

## COVID-19 Quarterly Report - 2021/22 Q4

All data submitted to SHR at 18 May 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 \(ARC\)](#)

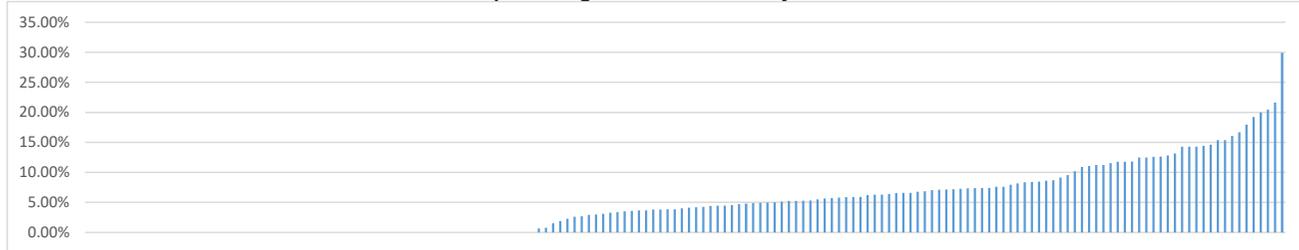
[Scottish Government's published statistics on homelessness.](#)

## Staff (RSL only)

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

|        | Previous Quarter (+/-) |
|--------|------------------------|
| 933    | -55                    |
| 0.00%  | 0.00%                  |
| 29.94% | -17.54%                |
| 6.83%  | -0.42%                 |

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     | 0                                  |
| 0.00% | 0.00%                              |
| 0.00% | 0.00%                              |
| 0.00% | 0.00%                              |

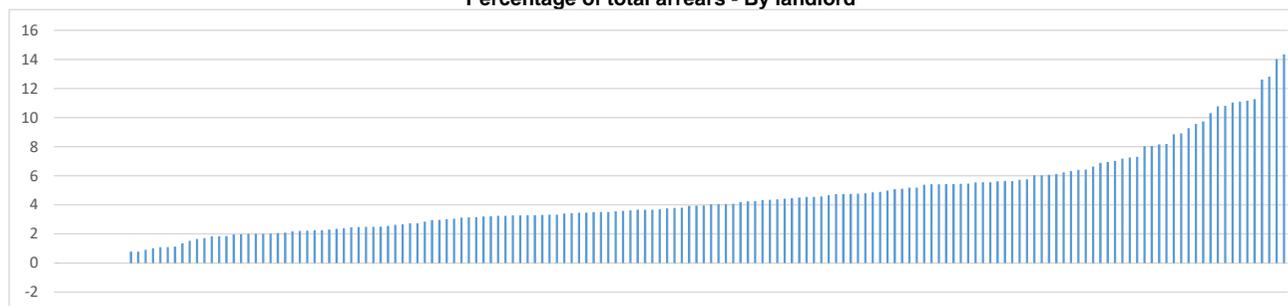
Percentage of staff placed on furlough - By landlord



## 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 (£)            | £59,894,777 | -£2,261,879                               | £104,985,435           | -£7,380,218                               | £164,880,211    | -£9,642,096                               | £160,520,532             |
| Lowest landlord arrears (%)  | -0.01%      | -0.46%                                    | 4.05%                  | -0.31%                                    | -0.01%          | -0.46%                                    |                          |
| Highest landlord arrears (%) | 10.31%      | -0.25%                                    | 14.35%                 | -1.99%                                    | 14.35%          | -1.99%                                    |                          |
| Total landlord arrears (%)   | 4.26%       | -0.15%                                    | 8.48%                  | -0.40%                                    | 6.24%           | -0.29%                                    | 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 (£) | £176,220,584 | -£1,620,082                               | £164,611,690           | -£2,964,028                               | £340,832,274    | -£4,584,110                               | £1,301,339,459        |
| Lowest rental income from DHCP (%)        | 0.00%        | 0.00%                                     | 29.29%                 | +8.05%                                    | 0.00%           | 0.00%                                     |                       |
| Highest rental income from DHCP (%)       | 91.52%       | +4.90%                                    | 79.62%                 | +7.20%                                    | 106.37%         | +19.75%                                   |                       |
| Total rental income from DHCP (%)         | 49.76%       | -1.56%                                    | 53.48%                 | +1.30%                                    | 51.49%          | -0.24%                                    | 49.78%                |

