



Residential Mortgage Arrears & Repossessions Statistics: Q1 2019

Summary¹

- The number of mortgage accounts for principal dwelling houses (PDHs) in arrears over 90 days continued to decline in Q1 2019, marking the twenty-second consecutive quarter of a fall in the number of accounts in this category.
- The decline in the number of accounts in arrears over 720 days seen up to early-2018 has slowed in recent quarters, and increased marginally in Q1 2019. Accounts in arrears over 720 days accounted for 45 per cent of all accounts in arrears at end-March, and at €2.4 billion, represented 88 per cent of arrears balances outstanding.
- The number of PDH mortgage accounts that were classified as restructured at end-March was 99,707. Of these restructured accounts, 86 per cent were deemed to be meeting the terms of their current restructure arrangement.
- Non-bank entities held 13 per cent of all PDH mortgage accounts outstanding at end-March; 9 per cent were held by regulated retail credit firms with the remaining 4 per cent held by unregulated loan owners. Unregulated loan owners² held 23 per cent of all PDH mortgages in arrears over 720 days (Table 1).

Table 1: Breakdown of PDH Mortgages and Arrears Profile held by Banks and Non-Bank Entities

| | Banks | Non-Bank Entities | |
|-------------------------------------------------|-------|---------------------|-------------------------|
| | | Retail Credit Firms | Unregulated Loan Owners |
| % of all PDH loans | 87% | 9% | 3.5% |
| % of all PDH mortgages in arrears | 63% | 23% | 14% |
| % of all PDH mortgages in arrears over 90 days | 57% | 26% | 17% |
| % of all PDH mortgages in arrears over 720 days | 52% | 25% | 23% |

¹ Full data tables are available in [Annex 3](#).

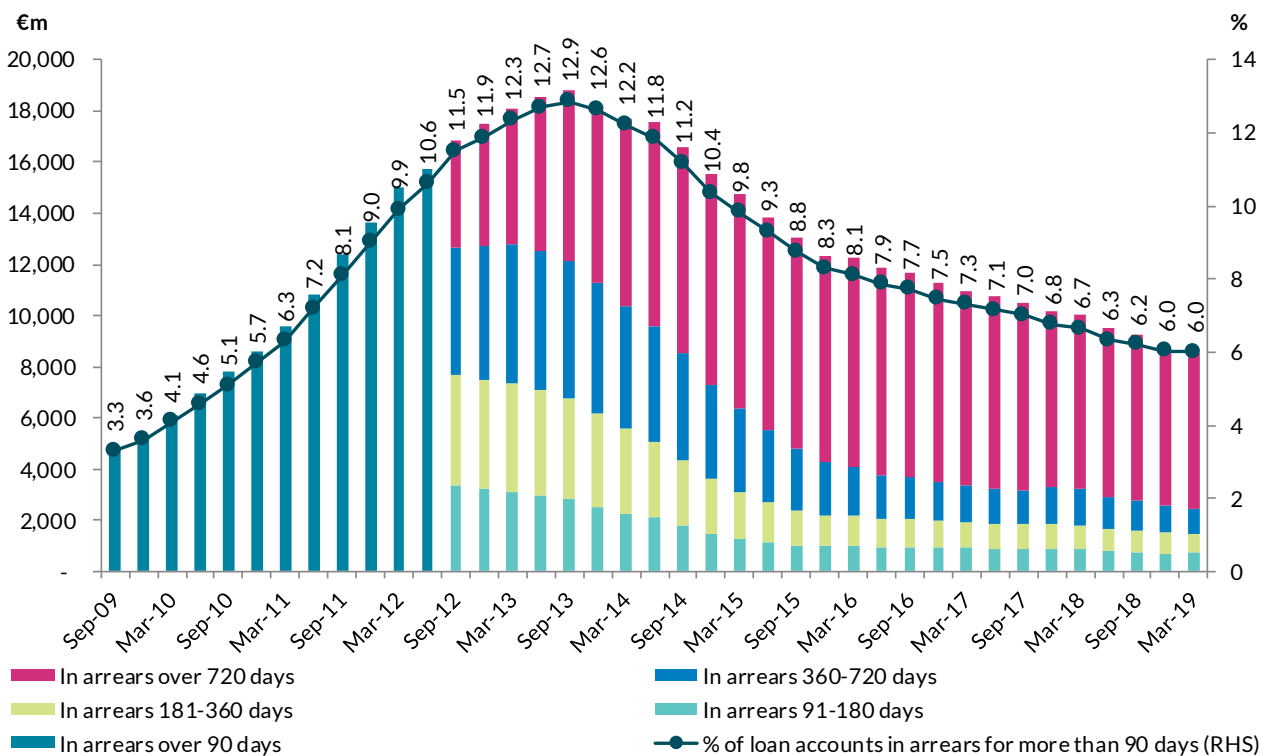
² The Consumer Protection (Regulation of Credit Servicing Firms) Act 2018 (the 2018 Act) amends Part V of the Central Bank Act 1997 (the 1997 Act) to expand the activity of credit servicing, as defined in the 1997 Act, to include holding the legal title to credit granted under a credit agreement and associated ownership activities. Institutions herein identified as “Unregulated loan owners” had until 21 April 2019 to submit an application to the Central Bank in order to continue to engage in such activities. For Q2 2019 publication, all persons / institutions availing of transitional authorisation arrangements under the 1997 Act, will be termed “Credit Servicing Firms”.

