

COVID-19 Quarterly Report - 2021/22 Q2

All data submitted to SHR at 4 November 2021

Number of landlords issued with returns
Number of landlords who submitted returns

168
168

Annual comparison figures are derived from data provided to us by the landlords in the Annual Return on the Charter and from the Scottish Government's published statistics on homelessness.
Links:

[Annual Return on the Charter \(ARC\)](#)

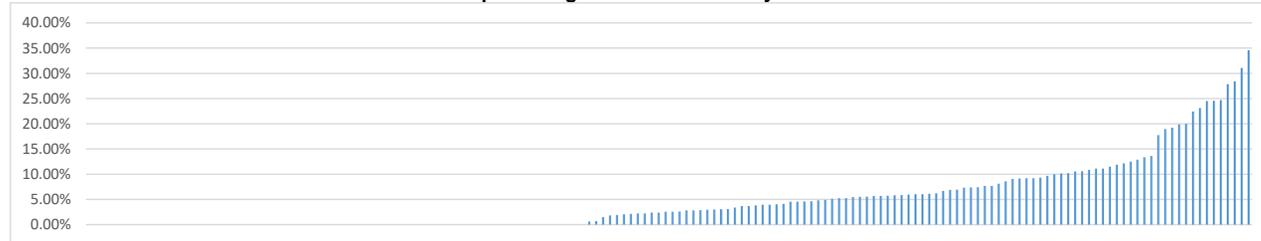
[Scottish Government's published statistics on homelessness.](#)

Staff (RSL only)

Total number of staff absent
 Lowest staff absence (%)
 Highest staff absence (%)
 Total % staff absent

	Previous Quarter (+/-)
925	+136
0.00%	0.00%
34.57%	+6.31%
6.80%	+0.98%

Total percentage of staff absent - By landlord



Number of staff placed on furlough
 Lowest % of staff placed on furlough
 Highest % of staff placed on furlough
 % of staff placed on furlough

	Change from Previous Quarter (+/-)
44	-129
0.00%	0.00%
15.67%	-4.89%
0.33%	-0.95%

Percentage of staff placed on furlough - By landlord



Rent Arrears

Total arrears (£)
 Lowest landlord arrears (%)
 Highest landlord arrears (%)
 Total landlord arrears (%)

RSL	Change from Previous Quarter (+/-)
£60,570,025	+£3,305,431
0.52%	+0.39%
10.52%	-0.08%
4.32%	+0.22%

Local Authority	Change from Previous Quarter (+/-)
£105,627,986	+£5,429,130
4.10%	+0.33%
15.25%	+1.24%
8.33%	+0.42%

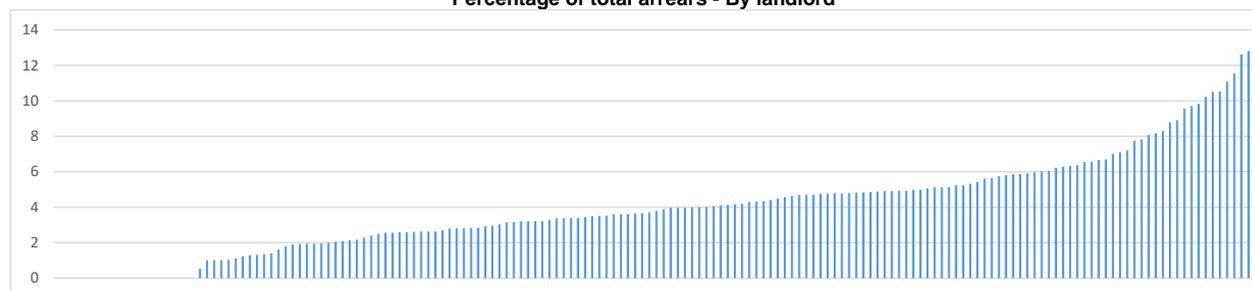
Combined	Change from Previous Quarter (+/-)
£166,198,010	+£8,734,561
0.52%	+0.39%
15.25%	+1.24%
6.22%	+0.31%

At end March 2021

£160,520,532

6.14%

Percentage of total arrears - By landlord



Direct housing cost payments received

Direct housing cost payments received (£)
 Lowest rental income from DHCP (%)
 Highest rental income from DHCP (%)
 Total rental income from DHCP (%)

