Traveller site, or have used homeless services. Around three quarters of current members are not involved in RTOs or other formal tenant participation structures - the Regulator is keen that the Panel continues to reach individuals who may not have otherwise engaged with tenant participation opportunities.

How you can help

We would greatly appreciate your help in raising awareness of the Panel. This pack provides materials that can be shared with your tenants and other service uers – including content for social media, an insert for website and email or printed newsletters, a flyer for display in local service access points, and a PowerPoint slide for display on screens. Please feel free to adapt these to fit with how you usually communicate with your service users.

We are also issuing printed copies of flyers and National Panel sign-up forms to all social landlords across Scotland. These should be with you in the next 14 days.

Get in touch

If you have any questions about the National Panel, or would like additional materials, please contact Engage Scotland on 0800 433 7212 or email natpan@engagescotland.co.uk.

Many thanks in advance of your help.

Chris Thornton
Managing Director
Engage Scotland – managers of the National Panel on behalf of the Scottish Housing Regulator

Short text for social media:

Add your voice, help us improve social landlord services! Join the Scottish Housing Regulator's National Panel of Tenants and Service Users. Members receive surveys and can take part in other exercises. tinyurl.com/natpan or 0800 433 7212

Content for email, newsletters, websites and press releases:

Scottish Housing Regulator
National Panel

Help us improve social landlord services

Add your voice to the National Panel of Tenants and Service Users!

The Panel helps the Scottish Housing Regulator focus on what's important for tenants and service users. Members receive a survey each year and can take part in other exercises. The exercises are always optional and you can leave at any time.

Anyone who uses social landlord services can join – whether you are a tenant, have used homeless services, get factoring or common repairs from a social landlord, or live on a social rented Gypsy/ Traveller site.

Ready to join?

Go to tinyurl.com/natpan or scan the QR code

Questions? Get in touch on 0800 433 7212 or natpan@engagescotland.co.uk

Scottish Housing Regulator
National Panel

Help us improve social landlord services

Add your voice to the National Panel of Tenants and Service Users!

The Panel is open to social housing tenants, users of factoring services, homeless services, and tenants of Gypsy/ Traveller sites.

Members get a survey each year and can take part in other exercises.

SCAN

GO TO

tinyurl.com/natpan

Or call the Panel team on 0800 433 7212