



Co-operative Councils
Innovation Network

Housing

Stevenage Borough Council

Customer Scrutiny Panel showcase their work

The panel is a group of housing tenants who review and challenge how Stevenage Borough Council's housing services are performing.

They tell us that they enjoy investigating what the council's housing service provides and helping it to improve further. At the end of a review they produce a report with evidence that goes to the Housing Management Board that ultimately decides if the recommendations made by the panel are accepted.

The panel have developed an incredible reputation with other landlords and were invited to deliver workshops on how they scrutinise housing services to tenants at the Tenant Participation Herts and Tenant Participation Beds conferences. Sharing their experiences has helped other landlords set up their own scrutiny panels.

For further information contact:

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