RSL	Change from Previous Quarter (+/-)
£193,121,165	£18,632,298
0.00%	0.00%
93.10%	-13.27%
52.05%	+1.87%

Local Authority	Change from Previous Quarter (+/-)
£186,342,009	£16,955,173
19.56%	+0.38%
68.46%	-1.30%
53.64%	+0.45%

Combined	Change from Previous Quarter (+/-)
£379,463,174	£35,587,471
0.00%	0.00%
93.10%	-13.27%
52.82%	+1.20%

During 2020/21

£1,301,339,459

49.78%

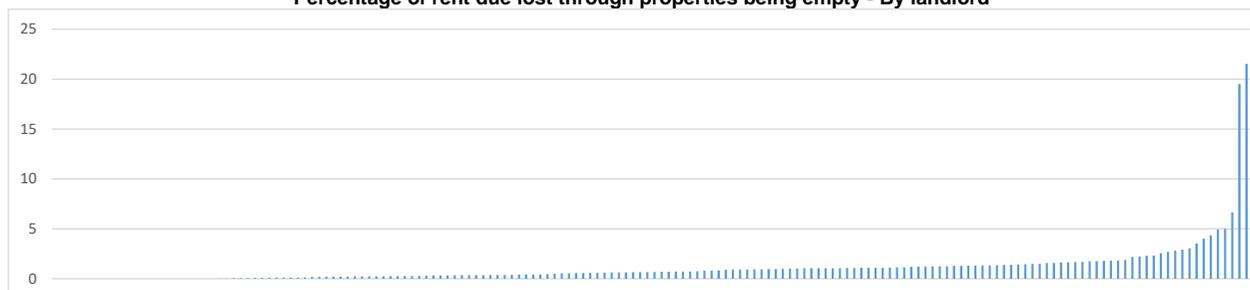
Empty Homes

	RSL	Change from Previous Quarter (+/-)	Local Authority	Change from Previous Quarter (+/-)	Combined	Change from Previous Quarter (+/-)	During 2020/21
Empty homes (last day of previous reporting quarter)	3,575		5,334		8,909		
Empty homes (arose during the reporting quarter)	6,447	+170	6,604	+486	13,051	+656	41,805
Empty homes (last day of reporting quarter)	3,857	+282	5,612	+278	9,469	+560	

Rent due lost through properties being empty

	RSL	Change from Previous Quarter (+/-)	Local Authority	Change from Previous Quarter (+/-)	Combined	Change from Previous Quarter (+/-)	During 2020/21
Rent due lost through properties being empty (£)	£5,180,624	£454,535	£5,501,573	£796,470	£10,682,197	£1,251,005	£35,794,607
Lowest rent due lost (%)	0.00%	0.00%	0.39%	-0.06%	0.00%	0.00%	
Highest rent due lost (%)	21.53%	-0.26%	2.93%	-0.03%	21.53%	-0.26%	
Total rent due lost (%)	1.40%	+0.04%	1.58%	+0.11%	1.49%	+0.07%	1.37%

Percentage of rent due lost through properties being empty - By landlord



Average calendar days to re-let properties

Lowest average calendar days to re-let properties
 Highest average calendar days to re-let properties
 Average calendar days to re-let properties

<u>RSL</u>	<i>Change from Previous Quarter (+/-)</i>
0.00	-1.44
156.31	-24.61
41.59	+0.16

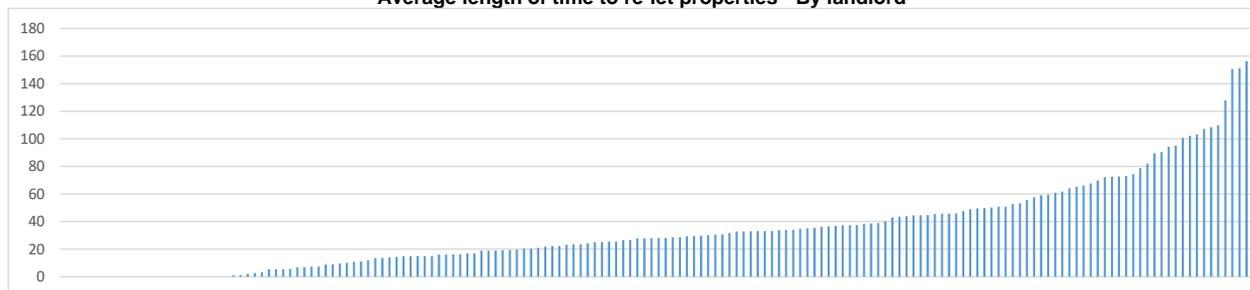
<u>Local Authority</u>	<i>Change from Previous Quarter (+/-)</i>
18.90	+1.13
107.21	-64.77
57.97	-4.23

