

Helen Trouten Torres - Blog - Tenants Together (Scotland) Scottish Housing Regulator Liaison Group – 3 February 2026

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 third blog from these meetings from Helen Trouten Torres, SHR Board Member and Liaison Group Chair, and covers the online meeting which took place on 3 February 2026.

The meeting started with an update on SHR's tenant engagement and communication work since the last meeting. This highlighted the recently updated complaints and serious concerns factsheet and ongoing work to publish a Jargon Buster. (Now available on the [website](#)).

The group also discussed recent independent research on stakeholder communications, and it was noted that that this research, alongside the feedback from the liaison group in November, would feed into SHR's new communications strategy overall. Alongside this, work is underway to update the "How we include Tenants and Service Users" strategy, and it was agreed the group would provide feedback on a draft of this document and their views would be taken into account.

A significant focus of the session centred on current tenant-related priorities for Tenants Together (Scotland). With an upcoming survey by TTS on rent consultations and re-let standards, the group discussed their early findings showing wide variation in the information made available to tenants about these issues. TTS members explained that they will issue the survey to social landlords on these issues and confirmed that the re-let standards section will be based on the assumption that all safety checks have been completed and so will focus on the standard of finish of properties (e.g. flooring, window coverings, decoration).

The discussion also explored the varied approaches landlords take when consulting on rent - ranging from single-option consultations to multi-year packages. The group discussed the importance of involving tenants at an early stage, to ensure meaningful and appropriate consultation when considering consultation approaches. TTS members noted a preference for consultation which focussed on the benefits of each rent option (rather than what can't be done); and that landlords should consider whether the stated benefits apply to all their tenants.

Re-let standards prompted one of the most in-depth discussions of the meeting. Members shared contrasting experiences of void properties, ranging from high-quality examples supported by tenant scrutiny panel inspections to circumstances where incoming tenants had to rely on charity and family support to make the property habitable. The group noted significant variation across the sector, with some landlords helping to provide flooring, window coverings, and essential appliances.

The group discussed that all social landlords are responsible for their own re-let standards but that they must ensure that their properties meet the Scottish Social Housing Charter outcomes and the Scottish Housing Quality Standard (SHQS); and that SHR monitors compliance of the SHQS via the Annual Return on the Charter (ARC).

While under housing legislation, the Regulator cannot prescribe re-let standards; members reflected on the need for greater consistency, fairness, and support for tenants entering new homes. The group also acknowledged the link between re-let standards; tenancy sustainment and refusals of tenancy offers. It was also noted that refusing an offer of housing may in some circumstances lead to a loss of priority or suspension from housing lists.

The meeting also looked ahead to ongoing tenant-focused work, including the next Tenant Advisor exercise on homelessness, the current Tenant Advisor recruitment campaign and the latest developments from the National Panel which included the recent annual survey and ongoing qualitative work. A report on the National Panel work will follow. All these insights will contribute to a broader understanding of tenant experiences and priorities across Scotland.

Members welcomed the introduction of written updates provided in advance, noting that it allowed time to focus meetings on deeper discussion.

The next Liaison Group meeting will take place online on 28 April 2026.