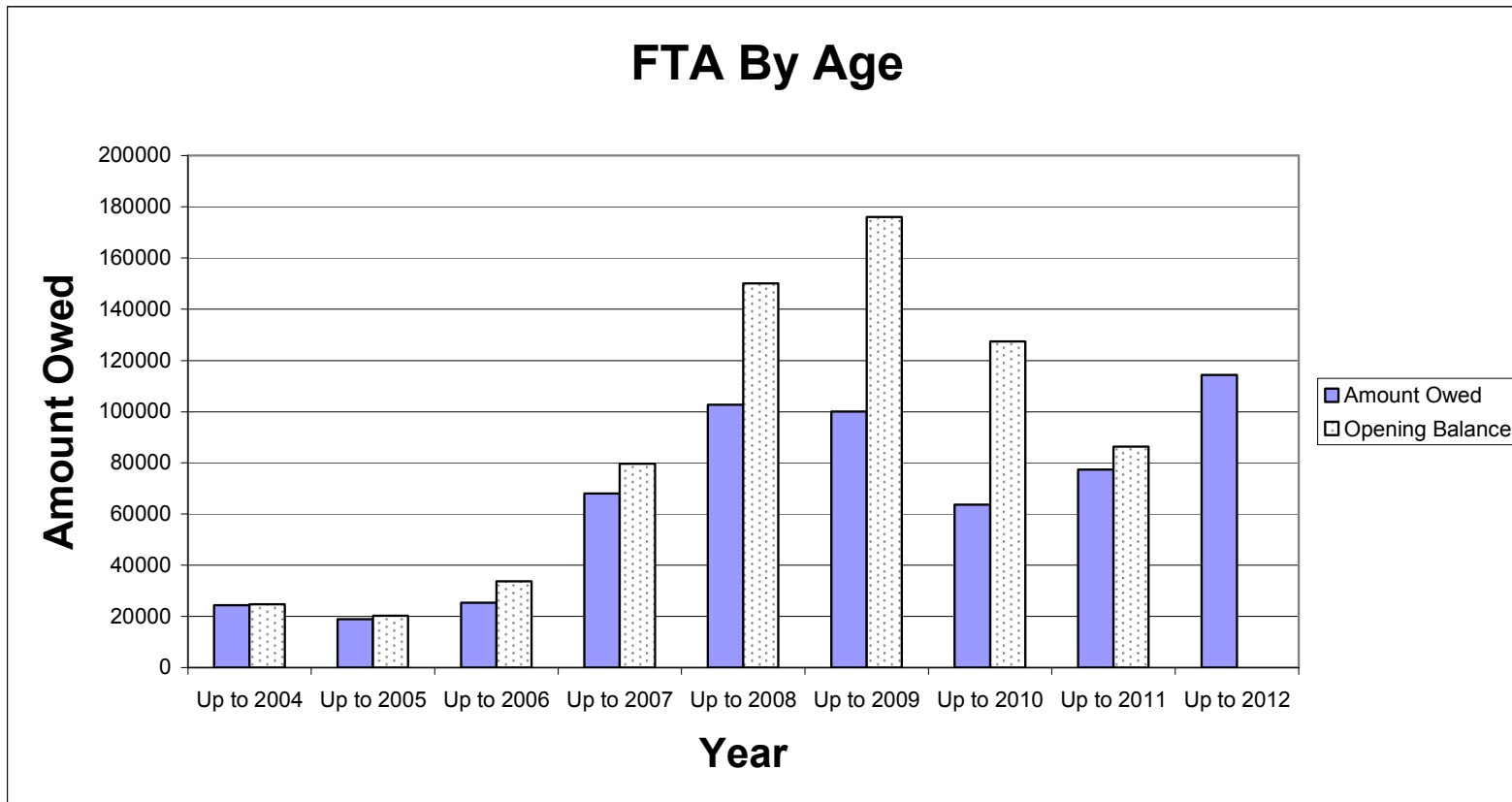


# 1. FTA Aged Debt Analysis

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	24387	18993	25425	68001	102752	100110	63678	77,435	114263	595044
Number	44	28	39	76	102	117	101	169	290	966
Opening Balance	24780.75	20338.62	33742.05	79699.11	150145.2	175973.4	127348.7	86366		698393.8

