

## Information Pack

# **Volunteer Tenant Advisors**

## Scottish Housing Regulator

January 2026

The Scottish Housing Regulator (SHR) is delighted to invite applications from motivated and enthusiastic social housing tenants to take on the voluntary role of Tenant Advisor – and provide an independent and unique perspective on the work of the SHR.



[www.housingregulator.gov.scot](http://www.housingregulator.gov.scot)

**TiS**

## Key Facts

**Role:** Volunteer Tenant Advisor

**Duration:** 3 years, with the possibility of extension

**Time commitment:** Flexible, Up to 4 activities/year

**Who can apply:** Tenants or Gypsy/Traveller site residents of social landlords

**Application deadline:** Friday 13 February at 4pm

**Apply at:** <https://tis.org.uk/volunteer-tenant-advisor/>

## Introduction

Welcome to the information pack for the recruitment of **Scottish Housing Regulator (SHR)** volunteer Tenant Advisors.

Committed to ensuring tenants are at the heart of the regulation of landlords, we are delighted to invite applications for **the recruitment of motivated and enthusiastic individuals to take on the role of Tenant Advisor** – and provide an independent and unique perspective on our work.

Tenants & Gypsy/Traveller site residents of Registered Social Landlords (RSLs) and Local Authorities from across Scotland are encouraged to apply for this voluntary position and **be instrumental in helping to inform the future of social housing services in Scotland.**

This information pack explains what we do; how we involve Tenant Advisors in our work; and why you should and how you can apply.

## About the Scottish Housing Regulator

We are the independent regulator of social landlords in Scotland. Social landlords are made up of registered social landlords (RSLs) – housing associations and co-operatives – and local authorities (LAs) or councils that provide housing and homelessness services.

Our statutory objective is to safeguard and promote the interests of:

- around 600,000 tenants who live in homes provided by social landlords
- over 120,000 owners who received services from social landlords
- around 40,000 people and their families who experience homelessness and seek help from local authorities
- around 335 Gypsy/Traveller families who can use official sites provided by social landlords

### We regulate social landlords by:

- keeping a register of social landlords and making this available for the public – all landlords on the register need to meet [regulatory requirements](#)
- monitoring, assessing and reporting on how well social landlords are run and how they manage their money – we call this governance and financial health

- taking action, where we need to, to protect the interests of tenants and other service users

### We do this in a way that:

- is proportionate, accountable and transparent - this means we are open about how we work and we take responsibility for our decisions
- is targeted – this means we only take action where it is needed
- encourages treating people fairly and promotes equal opportunities law

You can learn more about the Scottish Housing Regulator at:  
[www.housingregulator.gov.scot](http://www.housingregulator.gov.scot)

## Why the Scottish Housing Regulator appoints Tenant Advisors

As the regulator of social housing in Scotland, **our job is to protect tenants' interests**. We can only do our job effectively if we understand what is important to tenants in what and how we regulate landlords.

So, we include tenants in a number of ways. We consult them via our National Panel of Tenants and Service Users and we work with tenant representative bodies such as Tenants Together Scotland through our Liaison Group.

However, it is also important that we understand the experiences and perspectives of individual tenants; **and that we involve tenants in regulation directly**.

## Roles and responsibilities of a Tenant Advisor

Tenant Advisors are tenants (& Gypsy/Traveller site residents) of social landlords, who volunteer to participate in the regulation work of SHR. **They can live anywhere in Scotland and have a range of life experiences.**

As **volunteers**, Tenant Advisors are independent of SHR, offering a unique tenant perspective on landlords, and the work of SHR.

However, we will pay Tenant Advisors a **small allowance and reimburse any reasonable expenses incurred** in carrying out their duties or attending training. Here are some examples of the types of work that we may ask Tenant Advisors to be involved in:

- Testing landlord services by assessing information, materials and services produced by landlords for their tenants.
- Reviewing and testing SHR draft publications and website facilities to help the SHR to make sure material is both accessible and user friendly for tenants.
- Participate in group discussions with other tenants and service users to discuss and assess the quality of service provided by social landlords and SHR; to give SHR a direct, user perspective to add to other regulatory evidence.

## Time commitment

**The level of participation is up to Tenant Advisors.** The activities that we might ask Tenant Advisors to do will differ in terms of the time involved, whether it can be done from home, and whether it needs to be done during the day or evening.

Some tasks can be completed quickly, and others may take more time. We will discuss your availability, preferences, and support needs with you and ensure that whatever they ask you to do fits with this.

