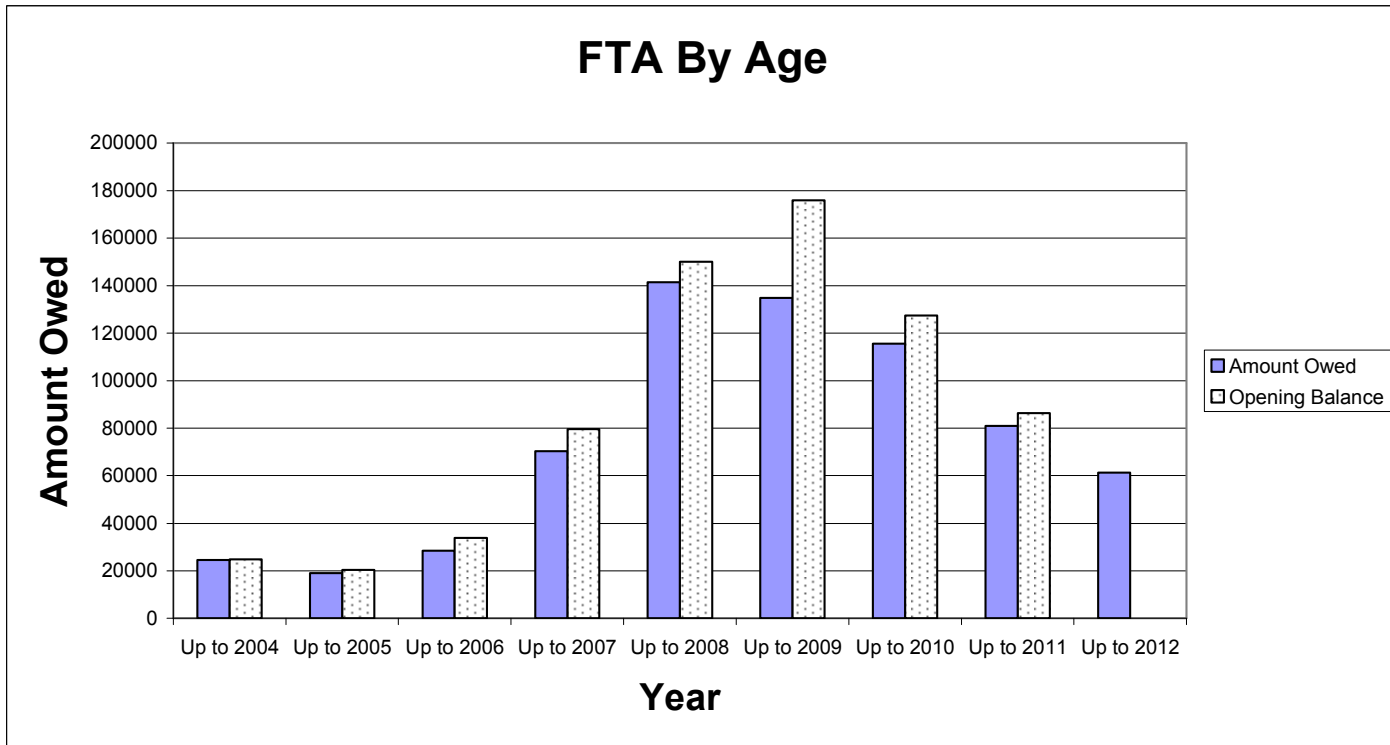


# 1. FTA Aged Debt Analysis

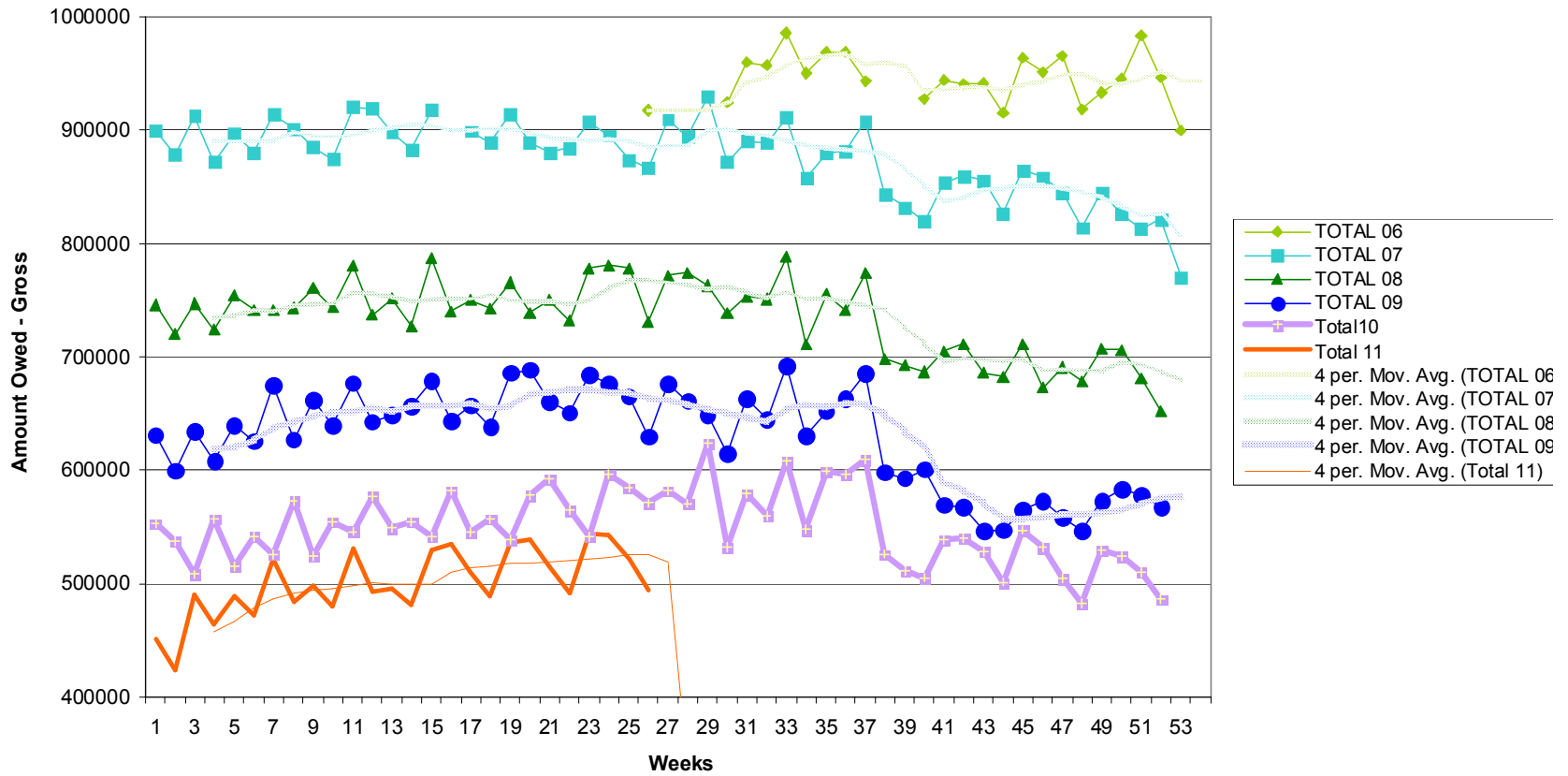
Year of debt	Up to 2004	Up to 2005	Up to 2006	Up to 2007	Up to 2008	Up to 2009	Up to 2010	Up to 2011	Up to 2012	TOTAL
Amount Owed	24540	18992.74	28465.98	70346.15	141467.85	134883.91	115609.38	£80,884.95	61274.46	676465.4
Number	45	28	42	80	113	136	111	177	150	882
Opening Balance	24780.75	20338.62	33742.05	79699.11	150145.2	175973.4	127348.7	86366		698393.8

