

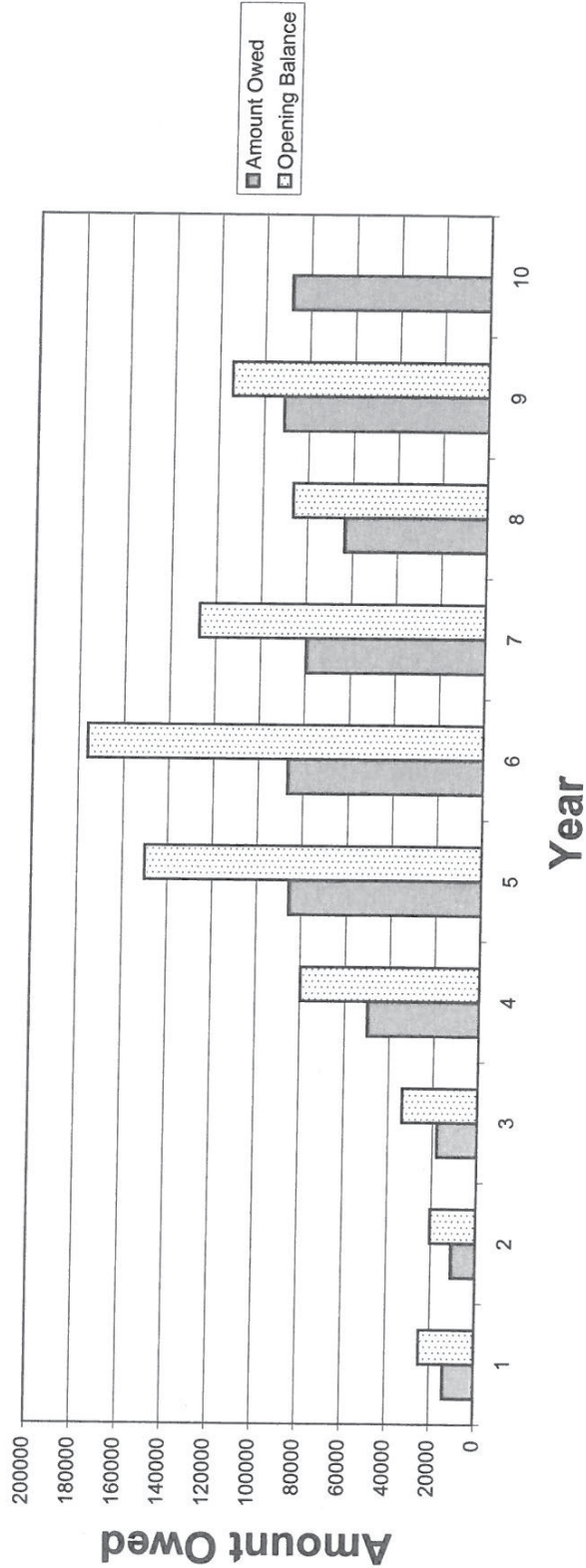
# 1. FTA Aged Debt Analysis

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	Up to 2013	TOTAL
Amount Owed	13855	10767	18011	49805	85357	86682	79577	63,538	91062	88118	586772
Number	44	28	39	76	102	117	101	169	290	84	1050
Opening Balance	24780.75	20338.62	33742.05	79699.11	150145.2	175973.4	127348.7	86366	114263		812656.8

