

Helen Trouten Torres - Blog - Tenants Together (Scotland) Scottish Housing Regulator Liaison Group – 11 November 2025

We work with tenant representatives through the Tenants Together (Scotland) Scottish Housing Regulator Liaison Group as one of the ways we hear directly from tenants and service users and make sure we focus on the things that matter most to them.

This is the second blog from these meetings from Helen Trouten Torres, SHR Board Member and Liaison Group Chair, and covers the in-person meeting which took place on 11 November 2025.

The meeting opened with a Q&A session featuring SHR Chair Garry Coutts and Chief Executive Michael Cameron. This provided members with an opportunity to explore SHR's priorities and approach to regulation. Topics included the regulator's work on damp and mould (with SHR committing to involve TTS in any upcoming review of the ARC damp & mould indicators within SHR's remit following the introduction of a Scottish version of "Awaab's Law"), its response to the housing emergency, and how it monitors rent affordability and the effectiveness of rent consultations.

The group discussed the importance of keeping a focus on the housing emergency; and how it was useful for tenants to receive annual feedback on how rent consultation shaped rent setting and the services provided to tenants. The session reinforced SHR's commitment to safeguarding tenant interests while supporting landlords to meet their obligations.

The second session of the day focused on tenant engagement and communication. Members discussed SHR's current approach and shared feedback on how to make communications clear, relevant, and accessible. The group also discussed other examples of tenant engagement. Feedback included improving visibility of thematic studies, enhancing SHR's landlord comparison tool, and introducing interactive features. The group discussed the importance of tone. Members noted the value of featuring people and communities, using engaging language and presenting data in a creative way, taking account of accessibility considerations.

The group also welcomed two practical resources designed to support tenants: a new jargon buster, which simplifies complex regulatory terms, and an updated serious concerns leaflet for tenants. Members felt these tools would help tenants better understand their rights and the regulator's role and made some suggestions to make the serious concerns leaflet even more accessible.

TTS shared updates on recent activities, including participation in sector events, collaboration with sector bodies, and plans to expand membership among underrepresented groups. TTS is preparing to launch on multiple social media platforms to boost visibility and engagement.

Looking forward, both TTS and SHR are committed to refining meeting formats, strengthening communication, and ensuring tenants remain at the heart of regulatory work. The next Liaison Group meeting will take place online on 3 February 2026.