Residential Mortgages on Principal Dwelling Houses

Arrears

At end-March 2019, there were 726,089 private residential mortgage accounts for principal dwellings held in the Republic of Ireland, with a value of €97.9 billion. Of this total stock, 62,834 accounts were in arrears, representing a small decrease of 278 accounts or 0.4 per cent over the quarter. Some 43,643 accounts (6.0 per cent) were in arrears of more than 90 days.³

Figure 1: PDH Mortgage Accounts in Arrears over 90 Days



Note: The breakdown of arrears greater than 90 days is not available pre-September 2012.

The number of accounts in arrears over 90 days fell by 0.8 per cent over the quarter, marking the twenty-second consecutive decline in this category. The outstanding balance on all lenders' PDH mortgage accounts in arrears of more than 90 days was €8.6 billion at end-March, equivalent to 8.7 per cent of the total outstanding balance on all PDH mortgage accounts. The number of accounts in arrears over 720 days increased marginally in March, by 414 accounts. The decline in accounts in arrears over 720 days had slowed

³ The figures published here represent the total stock of mortgage accounts in arrears of more than 90 days, as reported to the Central Bank of Ireland by mortgage lenders and credit service providers. They include mortgages that have been restructured and are still in arrears of more than 90 days, as well as mortgages in arrears of more than 90 days that have not been restructured.

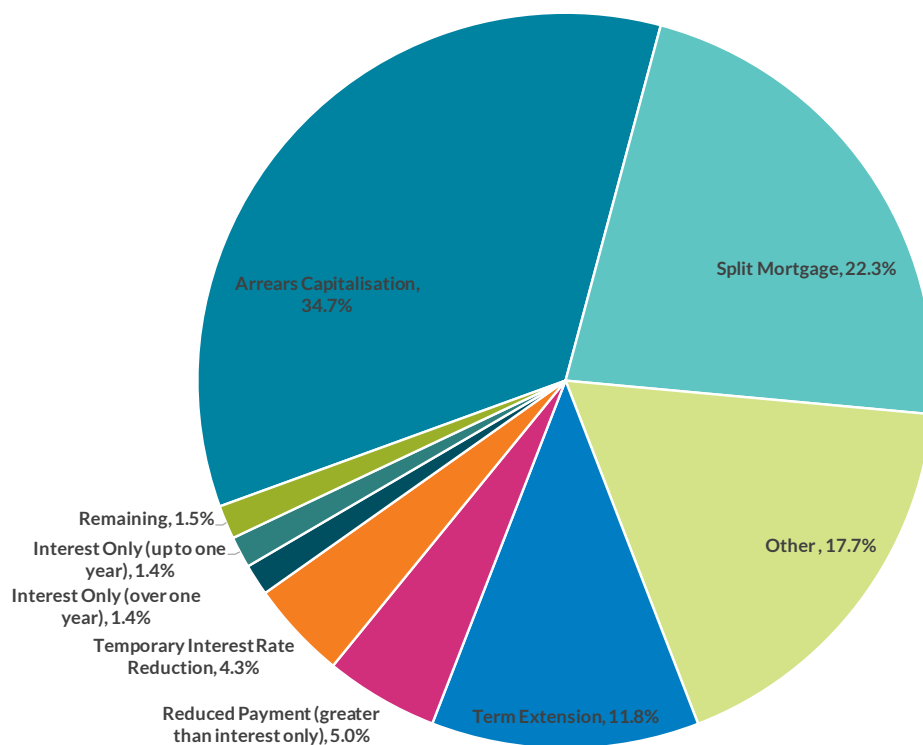
already in 2018 which is in contrast to shorter term arrears categories which continue to decline. Accounts in arrears over 720 days now account for 45 per cent of all accounts in arrears at end-March, up from 42 per cent at end-2017.

