

## COVID-19 Quarterly Report - 2021/22 Q3

All data submitted to SHR at 4 February 2022

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 \(ARC\)](#)

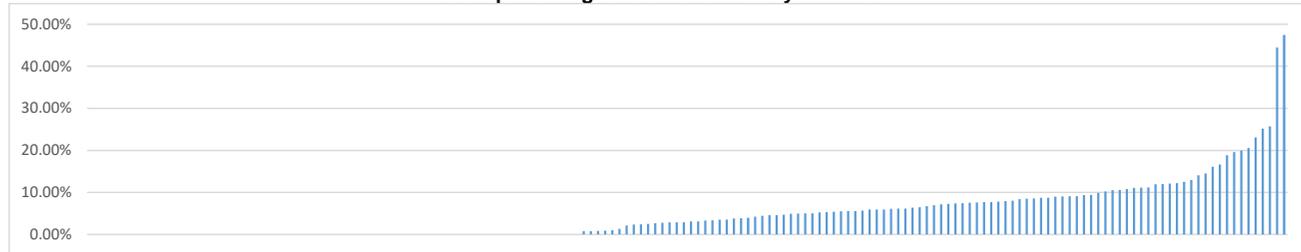
[Scottish Government's published statistics on homelessness.](#)

## Staff (RSL only)

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

	Previous Quarter (+/-)
988	+67
0.00%	0.00%
47.48%	+12.91%
7.26%	+0.47%

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 (+/-)
0	-44
0.00%	0.00%
0.00%	-15.67%
0.00%	-0.33%

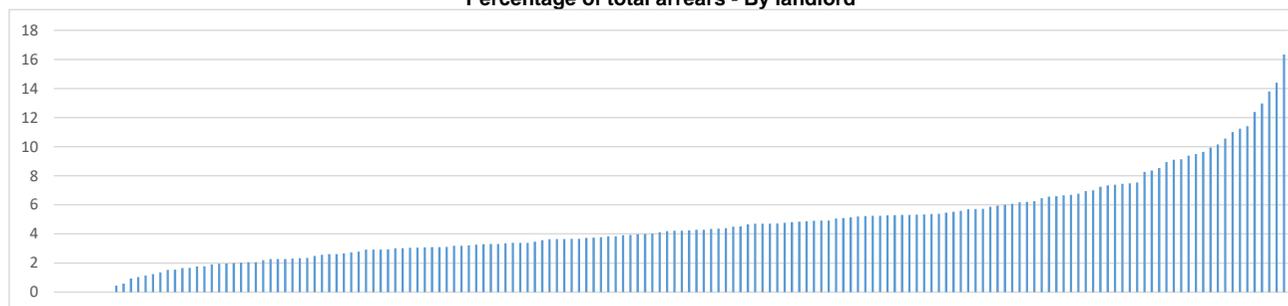
Percentage of staff placed on furlough - By landlord



## Rent Arrears

	<b>RSL</b>	<b>Change from Previous Quarter (+/-)</b>	<b>Local Authority</b>	<b>Change from Previous Quarter (+/-)</b>	<b>Combined</b>	<b>Change from Previous Quarter (+/-)</b>	<b>At end March 2021</b>
Total arrears (£)	£62,156,655	+£1,717,395	£112,365,652	+£6,737,666	£174,522,307	+£8,455,061	£160,520,532
Lowest landlord arrears (%)	0.45%	-0.07%	4.36%	+0.26%	0.45%	-0.07%	
Highest landlord arrears (%)	10.56%	+0.04%	16.34%	+1.09%	16.34%	+1.09%	
Total landlord arrears (%)	4.42%	+0.10%	8.88%	+0.55%	6.53%	+0.31%	6.14%

Percentage of total arrears - By landlord



## Direct housing cost payments received

	<b>RSL</b>	<b>Change from Previous Quarter (+/-)</b>	<b>Local Authority</b>	<b>Change from Previous Quarter (+/-)</b>	<b>Combined</b>	<b>Change from Previous Quarter (+/-)</b>	<b>During 2020/21</b>
Direct housing cost payments received (£)	£177,840,666	-£14,669,515	£167,575,718	-£11,439,752	£345,416,384	-£26,109,266	£1,301,339,459
Lowest rental income from DHCP (%)	0.00%	0.00%	21.24%	+1.68%	0.00%	0.00%	
Highest rental income from DHCP (%)	86.62%	-6.48%	72.42%	+3.96%	106.37%	+13.27%	
Total rental income from DHCP (%)	51.32%	-3.33%	52.18%	-1.63%	51.74%	-2.51%	49.78%

