



# Preparing for Tenant-led Scrutiny

**FREE**  
1/2 day of  
consultancy.

An opportunity for tenants and providers to work together to raise performance and share best practice in social housing



# What is Tenant Scrutiny?



- tenants holding the landlord to account for services
- a joint tenant/landlord process to review, monitor and improve service design & delivery
- a part of a social landlord's range of opportunities for tenants to be involved in the management of their homes
- a means of enabling tenants and landlords to implement co-regulation
- quality control in practice e.g. tenant satisfaction, performance of services

## A means of improving landlord business efficiency and effectiveness

Tenant Scrutiny sets out a new approach within the social housing sector that seeks to ensure that social landlords work more closely with tenants on service design and delivery. Resident-led self-regulation is fundamental to this new approach – and will mean that residents have more influence over the priorities and performance of their landlord. It gives tenants a formal role, and if effectively introduced, offers tenants the power to challenge the organisation and genuinely effect change.

# Can you answer these questions about your organisation?

Where/how does Scrutiny fit in the organisation?

How do people get on a Scrutiny Panel...are they selected or elected? What is the function of the Scrutiny committee?

Do Panels have the power to effect change?

What is the function of the Scrutiny committee?

To whom do Panels report & how do they report?

How are conflicts of interest dealt with?

What support arrangements are in place? Is there a central tenant body?

If there is, does it support Scrutiny?  
Is our Tenant Scrutiny structure truly independent?  
How are services reviewed?  
Do committee Members have defined and agreed roles?  
Is empowerment truly embedded within the organisation?  
Does the Senior Management Team understand, agree & support Tenant Scrutiny?

## How can Open Communities help you?

Open Communities is a national accredited training and advisory service which specialises in supporting social housing communities at times of change. We can offer you advice, training and practical support tailored to suit the needs of your organisation. This will focus on helping YOU to develop an effective and sustainable approach to Tenant Scrutiny that will 'fit' with your organisation regardless of how far you have progressed.

We offer a full range of support in preparing you and your tenants for Scrutiny – from recruiting and training Scrutiny Panel members to ongoing validation and improvement. We can:

- Develop an approach to Scrutiny that you own
- Deliver bespoke training for you and your tenants
- Support your Scrutiny Panel recruitment process & offer training
- Assess training needs
- Assist in helping your organisation to positively manage the organisational change/impact
- Formulate Scrutiny documentation, policy and procedure
- Provide mentoring to any part of your organisation
- Facilitate relationship building with key external agencies
- Facilitate effective links between the Scrutiny function and other operational and management structures within your organisation

**REMEMBER: If done right, Scrutiny is about maximising business efficiency & effectiveness.**



“ Gaining second prize from a total of 12 nominations in the 'Empowering People to Improve Services - Tenant and Residents in Action' category is a tremendous achievement for Newydd Tenant Scrutiny Group. This award recognises them as one of the most successful tenant scrutiny groups in Wales.

Paul Roberts, Chief Executive of Newydd Housing Association. ”



“ Open Communities has assisted tenants across the district of South Lakeland to put policies in place which allow tenants to effectively scrutinise the services of our landlord, South Lakes Housing. We now have a clear platform in place that enables us to judge performance and bring about real improvements.

Ron Pritchard, Tenants Committee ”

**OPEN communities**

a better way of working



PLEASE CALL for an informal chat  
with Open Communities on  
FREEPHONE

**0800 073 1051**

or email on  
[enquiries@opencommunities.org](mailto:enquiries@opencommunities.org)

You can find out more about  
Open Communities at  
[www.opencommunities.org](http://www.opencommunities.org)



**FREE**  
**1/2 day of**  
**consultancy\***

\*Please complete the enclosed questionnaire and be in with a chance of receive a FREE 1/2 day of consultancy