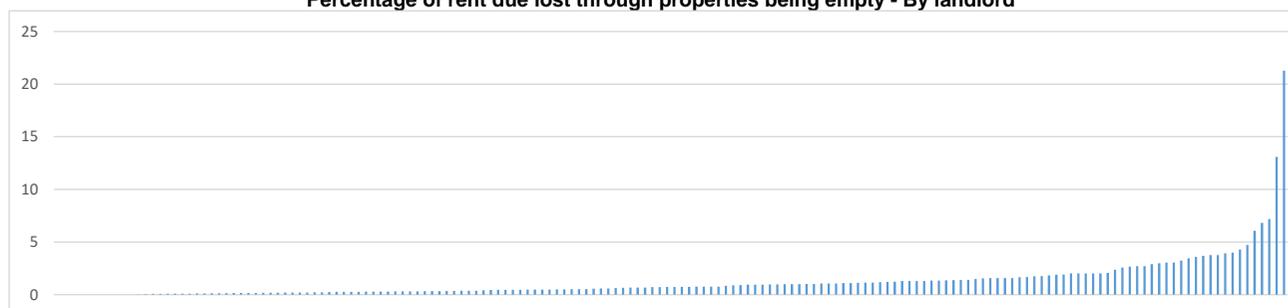
## Empty Homes

|  | <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) | 3,823      |   | 6,266                  |   | 10,089          |   |                       |
| Empty homes (arose during the reporting quarter)     | 5,606      | -427                                      | 6,269                  | -454                                      | 11,875          | -881                                      | 41,805                |
| Empty homes (last day of reporting quarter)          | 3,471      | -352                                      | 6,198                  | -68                                       | 9,669           | -420                                      |                       |

## 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 (£) | £4,842,850 | -£218,730                                 | £5,896,420             | £291,642                                  | £10,739,269     | £72,912                                   | £35,794,607           |
| Lowest rent due lost (%)                         | 0.00%      | 0.00%                                     | 0.53%                  | -0.05%                                    | 0.00%           | 0.00%                                     |                       |
| Highest rent due lost (%)                        | 21.28%     | -0.32%                                    | 4.71%                  | -0.76%                                    | 21.28%          | -0.32%                                    |                       |
| Total rent due lost (%)                          | 1.37%      | -0.09%                                    | 1.92%                  | +0.17%                                    | 1.62%           | +0.02%                                    | 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> |
|------------|---|
| 0.80       | -0.80                                     |
| 156.34     | -44.17                                    |
| 46.91      | +4.22                                     |

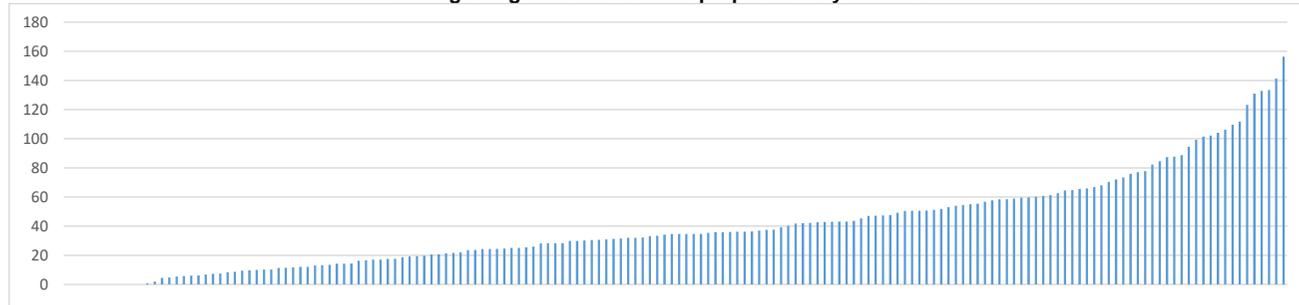
| <b>Local Authority</b> | <b>Change from Previous Quarter (+/-)</b> |
|------------------------|---|
| 24.36                  | +5.77                                     |
| 141.39                 | +9.57                                     |
| 67.99                  | +8.40                                     |

| <b>Combined</b> | <b>Change from Previous Quarter (+/-)</b> |
|-----------------|---|
| 0.80            | -0.80                                     |
| 156.34          | -44.17                                    |
| 57.64           | +6.81                                     |