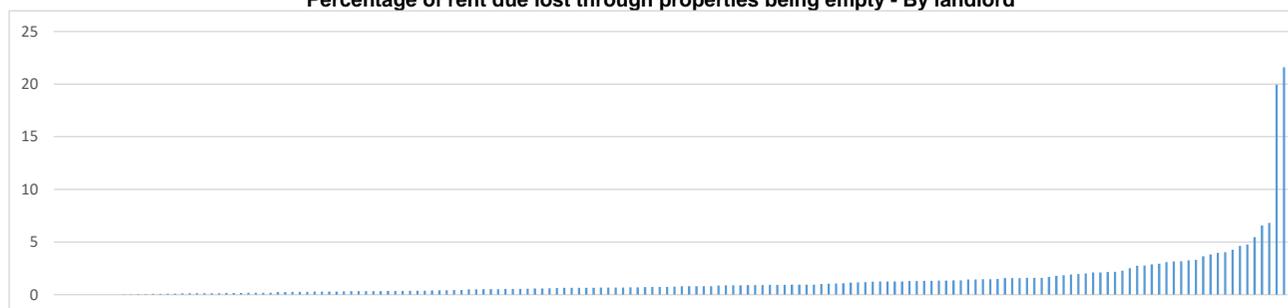
## Empty Homes

	<b>RSL</b>	<b>Change from Previous Quarter (+/-)</b>	<b>Local Authority</b>	<b>Change from Previous Quarter (+/-)</b>	<b>Combined</b>	<b>Change from Previous Quarter (+/-)</b>	<b>During 2020/21</b>
Empty homes (last day of previous reporting quarter)	3,854		5,612		9,466		
Empty homes (arose during the reporting quarter)	6,033	-407	6,723	+119	12,756	-288	41,805
Empty homes (last day of reporting quarter)	3,823	-31	6,266	+654	10,089	+623	

## Rent due lost through properties being empty

	<b>RSL</b>	<b>Change from Previous Quarter (+/-)</b>	<b>Local Authority</b>	<b>Change from Previous Quarter (+/-)</b>	<b>Combined</b>	<b>Change from Previous Quarter (+/-)</b>	<b>During 2020/21</b>
Rent due lost through properties being empty (£)	£5,061,579	£197,290	£5,604,778	£510,370	£10,666,357	£707,660	£35,794,607
Lowest rent due lost (%)	0.00%	0.00%	0.58%	+0.19%	0.00%	0.00%	
Highest rent due lost (%)	21.60%	+0.07%	5.47%	+2.54%	21.60%	+0.07%	
Total rent due lost (%)	1.46%	+0.08%	1.75%	+0.21%	1.60%	+0.14%	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

<b>RSL</b>	<b>Change from Previous Quarter (+/-)</b>
1.60	+1.60
200.51	+44.20
42.68	+1.03

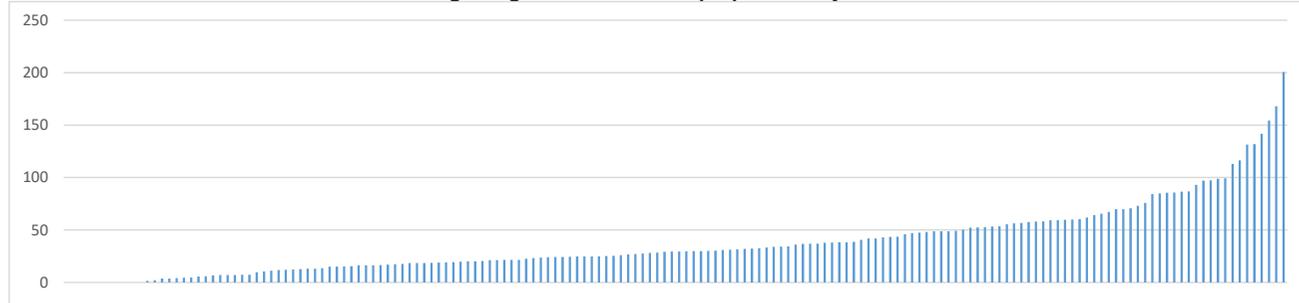
<b>Local Authority</b>	<b>Change from Previous Quarter (+/-)</b>
18.59	-0.31
131.82	+24.61
59.59	+1.62