Restructuring Arrangements⁴

A total stock of 99,707 PDH mortgage accounts were categorised as restructured at end-March 2019. This reflects a reduction of 7,366 accounts compared to end-December 2018. Arrears capitalisation⁵ accounted for the largest share of restructured accounts at 35 per cent at end-March, while the share of accounts on short-term arrangements such as interest only and reduced payment remained low at 8 per cent.

There were 3,712 new restructure arrangements⁶ agreed during the first quarter of 2019. The data on arrears and restructures indicate that of the total stock of 62,834 PDH accounts that were in arrears at end-March, 20,507 (33 per cent) were classified as restructured.

Figure 2: Restructured PDH Mortgage Accounts by Restructure Type, end-March 2019



⁴ See [Annex 2](#) for further information on restructuring arrangements/forbearance techniques and meeting the terms of the arrangement.

⁵ Arrears capitalisation is an arrangement whereby some or all of the outstanding arrears are effectively added to the remaining principal balance, to be repaid over the life of the mortgage.

⁶ This includes first-time restructures and further modifications of existing restructures.

Some 79 per cent of restructured accounts were not in arrears at end-March 2019. Restructured accounts in arrears include accounts that were in arrears prior to restructuring where the arrears balance has not yet been eliminated, as well as accounts that are in arrears on the current restructuring arrangement. At end-March, 86 per cent of restructured PDH accounts were deemed to be meeting the terms of their arrangement. This means that the borrower is, at a minimum, meeting the agreed monthly repayments according to the current restructure arrangement.

Table 2 shows the percentage of restructured accounts that were deemed to be meeting the terms of their arrangement at end-March 2019, broken down by arrangement type.⁷ The figures show that of the total stock of accounts in the arrears capitalisation category, some 21 per cent of PDH accounts are not meeting terms of current restructure arrangement, i.e. the arrears balance has increased since the arrangement was put in place. As the figures in Table 2 only reflect compliance with the terms of the current restructure arrangement, a higher percentage of compliance among shorter-term restructures could be expected.

Table 2: Percentage of Restructures 'Meeting the Terms of the Arrangement' (end-March 2019)

| % | PDH | BTL |
|----------------------------------------------|-------------|-------------|
| Total | 85.8 | 85.8 |
| Interest Only - up to one year | 86.7 | 77.4 |
| Interest Only - over one year | 94.3 | 85.9 |
| Deferred Interest Scheme | 83.3 | n/a |
| Reduced Payment (less than interest only) | 67.3 | 76.9 |
| Reduced Payment (greater than interest only) | 79.6 | 83.7 |
| Temporary Interest Rate Reduction | 91.7 | 94.5 |
| Payment Moratorium | 97.7 | 98.3 |
| Arrears Capitalisation | 79.3 | 75.9 |
| Term Extension | 93.2 | 94.2 |
| Permanent Interest Rate Reduction | 83.1 | 62.5 |
| Split Mortgage | 92.9 | 91.8 |
| Other | 84.2 | 86.9 |

⁷ It should also be noted that some categories reflect only a small number of arrangements, particularly in the case of BTL accounts.

Legal Activity and Repossessions⁸

During Q1 2019, the Courts granted an order for repossession or sale of the property affecting 147 accounts. A total of 127 properties were taken into possession by lenders during the quarter, down from 163 properties in the previous quarter. Of the properties taken into possession during the quarter, the majority of properties, at 89, were voluntary surrendered or abandoned. The remainder, at 38, were repossessed on foot of a Court Order. During the quarter, 199 properties were disposed of by lenders. As a result, lenders were in possession of 1,441 PDH properties at end-March 2019. There were 278 mortgage accounts where legal proceedings concluded but arrears remained outstanding.

