

Become recognised as  
a **leader** in tenant scrutiny

TIS in partnership with Scotland's Housing Network  
Scrutiny Approved Accreditation



**TIS**



# About the Scrutiny Approved Accreditation

Scrutiny Approved Accreditation is a framework developed by TIS and Scotland's Housing Network.

It harnesses expertise to measure performance and highlight the initiatives social rented landlords are taking to lead the way and sustain tenant scrutiny throughout Scotland. It recognises a level of customer participation, engagement, and influence by a standard of gold, silver, or bronze.

The accreditation is aimed at housing organisations within the Scottish social rented sector.

For further information on Scrutiny Approved Accreditation contact the TIS office on:

[info@tis.org.uk](mailto:info@tis.org.uk) >> 0141 248 1242 >> [tis.org.uk](http://tis.org.uk)

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We are delighted to pioneer this robust tool and highlight the strengths of social rented landlords throughout Scotland.

Ilene Campbell  
TIS Chief Executive

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## The key benefits available to your organisation

- >> Raises your organisation's profile within the Scottish social rented sector as a leader in tenant scrutiny.
- >> Highlights your organisation's successes, strengths, and commitment to sustain tenant empowerment and engagement.
- >> A review checklist provides your organisation with a valuable insight into where scarce resources should be prioritised and how to further develop your practice.
- >> The potential to encourage and motivate tenants to get involved in your organisation – resulting in a better link with your local communities.
- >> We provide support in a constructive environment to help improve your scrutiny performance.

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Achieving the right level of tenant scrutiny and participation is critical for social landlords in shaping the delivery of housing services.

Yvonne Baulk  
Head of Physical Environment at North Ayrshire Council



# Our accreditation involves a robust self-assessment process

- 1 Getting Started**  
We will visit your office base to talk you through the accreditation process.
- 2 Self-assess**  
Your organisation will complete a robust self-assessment template based on your scrutiny activities, processes and level of engagement.
- 3 Desktop Review**  
We will undertake an independent desktop review of the portfolio of evidence that you submit.
- 4 Onsite Visits**  
We will visit your office base to meet with tenants, staff, and governing body members.
- 5 The Findings**  
We will produce a draft audit report of our findings and include recommendations for your organisation.
- 6 Validation**  
An Independent Panel of Assessors, chaired by Scotland's Housing Network will validate the final audit report and recommendations.

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I would absolutely recommend this accreditation. Above all, it is a great acknowledgement for our tenants who, as volunteers, have put in so much hard work.

Joan McTurk  
Community Involvement Officer, Irvine Housing Association

It was invaluable to have set criteria to assess our scrutiny activities and gave us a clear focus on best practice and how we embed that across all areas of operation.

Joy Watson  
Tenant Services Manager, Hillcrest Housing Association

