



Scottish Housing Regulator

# National Panel of Tenants and Service Users

I am following up on our previous communication asking for your organisation's assistance in informing tenants and other service users of how they can join the National Panel. The latest National Panel survey is now live and is open to all social tenants and other users of social landlord services. Non-members can sign up to the Panel at the same time as completing the survey.

The National Panel is one of the ways that the Regulator includes the views of tenants and users of social landlord services in their work. The Panel is an important part of how SHR [involves tenants and service users in their work](#), alongside other mechanisms such as Tenant Advisors and feedback from RTOs. Over the last 9 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, and we want to include as diverse a mix of tenants and service users as possible. Around three quarters of the current membership are not involved in RTOs or other formal tenant participation structures, and the Regulator is keen that the Panel continues to reach individuals who may not have otherwise engaged with tenant participation opportunities.

We would greatly appreciate your help in raising awareness of the Panel. Over the following pages we have provided short text that can be circulated via social media, an insert that can be included in websites and email or printed newsletters, and a flyer for display in local service access points.

Alongside this document, we have also provided a PowerPoint slide for display on screens in service access points. We are also issuing printed copies of flyers and National Panel sign-up forms to all social landlords across Scotland. Please feel free to adapt these materials to fit with how you communicate with your tenants and service users.

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](mailto:natpan@engagescotland.co.uk).

Many thanks in advance of your assistance.

Chris Thornton  
Managing Director

Engage Scotland – managers of the National Panel of Tenants and Service Users on behalf of the Scottish Housing Regulator

## Short text for social media:

**Latest National Panel survey now available!** Join the Scottish Housing Regulator's National Panel and complete our latest survey to help improve social landlord services. [www.bit.ly/shr-panel](http://www.bit.ly/shr-panel) or 0800 433 7212

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## Text for email, newsletters, websites and press releases:



### Take our survey, help us improve services...

**Would you like to help improve social landlord services in Scotland? The latest National Panel survey is now available to all tenants and service users!**

The Panel is one of the ways that the Scottish Housing Regulator can hear what tenants and service users think and make sure it focuses on the important things. Members receive occasional surveys and invites to take part in other feedback exercises. Participation is always optional and you can leave at any time.

We want to include a diverse range of people on the Panel, including those who are not involved in other ways of giving views on landlord services. Members include **council and housing association tenants**, people who have used **homeless services**, homeowners who receive social landlord **factoring or common repairs**, and people living on social rented **Gypsy/Traveller sites**.

### Take part...

Online at [www.bit.ly/shr-panel](http://www.bit.ly/shr-panel)

Call 0800 433 7212

Get a printed copy on [natpan@engagescotland.co.uk](mailto:natpan@engagescotland.co.uk)  
or call 0800 433 7212



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# Share your views...

**Want to help improve social landlord services in Scotland? The latest National Panel survey is now available!**

## **What's involved?**

The Panel is one of the ways that the Scottish Housing Regulator hears from tenants and people who use council or housing association services. Feedback helps the Regulator focus on the important things.

We have more than 400 people already having their say. Members receive occasional surveys and take part in other feedback exercises. Participation is always optional.

## **Who can join?**

The Panel is open to anyone who uses Council or housing association services. Members include social tenants, people who have been homeless, homeowners who receive factoring or common repairs from a social landlord, and people on social rented Gypsy/Traveller sites.

**Take the survey and join...**

**By phone**

**0800 433 7212**

**Online**

**[bit.ly/shr-panel](http://bit.ly/shr-panel)**

**On your smartphone:**



**Take part for  
a chance to win £50!**



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