



Trust Customer Panel – our tenant scrutiny group who undertake one in-depth scrutiny of Trust’s performance against a Scottish Social Housing Charter outcome each year, together with regularly monitoring performance and annually reviewing all services against the Charter. They report their recommendations directly to our Board and then track progress against agreed implementation plans.

We run an open recruitment process for our Customer Panel members each year, advertising in our tenants’ newsletter and through our RTOs and other networks. We then run a selection event involving existing Panel members and staff. New recruits benefit from a supportive training and induction programme, delivered by existing members and staff, before joining the Panel in time to be involved in choosing the next scrutiny topic.

The current Panel members are drawn from across Scotland, and from a variety of housing types, as demonstrated below:

Resident in:	Housing type:
Airdrie	Sheltered
High Blantyre	Amenity
Carmunnock	General Needs
Edinburgh	Sheltered
Dunfermline	Supported
Dunfermline	Supported
Kinghorn	Supported
Alloa	Retirement
Alloa	Amenity
Alloa	Retirement
Tobermory	Retirement