

Ref No: IR2110

14 January 2022

Dear [REDACTED]

FREEDOM OF INFORMATION (SCOTLAND) ACT 2002 – RELEASE OF INFORMATION

Thank you for your request for information received **22 December 2021** where you asked for:

1. How many tenants do you have?
2. How many are in rent arrears?
3. How does this figure compare to December 2020 and December 2019?
4. What's the most a tenant is currently in arrears?
5. How many owe more than two months rent?
6. How many new homes did you build/take ownership of in 2020?
7. And how many do you plan to build/take ownership of in 2021?
8. How many empty properties, which have previously been let as homes, do you currently have?

Your information has been processed under the terms of the Freedom of Information (Scotland) Act 2002. The information requested is provided below.

1. At end of December 2021, we had 2491 tenants
2. 674 tenants were in rent arrears at end of December 2021
3. Dec 2020 – 659 tenants were in rent arrears
Dec 2019 – 1212 tenants were in rent arrears (this included technical debt relating to late payment of Housing Benefit which was received in January 2020 reducing the number of tenants in arrears to 651)
4. £11,844 however this is a very unusual and complex case. The next highest rent arrear at end of December 2021 was £5,907
5. 220 tenants owed more than 2 months' rent at end of December 2021.
6. 12 (01/04/20-31/03/21)
7. 216 (01/04/21-31/03/22)
8. At end of December 2021, we had 38 empty properties which have previously been let as homes with 5 of these within our supported developments. At the end of December 2021, 6 of the 38 empty properties were held for major repair, 21 were under repair to

bring to a lettable standard, and 11 were in the process of being allocated. Only one property had been empty for more than 6 months.

Please note that this response constitutes full release under the Freedom of Information (Scotland) Act 2002.

Your Right to Seek a Review

If you have made a request and are unhappy with the response from us (or have not had a response), you have the right to request a review from us. You can do this by writing to:

Date & Information Officer
Eildon Housing
Dunsdale Road
Selkirk
TD7 5EB

or email: InfoRequests@Eildon.org.uk

Please note:

- Your request must be in writing
- You have 40 working days upon receipt of this letter to ask for a review
- You will receive a full response to your review request within 20 working days of its receipt
- Please quote the reference number above in any future communications.

Appealing to the Commissioner

If you have already been through the two steps of making your request and requesting a review and are still not happy, you can appeal to the Scottish Information Commissioner (SIC). You must submit your complaint to the SIC within 6 months of receiving our review response.

You can request an appeal by accessing the **Online Appeal Service** on the SIC's website. This is the best way to make an appeal, it provides help in real time and collects exactly what the SIC needs so they can investigate your case quickly. The SIC's website is:

www.itspublicknowledge.info/appeal

If you don't wish to appeal online, you can contact the SIC. Your appeal must be in a format that can be kept for future use e.g. in writing, by email, or a recording on an audio or video tape.

Send your appeal by email

You should send your email to: enquiries@itspublicknowledge.info

Send your appeal by post

Office of the Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife

KY16 9DS

If you need help making an appeal you can contact the Commissioner's Office:

E-mail: enquiries@itspublicknowledge.info

Telephone: 01334 464610

You can find further information on making an appeal on the Commissioner's website:

www.itspublicknowledge.info

Further information about your rights and accessing information is available on our website here

[Access to Information - Eildon Group](#)

Yours sincerely,

Leigh-Anne Lawrie
Business Support Officer