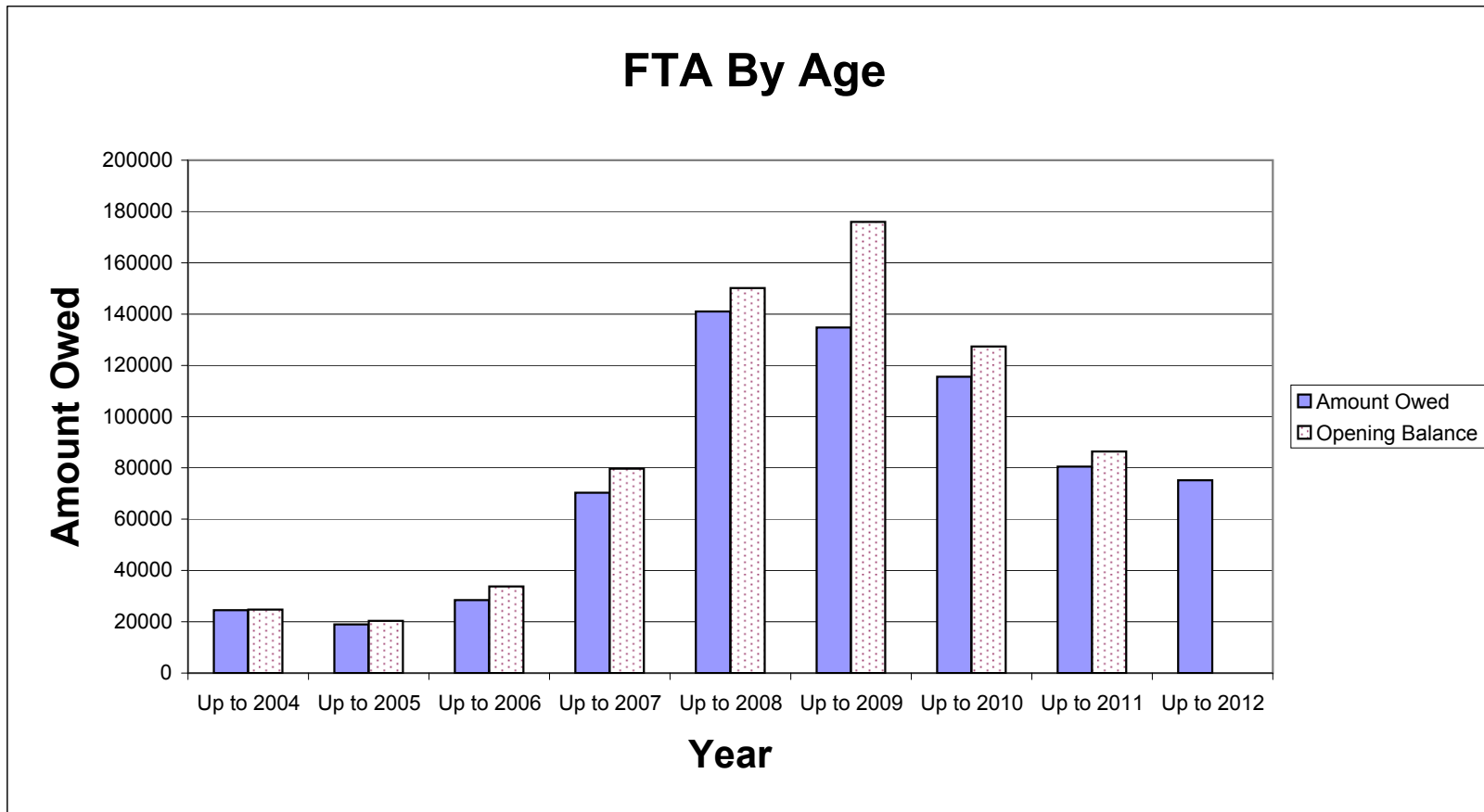


# 1. FTA Aged Debt Analysis

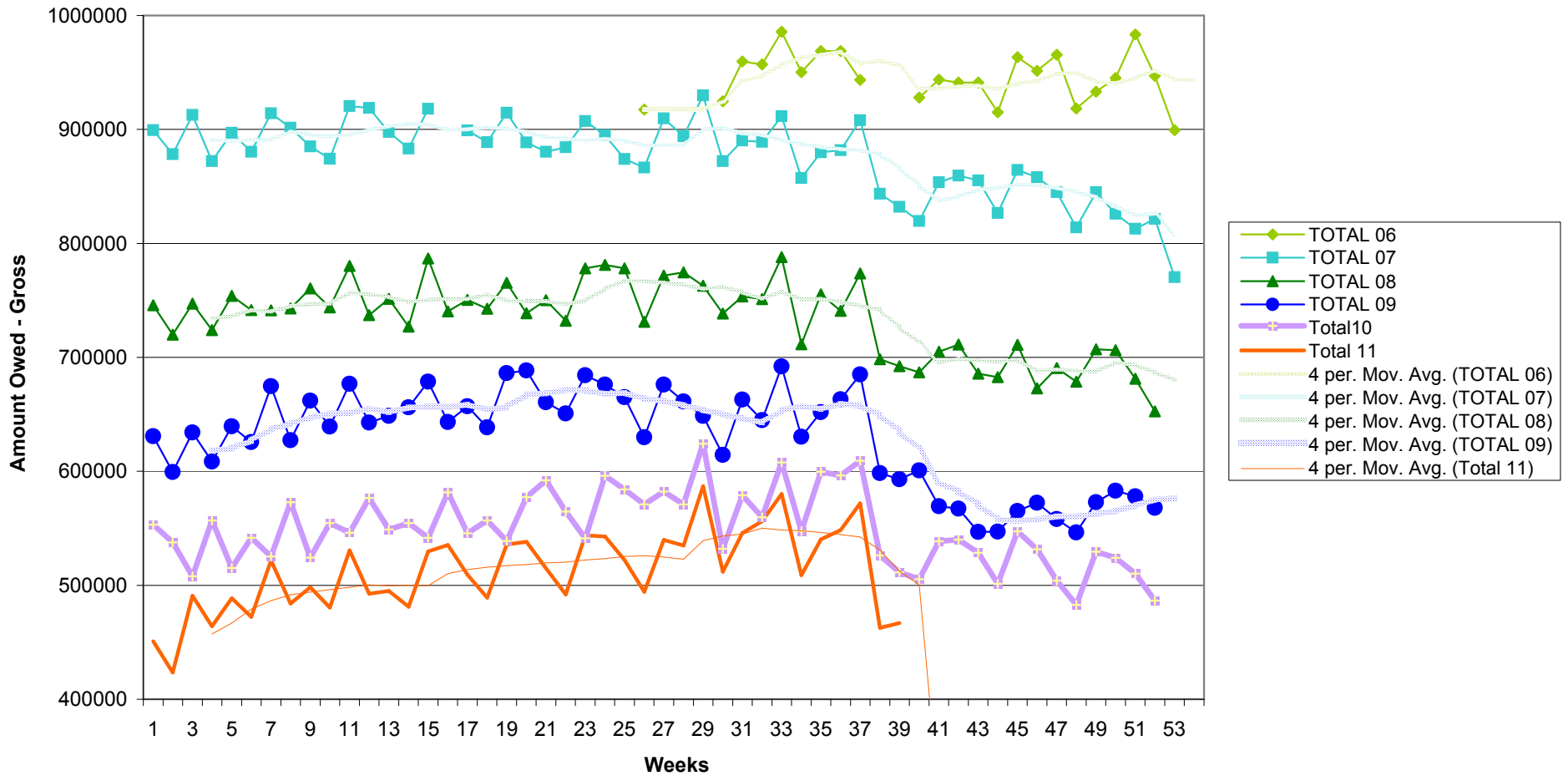
Year of debt	Up to 2004	Up to 2005	Up to 2006	Up to 2007	Up to 2008	Up to 2009	Up to 2010	Up to 2011	Up to 2012	TOTAL
Amount Owed	24540	18992.74	28465.98	70320	140963	134755	115596	£80,534.00	75149	689315.7
Number	45	28	40	80	112	136	110	177	199	927
Opening Balance	24780.75	20338.62	33742.05	79699.11	150145.2	175973.4	127348.7	86366		698393.8