**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> |
|------------|---|
| 922        | -27                                       |
| 2,926      | -12                                       |
| 1,864      | -128                                      |
| 39         | -28                                       |
| 89         | +15                                       |
| 577        | +112                                      |
| 6,417      | -68                                       |

| <b>Local Authority</b> | <b>Change from Previous Quarter (+/-)</b> |
|------------------------|---|
| 1,374                  | -121                                      |
| 1,825                  | +123                                      |
| 2,910                  | +160                                      |
| 20                     | -4  |
| 228                    | +13                                       |
| 125                    | +21                                       |
| 6,482                  | +192                                      |

| <b>Combined</b> | <b>Change from Previous Quarter (+/-)</b> |
|-----------------|---|
| 2,296           | -148                                      |
| 4,751           | +111                                      |
| 4,774           | +32                                       |
| 59              | -32                                       |
| 702             | +133                                      |
| 12,899          | +124                                      |

**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                               | 263        | +2  | 366                    | +218                                      | 629             | +220                                      | 543                   |
| Properties recovered having obtained decree for non-payment of rent   | 53         | +9  | 24                     | +10                                       | 77              | +19                                       | 80                    |
| Properties recovered having obtained decree for anti-social behaviour | 13         | -1  | 13                     | +8  | 26              | +7  | 35                    |
| Properties recovered having obtained decree for other reasons         | 6          | -3  | 0                      | -2  | 6               | -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                              | 1,015      | -315                                      | 3,137                  | +252                                      | 4,152           | -63                                       |
| Anti-social behaviour / criminal activity | 58         | -7  | 31                     | -10                                       | 89              | -17                                       |
| Other reasons                             | 15         | +1  | 5                      | +3  | 20              | +4  |

## Homelessness (LA only)

|   | <u>Change from Previous Quarter (+/-)</u> |                   |
|---|---|-------------------|
| Total number of homeless applications received in the quarter                             | 9,281                                     | +1312             |
| Total number of households offered and accepted temporary accommodation in the quarter    | 8,151                                     | +396              |
| Total number of households offered and refused temporary accommodation in the quarter     | 1,665                                     | +209              |
| Total number of households not offered temporary accommodation when needed in the quarter | 131                                       | +7                |
| Total number of households in temporary accommodation on the last day of the quarter      | 13,375                                    | +296              |
|   |   | 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 18 May 2022  | 2020/21 Q4 | 2021/22 Q1 | 2021/22 Q2 | 2021/22 Q3 | 2021/22 Q4 |
|---|------------|------------|------------|------------|------------|
| Number of landlords issued with returns   | 169        | 168        | 168        | 168        | 168        |
| Number of landlords who submitted returns | 169        | 168        | 168        | 168        | 168        |

| Staff (RSL only)                      | 2020/21 Q4 | 2021/22 Q1 | 2021/22 Q2 | 2021/22 Q3 | 2021/22 Q4 |
|---------------------------------------|------------|------------|------------|------------|------------|
| Total number of staff absent          | 558        | 789        | 921        | 988        | 933        |
| Lowest staff absence (%)              | 0.00%      | 0.00%      | 0.00%      | 0.00%      | 0.00%      |
| Highest staff absence (%)             | 25.00%     | 28.26%     | 34.57%     | 47.48%     | 29.94%     |
| Total % staff absent                  | 4.11%      | 5.82%      | 6.78%      | 7.26%      | 6.83%      |
| Number of staff placed on furlough    | 678        | 173        | 44         | 0          | 0          |
| Lowest % of staff placed on furlough  | 0.00%      | 0.00%      | 0.00%      | 0.00%      | 0.00%      |
| Highest % of staff placed on furlough | 34.09%     | 20.56%     | 15.67%     | 0.00%      | 0.00%      |
| % of staff placed on furlough         | 5.00%      | 1.28%      | 0.33%      | 0.00%      | 0.00%      |

| Rent Arrears - RSL           | 2020/21 Q4 | 2021/22 Q1 | 2021/22 Q2 | 2021/22 Q3 | 2021/22 Q4 |
|------------------------------|------------|------------|------------|------------|------------|
| Total arrears (£)            | £60.09m    | £57.26m    | £60.44m    | £62.16m    | £59.89m    |
| Lowest landlord arrears (%)  | 0.50%      | 0.13%      | 0.52%      | 0.45%      | -0.01%     |
| Highest landlord arrears (%) | 10.87%     | 10.60%     | 10.52%     | 10.56%     | 10.31%     |
| Total landlord arrears (%)   | 4.36%      | 4.10%      | 4.31%      | 4.42%      | 4.26%      |

