



Your Housing. Your Say.

Get involved in tenant scrutiny
at **Hillhead Housing Association.**

Do you want to make a real difference to your housing services?

Work with fellow tenants to improve services, increase satisfaction, and make sure your voice is heard.

Tenant scrutiny gives you the chance to help shape the way Hillhead Housing Association works.

www.hillheadhousing.org





What is tenant scrutiny?

Tenant scrutiny is a way for tenants to:

- Work together to review how housing services are delivered.
- Ask questions and challenge decisions using clear facts and information.
- Influence changes that lead to better services and value for money.
- It's about partnership – tenants and staff working together to make things better.

Your role

As a member of the Hillhead Housing Association Scrutiny Group, you will:

- Take part in reviewing services and performance.
- Recommend ways to improve how things are done.
- Help make sure services meet tenants' needs and expectations.
- Work towards better value for money for everyone.

You don't need any previous experience – just a willingness to get involved. Independent advice, training, and support will be provided by the Tenants Information Service (TIS).

Get involved

For further information about the Scrutiny Group and to **get involved**, please contact **Pedro Cameron** – Tenant Participation and Engagement Manager at TIS on **07950 158 621** or **pcameron@tis.org.uk**.

"Scrutiny has helped me understand how decisions are made – and how I can influence them for the better."

**Tenant Representative,
West Lothian**

"We made real changes by looking into how the housing improvement programme was delivered. It's good to know our input made a difference."

Tenant Representative,