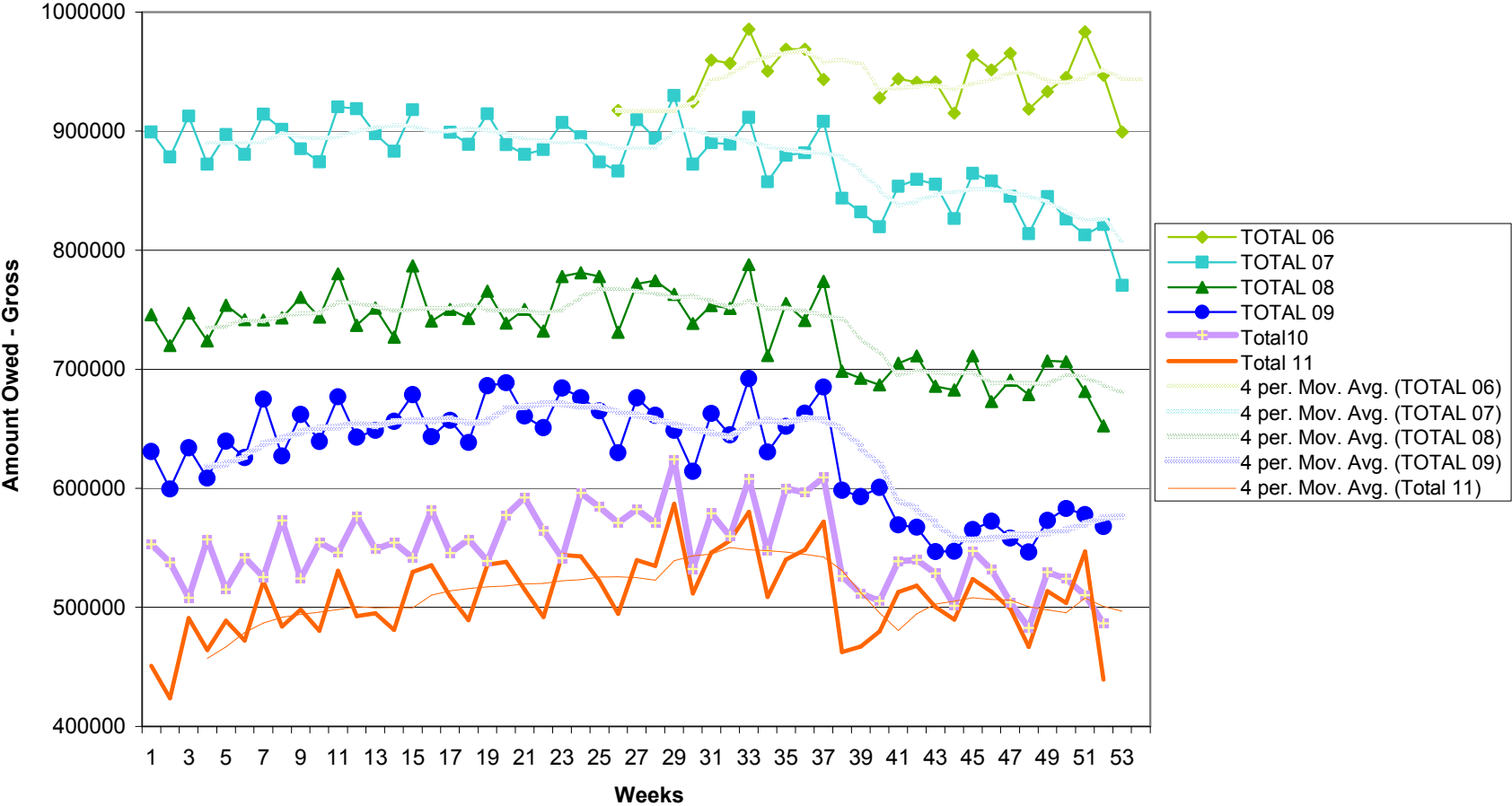
All figures to closest £

Reduction (exc 2012) 217612.83



