

August 19 TTS Liaison Group Blog

Following a previous request from the group, the meeting opened with a presentation on cladding by SHR Staff. This covered what cladding is, and the current status of the Scottish Government's Cladding Remediation Programme and data collection exercise. It also covered the current role of SHR. The group explored the implications of tenure mix, data returns, and the importance of transparency in keeping tenants informed. SHR staff emphasised that the current situation is fast moving and so the information provided in the presentation was subject to change in the future.

A key theme throughout the meeting was the importance of meaningful tenant engagement. SHR shared updates on its response to scrutiny from the Local Government, Housing and Planning Committee, highlighting SHR's commitment to enhanced visibility and accessibility of its communications. Group members discussed the effectiveness of visual materials, tone of messaging, and the need for inclusive, non-patronising language. Examples of good practice, such as podcasts and the Edinburgh Tenants Forum comic strip were shared and discussed, and the group agreed to dedicate time at the next meeting to explore future engagement strategies in more depth.

The group considered SHR's upcoming National Report on the Charter, with members affirming the relevance of current 'what matters most to tenants' focus areas while suggesting the inclusion of tenant satisfaction information and possibly allocations/lots.

SHR also outlined its plans to refresh its Tenant and Service User Strategy by end of March 2026 and to conduct stakeholder research to inform its communications strategy.

Updates from Tenants Together Scotland (TTS) highlighted ongoing efforts to support new members, address digital inclusion, and contribute to national housing discussions, including participation in CIH events and awards.

SHR took some questions from TTS members on SHR Thematic work, RAAC, and Damp and Mould.

The group then went on to discuss the National Panel and Tenant Advisors. The group expressed interest in a future presentation on the National Panel report, and SHR gave an update on the proposed workplan for Tenant Advisors as well as confirming plans to recruit new Tenant Advisors in the coming year.

The meeting concluded with a shared commitment to continue strengthening tenant engagement.

The group will next meet in person in November, when SHR's Chief Executive and Chair will be in attendance.