

“The Panel has a wide strategic role as they not only oversee the Tenant Participation and Engagement Strategy but are vital to our work: reviewing the Performance Report, collaborating on the Rent Proposal process and leading other pieces of work over the year. They hold us to account.”



Monitored and reviewed the **Tenant Participation and Engagement Strategy and Action Plan**

Met
11
 times

15 members
 3 new this year
 1 member left to join Management Committee



Improved accessibility of the annual Performance Report with request for new “Performance at a Glance” insert



Worked hard for improvements to rent proposal process including personal forecasts, targeted benchmarking, workshops and further work on value for money



Raised issues, asked for action and gave feedback on:

- house exchange process
- conservation of historic buildings
- North Laurieston development
- new website
- tenant portal
- planned schedule of work
- noticeboards in closes
- guidelines for meetings
- customer service standards

Held

How to speak with confidence session for members



Attended and spoke at **TIS events**