Reduction (exc 2012) 84227.11



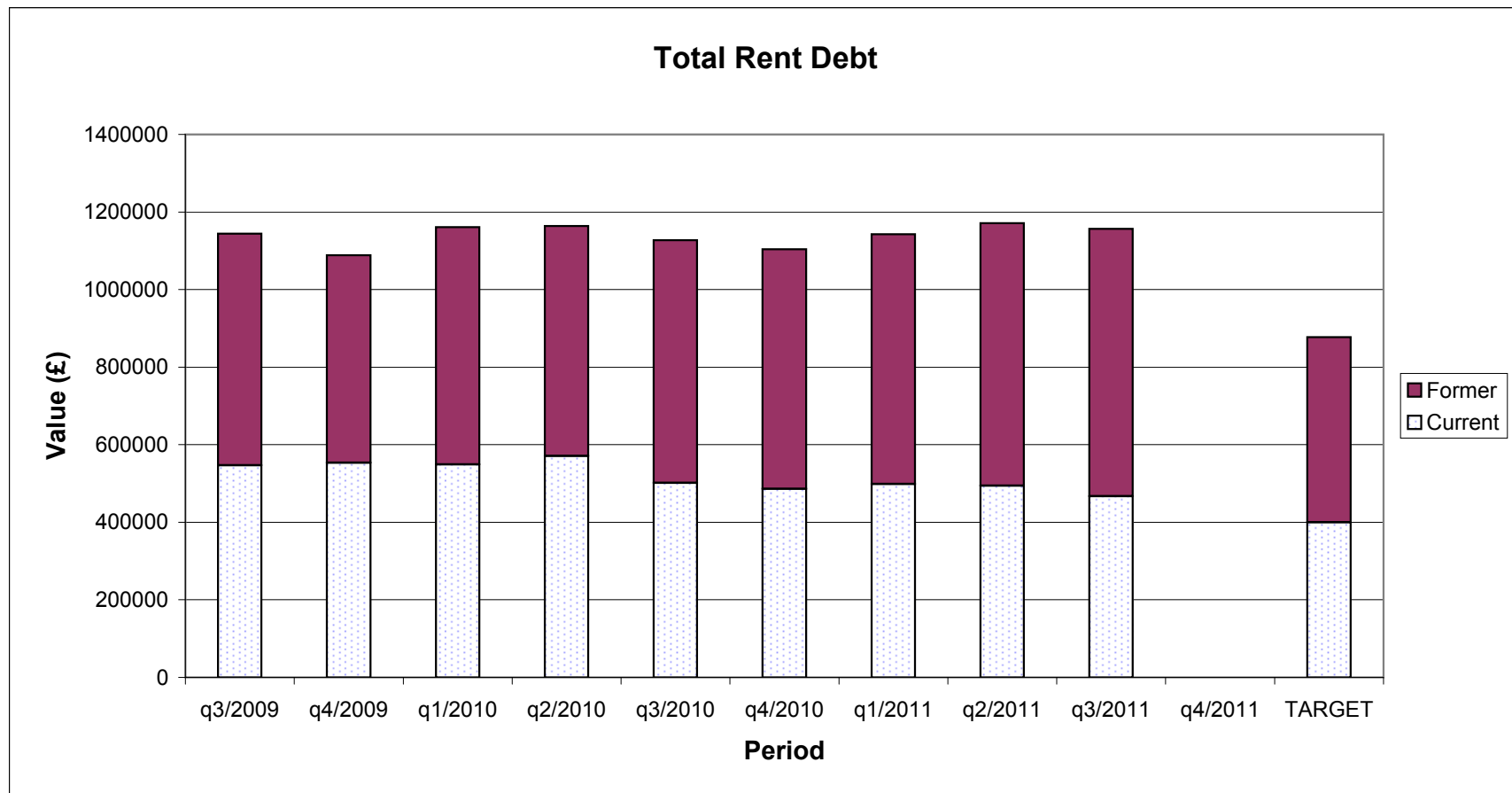
## 2. Current Rent Arrears (as of 3 January 2012)

