

To: All social landlords

26 November 2019

Dear colleague,

### How we regulate: A guide for tenants and service users

We've published '[How we regulate: a guide for tenants and service users](#).' This short, summary guide lets people know more about:

- who we are and what we do,
- what you can expect from your landlord,
- how you can find out about your landlord's performance; and
- how to raise a concern about your landlord.

We've also produced two short videos about [who we are and what we do](#) and [how to raise a concern about a social landlord](#).

We are also working with British Sign Language Scotland (BSL) to make a version of the guide for BSL users. We'll be launching this soon and will let you know when its available.

I'd be grateful if you could share the guide and videos with your tenants and service users on your website or other through other communications channels.

Best wishes,

Tracy Davren  
Communications Manager