

**To:** Chief Executives/ Directors of Registered Social Landlords / Chief Housing Officers/  
Directors of Housing of Local Authorities and all landlord representative bodies.

31 August 2021

Dear colleague,

**Scottish Social Housing Charter: Our Headline National Analysis and Landlord Reports**

We have published our reports on social landlords' performance against the standards and outcomes of the Scottish Social Housing Charter today, including our national analysis headline report.

This year's report covers the period April 2020 to March 2021 and is the first full reporting year in the context of the COVID-19 pandemic.

We recognise the unique and challenging context this created for social landlords, and so this year's national report has a different focus and look to those for previous years. The report is intended to help tenants, social landlords, the Scottish Government and others to understand the impact on landlords' performance of the public health response to COVID-19, and the scale of recovery that is required.

Our national report shows nine out of ten tenants remain satisfied with the quality of homes. It also shows that some areas of performance have improved or were maintained, and that there have been some dips in performance this year.

It is clear that the March 2020 national lockdown in response to the escalating COVID-19 pandemic had an immediate impact on social landlords' ability to deliver services as they normally would. Landlords had to operate within changing levels of restrictions throughout 2020/21. This had an impact on the performance of landlords, and so on the data they have reported to us.

While it is not possible to be definite that any and every dip in performance is, in whole or in part, a direct consequence of the pandemic, it is unquestionably the most significant contextual factor in assessing performance in the last year.

Alongside our national analysis, we have published a suite of accessible performance information. This includes our landlord reports and modernised comparison tool, our live data tables, and all of the information social landlords provided under the Charter.

Our landlord reports let tenants see how their landlord did when it comes to things they told us matter most, such as homes and rents, value for money, neighbourhood management and repairs and maintenance.

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Our comparison tool lets tenants compare their landlord's performance against other landlords.

Our data tables make information available for landlords to benchmark their performance. The data tables can be filtered to show how local authorities or registered social landlords performed against each of the individual Charter standards and outcomes and how that compares with previous years.

We expect landlords to make our landlord reports available to their tenants in the most appropriate way, to report on their performance to tenants and service users by the end of October 2021 and to involve their tenants in the assessment and scrutiny of this performance.

Our headline analysis, landlord reports and comparison tool, and extended suite of performance information are all available on our website [www.housingregulator.gov.scot](http://www.housingregulator.gov.scot). I hope you find them helpful.

Over the coming months, we will continue to work with social landlords, tenants, people who are homeless and other service users, the Scottish Government and the Social Housing Resilience Group and all of our stakeholders to tackle the challenges ahead.

Stay safe,



Ian Brennan  
Director of Regulation