

# Overview of Tenants Panel 2025

“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