Total Owed Chart Current Rent Arrears Target - 2.5%



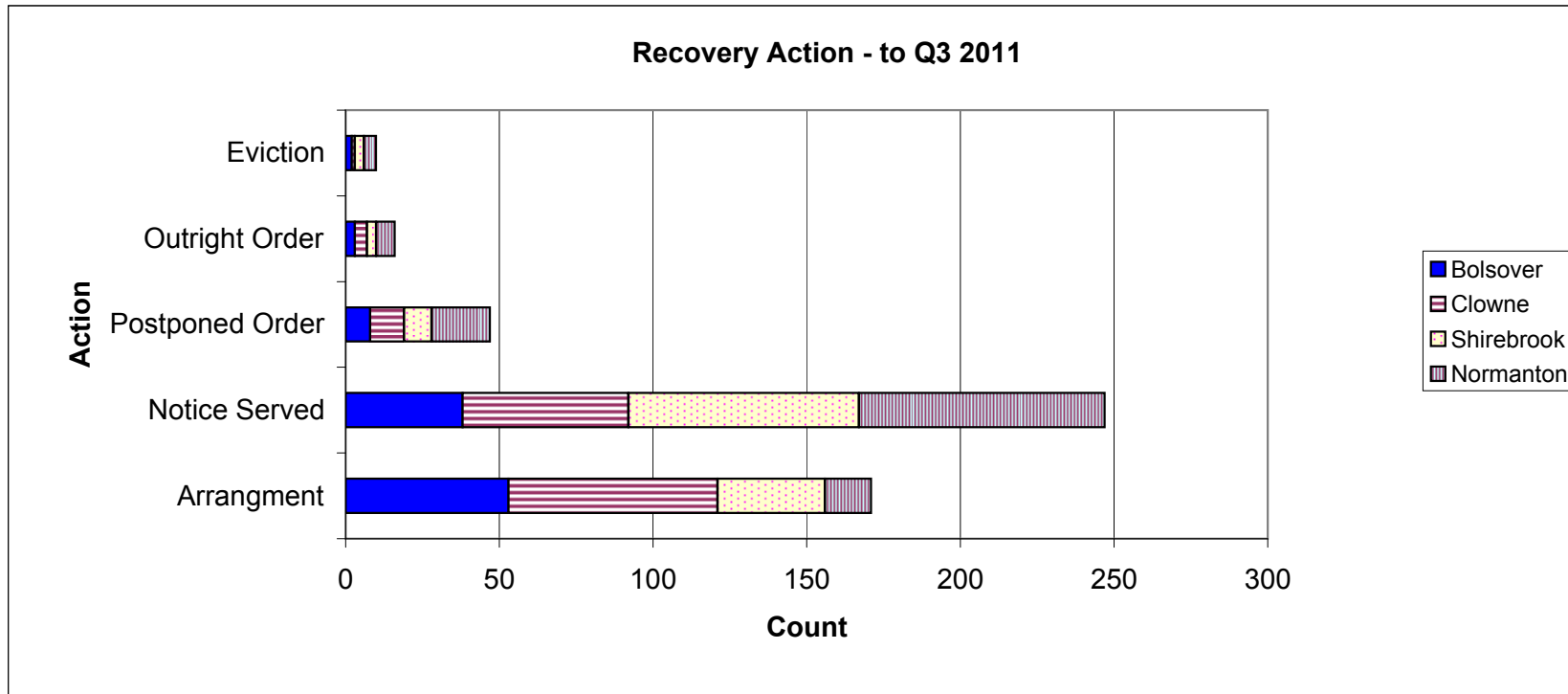
### 3. Total Rent Owed

	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	466881		400000
Former	596973	535411	612028	592887	625685	617625	644640	676465.42	689315.72		477578
TOTAL	1144045	1088531	1160886	1163899	1127061	1104151	1142899	1170871.4	1156196.7	0	877578