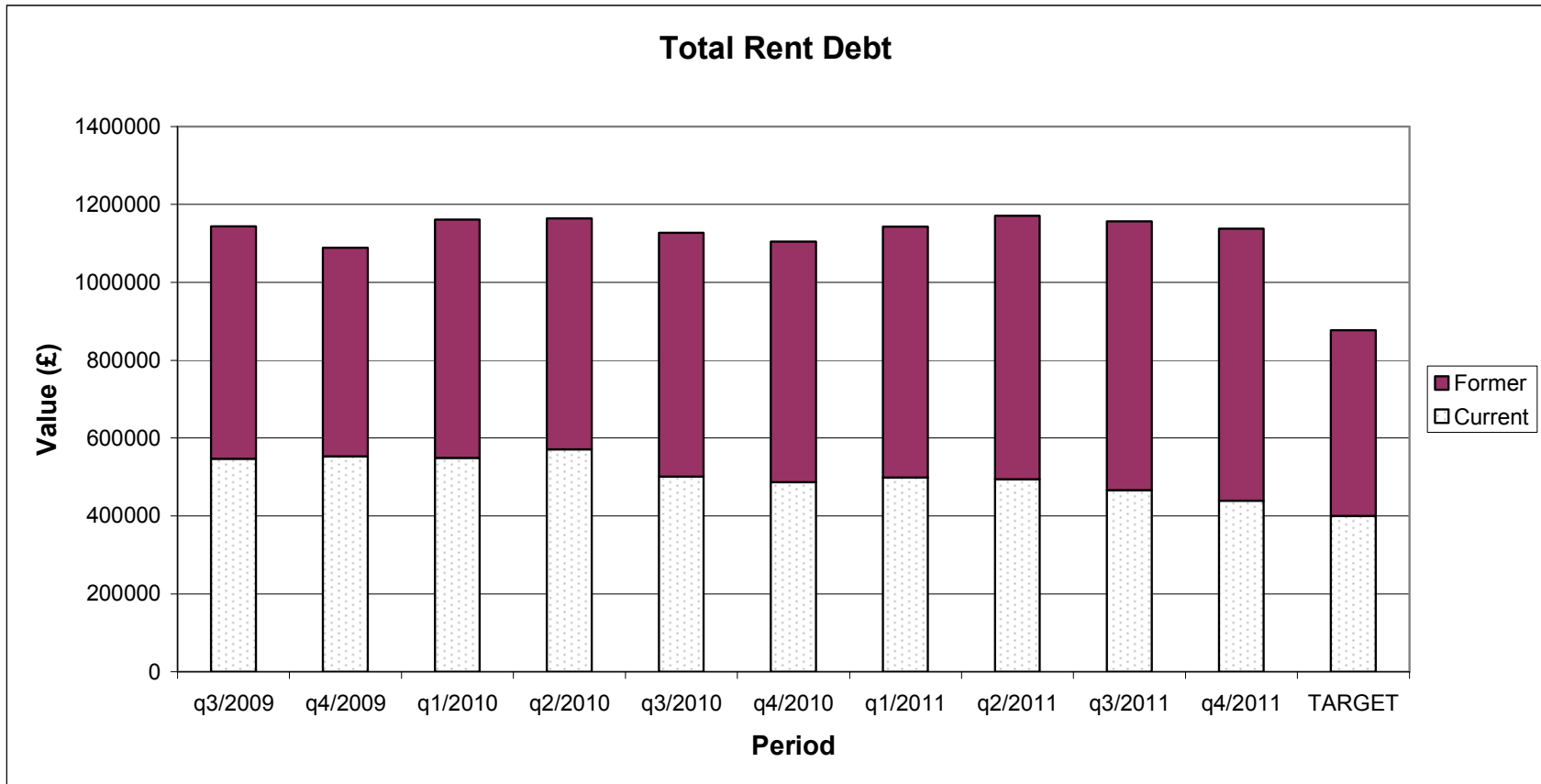
## 2. Current Rent Arrears (Year End)

