

## How we include tenants and service users in our work

We want to listen to and include tenants, people who are homeless, Gypsy/Travellers, and others who use social housing services.

In 2026–27 we will:

- **Understand** what matters to tenants by using our National Panel and meeting our tenant liaison group.
- **Involve** tenants directly in our work through our Tenant Advisors and Board members who are tenants
- **Communicate** clearly using our website, tenant events and social media.

**National Panel:** People tell us about their experiences through surveys and feedback. Anyone can join.

**Tenant Liaison Group:** Members of Tenants Together (Scotland) meet with us to discuss the issues that matter most to tenants.

**Tenant Advisors:** Independent volunteers who check services and tell us what tenants think.

**Board Members who are tenants:** They help guide our work.

**Tenant Events:** We are happy to attend events to share ideas and hear feedback.

**Website & Social Media:** We share information, tools, and updates to help tenants understand and challenge performance.

**Find out more**

<https://tinyurl.com/How-we-include-tenants-plan>