<b>Combined</b>	<b>Change from Previous Quarter (+/-)</b>
1.60	+1.60
200.51	+44.20
50.84	+1.40

**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

<b>RSL</b>	<b>Change from Previous Quarter (+/-)</b>
949	-197
2,938	-6
1,992	-67
67	+40
74	-22
465	-22
6,485	-274

<b>Local Authority</b>	<b>Change from Previous Quarter (+/-)</b>
1,495	+51
1,702	-92
2,750	+63
24	+5
215	+65
104	-99
6,290	-7

<b>Combined</b>	<b>Change from Previous Quarter (+/-)</b>
2,444	-146
4,640	-98
4,742	-4
91	+45
569	-121
12,775	-281

**During 2020/21**

18,568

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	261	-26	148	-34	409	-60	543
Properties recovered having obtained decree for non-payment of rent	44	+3	14	+12	58	+15	80
Properties recovered having obtained decree for anti-social behaviour	14	-5	5	-3	19	-8	35
Properties recovered having obtained decree for other reasons	9	+3	2	+2	11	+5	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	1,330	+294	2,885	-496	4,215	-202
Anti-social behaviour / criminal activity	65	+2	41	+12	106	+14
Other reasons	14	0	2	-27	16	-27

## Homelessness (LA only)

	<u>Change from Previous Quarter (+/-)</u>	
Total number of homeless applications received in the quarter	7,969	-466
Total number of households offered and accepted temporary accommodation in the quarter	7,755	-469
Total number of households offered and refused temporary accommodation in the quarter	1,456	-57
Total number of households not offered temporary accommodation when needed in the quarter	124	+23
Total number of households in temporary accommodation on the last day of the quarter	13,079	-154
		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

All data submitted to SHR at 4 February 2022	2020/21 Q4	2021/22 Q1	2021/22 Q2	2021/22 Q3
Number of landlords issued with returns	169	168	168	168
Number of landlords who submitted returns	169	168	168	168

Staff (RSL only)	2020/21 Q4	2021/22 Q1	2021/22 Q2	2021/22 Q3
Total number of staff absent	558	789	921	988
Lowest staff absence (%)	0.00%	0.00%	0.00%	0.00%
Highest staff absence (%)	25.00%	28.26%	34.57%	47.48%
Total % staff absent	4.11%	5.82%	6.78%	7.26%
Number of staff placed on furlough	678	173	44	0
Lowest % of staff placed on furlough	0.00%	0.00%	0.00%	0.00%
Highest % of staff placed on furlough	34.09%	20.56%	15.67%	0.00%
% of staff placed on furlough	5.00%	1.28%	0.33%	0.00%

Rent Arrears - RSL	2020/21 Q4	2021/22 Q1	2021/22 Q2	2021/22 Q3
Total arrears (£)	£60.09m	£57.26m	£60.44m	£62.16m
Lowest landlord arrears (%)	0.50%	0.13%	0.52%	0.45%
Highest landlord arrears (%)	10.87%	10.60%	10.52%	10.56%
Total landlord arrears (%)	4.36%	4.10%	4.31%	4.42%

Rent Arrears - LA	2020/21 Q4	2021/22 Q1	2021/22 Q2	2021/22 Q3
Total arrears (£)	£100.62m	£100.2m	£105.63m	£112.37m
Lowest landlord arrears (%)	3.64%	3.77%	4.10%	4.36%
Highest landlord arrears (%)	15.84%	14.01%	15.25%	16.34%
Total landlord arrears (%)	8.17%	7.91%	8.33%	8.88%

Rent Arrears - Combined	2020/21 Q4	2021/22 Q1	2021/22 Q2	2021/22 Q3
Total arrears (£)	£160.71m	£157.46m	£166.07m	£174.52m
Total landlord arrears (%)	6.16%	5.91%	6.22%	6.53%

Direct housing cost payments received - RSL	2020/21 Q4	2021/22 Q1	2021/22 Q2	2021/22 Q3
Direct housing cost payments received (£)		£174.49m	£192.51m	£177.84m
Lowest rental income from DHCP (%)		0.00%	0.00%	0.00%
Highest rental income from DCHP (%)		106.37%	93.10%	86.62%
Total rental income from DHCP (%)		50.18%	54.66%	51.32%