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



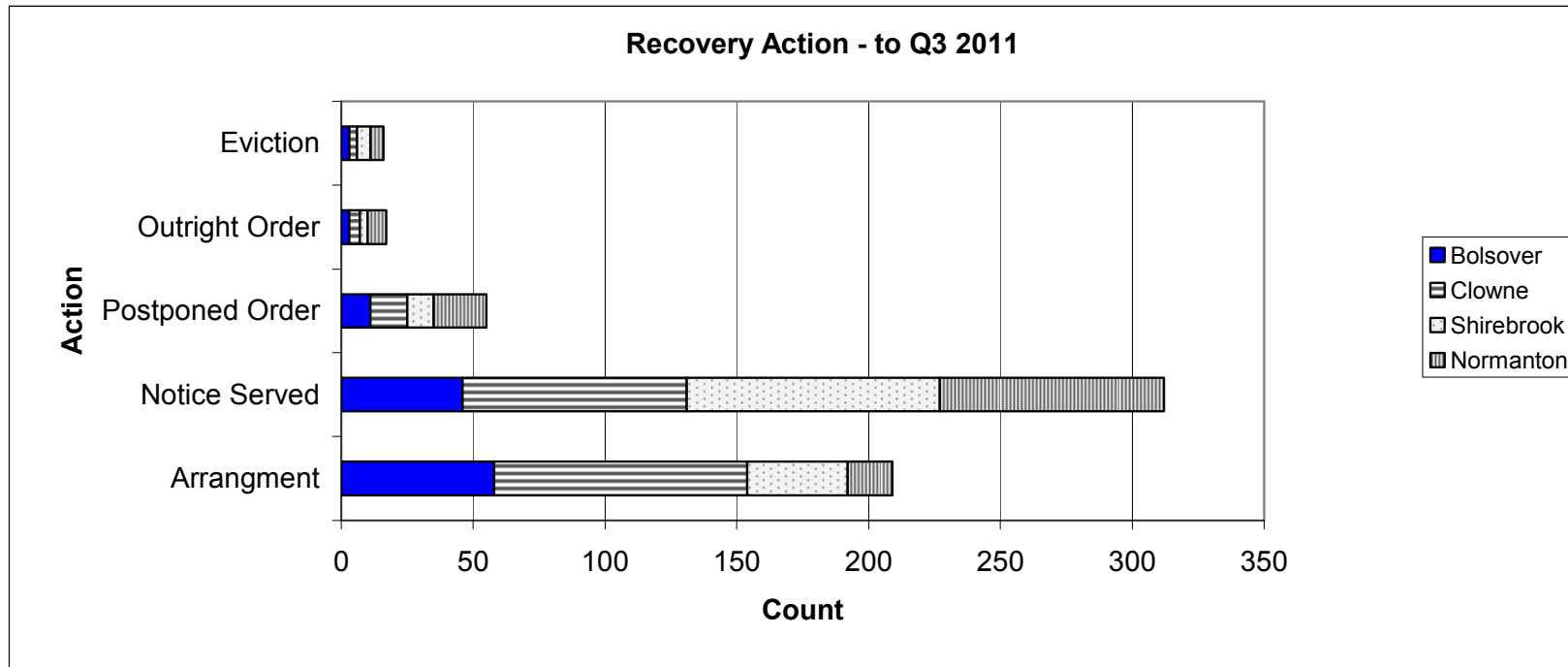
### 3. Total Rent Owed

	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	439320	400000
Former	596973	535411	612028	592887	625685	617625	644640	676465.42	689315.72	698393.8	477578
TOTAL	1144045	1088531	1160886	1163899	1127061	1104151	1142899	1170871.4	1156196.7	1137714	877578