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

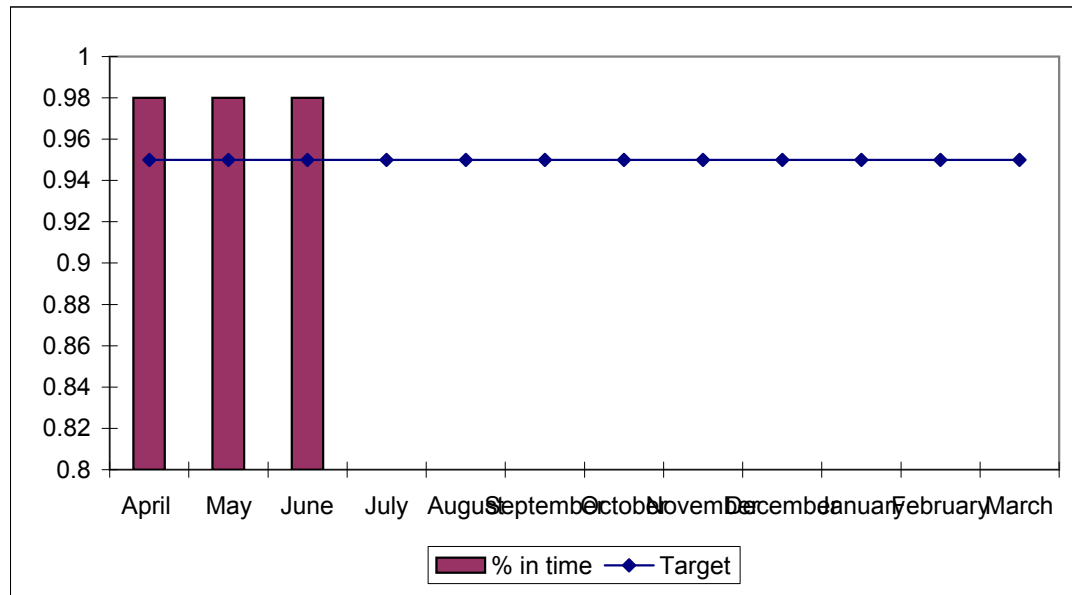
	Bolsover	Clowne	Shirebrook	Normanton	TOTAL
Arrangement	53	68	35	15	171
Notice Served	38	54	75	80	247
Postponed Order	8	11	9	19	47
Outright Order	3	4	3	6	16
Eviction	2	1	3	4	10
					0
<b>TOTAL</b>	<b>104</b>	<b>138</b>	<b>125</b>	<b>124</b>	<b>491</b>



## 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	1390	42	1432	97.1%
November	1403	43	1446	97.0%
December	1310	50	1360	96.3%
January				
February				
March				