Direct housing cost payments received - LA	2020/21 Q4	2021/22 Q1	2021/22 Q2	2021/22 Q3
Direct housing cost payments received (£)		£169.39m	£179.02m	£167.58m
Lowest rental income from DHCP (%)		19.18%	19.56%	21.24%
Highest rental income from DHCP (%)		69.76%	68.46%	72.42%
Total rental income from DHCP (%)		53.19%	53.81%	52.18%

Direct housing cost payments received - Combined	2020/21 Q4	2021/22 Q1	2021/22 Q2	2021/22 Q3
Direct housing cost payments received (£)		£343.88m	£371.53m	£345.42m
Total rental income from DHCP (%)		51.62%	54.25%	51.74%

Empty Homes - RSL	2020/21 Q4	2021/22 Q1	2021/22 Q2	2021/22 Q3
Empty homes (arose during the reporting quarter)	6,052	6,277	6,440	6,033
Empty homes (last day of reporting quarter)	3,611	3,575	3,854	3,823

Empty Homes - Local Authority	2020/21 Q4	2021/22 Q1	2021/22 Q2	2021/22 Q3
Empty homes (arose during the reporting quarter)	5,950	6,118	6,604	6,723
Empty homes (last day of reporting quarter)	5,309	5,334	5,612	6,266

Empty Homes - Combined	2020/21 Q4	2021/22 Q1	2021/22 Q2	2021/22 Q3
Empty homes (arose during the reporting quarter)	12,002	12,395	13,044	12,756
Empty homes (last day of reporting quarter)	8,920	8,909	9,466	10,089

<b>Rent due lost through properties being empty - RSL</b>	<b>2020/21 Q4</b>	<b>2021/22 Q1</b>	<b>2021/22 Q2</b>	<b>2021/22 Q3</b>
Rent due lost through properties being empty (£)		£4.73m	£4.86m	£5.06m
Lowest rent due lost (%)		0.00%	0.00%	0.00%
Highest rent due lost (%)		21.79%	21.53%	21.60%
Total rent due lost (%)		1.36%	1.38%	1.46%

<b>Rent due lost through properties being empty - LA</b>	<b>2020/21 Q4</b>	<b>2021/22 Q1</b>	<b>2021/22 Q2</b>	<b>2021/22 Q3</b>
Rent due lost through properties being empty (£)		£4.71m	£5.09m	£5.6m
Lowest rent due lost (%)		0.45%	0.39%	0.58%
Highest rent due lost (%)		2.96%	2.93%	5.47%
Total rent due lost (%)		1.48%	1.53%	1.75%

<b>Rent due lost through properties being empty - Combined</b>	<b>2020/21 Q4</b>	<b>2021/22 Q1</b>	<b>2021/22 Q2</b>	<b>2021/22 Q3</b>
Rent due lost through properties being empty (£)		£9.43m	£9.96m	£10.67m
Total rent due lost (%)		1.42%	1.45%	1.60%

<b>Average calendar days to re-let properties - RSL</b>	<b>2020/21 Q4</b>	<b>2021/22 Q1</b>	<b>2021/22 Q2</b>	<b>2021/22 Q3</b>
Lowest average calendar days to re-let properties		1.44	0.00	1.60
Highest average calendar days to re-let properties		180.92	156.31	200.51
Average calendar days to re-let properties		41.43	41.65	42.68

<b>Average calendar days to re-let properties - LA</b>	<b>2020/21 Q4</b>	<b>2021/22 Q1</b>	<b>2021/22 Q2</b>	<b>2021/22 Q3</b>
Lowest average calendar days to re-let properties		17.77	18.90	18.59
Highest average calendar days to re-let properties		171.98	107.21	131.82
Average calendar days to re-let properties		62.19	57.97	59.59

<b>Average calendar days to re-let properties - Combined</b>	<b>2020/21 Q4</b>	<b>2021/22 Q1</b>	<b>2021/22 Q2</b>	<b>2021/22 Q3</b>
Average calendar days to re-let properties		51.74	49.44	50.84