<u>Combined</u>	<i>Change from Previous Quarter (+/-)</i>
0.00	-1.44
156.31	-24.61
49.39	-2.34

During 2020/21

56.29

Average length of time to re-let properties - By landlord



Lets

Total number to existing tenants
 Total number to housing list applicants
 Total number to homeless (SST)
 Total number to homeless (short SST)
 Total number leased to LA (RSL only)
 Number of empty dwellings added to the pool of stock for use as temporary accommodation if required (LA only)
 Total number of lets to others
 Total number of lets, properties leased to LA and dwellings added to the pool of stock for temporary accommodation during the reporting quarter

<u>RSL</u>	<i>Change from Previous Quarter (+/-)</i>
1,151	+138
2,947	-65
2,060	-76
27	-4
96	+39

<u>Local Authority</u>	<i>Change from Previous Quarter (+/-)</i>
1,444	-59
1,794	-16
2,687	-312
19	-14

<u>Combined</u>	<i>Change from Previous Quarter (+/-)</i>
2,595	+79
4,741	-81
4,747	-388
46	-18

During 2020/21

18,568

150	-27
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203	+113
6,297	-315

691	+80
13,066	-316

42,389

Court Actions

	<u>RSL</u>	<u>Change from Previous Quarter (+/-)</u>	<u>Local Authority</u>	<u>Change from Previous Quarter (+/-)</u>	<u>Combined</u>	<u>Change from Previous Quarter (+/-)</u>	<u>During 2020/21</u>
Total number of court actions initiated	287	+65	182	+108	469	+173	543
Properties recovered having obtained decree for non-payment of rent	41	+5	2	+2	43	+7	80
Properties recovered having obtained decree for anti-social behaviour	19	+7	8	+5	27	+12	35
Properties recovered having obtained decree for other reasons	6	+2	0	0	6	+2	5

Notice of Proceedings

	<u>RSL</u>	<u>Change from Previous Quarter (+/-)</u>	<u>Local Authority</u>	<u>Change from Previous Quarter (+/-)</u>	<u>Combined</u>	<u>Change from Previous Quarter (+/-)</u>
Rent arrears	1,036	+218	3,381	+558	4,417	+776
Anti-social behaviour / criminal activity	63	-2	29	-19	92	-21
Other reasons	14	-5	29	+23	43	+18

Homelessness (LA only)

	<u>Change from Previous Quarter (+/-)</u>	
Total number of homeless applications received in the quarter	8,435	-233
Total number of households offered and accepted temporary accommodation in the quarter	8,224	-367
Total number of households offered and refused temporary accommodation in the quarter	1,513	-62
Total number of households not offered temporary accommodation when needed in the quarter	101	+16
Total number of households in temporary accommodation on the last day of the quarter	13,233	+81
		33,792 during 2020/21
		605* during 2020/21
		13,097 at end March 2021

*Number of instances where a household has not been offered temporary accommodation during 2020/21. A household can have multiple instances.

Landlords provide us with the information for the dashboard each quarter, and we amend the data when landlords notify us of corrections. Given this, figures may differ from those previously published.