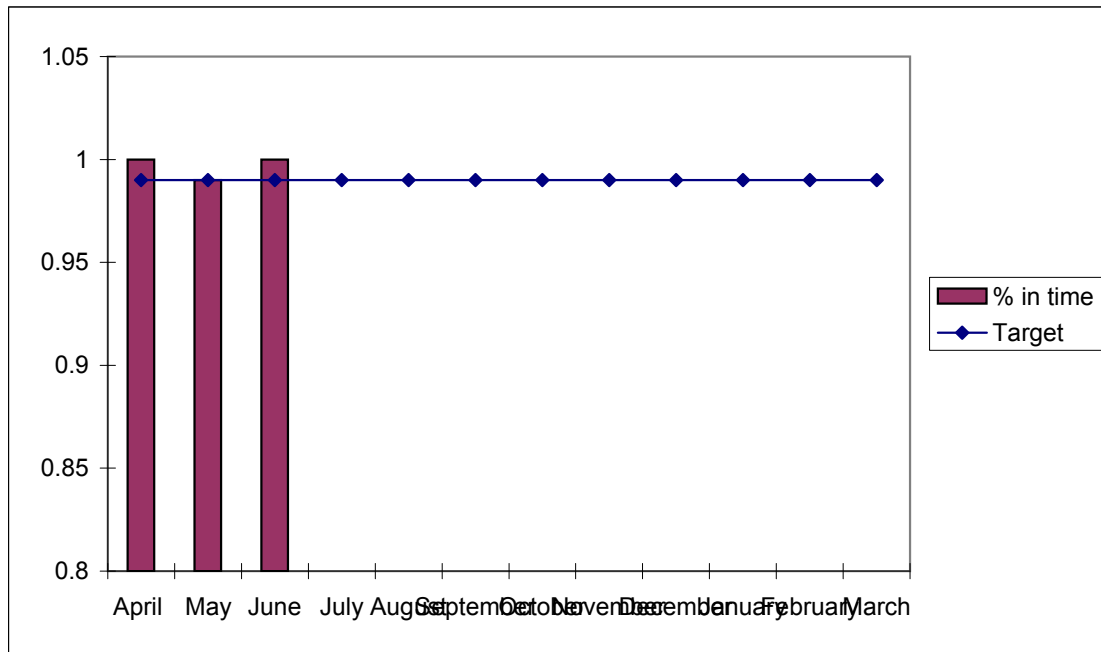
Target
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%



## 6. Emergency repairs only - completed in time

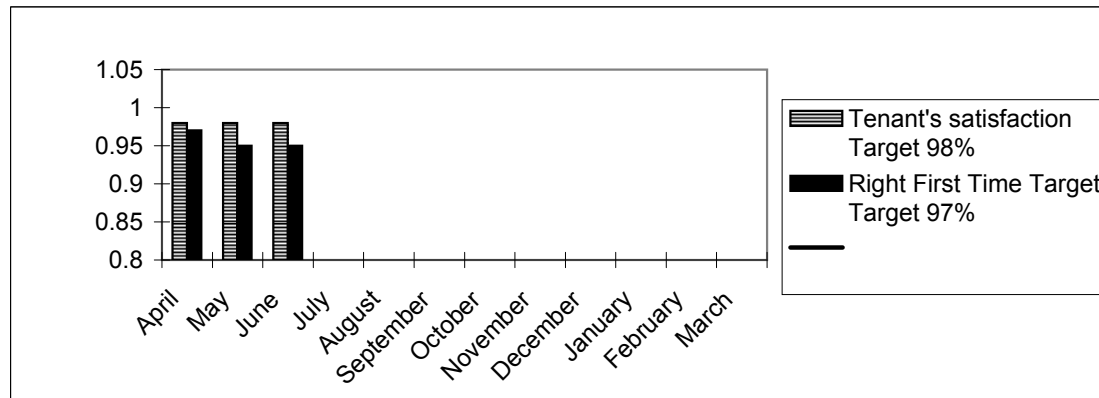
	In time	Out of time	TOTAL	% in time
April	259	0	259	100.0%
May	261	1	262	99.6%
June	308	0	308	100.0%
July	233	2	235	99.1%
August	253	1	254	99.6%
September	282	0	282	100.0%
October	306	0	306	100.0%
November	367	2	369	99.5%
December	335	6	341	98.2%
January				
February				
March				

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%
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	98%	97%
November	99%	95%
December	98%	94%
January		
February		
March		



## 8. Sub contractor budget

Month	9
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Item	Annual budget	Spend to date	% incurred	Should be	Monitoring
General	4,940	4,376	89%	75.0%	671
Responsive	335,000	295,412	88%	75.0%	44162
Out of hours	55,000	35,533	65%	75.0%	-5717
Voids	230,000	198,170	86%	75.0%	25670
Electrical	50,000	41,547	83%	75.0%	4047
Asbestos Re	32,000	25,238	79%	75.0%	1238
Asbestos Su	61,000	57,783	95%	75.0%	12033
Consultancy	56,570	44,573	79%	75.0%	2145.5