Lets - RSL	2020/21 Q4	2021/22 Q1	2021/22 Q2	2021/22 Q3
Total number to existing tenants		1,013	1,146	949
Total number to housing list applicants		3,012	2,944	2,938
Total number to homeless (SST)	2,382	2,136	2,059	1,992
Total number to homeless (short SST)	35	31	27	67
Total number leased to LA	100	57	96	74
Total number of lets to others	4,029	521	487	465
Total number of lets and properties leased to LA during the reporting quarter*	6,538	6,770	6,759	6,485

\*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	2021/22 Q3
Total number to existing tenants		1,503	1,444	1,495
Total number to housing list applicants		1,810	1,794	1,702
Total number to homeless (SST)	2,920	2,999	2,687	2,750
Total number to homeless (short SST)	63	33	19	24
Number of empty dwellings added to the pool of stock for use as temporary accommodation if required	371	177	150	215
Total number of lets to others	3,229	90	203	104
Total number of lets and dwellings added to the pool of stock used as temporary accommodation*	6,583	6,612	6,297	6,290

\*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	2021/22 Q3
Total number to existing tenants		2,516	2,590	2,444
Total number to housing list applicants		4,822	4,738	4,640
Total number to homeless (SST)	5,302	5,135	4,746	4,742
Total number to homeless (short SST)	98	64	46	91
Total number of lets to others	7,258	611	690	569
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	13,056	12,775

\*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

<b>Court Actions - RSL</b>	<b>2020/21 Q4</b>	<b>2021/22 Q1</b>	<b>2021/22 Q2</b>	<b>2021/22 Q3</b>
Total number of court actions initiated	179	222	287	261
The number of properties recovered having obtained decree for non-payment of rent	4	36	41	44
The number of properties recovered having obtained decree for anti-social behaviour	11	12	19	14
The number of properties recovered having obtained decree for other reasons	0	4	6	9

<b>Court Actions - LA</b>	<b>2020/21 Q4</b>	<b>2021/22 Q1</b>	<b>2021/22 Q2</b>	<b>2021/22 Q3</b>
Total number of court action initiated	17	74	182	148
The number of properties recovered having obtained decree for non-payment of rent	0	0	2	14
The number of properties recovered having obtained decree for anti-social behaviour	11	3	8	5
The number of properties recovered having obtained decree for other reasons	1	0	0	2

<b>Court Actions - Combined</b>	<b>2020/21 Q4</b>	<b>2021/22 Q1</b>	<b>2021/22 Q2</b>	<b>2021/22 Q3</b>
Total number of court action initiated	196	296	469	409
The number of properties recovered having obtained decree for non-payment of rent	4	36	43	58
The number of properties recovered having obtained decree for anti-social behaviour	22	15	27	19
The number of properties recovered having obtained decree for other reasons	1	4	6	11

<b>Notice of proceedings - RSL</b>	<b>2020/21 Q4</b>	<b>2021/22 Q1</b>	<b>2021/22 Q2</b>	<b>2021/22 Q3</b>
Rent arrears	1,125	818	1,036	1,330
Anti-social behaviour / criminal activity	66	65	63	65
Other reasons	13	19	14	14

<b>Notice of proceedings - LA</b>	<b>2020/21 Q4</b>	<b>2021/22 Q1</b>	<b>2021/22 Q2</b>	<b>2021/22 Q3</b>
Rent arrears	1,381	2,823	3,381	2,885
Antisocial behaviour / criminal activity	56	48	29	41
Other reasons	6	6	29	2

<b>Notice of proceedings - Combined</b>	<b>2020/21 Q4</b>	<b>2021/22 Q1</b>	<b>2021/22 Q2</b>	<b>2021/22 Q3</b>
Rent arrears	2,506	3,641	4,417	4,215
Antisocial behaviour / criminal activity	122	113	92	106
Other reasons	19	25	43	16

Homelessness (LA only)	2020/21 Q4	2021/22 Q1	2021/22 Q2	2021/22 Q3
Total number of homeless applications received in the quarter	8,816	8,668	8,435	7,969
Total number of households offered and accepted temporary accommodation in the quarter	8,984	8,591	8,224	7,755
Total number of households offered and refused temporary accommodation in the quarter	1,599	1,575	1,513	1,456
Total number of households not offered temporary accommodation when needed in the quarter	33	85	101	124
Total number of households in temporary accommodation on the last day of the quarter	13,331	13,152	13,233	13,079