Tenant Scrutiny Information Pack

What is the Tenant Scrutiny Board?

The Tenant Scrutiny Board (TSB) works with Housing Leeds, independently carrying out reviews into parts of our service. They look at information about how we are performing, and gather evidence from tenants, staff and others to help them identify and make recommendations for improvements.

The Board are made up of 12 tenant volunteers (one can be a leaseholder), and they meet roughly twice a month.

Why become a Tenant Scrutiny Board member?

Being a TSB member gives you the opportunity to:

- develop new skills
- learn more about Housing Leeds, what we do and how we work
- meet new people – staff, contractors and fellow tenants
- have a direct impact on improving services
- increase your confidence and experience – looks great on a CV!

You will be supported to carry out the role and take part in self-reflection exercises to help you and the board continually learn and improve.

What makes a good TSB member?

A good TSB member is someone who can:

- work well with others
- be respectful of others
- not be afraid to ask questions
- think about tenants' experiences as a whole
- appreciate the diverse needs of tenants
- prepare for and attend meetings and occasionally take part in other tasks like meeting tenants and visiting different places.

What will a TSB member do?

Board members together, with support from staff, will:

- scrutinise our services, policies, and performance
- gather evidence, such as looking at performance data, carrying out surveys, visiting homes and speaking to staff
- make evidence-based recommendations for service improvements.
- monitor the completion of recommendations and their impact, so the board knows their recommendations have made a difference.

- consider the perspectives of different tenants, particularly those who may have individual needs.

Additional Information:

- The role is voluntary; however, we will pay all reasonable expenses – it's important that you're not out of pocket for the time you give.
- Meetings are usually twice a month at 4.00pm to 6.30pm, meeting in person at Merrion House in Leeds City Centre, or by joining online using MS Teams. The role also includes preparing for meetings by taking the time to read information sent to you, plus there will be other activities relating to panel work that you will be invited to take part in.
- An understanding of and commitment to equality, diversity and inclusion is important.
- You will be asked to sign a Code of Conduct that sets out the behaviour expected of all board members.
- We will give training and support to help you carry out the role
- We ask you don't raise personal issues, rather use your personal experiences to encourage wider discussion and debate
- We will make reasonable adjustments to help you carry out the role – like lending you a tablet if you need a device to help be online.
- We are keen for membership of the Board to reflect the diversity of Leeds. We are therefore especially welcoming of younger tenants and those from ethnically diverse backgrounds.
- Board members can serve for up to eight years. More information about how the board works is described in the 'terms of reference' which is available on the Tenant Scrutiny Board's web page.

Interested in getting involved?

Any tenant of Housing Leeds can express an interest in becoming a member of the Board.

If you'd like to know more about tenant scrutiny, or observe a meeting, please contact us on housinginvolvement@leeds.gov.uk or call 0113 378 3330.

You can read the boards previous reports into:

- The advice and support we give to tenants about damp and mould
- How we learn from complaints
- How we carry out 'home surveys'

October 2025