



Join our Residents' Scrutiny Panel

Making a difference to our residents' lives

We want to increase opportunities for everyone to play a part in shaping decisions and company policies and will be looking at ways in which we can improve communications between residents and SCHA management.

Our board of trustees has approved a strategy which includes creating a **Residents' Scrutiny Panel (RSP)**. This will:

- Enable you to have a say and influence services that relate to the management of your home
- Examine the performance of the association and hold us to account

How does an RSP operate?

Step one

Residents can come forward to be part of the panel or they can be nominated by other residents. Some residents are already involved in running activities in their community or participating in quality audits, and we would like to open up opportunities for more residents to get involved or for those who are already active to work with us on something new.

Step two

Our 2025 RSP will meet with residents from other local associations. As a small association, SCHA is partnering with housing providers of a similar size to pool resources where we can.



This enables us to employ a person whose sole role will be to facilitate the panel. Our CEO, Catherine Kevis, will sit alongside the panel.

With assistance from scheme-based staff, SCHA will arrange transport and refreshments for the panel members.

Who can join the RSP?

There are no qualifications to be part of a panel, your experience of our service is what matters.

We just ask everyone to adhere to our values of:

- Treating everyone with respect
- Not discriminating
- Respecting other people's right to confidentiality

How much of my time will it take?

Meetings will take place once a month from 10am to 1pm, with lunch included.

We aim to have the first meeting during March/April and for the RSP to meet monthly for 12 months. We are flexible over the frequency of meetings, and residents can share attendance.

What will the panel talk about?

This will be decided by members of the panel at their first meeting, with help from the facilitator.

The housing regulations have changed quite a bit over recent times, and there are plenty of subjects for scrutiny, including:

- Maintenance
- Tenancy
- Complaints
- Communications
- Living in close proximity to neighbours

The panel is not intended to deal with specific scheme-based issues which are the remit of your local staff

How many residents do you need on the RSP?

Ideally, between four and ten residents.

To express interest in joining the panel, speak to a staff member or email administrator@scha.org.uk