**Tenant Advisors are appointed for a period of 3 years**, with the possibility of extension. And we aim to complete up to 4 exercises per year.

## Why become a Tenant Advisor?

**Tenant Advisors play an active role in improving the services provided by Scottish social landlords.** We will support you to:

- Develop your confidence.
- Develop new skills, knowledge, and experience of social housing.
- Network with other Tenants Advisors, services users, and people within social housing.
- Experience new challenges, and the chance to gain experience which will assist with personal and career development.

## Skills, knowledge, and experience

**You do not need any formal qualifications, training, or experience to become a Tenant Advisor.**

First and foremost, we want people who are **passionate about improving the services provided by Scottish social landlords**. If that is you, we would welcome your application.

Although, we do ask that you have the following skills:

- Good communication skills both written and orally.
- Good interpersonal skills.
- Able to listen to other views and opinions and challenge others in an appropriate and constructive way.
- Able to interpret information from different documents and provide feedback.
- Working knowledge of IT equipment, email, and word processing.

**Additionally, we are looking for individuals who will:**

- Have a real interest in making a difference for social housing tenants in Scotland.
- Be a positive and direct influence on how we carry out the regulation of social landlords.
- Input tenants' views into the development of regulation policy and practice.

- Actively listen to tenants and pick up on the issues which really matter to them.
- Work with us in informing the regulatory process.

## Training and support

We will support you through every step of the way by **ensuring that you receive the right support to help you undertake your role as Tenant Advisor confidently**. We will provide briefing and support on all tasks and will provide you with feedback - and ask you to give feedback about the role of Tenant Advisor.

## Who can be a Tenant Advisor?

We are committed to promoting equality and human rights in how we regulate because tenants of all backgrounds are at the heart of our work. Some of the most vulnerable people in Scotland use social landlords' services.

Other than the requirement that applicants must be a tenant (or Gypsy/Traveller site resident) of a social landlord; we want volunteers and their insights to be as diverse as possible.

We want to attract volunteers with a range of viewpoints and life experiences. **In particular we would like to encourage applications from young people, individuals with care experience and from other underrepresented groups in Scottish public life**. This will help to ensure our group of Tenant Advisors is balanced, inclusive, and representative.

It is against the law to discriminate against someone because of age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation. You are protected under the [Equality Act 2010](#) from these types of discrimination.

SHR also considers 'Care Experience' as a protected characteristic. While this does not provide the same legal protections, we are committed to ensuring that there are no barriers to those who have care experience participating in our work.

**Conflicts of Interest:** Applications from current (and former) employees within the social housing sector will not be considered for the role of Tenant Advisor. More broadly, SHR will work to ensure that any conflict of interest is managed. So, we will ask successful applicants to declare any potential conflict.

## The recruitment process

**The recruitment of Tenant Advisors is an open and inclusive process.** Applications will be reviewed to ensure applicants have the necessary skills and commitment to confidently undertake their role.

All individuals should complete and return an application form. They will be notified on the outcome of their application within six weeks of the closing date.

You **may be invited to have an informal chat** with SHR representatives as part of the selection process. This will be held virtually from 26 February 2026 and its purpose is to find

out more about you and why you would like to take on the role of Tenant Advisor; and to give you the chance to ask any questions you might have.

**Successful applicants will be asked to attend an induction session** which will be held in a face-to-face or virtual capacity (depending on your preference), following your appointment. This will take place in April/May 2026.

Additionally, successful applicants will be **required to complete a Basic Disclosure certificate** prior to commencing their role as a Tenant Advisor. We will pay for this certification.

## Apply now

If this voluntary position interests you, you can apply online via our secure form: [Volunteer Tenant Advisor - Scottish Housing Regulator – Fill in form](https://tis.org.uk/volunteer-tenant-advisor/), downloading a digital copy to complete and return by email at <https://tis.org.uk/volunteer-tenant-advisor/> or request a paper or email copy by contacting TIS at [info@tis.org.uk](mailto:info@tis.org.uk) or calling 0800 488 0982.

→ <https://tis.org.uk/volunteer-tenant-advisor/>

For questions or alternative formats, contact Kirstie McLean at [info@tis.org.uk](mailto:info@tis.org.uk) or call 0800 488 0982.

**The closing date is Friday 13 February at 4pm.**

## Recruitment Timeline

- **Friday 13 February: Application deadline**
- From 26 February: Informal virtual chats with shortlisted applicants
- March 2026: Notification of successful applicants
- April/May 2026: Induction sessions (virtual or in-person)
- Ongoing: Participation in up to 4 activities per year