Quarterly Figures 2021-22

Number of Returns	2020/21 Q4	2021/22 Q1	2021/22 Q2
Number of landlords issued with returns	169	168	168
Number of landlords who submitted returns	169	168	168

Staff (RSL only)	2020/21 Q4	2021/22 Q1	2021/22 Q2
Total number of staff absent	558	789	925
Lowest staff absence (%)	0.00%	0.00%	0.00%
Highest staff absence (%)	25.00%	28.26%	34.57%
Total % staff absent	4.11%	5.82%	6.80%
Number of staff placed on furlough	678	173	44
Lowest % of staff placed on furlough	0.00%	0.00%	0.00%
Highest % of staff placed on furlough	34.09%	20.56%	15.67%
% of staff placed on furlough	5.00%	1.28%	0.33%

Rent Arrears - RSL	2020/21 Q4	2021/22 Q1	2021/22 Q2
Total arrears (£)	£60.09m	£57.26m	£60.57m
Lowest landlord arrears (%)	0.50%	0.13%	0.52%
Highest landlord arrears (%)	10.87%	10.60%	10.52%
Total landlord arrears (%)	4.36%	4.10%	4.32%

Rent Arrears - LA	2020/21 Q4	2021/22 Q1	2021/22 Q2
Total arrears (£)	£100.62m	£100.2m	£105.63m
Lowest landlord arrears (%)	3.64%	3.77%	4.10%
Highest landlord arrears (%)	15.84%	14.01%	15.25%
Total landlord arrears (%)	8.17%	7.91%	8.33%

Rent Arrears - Combined	2020/21 Q4	2021/22 Q1	2021/22 Q2
Total arrears (£)	£160.71m	£157.46m	£166.2m
Total landlord arrears (%)	6.16%	5.91%	6.22%

Direct housing cost payments received - RSL	2020/21 Q4	2021/22 Q1	2021/22 Q2
Direct housing cost payments received (£)		£174.49m	£193.12m
Lowest rental income from DHCP (%)		0.00%	0.00%
Highest rental income from DCHP (%)		106.37%	93.10%
Total rental income from DHCP (%)		50.18%	52.05%

Direct housing cost payments received - LA	2020/21 Q4	2021/22 Q1	2021/22 Q2
Direct housing cost payments received (£)		£169.39m	£186.34m
Lowest rental income from DHCP (%)		19.18%	19.56%
Highest rental income from DHCP (%)		69.76%	68.46%
Total rental income from DHCP (%)		53.19%	53.64%

Direct housing cost payments received - Combined	2020/21 Q4	2021/22 Q1	2021/22 Q2
Direct housing cost payments received (£)		£343.88m	£379.46m
Total rental income from DHCP (%)		51.62%	52.82%

Empty Homes - RSL	2020/21 Q4	2021/22 Q1	2021/22 Q2
Empty homes (arose during the reporting quarter)	6,052	6,277	6,447
Empty homes (last day of reporting quarter)	3,611	3,575	3,857

Empty Homes - Local Authority	2020/21 Q4	2021/22 Q1	2021/22 Q2
Empty homes (arose during the reporting quarter)	5,950	6,118	6,604
Empty homes (last day of reporting quarter)	5,309	5,334	5,612

Empty Homes - Combined	2020/21 Q4	2021/22 Q1	2021/22 Q2
Empty homes (arose during the reporting quarter)	12,002	12,395	13,051
Empty homes (last day of reporting quarter)	8,920	8,909	9,469

Rent due lost through properties being empty - RSL	2020/21 Q4	2021/22 Q1	2021/22 Q2
Rent due lost through properties being empty (£)		£4.73m	£5.18m
Lowest rent due lost (%)		0.00%	0.00%
Highest rent due lost (%)		21.79%	21.53%
Total rent due lost (%)		1.36%	1.40%

Rent due lost through properties being empty - LA	2020/21 Q4	2021/22 Q1	2021/22 Q2
Rent due lost through properties being empty (£)		£4.71m	£5.5m
Lowest rent due lost (%)		0.45%	0.39%
Highest rent due lost (%)		2.96%	2.93%
Total rent due lost (%)		1.48%	1.58%

Rent due lost through properties being empty - Combined	2020/21 Q4	2021/22 Q1	2021/22 Q2
Rent due lost through properties being empty (£)		£9.43m	£10.68m
Total rent due lost (%)		1.42%	1.49%

Average calendar days to re-let properties - RSL	2020/21 Q4	2021/22 Q1	2021/22 Q2
Lowest average calendar days to re-let properties		1.44	0.00
Highest average calendar days to re-let properties		180.92	156.31
Average calendar days to re-let properties		41.43	41.59

Average calendar days to re-let properties - LA	2020/21 Q4	2021/22 Q1	2021/22 Q2
Lowest average calendar days to re-let properties		17.77	18.90
Highest average calendar days to re-let properties		171.98	107.21
Average calendar days to re-let properties		62.19	57.97