Residential Mortgages on Buy-to-Let Properties

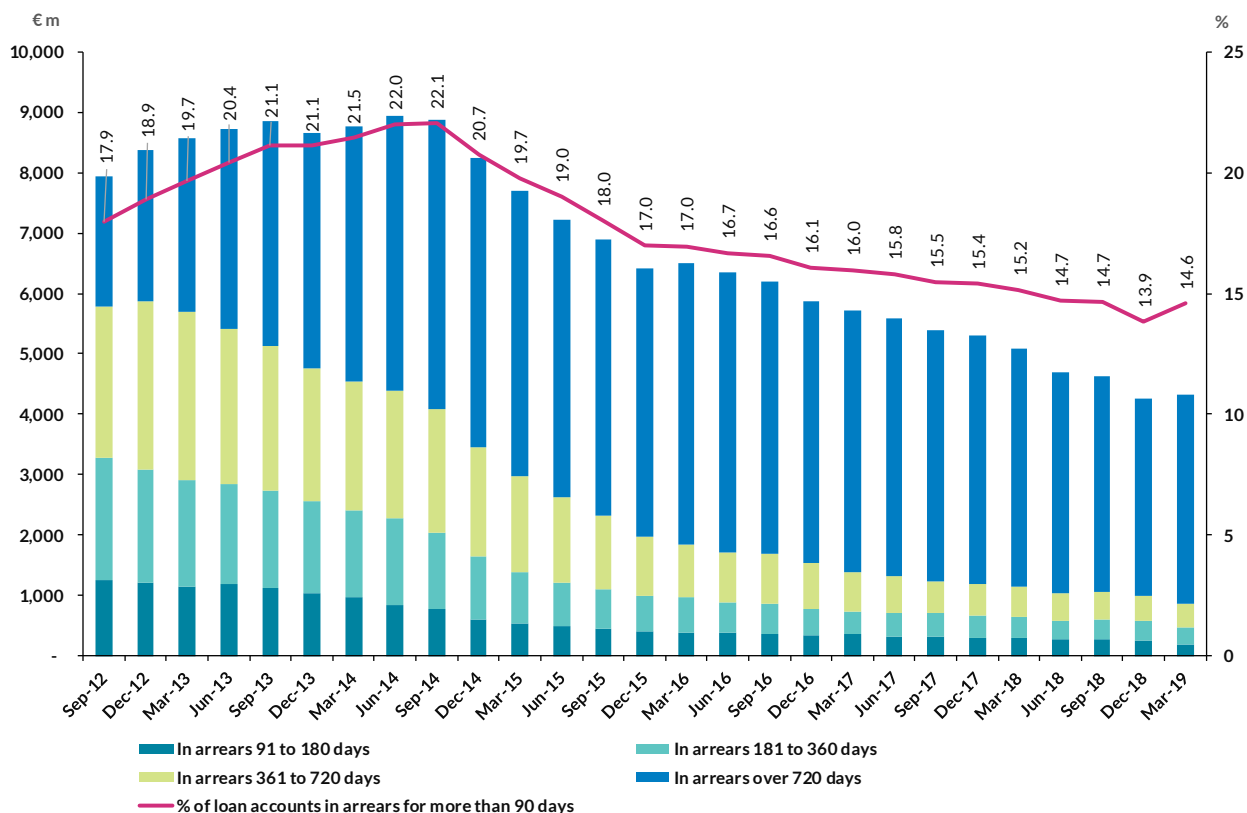
Arrears

At end-March 2019, there were 111,665 residential mortgage accounts for buy-to-let (BTL) properties held in the Republic of Ireland, to a value of €19.1 billion. Some 19,671 (18 per cent) of these accounts were in arrears, compared to 19,251 accounts at end-December 2018, reflecting an increase of 2.2 per cent over the quarter. The increase in BTL accounts in arrears over the quarter is impacted by loan classifications following loan sales (this is evidenced in the various arrears categories). Of the total BTL stock, 16,275 accounts or 15 per cent were in arrears of more than 90 days, reflecting an increase of 4 per cent over the quarter. The outstanding balance on all BTL mortgage accounts in arrears of more than 90 days was €4.3 billion at end-March, equivalent to 23 per cent of the total outstanding balance.

BTL accounts in arrears greater than 720 days increased by 8.7 per cent in the first quarter of 2019. Accounts in arrears of over 720 days numbered 12,234 or 62 per cent of all BTL accounts in arrears. The outstanding balance on these accounts was €3.5 billion at end-March, equivalent to 18 per cent of the total outstanding balance on all BTL mortgage accounts.

⁸ Legal proceedings record steps to repossess a property and include cases where a formal application has been made to a court to begin repossession proceedings, along with subsequent adjournments and judgement proceedings.