| Rent Arrears - LA            | 2020/21 Q4 | 2021/22 Q1 | 2021/22 Q2 | 2021/22 Q3 | 2021/22 Q4 |
|------------------------------|------------|------------|------------|------------|------------|
| Total arrears (£)            | £100.62m   | £100.2m    | £105.63m   | £112.37m   | £104.99m   |
| Lowest landlord arrears (%)  | 3.64%      | 3.77%      | 4.10%      | 4.36%      | 4.05%      |
| Highest landlord arrears (%) | 15.84%     | 14.01%     | 15.25%     | 16.34%     | 14.35%     |
| Total landlord arrears (%)   | 8.17%      | 7.91%      | 8.33%      | 8.88%      | 8.48%      |

| Rent Arrears - Combined    | 2020/21 Q4 | 2021/22 Q1 | 2021/22 Q2 | 2021/22 Q3 | 2021/22 Q4 |
|----------------------------|------------|------------|------------|------------|------------|
| Total arrears (£)          | £160.71m   | £157.46m   | £166.07m   | £174.52m   | £164.88m   |
| Total landlord arrears (%) | 6.16%      | 5.91%      | 6.22%      | 6.53%      | 6.24%      |

| Direct housing cost payments received - RSL | 2020/21 Q4 | 2021/22 Q1 | 2021/22 Q2 | 2021/22 Q3 | 2021/22 Q4 |
|---|------------|------------|------------|------------|------------|
| Direct housing cost payments received (£)   |            | £174.49m   | £192.51m   | £177.84m   | £176.22m   |
| Lowest rental income from DHCP (%)          |            | 0.00%      | 0.00%      | 0.00%      | 0.00%      |
| Highest rental income from DCHP (%)         |            | 106.37%    | 93.10%     | 86.62%     | 91.52%     |
| Total rental income from DHCP (%)           |            | 50.18%     | 54.66%     | 51.32%     | 49.76%     |

| Direct housing cost payments received - LA | 2020/21 Q4 | 2021/22 Q1 | 2021/22 Q2 | 2021/22 Q3 | 2021/22 Q4 |
|--|------------|------------|------------|------------|------------|
| Direct housing cost payments received (£)  |            | £169.39m   | £179.02m   | £167.58m   | £164.61m   |
| Lowest rental income from DHCP (%)         |            | 19.18%     | 19.56%     | 21.24%     | 29.29%     |
| Highest rental income from DHCP (%)        |            | 69.76%     | 68.46%     | 72.42%     | 79.62%     |
| Total rental income from DHCP (%)          |            | 53.19%     | 53.81%     | 52.18%     | 53.48%     |

| Direct housing cost payments received - Combined | 2020/21 Q4 | 2021/22 Q1 | 2021/22 Q2 | 2021/22 Q3 | 2021/22 Q4 |
|--|------------|------------|------------|------------|------------|
| Direct housing cost payments received (£)        |            | £343.88m   | £371.53m   | £345.42m   | £340.83m   |
| Total rental income from DHCP (%)                |            | 51.62%     | 54.25%     | 51.74%     | 51.49%     |

| Empty Homes - RSL                                | 2020/21 Q4 | 2021/22 Q1 | 2021/22 Q2 | 2021/22 Q3 | 2021/22 Q4 |
|--|------------|------------|------------|------------|------------|
| Empty homes (arose during the reporting quarter) | 6,052      | 6,277      | 6,440      | 6,033      | 5,606      |
| Empty homes (last day of reporting quarter)      | 3,611      | 3,575      | 3,854      | 3,823      | 3,471      |

| Empty Homes - Local Authority                    | 2020/21 Q4 | 2021/22 Q1 | 2021/22 Q2 | 2021/22 Q3 | 2021/22 Q4 |
|--|------------|------------|------------|------------|------------|
| Empty homes (arose during the reporting quarter) | 5,950      | 6,118      | 6,604      | 6,723      | 6,269      |
| Empty homes (last day of reporting quarter)      | 5,309      | 5,334      | 5,612      | 6,266      | 6,198      |