All figures to closest £

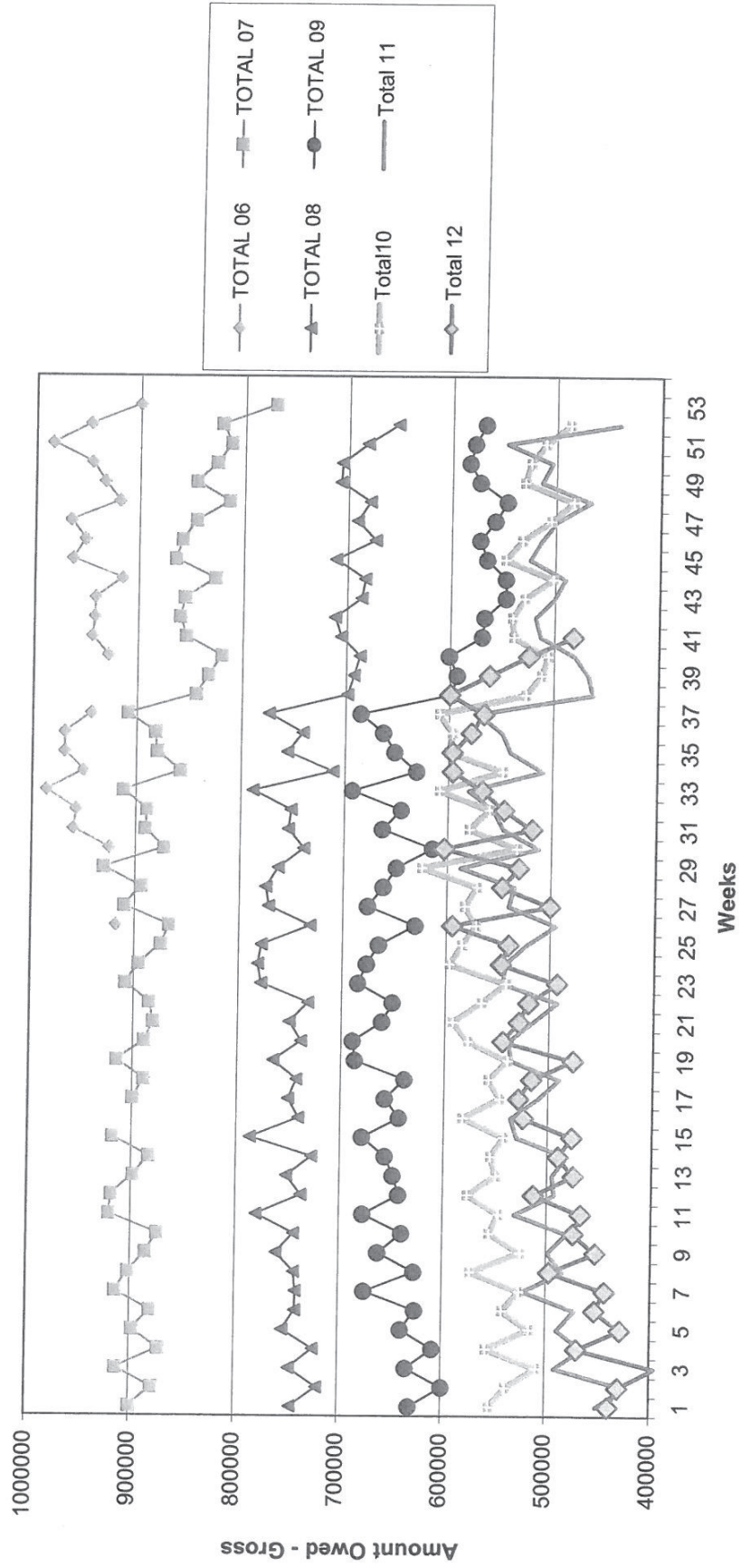
Reduction (exc 2013) 314002.83

## FTA By Age



## 2. Current Rent Arrears

**Total Owed Chart Current Rent Arrears Target - £409,000**



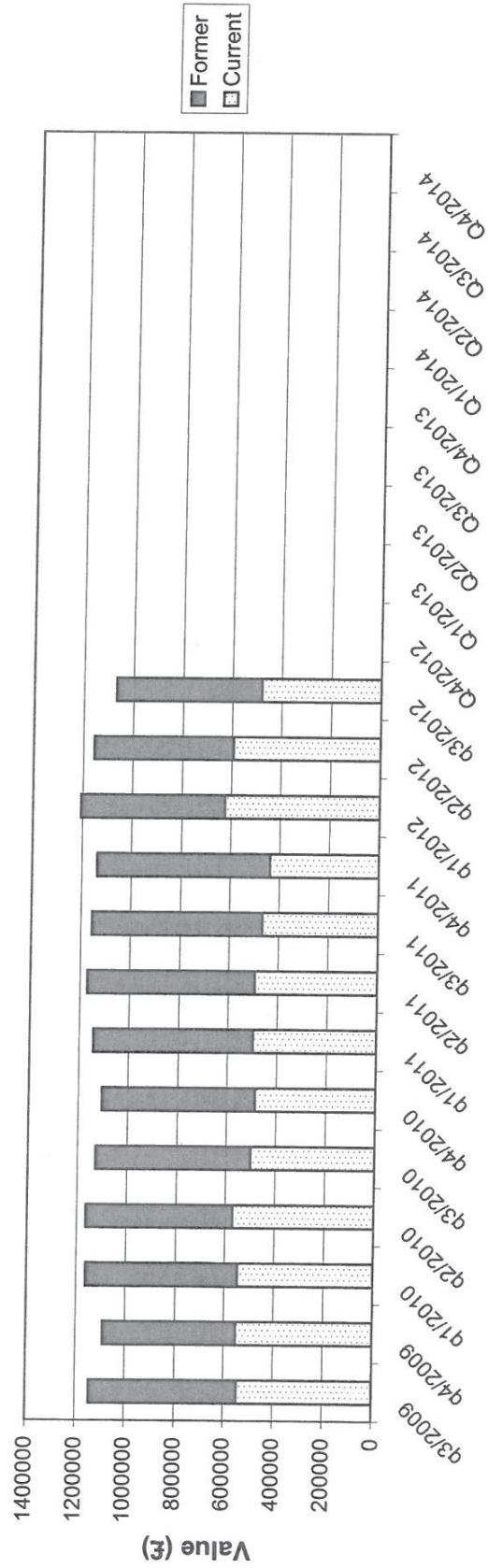
### 3. Total Rent Owed

	q3/2009	q4/2009	q1/2010	q2/2010	q3/2010	q4/2010	q1/2011	q2/2011	q3/2011	q4/2011	q1/2012
Current	547072	553120	548858	571012	501376	486526	498259	494406	466881	439320	625151.6
Former	596973	535411	612028	592887	625685	617625	644640	676465.42	689315.72	698393.8	579788
<b>TOTAL</b>	<b>1144045</b>	<b>1088531</b>	<b>1160886</b>	<b>1163899</b>	<b>1127061</b>	<b>1104151</b>	<b>1142899</b>	<b>1170871.4</b>	<b>1156196.7</b>	<b>1137714</b>	<b>1204940</b>

