

8 November 2022

By e-mail

**To:** Chief Executives/ Directors of Registered Social Landlords  
and Chief Housing Officers/ Directors of Housing of Local Authorities

**Cc:** ALACHO, Policy Manager  
Scottish Federation of Housing Associations, Chief Executive  
Glasgow and West of Scotland Forum of Housing Associations, Chief Executive

Dear colleague,

### **National Panel of Tenants and Service Users**

I am writing to ask for your help in promoting our National Panel of Tenants and Service Users. We will shortly launch a programme to refresh Panel membership. We want to promote the opportunity as widely as possible, and social landlords are very well-placed to highlight it directly to tenants and service users.

Our consultant, Engage Scotland, will shortly begin work to promote the Panel and recruit members. Promotion through social landlords will be one important element. Engage Scotland will contact all social landlords shortly to ask for your help in promoting the National Panel through your newsletters, websites, social media channels, housing offices and mailings. I would be very grateful if you would assist Engage Scotland wherever you can. If you have any queries please contact us at [shr@shr.gov.scot](mailto:shr@shr.gov.scot).

The Panel has been a very successful initiative over the last nine years. It's given us rich feedback about tenants' and service users' views and has informed the focus of our work. To date it has attracted a high level of engagement, with around 470 current members. It has a broad membership, and over three-quarters of Panel members are not members of Registered Tenant Organisations.

We are keen to build on this base. I have attached some brief background on the Panel's work, for information, and you can see more on our website. We have published reports for each year of the Panel's engagement.

Thank you in advance for your help.

Yours faithfully



**Iain Muirhead**  
**Director of Digital and Business Support**

## Background on the National Panel of Tenants and Service Users

We established the Panel in 2013 as one way for us to engage effectively and directly with tenants and other service users. The Panel helps us hear about views, experiences and service priorities.

Topics covered by the Panel so far include:

- Rent affordability
- Service quality
- Value for money
- Performance reporting
- Experiences of using homelessness services
- Antisocial behaviour
- Tenant safety
- Empowering tenants
- Gypsy/Traveller site standards
- Experience of owners using social landlord factoring services
- Receipt of information on landlord Annual Assurance Statements
- Impact of the pandemic on:
  - Landlord services
  - Family and financial circumstances
  - Experience of heating their home
  - Digital access to services

We have also explored the Panel's awareness and understanding of the role of SHR and members' views on our publications and website. All of the published outputs from the Panel can be found on the publications section of our website [\(here\)](#)