Reduction (exc 2012) 83202.87



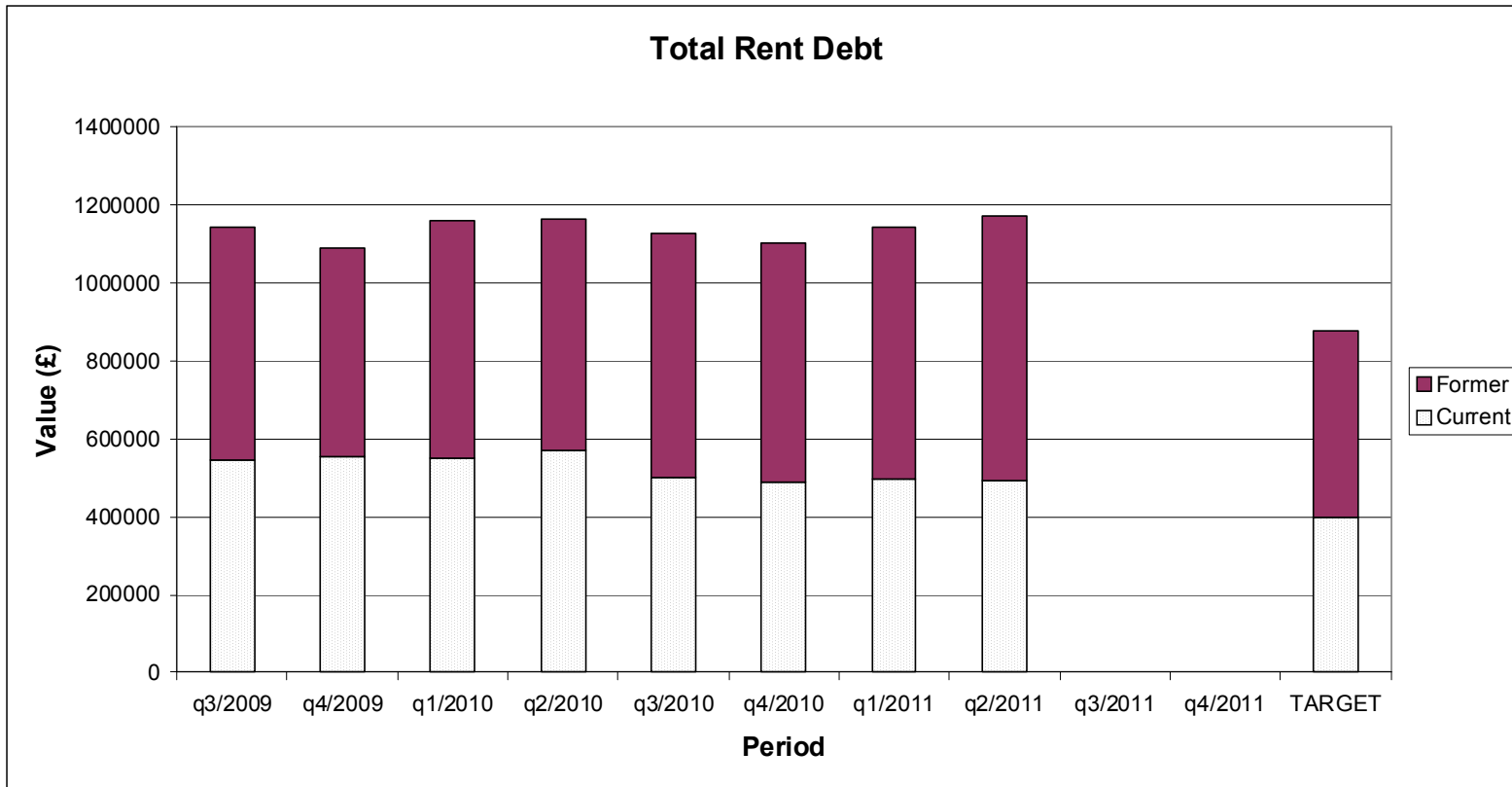
## 2. Current Rent Arrears (as of 3 October 2011)