#### 4. Rent Arrears Actions - YTD Apr 2012

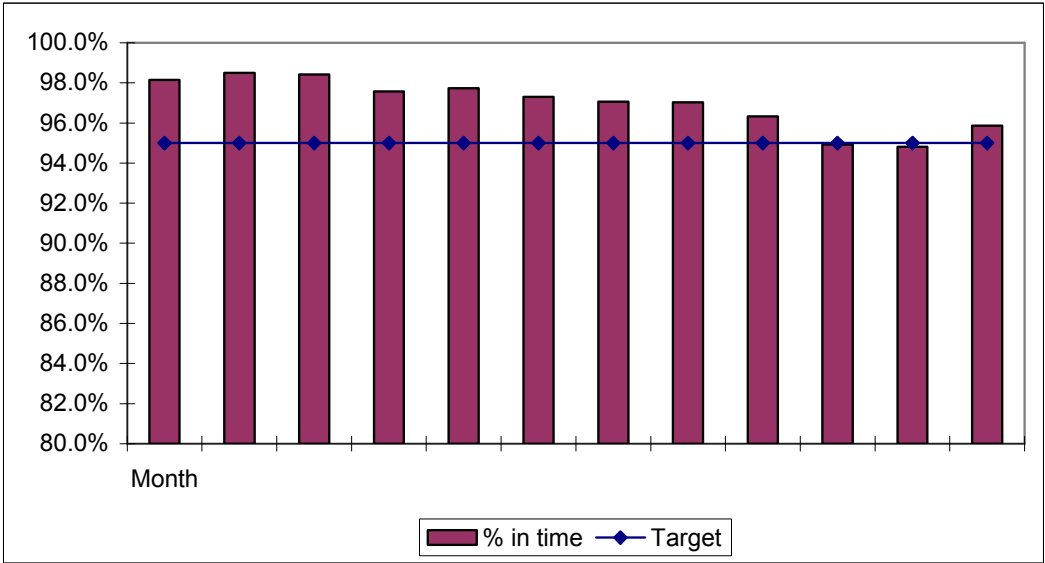
	Bolsover	Clowne	Shirebrook	Normanton	TOTAL
Arrangement	58	96	38	17	209
Notice Served	46	85	96	85	312
Postponed Order	11	14	10	20	55
Outright Order	3	4	3	7	17
Eviction	3	3	5	5	16
					0
<b>TOTAL</b>	<b>121</b>	<b>202</b>	<b>152</b>	<b>134</b>	<b>609</b>



### 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	1663	89	1752	94.9%
February	1543	83	1626	94.8%
March	1369	59	1428	95.9%

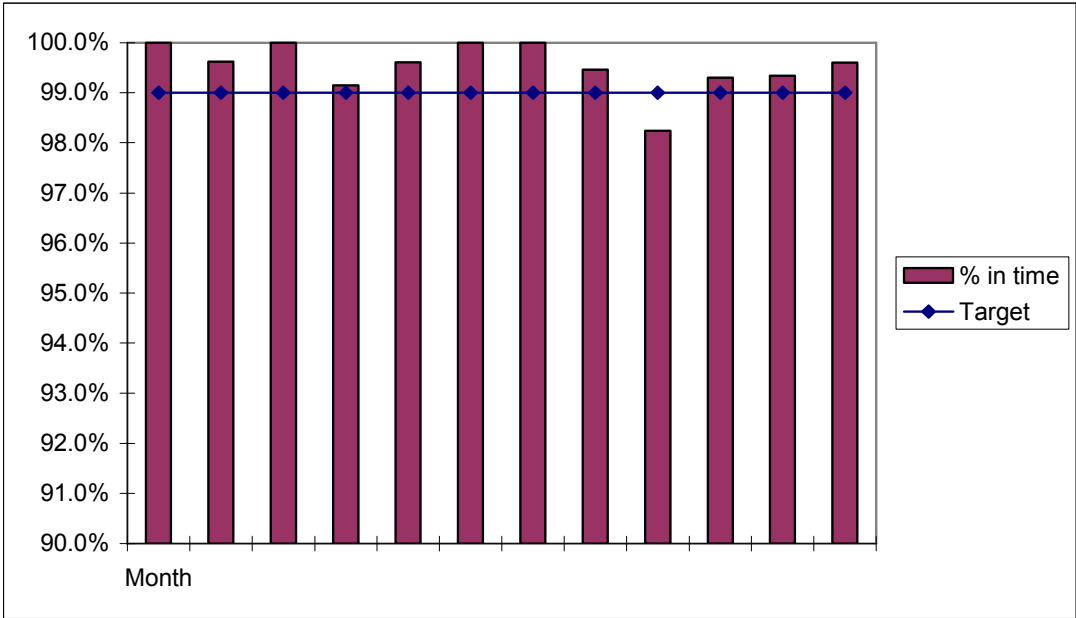
Target
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%



### 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	471	3	474	99.3%
February	456	3	459	99.3%
March	297	1	298	99.6%

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%



## 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	97%	95%
February	97%	94%
March	98%	98%

