



**Scottish Housing
Regulator**

Shaping Social Housing Conference, Belfast

5 March 2015

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Board member

Our statutory objective

Protecting the interests of current and future tenants, homeless people, and others who use services provided by social landlords



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Monitoring the Charter: our journey

- Charter indicators
- On-line reporting tool for landlords
- [Landlord report and interactive comparison tool](#)
- Charter data in our risk assessment



Landlords involving tenants

- Landlords:
 - must report Charter performance
 - should involve tenants
- Not prescriptive: it's for landlords and tenants
- Significant performance failures



How we involve tenants

- Our consultation and involvement strategy
- National Panel of Tenants and Service Users
- Dialogue with tenant groups
- Consultations & testing our communications
- Landlord scrutiny

Further information

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