Average calendar days to re-let properties - Combined	2020/21 Q4	2021/22 Q1	2021/22 Q2
Average calendar days to re-let properties		51.74	49.39

Lets - RSL	2020/21 Q4	2021/22 Q1	2021/22 Q2
Total number to existing tenants		1,013	1,151
Total number to housing list applicants		3,012	2,947
Total number to homeless (SST)	2,382	2,136	2,060
Total number to homeless (short SST)	35	31	27
Total number leased to LA	100	57	96
Total number of lets to others	4,029	521	488
Total number of lets and properties leased to LA during the reporting quarter*	6,538	6,770	6,769

*For some landlords the breakdown of lets does not equal the total number of lets – we will work with landlords to further improve the reporting guidance for this information

Lets - LA	2020/21 Q4	2021/22 Q1	2021/22 Q2
Total number to existing tenants		1,503	1,444
Total number to housing list applicants		1,810	1,794
Total number to homeless (SST)	2,920	2,999	2,687
Total number to homeless (short SST)	63	33	19
Number of empty dwellings added to the pool of stock for use as temporary accommodation if required	371	177	150
Total number of lets to others	3,229	90	203
Total number of lets and dwellings added to the pool of stock used as temporary accommodation*	6,583	6,612	6,297

*For some landlords the breakdown of lets does not equal the total number of lets – we will work with landlords to further improve the reporting guidance for this information

Lets - Combined	2020/21 Q4	2021/22 Q1	2021/22 Q2
Total number to existing tenants		2,516	2,595
Total number to housing list applicants		4,822	4,741
Total number to homeless (SST)	5,302	5,135	4,747
Total number to homeless (short SST)	98	64	46
Total number of lets to others	7,258	611	691
Total lets, number of properties leased to LA and properties set aside for use as temporary accommodation during the reporting quarter*	13,121	13,382	13,066

*For some landlords the breakdown of lets does not equal the total number of lets – we will work with landlords to further improve the reporting guidance for this information

Court Actions - RSL	2020/21 Q4	2021/22 Q1	2021/22 Q2
Total number of court actions initiated	179	222	287
The number of properties recovered having obtained decree for non-payment of rent	4	36	41
The number of properties recovered having obtained decree for anti-social behaviour	11	12	19
The number of properties recovered having obtained decree for other reasons	0	4	6

Court Actions - LA	2020/21 Q4	2021/22 Q1	2021/22 Q2
Total number of court action initiated	17	74	182
The number of properties recovered having obtained decree for non-payment of rent	0	0	2
The number of properties recovered having obtained decree for anti-social behaviour	11	3	8
The number of properties recovered having obtained decree for other reasons	1	0	0

Court Actions - Combined	2020/21 Q4	2021/22 Q1	2021/22 Q2
Total number of court action initiated	196	296	469
The number of properties recovered having obtained decree for non-payment of rent	4	36	43
The number of properties recovered having obtained decree for anti-social behaviour	22	15	27
The number of properties recovered having obtained decree for other reasons	1	4	6

Notice of proceedings - RSL	2020/21 Q4	2021/22 Q1	2021/22 Q2
Rent arrears	1,125	818	1,036
Anti-social behaviour / criminal activity	66	65	63
Other reasons	13	19	14

Notice of proceedings - LA	2020/21 Q4	2021/22 Q1	2021/22 Q2
Rent arrears	1,381	2,823	3,381
Antisocial behaviour / criminal activity	56	48	29
Other reasons	6	6	29

Notice of proceedings - Combined	2020/21 Q4	2021/22 Q1	2021/22 Q2
Rent arrears	2,506	3,641	4,417
Antisocial behaviour / criminal activity	122	113	92
Other reasons	19	25	43

Homelessness (LA only)	2020/21 Q4	2021/22 Q1	2021/22 Q2
Total number of homeless applications received in the quarter	8,816	8,668	8,435
Total number of households offered and accepted temporary accommodation in the quarter	8,984	8,591	8,224
Total number of households offered and refused temporary accommodation in the quarter	1,599	1,575	1,513
Total number of households not offered temporary accommodation when needed in the quarter	33	85	101
Total number of households in temporary accommodation on the last day of the quarter	13,331	13,152	13,233