Figure 3: BTL Mortgage Accounts in Arrears over 90 Days



Restructuring Arrangements

A total stock of 16,845 BTL mortgage accounts were categorised as restructured at end-March 2019, reflecting a decrease of 1,034 accounts over the quarter. Of the total stock of restructured accounts recorded at end-March, 82 per cent were not in arrears, while 86 per cent were meeting the terms of their current restructure arrangement. A total of 605 new restructure arrangements were agreed during the first quarter of the year. On the BTL side, the largest cohort of restructured mortgages was in arrears capitalisation arrangements, which represented 20 per cent of all restructure arrangements. The data on arrears and restructures indicate that of the total stock of 19,671 BTL accounts that were in arrears at end-March, 3,101 (or 16 per cent) were classified as restructured.

Rent Receivers and Repossessions

During the first quarter of 2019, rent receivers were appointed to 373 BTL accounts, bringing the stock of accounts with rent receivers appointed to 5,398. There were 1,309 BTL properties in the banks' possession at the beginning of Q1 2019. A total of 33 properties were taken into possession by lenders during the quarter. Of the total BTL repossessions in the quarter, 13 were repossessed on foot of a Court Order, while the remaining 20 were voluntarily surrendered or abandoned. During Q1 2019, 231 properties were disposed of. As a result, lenders were in possession of 1,111 BTL properties at end-March 2019.

Residential Mortgages held by Non-Bank Entities⁹

Arrears

At end-March 2019, non-bank entities accounted for 13 per cent of the total stock of PDH mortgage accounts outstanding. For BTLs the proportion was higher at 23 per cent. Overall, non-bank entities accounted for 14 per cent of the total stock of residential mortgage accounts outstanding (PDH and BTL) at end-March 2019 (18 per cent in value terms).

In terms of PDH mortgages held by non-bank entities, 73 per cent were held by regulated retail credit firms at end-March 2019. For retail credit firms, 17 per cent of accounts were in arrears over 90 days, with 10 per cent in arrears of over 720 days (Table 5). The equivalent figures for unregulated loan owners was 29 per cent and 25 per cent, respectively. Restructuring activity continued to be lower among retail credit firms, with 15 per cent of the stock of mortgage accounts restructured at end-March, compared to 42 per cent for unregulated loan owners.

In terms of BTL mortgages held by non-bank entities, 67 per cent of BTL accounts were held by retail credit firms. For retail credit firms, 25 per cent of accounts were in arrears, with 15 per cent of accounts in arrears of over 720 days. The number of BTL accounts in arrears for unregulated loan owners was particularly high, with 79 per cent of accounts in arrears, and 60 per cent of all accounts were in arrears over 720 days at end-March 2019.

Non-bank entities held 20,760 restructured PDH mortgage accounts at end-March 2019. Of those accounts held by retail credit firms, 70 per cent were meeting the terms of the arrangement. For unregulated loan owners, this was higher at 85 per cent. Non-bank entities held 4,422 restructured BTL mortgage accounts, which accounted for 26 per cent of all restructured BTL mortgage accounts. For retail credit firms, 83 per cent of BTL mortgages were meeting the terms of the restructuring arrangement, whereas the figure for unregulated loan owners was 60 per cent.

Repossessions

Some 30 PDH properties were taken into possession by non-bank entities during the quarter, down slightly on the previous quarter. Of the properties taken into possession during the quarter, 24 were repossessed on foot of a Court Order, while the remaining 6 were voluntarily surrendered or abandoned. During the quarter, 33 PDH properties were disposed of. There were 566 PDH and BTL properties in non-bank entities' possession

⁹ Non-bank entities comprise regulated retail credit firms and unregulated loan owners. Unregulated loans owners include owners of mortgages not regulated by the Central Bank of Ireland, that have purchased mortgage loans secured on Irish residential properties. The Consumer Protection (Regulation of Credit Servicing Firms) Act, 2015 was enacted to ensure that relevant borrowers, whose loans are sold to third parties, maintain the same regulatory protections they had prior to the sale.

at the end of the first quarter of 2019, with 234 properties held by retail credit firms, and 332 held by unregulated loan owners.

Annex 1: Mortgage Arrears Data and Further Information

The mortgage arrears data, along with a set of explanatory notes, are available in the Mortgage Arrears section of the Statistics portal of the Central Bank of Ireland website: <http://www.centralbank.ie/polstats/stats/mortgagearrears/Pages/Data.aspx>.