| Empty Homes - Combined                           | 2020/21 Q4 | 2021/22 Q1 | 2021/22 Q2 | 2021/22 Q3 | 2021/22 Q4 |
|--|------------|------------|------------|------------|------------|
| Empty homes (arose during the reporting quarter) | 12,002     | 12,395     | 13,044     | 12,756     | 11,875     |
| Empty homes (last day of reporting quarter)      | 8,920      | 8,909      | 9,466      | 10,089     | 9,669      |

| <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> | <b>2021/22 Q4</b> |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|
| Rent due lost through properties being empty (£)          |                   | £4.73m            | £4.86m            | £5.06m            | £4.84m            |
| Lowest rent due lost (%)                                  |                   | 0.00%             | 0.00%             | 0.00%             | 0.00%             |
| Highest rent due lost (%)                                 |                   | 21.79%            | 21.53%            | 21.60%            | 21.28%            |
| Total rent due lost (%)                                   |                   | 1.36%             | 1.38%             | 1.46%             | 1.37%             |

| <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> | <b>2021/22 Q4</b> |
|--|-------------------|-------------------|-------------------|-------------------|-------------------|
| Rent due lost through properties being empty (£)         |                   | £4.71m            | £5.09m            | £5.6m             | £5.9m             |
| Lowest rent due lost (%)                                 |                   | 0.45%             | 0.39%             | 0.58%             | 0.53%             |
| Highest rent due lost (%)                                |                   | 2.96%             | 2.93%             | 5.47%             | 4.71%             |
| Total rent due lost (%)                                  |                   | 1.48%             | 1.53%             | 1.75%             | 1.92%             |

| <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> | <b>2021/22 Q4</b> |
|--|-------------------|-------------------|-------------------|-------------------|-------------------|
| Rent due lost through properties being empty (£)               |                   | £9.43m            | £9.96m            | £10.67m           | £10.74m           |
| Total rent due lost (%)  |                   | 1.42%             | 1.45%             | 1.60%             | 1.62%             |

| <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> | <b>2021/22 Q4</b> |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|
| Lowest average calendar days to re-let properties       |                   | 1.44              | 0.00              | 1.60              | 0.80              |
| Highest average calendar days to re-let properties      |                   | 180.92            | 156.31            | 200.51            | 156.34            |
| Average calendar days to re-let properties              |                   | 41.43             | 41.65             | 42.68             | 46.91             |

| <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> | <b>2021/22 Q4</b> |
|--|-------------------|-------------------|-------------------|-------------------|-------------------|
| Lowest average calendar days to re-let properties      |                   | 17.77             | 18.90             | 18.59             | 24.36             |
| Highest average calendar days to re-let properties     |                   | 171.98            | 107.21            | 131.82            | 141.39            |
| Average calendar days to re-let properties             |                   | 62.19             | 57.97             | 59.59             | 67.99             |

| <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> | <b>2021/22 Q4</b> |
|--|-------------------|-------------------|-------------------|-------------------|-------------------|
| Average calendar days to re-let properties                   |                   | 51.74             | 49.44             | 50.84             | 57.64             |

| Lets - RSL   | 2020/21 Q4 | 2021/22 Q1 | 2021/22 Q2 | 2021/22 Q3 | 2021/22 Q4 |
|--|------------|------------|------------|------------|------------|
| Total number to existing tenants   |            | 1,013      | 1,146      | 949        | 922        |
| Total number to housing list applicants  |            | 3,012      | 2,944      | 2,938      | 2,926      |
| Total number to homeless (SST)   | 2,382      | 2,136      | 2,059      | 1,992      | 1,864      |
| Total number to homeless (short SST)   | 35         | 31         | 27         | 67         | 39         |
| Total number leased to LA  | 100        | 57         | 96         | 74         | 89         |
| Total number of lets to others   | 4,029      | 521        | 487        | 465        | 577        |
| Total number of lets and properties leased to LA during the reporting quarter* | 6,538      | 6,770      | 6,759      | 6,485      | 6,417      |

\*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 | 2021/22 Q4 |
|---|------------|------------|------------|------------|------------|
| Total number to existing tenants  |            | 1,503      | 1,444      | 1,495      | 1,374      |
| Total number to housing list applicants   |            | 1,810      | 1,794      | 1,702      | 1,825      |
| Total number to homeless (SST)  | 2,920      | 2,999      | 2,687      | 2,750      | 2,910      |
| Total number to homeless (short SST)  | 63         | 33         | 19         | 24         | 20         |
| Number of empty dwellings added to the pool of stock for use as temporary accommodation if required | 371        | 177        | 150        | 215        | 228        |
| Total number of lets to others  | 3,229      | 90         | 203        | 104        | 125        |
| Total number of lets and dwellings added to the pool of stock used as temporary accommodation*      | 6,583      | 6,612      | 6,297      | 6,290      | 6,482      |

