

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

31 August 2022

Dear colleague,

**Scottish Social Housing Charter: Our Headline National Analysis and Landlord Reports 2021/22**

Today we have published our national report on social landlords' performance against the standards and outcomes of the Scottish Social Housing Charter for 2021/22.

2021/22 was another unprecedented year for social landlords, and their tenants and other service users. Although the gradual easing of COVID-19 restrictions meant that landlords could begin to build back the range of services they provide, other contextual factors such as problems with supply chains for labour and materials and the cost of living increases have meant that recovering out of the pandemic has not been easy. It was important that we recognised the impact that these challenges have had on landlords in our national report.

The report shows that rent arrears are at the highest level since reporting against the Charter began and landlords' compliance with the Scottish Housing Quality Standard has reduced. It also shows that tenant satisfaction remains high, and landlords let substantially more homes than in the previous year. The report also includes the headlines from the Scottish Government's latest homelessness statistics, which showed an increase in the number of times households were not offered temporary accommodation.

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

The landlord reports are available on our landlord directory, and these let tenants and other service users see how their landlord performs on the areas that they told us matter most, such as homes and rents, value for money, neighbourhood management and repairs and maintenance. Tenants can use the comparison tool on our website to compare their landlord's performance against other landlords in their community and across Scotland.

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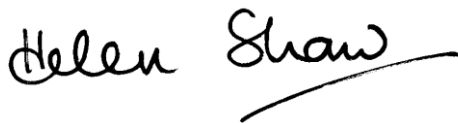
[www.housingregulator.gov.scot](http://www.housingregulator.gov.scot)

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 2022, and to involve their tenants in the assessment and scrutiny of this performance.

Landlord performance can also be benchmarked using our data tables. These can be filtered to show how local authorities and registered social landlords performed against each of the individual Charter standards and outcomes and how that compares with previous years.

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.

Yours sincerely



Helen Shaw  
Director of Regulation