**Total Owed Chart Current Rent Arrears Target - 2.5%**



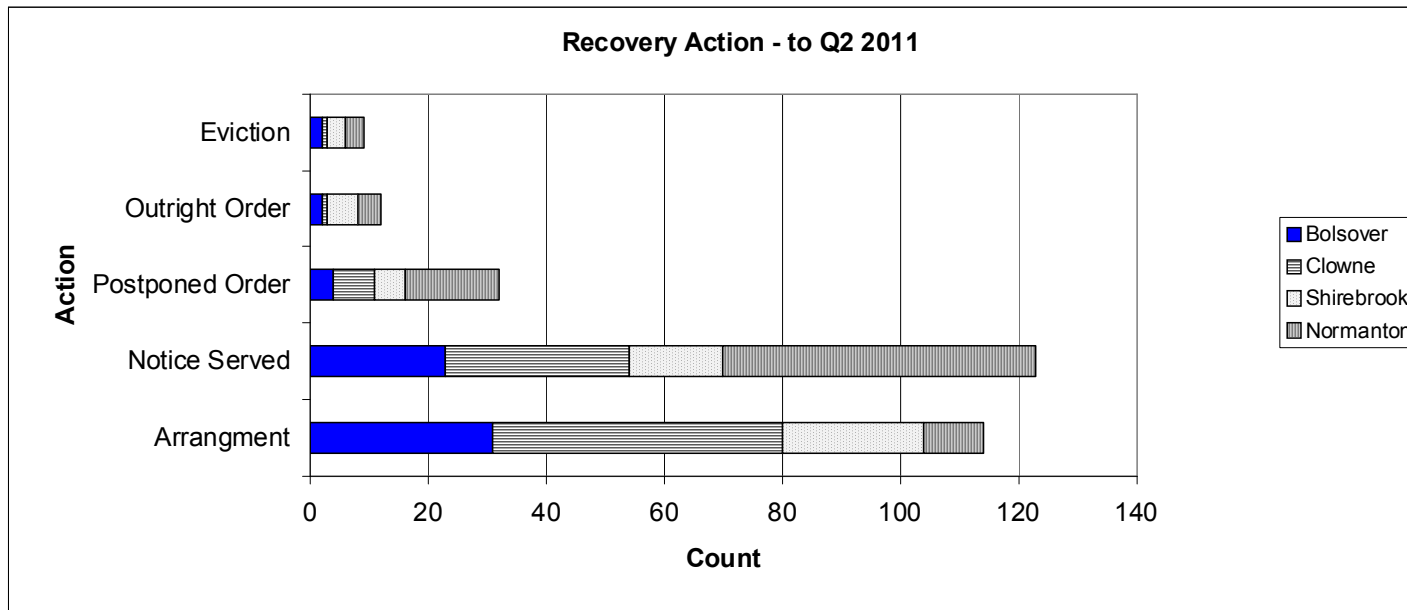
### 3. Total Rent Owed

	q3/2009	q4/2009	q1/2010	q2/2010	q3/2010	q4/2010	q1/2011	q2/2011	q3/2011	q4/2011	TARGET
Current	547072	553120	548858	571012	501376	486526	498259	494406			400000
Former	596973	535411	612028	592887	625685	617625	644640	676465.42			477578
TOTAL	1144045	1088531	1160886	1163899	1127061	1104151	1142899	1170871.4	0	0	877578



#### 4. Rent Arrears Actions - YTD Sept 2011

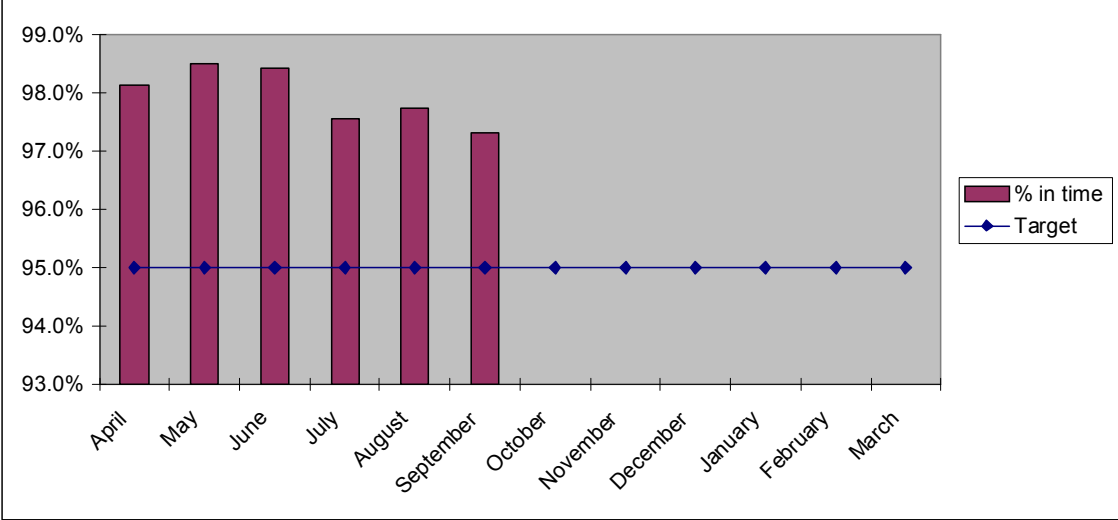
	Bolsover	Clowne	Shirebrook	Normanton	TOTAL
Arrangment	31	49	24	10	114
Notice Served	23	31	16	53	123
Postponed Order	4	7	5	16	32
Outright Order	2	1	5	4	12
Eviction	2	1	3	3	9
					0
TOTAL	62	89	53	86	290



5. All repairs by month - completed in time

	In time	Out of time	TOTAL	% in time
April	1154	22	1176	98.1%
May	1173	18	1191	98.5%
June	1433	23	1456	98.4%
July	1200	30	1230	97.6%
August	1206	28	1234	97.7%
September	1336	37	1373	97.3%
October				
November				
December				
January				
February				
March				