\*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 | 2021/22 Q4 |
|---|------------|------------|------------|------------|------------|
| Total number to existing tenants  |            | 2,516      | 2,590      | 2,444      | 2,296      |
| Total number to housing list applicants   |            | 4,822      | 4,738      | 4,640      | 4,751      |
| Total number to homeless (SST)  | 5,302      | 5,135      | 4,746      | 4,742      | 4,774      |
| Total number to homeless (short SST)  | 98         | 64         | 46         | 91         | 59         |
| Total number of lets to others  | 7,258      | 611        | 690        | 569        | 702        |
| 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     | 12,899     |

\*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> | <b>2021/22 Q4</b> |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|
| Total number of court actions initiated   | 179               | 222               | 287               | 261               | 263               |
| The number of properties recovered having obtained decree for non-payment of rent   | 4                 | 36                | 41                | 44                | 53                |
| The number of properties recovered having obtained decree for anti-social behaviour | 11                | 12                | 19                | 14                | 13                |
| The number of properties recovered having obtained decree for other reasons         | 0                 | 4                 | 6                 | 9                 | 6                 |

| <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> | <b>2021/22 Q4</b> |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|
| Total number of court action initiated  | 17                | 74                | 182               | 148               | 366               |
| The number of properties recovered having obtained decree for non-payment of rent   | 0                 | 0                 | 2                 | 14                | 24                |
| The number of properties recovered having obtained decree for anti-social behaviour | 11                | 3                 | 8                 | 5                 | 13                |
| The number of properties recovered having obtained decree for other reasons         | 1                 | 0                 | 0                 | 2                 | 0                 |

| <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> | <b>2021/22 Q4</b> |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|
| Total number of court action initiated  | 196               | 296               | 469               | 409               | 629               |
| The number of properties recovered having obtained decree for non-payment of rent   | 4                 | 36                | 43                | 58                | 77                |
| The number of properties recovered having obtained decree for anti-social behaviour | 22                | 15                | 27                | 19                | 26                |
| The number of properties recovered having obtained decree for other reasons         | 1                 | 4                 | 6                 | 11                | 6                 |

| <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> | <b>2021/22 Q4</b> |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|
| Rent arrears                              | 1,125             | 818               | 1,036             | 1,330             | 1,015             |
| Anti-social behaviour / criminal activity | 66                | 65                | 63                | 65                | 58                |
| Other reasons                             | 13                | 19                | 14                | 14                | 15                |

| <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> | <b>2021/22 Q4</b> |
|--|-------------------|-------------------|-------------------|-------------------|-------------------|
| Rent arrears                             | 1,381             | 2,823             | 3,381             | 2,885             | 3,137             |
| Antisocial behaviour / criminal activity | 56                | 48                | 29                | 41                | 31                |
| Other reasons                            | 6                 | 6                 | 29                | 2                 | 5                 |

| <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> | <b>2021/22 Q4</b> |
|--|-------------------|-------------------|-------------------|-------------------|-------------------|
| Rent arrears                             | 2,506             | 3,641             | 4,417             | 4,215             | 4,152             |
| Antisocial behaviour / criminal activity | 122               | 113               | 92                | 106               | 89                |
| Other reasons                            | 19                | 25                | 43                | 16                | 20                |

| Homelessness (LA only)  | 2020/21 Q4 | 2021/22 Q1 | 2021/22 Q2 | 2021/22 Q3 | 2021/22 Q4 |
|---|------------|------------|------------|------------|------------|
| Total number of homeless applications received in the quarter                             | 8,816      | 8,668      | 8,435      | 7,969      | 9,281      |
| Total number of households offered and accepted temporary accommodation in the quarter    | 8,984      | 8,591      | 8,224      | 7,755      | 8,151      |
| Total number of households offered and refused temporary accommodation in the quarter     | 1,599      | 1,575      | 1,513      | 1,456      | 1,665      |
| Total number of households not offered temporary accommodation when needed in the quarter | 33         | 85         | 101        | 124        | 131        |
| Total number of households in temporary accommodation on the last day of the quarter      | 13,331     | 13,152     | 13,233     | 13,079     | 13,375     |