



I am writing to ask for your organisation's assistance in informing your tenants and other service users of how they can join the Scottish Housing Regulator National Panel.

The National Panel is one of the ways that the Scottish Housing Regulator includes the views of users of social landlord services in their work. The Panel is an important part of the wider consultation and involvement strategy for SHR, alongside other mechanisms such as Tenant Advisors and feedback from RTOs. Over the last 5 years the Panel has provided rich feedback about tenants' and service users' views, and has informed the focus of SHR work. The Scottish Housing Regulator is keen to build on this with a broad Panel membership.

National Panel membership is open to all users of social landlord services, and we want to include as diverse a mix of 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 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 on behalf of the Scottish Housing Regulator

## Short text for social media:

Add your voice to the Scottish Housing Regulator National Panel and help to improve social landlord services. Members receive occasional surveys and can take part in other feedback exercises. Find out more: [www.bit.ly/shr-panel](http://www.bit.ly/shr-panel) or 0800 433 7212

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



Scottish Housing Regulator

# National Panel

## Add your voice, help us improve services...

**Would you like to help improve social landlord services in Scotland? The National Panel is one of the ways that the Scottish Housing Regulator can hear what people think and make sure they focus on the important things.**

Panel members are asked for their views on a range of issues affecting people who use social landlord services. You will receive occasional surveys, information updates and invites to take part in other feedback exercises. Participation is always optional, and you can leave at any time.

The Regulator wants to include as many different voices on the Panel as possible, including people who are not involved in other ways of giving views on landlord services (most members are not part of local tenant forums). Members include **Council and Housing Association tenants**, people who are using or have used **homeless services**, home owners who receive **factoring or common repairs** from a social landlord, and people living on **social rented Gypsy/Traveller sites**.

## Find out more and join...

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

Call Engage Scotland (who manage the Panel) on 0800 433 7212

Request a printed form by email [natpan@engagescotland.co.uk](mailto:natpan@engagescotland.co.uk) or call 0800 433 7212



Scottish Housing Regulator

# National Panel

## Add your voice...

Would you like to help improve social landlord services in Scotland? The National Panel is one of the ways that the Scottish Housing Regulator can hear from people who use social landlord services.

### What's involved?

Panel feedback is important to make sure the Regulator focuses on the important things.

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

### Who can join?

The Panel is open to anyone who uses social landlord services. Our members include social tenants, people who have been homeless, home owners who receive factoring or common repairs from a social landlord, and people on social rented Gypsy/Traveller sites.

Find out more and join at:

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

Call

[0800 433 7212](tel:08004337212)

Scan with your smartphone:



**Sign up for a chance  
to win £50!**

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