The Central Bank of Ireland has produced a number of consumer guides to assist consumers who are in arrears or facing arrears, including

- Mortgage Arrears - A Consumer Guide to Dealing with your Lender;
- Mortgage Arrears - Frequently Asked Questions; and
- Guide to Completing a Standard Financial Statement.

The above guides, that include information on the protections that are available to consumers in financial difficulty, are available to download from the [consumer information section](#) of the Central Bank website.

Annex 2: Restructuring Arrangements

Forbearance techniques include: a switch to an interest only mortgage; a reduction in the payment amount; a temporary deferral of payment; extending the term of the mortgage; and capitalising arrears amounts and related interest. The figures also include advanced modification options such as split mortgages and trade-down mortgages, which have been introduced to provide more long-term solutions for customers in difficulty.

It is important to note that ‘meeting the terms of the arrangement’ is not a measure of sustainability, as not all restructure types represent longer-term sustainable solutions as defined within the Mortgage Arrears Resolution Targets. For instance, short-term interest only restructures are, in general, not part of longer-term sustainable solutions. The MART sustainability targets also include a significant number of accounts in arrears which are part of a legal process. These accounts are not classified as restructured within the Mortgage Arrears Statistics. Arrears associated with such accounts are recorded in full in the data.

Annex 3: Data Tables

| Table 3: PDH Mortgage Arrears Repossessions and Restructures | Q4 2018 | | | Q1 2019 | | |
|-----------------------------------------------------------------------------|---------|-----------------|-----------------|---------|-----------------|-----------------|
| | Number | Balance €000 | Arrears €000 | Number | Balance €000 | Arrears €000 |
| Mortgages | | | | | | |
| Total residential mortgage loan accounts outstanding | 728,168 | 98,133,040 | - | 726,089 | 97,863,769 | - |
| Arrears | | | | | | |
| Total residential mortgage arrears cases outstanding | 63,112 | 11,313,398 | 2,629,608 | 62,834 | 11,145,342 | 2,665,287 |
| <i>of which:</i> | | | | | | |
| in arrears up to 90 days | 19,129 | 2,656,889 | 101,875 | 19,191 | 2,594,493 | 50,959 |
| in arrears 91 to 180 days | 4,715 | 700,033 | 25,710 | 4,778 | 738,513 | 94,181 |
| in arrears 181 to 360 days | 5,163 | 819,537 | 56,955 | 4,820 | 737,917 | 47,344 |
| in arrears 361 to 720 days | 6,540 | 1,086,112 | 126,000 | 6,066 | 986,062 | 120,878 |
| in arrears over 720 days | 27,565 | 6,050,827 | 2,319,068 | 27,979 | 6,088,357 | 2,351,925 |
| Total arrears cases over 90 days outstanding | 43,983 | 8,656,509 | 2,527,733 | 43,643 | 8,550,849 | 2,614,328 |
| % of loan accounts in arrears for more than 90 days | 6.0% | 8.8% | | 6.0% | 8.7% | |
| Repossessions | | | | | | |
| Residential properties in possession - at the beginning of quarter | 1,638 | | | 1,497 | | |
| Residential properties repossessed on foot of an Order during quarter | 29 | | | 38 | | |
| Residential properties voluntarily surrendered/abandoned during the quarter | 134 | | | 89 | | |
| Residential properties disposed of during this quarter | 236 | | | 199 | | |
| Residential properties in possession – at end of quarter ¹ | 1,497 | | | 1,441 | | |
| Total residential mortgage accounts restructured | | | | | | |
| Restructures | 107,073 | 14,297,710 | 376,867 | 99,707 | 13,334,319 | 353,572 |
| Restructures not in arrears | 85,325 | 10,799,375 | | 79,200 | 10,071,782 | |
| Total restructures by type: | | | | | | |
| Interest Only - up to one year | 1,460 | 221,453 | 15,483 | 1,372 | 203,057 | 12,598 |
| Interest Only - over one year | 1,568 | 258,881 | 2,891 | 1,381 | 232,179 | 3,305 |
| Reduced Payment (greater than interest only) | 5,413 | 1,140,352 | 144,899 | 4,974 | 1,027,944 | 139,155 |
| Reduced Payment (less than interest only) | 396 | 82,215 | 6,151 | 419 | 81,871 | 6,867 |
| Term Extension | 12,221 | 1,314,087 | 48,921 | 11,727 | 1,249,687 | 48,041 |
| Arrears Capitalisation | 36,044 | 5,496,598 | 88,010 | 34,620 | 5,251,604 | 82,720 |
| Payment Moratorium | 1,007 | 152,318 | 3,051 | 865 | 130,421 | 2,813 |
| Deferred Interest Scheme | 7 | 2,249 | 494 | 6 | 1,211 | 236 |
| Permanent Interest Rate Reduction | 123 | 21,009 | 182 | 124 | 21,340 | 198 |
| Split Mortgage | 25,346 | 2,498,150 | 14,438 | 22,228 | 2,238,325 | 13,074 |
| Trade Down Mortgage | 64 | 9,265 | 1 | 64 | 9,155 | 1 |
| Temporary Interest Rate Reduction | 4,719 | 883,240 | 12,425 | 4,303 | 789,217 | 11,843 |
| Other | 18,705 | 2,217,893 | 39,921 | 17,624 | 2,098,308 | 32,721 |