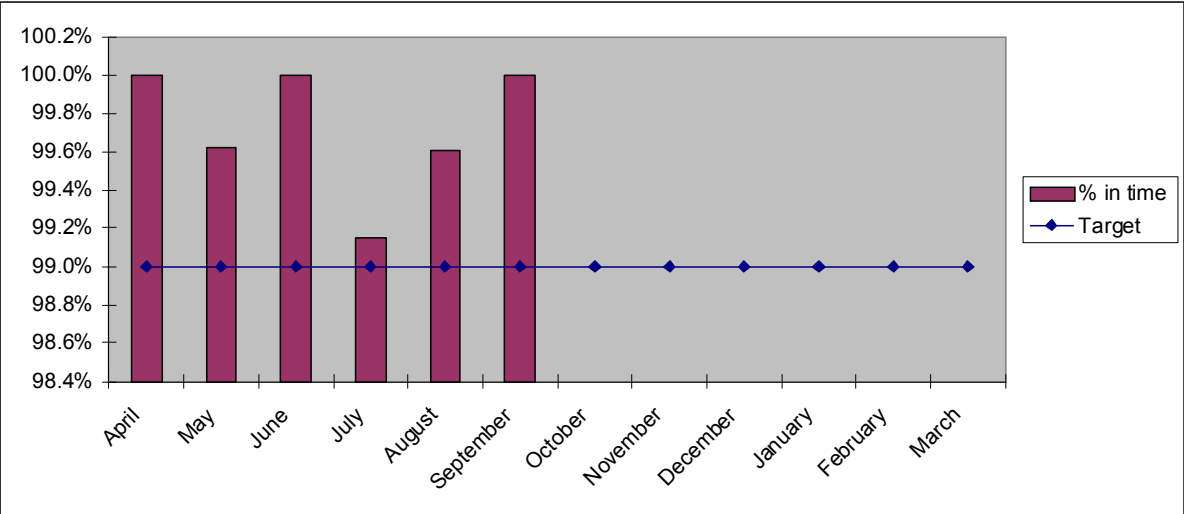
Target
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%



6. Emergency repairs only - completed in time

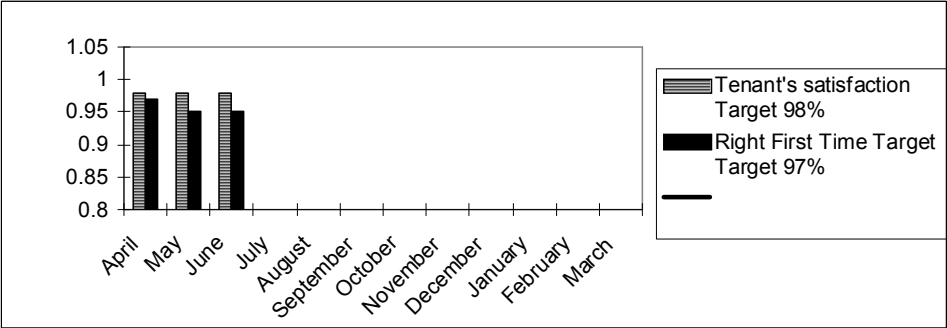
	In time	Out of time	TOTAL	% in time
April	259	0	259	100.0%
May	261	1	262	99.6%
June	308	0	308	100.0%
July	233	2	235	99.1%
August	253	1	254	99.6%
September	282	0	282	100.0%
October				
November				
December				
January				
February				
March				

Target
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%



### 7. Customer Feedback

	Tenant's satisfaction Target 98%	Right First Time Target 97%
April	98%	97%
May	98%	95%
June	98%	95%
July	96%	93%
August	97%	95%
September	97%	95%
October		
November		
December		
January		
February		
March		



8. Sub contractor budget

Month	6
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Item	Annual budget	Spend to date	% incurred	Should be	Monitoring
General	12500	3,678	29%	50.0%	-2572
Responsive	238334	162,415	68%	50.0%	43248
Out of hours	61750	19,093	31%	50.0%	-11782
Voids	190000	141,489	74%	50.0%	46489
Electrical	47500	26,333	55%	50.0%	2583
Asbestos Re	19,000	20,727	109%	50.0%	11227
Asbestos Su	52100	49,680	95%	50.0%	23630
Consultancy	51316	40,023	78%	50.0%	14365

