

SUPPLEMENTARY WRITTEN EVIDENCE FROM THE SCOTTISH
HOUSING REGULATOR

Dear Convenor

Following our attendance at the Infrastructure & Capital Investment Committee on 20 June the Committee asked for further information on our proposals to establish a National Panel of Tenants and Service Users. In particular the Committee asked for further details on membership, size, format and the extent of involvement of RSLs.

The objective of our panel is to help us to engage directly with tenants and others who use the services of social landlords. Many social landlords have successfully established their own panels and use these to engage with their tenants. I do not anticipate us requiring to involve Scotland's RSLs in the development of the panel. Our proposed approach will be for our regulatory use alone and RSLs will not be required to either provide resources or to source participants. We will not require RSLs to set up their own panel in order that we are able to access tenants.

On the size of the panel and recruitment of participants, we are considering different approaches. I am clear that it should be as representative as is possible of all of Scotland's tenants and service users. We will discuss and consider how best to recruit members and, if necessary, get advice from those with experience in this field to help us carry out the recruitment. The most important factor is that it is representative of Scotland's tenants and service users rather than being a defined size. That said, for our planning purposes we are assuming that around 500 will be recruited to the Panel.

The format of the panel will be flexible, using both online and more traditional approaches. I am conscious that many of Scotland's social housing tenants may not have internet access. It is important therefore that those who wish to participate are able to do so on their terms and no-one is excluded as a result of lack of access to the internet.

I hope this clarifies our approach. I would be happy to provide further information should you require it.

Can I take this opportunity to once again thank the Committee for their invite to attend the session on 20 June. We would be delighted to meet again with the Committee should it wish to discuss our work further.

Yours

Michael Cameron
Chief Executive
Scottish Housing Regulator