| Table 4: BTL Mortgage Arrears Repossessions and Restructures | Q4 2018 | | | Q1 2019 | | |
|-----------------------------------------------------------------------------|---------|-----------------|-----------------|---------|-----------------|-----------------|
| | Number | Balance €000 | Arrears €000 | Number | Balance €000 | Arrears €000 |
| Mortgages | | | | | | |
| Total residential mortgage loan accounts outstanding | 112,818 | 19,452,695 | - | 111,665 | 19,117,735 | - |
| Arrears | | | | | | |
| Total residential mortgage arrears cases outstanding | 19,251 | 4,946,833 | 1,908,348 | 19,671 | 4,978,744 | 1,873,113 |
| <i>of which:</i> | | | | | | |
| in arrears up to 90 days | 3,623 | 689,211 | 30,160 | 3,396 | 659,755 | 26,157 |
| in arrears 91 to 180 days | 1,082 | 255,432 | 22,929 | 902 | 178,003 | 20,034 |
| in arrears 181 to 360 days | 1,469 | 323,713 | 59,869 | 1,329 | 301,622 | 51,424 |
| in arrears 361 to 720 days | 1,825 | 417,768 | 112,717 | 1,810 | 387,888 | 95,234 |
| in arrears over 720 days | 11,252 | 3,260,709 | 1,682,673 | 12,234 | 3,451,476 | 1,680,264 |
| Total arrears cases over 90 days outstanding | 15,628 | 4,257,622 | 1,878,188 | 16,275 | 4,318,989 | 1,846,956 |
| % of loan accounts in arrears for more than 90 days | 13.9% | 21.9% | | 14.6% | 22.6% | |
| Repossessions | | | | | | |
| Residential properties in possession - at the beginning of quarter | 1,602 | | | 1,309 | | |
| Residential properties repossessed on foot of an Order during quarter | 20 | | | 13 | | |
| Residential properties voluntarily surrendered/abandoned during the quarter | 63 | | | 20 | | |
| Residential properties disposed of during this quarter | 356 | | | 231 | | |
| Residential properties in possession – at end of quarter ¹ | 1,310 | | | 1,111 | | |
| Total residential mortgage accounts restructured | | | | | | |
| Restructures | 17,879 | 3,887,163 | 135,352 | 16,845 | 3,599,105 | 132,562 |
| Restructures not in arrears | 14,622 | 3,123,418 | - | 13,744 | 2,872,514 | - |
| Total restructures by type: | | | | | | |
| Interest Only - up to one year | 554 | 131,734 | 13,015 | 554 | 130,134 | 12,915 |
| Interest Only - over one year | 1,021 | 268,334 | 13,691 | 885 | 238,666 | 12,642 |
| Reduced Payment (greater than interest only) | 3,692 | 985,398 | 45,826 | 3,313 | 879,881 | 43,158 |
| Reduced Payment (less than interest only) | 49 | 11,872 | 952 | 26 | 5,621 | 415 |
| Term Extension | 3,333 | 548,952 | 16,159 | 3,290 | 532,202 | 15,651 |
| Arrears Capitalisation | 3,580 | 662,139 | 25,935 | 3,331 | 602,998 | 23,056 |
| Payment Moratorium | 132 | 19,872 | 938 | 121 | 17,182 | 861 |
| Deferred Interest Scheme | 0 | 0 | 0 | 0 | 0 | 0 |
| Permanent Interest Rate Reduction | 2 | 123 | 2 | 8 | 1,816 | 4 |
| Split Mortgage | 1,835 | 227,686 | 596 | 1,746 | 212,431 | 588 |
| Temporary Interest Rate Reduction | 91 | 18,177 | 81 | 91 | 16,709 | 39 |
| Other | 3,590 | 1,012,876 | 18,157 | 3,480 | 961,465 | 23,233 |

