

## **Our People (Tenants)**

Our tenants represent our most significant stakeholder group and remain central to all aspects of our work. While the area has undergone considerable transformational change over recent years, the latest findings from the Scottish Index of Multiple Deprivation (SIMD) indicate that parts of our operating area continue to fall within the 15% most deprived data zones in Scotland. This persistent deprivation is associated with a range of factors, including low levels of employment and income, poor health outcomes, and elevated rates of crime.

We draw upon a comprehensive range of information to develop an accurate and robust profile of our tenants. This includes specific data we hold directly, as well as wider contextual insights that help us build a detailed understanding of the G53 community in which our tenants reside.

Our tenant profile has remained broadly consistent in terms of age since the publication of our 2021–2026 Business Plan. In 2023, we updated the way we collect information on tenants' ethnicity, moving to an anonymous approach that will be reviewed again in 2026. During the 2023 data collection period, 178 tenants (18%) completed the equality monitoring form. From those responses, 80% identified as White Scottish.

Disability information was collected anonymously in 2023. Of the 178 tenants who responded, 88 (49%) reported having a disability. Among these 88 tenants, 33 (37%) indicated that their disability was related to mental health.

## **TSS 2026**

RSLs conduct a full Tenant Satisfaction Survey (TSS) every three years, with the results submitted to the Scottish Housing Regulator as part of the Annual Return on the Charter. We appointed Knowledge Partnership to carry out the 2026 survey, with fieldwork commencing in early January. Alongside the required ARC indicator questions, the survey included additional areas of inquiry. The findings were highly positive, showing that 98% of tenants were fairly or very satisfied with how well they are kept informed about services and decisions, and almost 97% felt fairly or very satisfied with the opportunities provided to participate in decision-making. **Interim results saved in data book folder however will be updated once full results received.**

## Our Homes

We own and manage 1045 homes primarily made up of houses (669 no./ 64%) and 4 in a block properties (273 no /26%) along with some tenemental blocks. The stock includes 2 wheelchair properties and a HMO unit. Our range of properties can meet the needs of single people, couples, small and large families, older people and households with a level of disability.

From our strong base of 97.51% SHQS compliance and EESSH compliance of 99% we look to the future and the sector wide challenges of EESSH2 and SHNZS while continuing to prioritise tenants' safety. Our continued investment in our homes ensure our properties are fit for purpose and homes of choice.

**Do we need something in the BP under this section for demand/ rent levels or will this be covered in another section?**