| Table 5: PDH Mortgage Arrears Repossessions and Restructures of Non-Bank Entities | Non-Bank Entities Q1 2019 | | | | | |
|-----------------------------------------------------------------------------------|---------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|
| | Retail Credit Firms | | | Unregulated loan owners | | |
| | Number | Balance €000 | Arrears €000 | Number | Balance €000 | Arrears €000 |
| Mortgages | | | | | | |
| Total residential mortgage loan accounts outstanding | 67,346 | 10,926,510 | | 25,331 | 4,009,794 | |
| Arrears | | | | | | |
| Total residential mortgage arrears cases outstanding | 14,285 | 2,702,719 | 689,402 | 8,788 | 2,108,793 | 775,094 |
| <i>% of total</i> | 21% | 25% | | 35% | 53% | |
| <i>of which:</i> | | | | | | |
| in arrears over 90 days | 11,250 | 2,243,246 | 664,100 | 7,448 | 1,924,338 | 772,836 |
| <i>% of total</i> | 17% | 21% | | 29% | 48% | |
| in arrears over 720 days | 6,888 | 1,552,671 | 552,290 | 6,409 | 1,755,447 | 758,931 |
| <i>% of total</i> | 10% | 14% | | 25% | 44% | |
| Repossessions | | | | | | |
| Residential properties in possession – at end of quarter | 194 | | | 171 | | |
| Total residential mortgage accounts restructured | | | | | | |
| Restructures | 10,143 | 1,530,977 | 37,833 | 10,617 | 1,417,298 | 132,676 |
| <i>% of total</i> | 15% | 14% | | 42% | 35% | |
| Meeting the terms of the arrangement | 7,060 | 1,063,676 | 3,742 | 9,037 | 1,088,581 | 19,169 |
| <i>% of total restrutures</i> | 70% | 69% | | 85% | 77% | |
| In arrears over 90 days, of which restructured | 1,913 | 293,598 | 36,228 | 1,348 | 320,145 | 131,665 |
| <i>% of total in arrears > 90 days</i> | 17% | 13% | | 18% | 17% | |

| Table 6: BTL Mortgage Arrears Repossessions and Restructures of Non-Bank Entities | Non-Bank Entities Q1 2019 | | | | | |
|-----------------------------------------------------------------------------------|---------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|
| | Retail Credit Firms | | | Unregulated loan owners | | |
| | Number | Balance €000 | Arrears €000 | Number | Balance €000 | Arrears €000 |
| Mortgages | | | | | | |
| Total residential mortgage loan accounts outstanding | 17,300 | 3,696,055 | | 8,407 | 2,215,610 | |
| Arrears | | | | | | |
| Total residential mortgage arrears cases outstanding | 4,307 | 1,222,808 | 495,450 | 6,604 | 1,843,725 | 814,150 |
| <i>% of total</i> | 25% | 33% | | 79% | 83% | |
| <i>of which:</i> | | | | | | |
| in arrears over 90 days | 3,449 | 1,039,626 | 486,330 | 6,125 | 1,748,707 | 807,726 |
| <i>% of total</i> | 20% | 28% | | 73% | 79% | |
| in arrears over 720 days | 2,680 | 876,647 | 456,780 | 5,049 | 1,510,195 | 767,504 |
| <i>% of total</i> | 15% | 24% | | 60% | 68% | |
| Repossessions | | | | | | |
| Residential properties in possession – at end of quarter | 40 | | | 161 | | |
| Total residential mortgage accounts restructured | | | | | | |
| Restructures | 3,436 | 762,653 | 9,379 | 986 | 250,170 | 54,008 |
| <i>% of total</i> | 20% | 21% | | 12% | 11% | |
| Meeting the terms of the arrangement | 2,844 | 618,941 | 1,444 | 592 | 138,430 | 8,512 |
| <i>% of total restrutures</i> | 83% | 81% | | 60% | 55% | |
| In arrears over 90 days, of which restructured | 249 | 58,201 | 7,502 | 484 | 132,430 | 53,902 |
| <i>% of total in arrears > 90 days</i> | 7% | 6% | 2% | 8% | 8% | 7% |