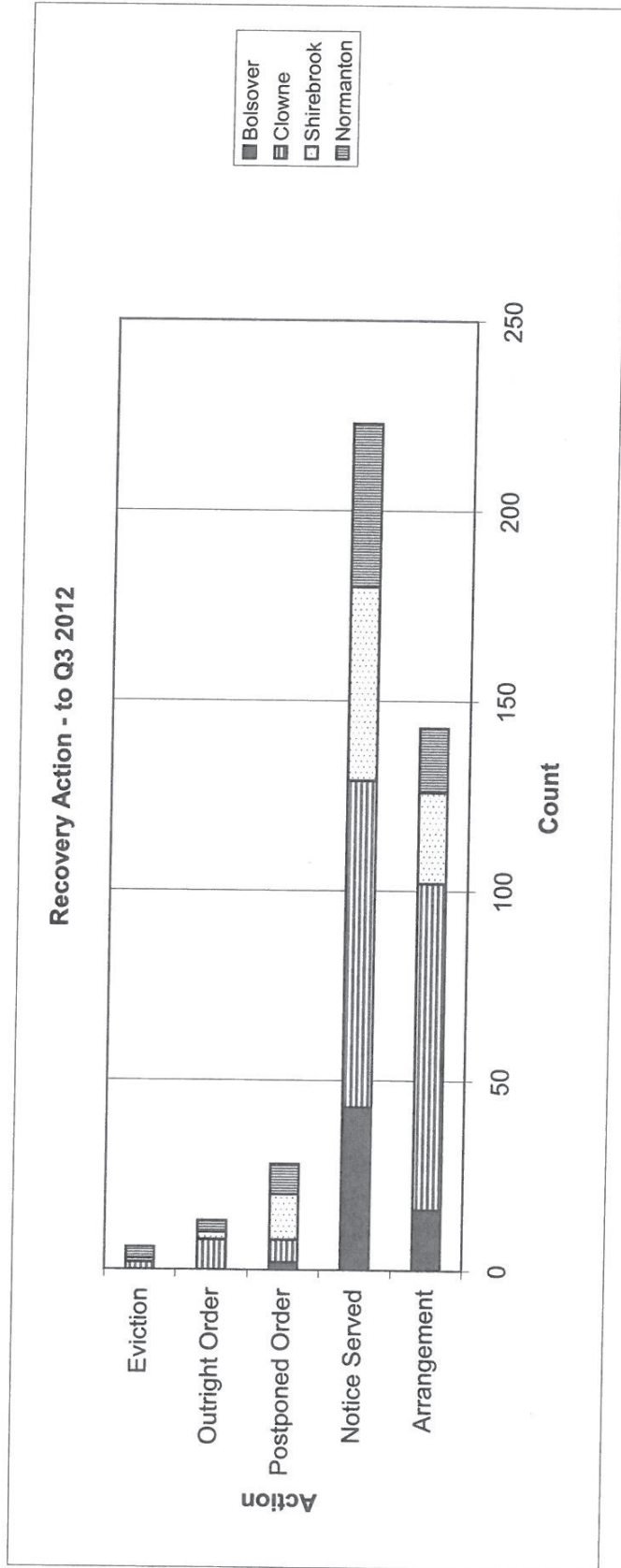
	q2/2012	q3/2012	Q4/2012	Q1/2013	Q2/2013	Q3/2013	Q4/2013	Q1/2014	Q2/2014	Q3/2014	Q4/2014
Continued											
Current	594182	481495									
Former	562065.5	586772									
<b>TOTAL</b>	<b>1156247.5</b>	<b>1068267</b>									

Total Rent Debt



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

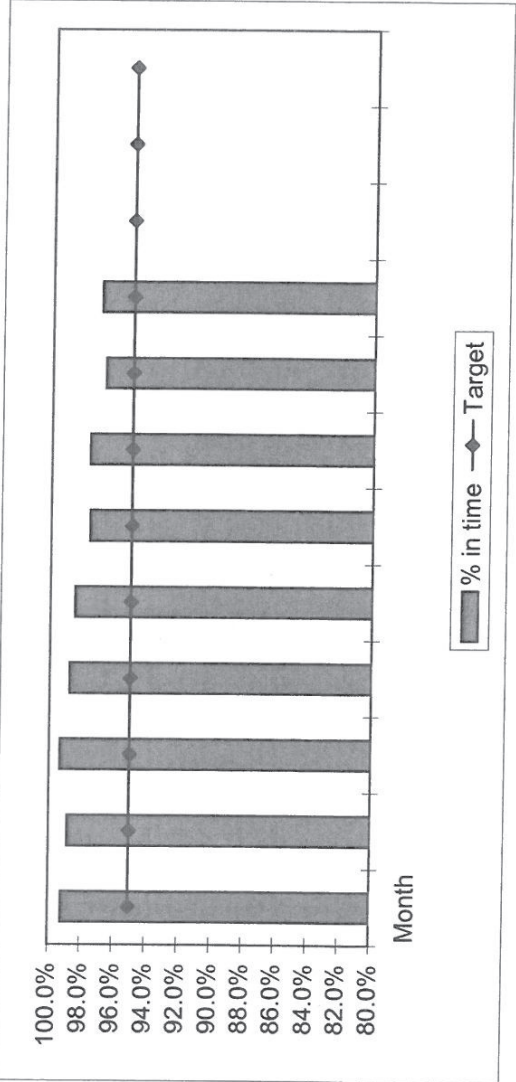
	Bolsover	Clowne	Shirebrook	Normanton	TOTAL
Arrangement	16	86	24	17	143
Notice Served	43	86	51	43	223
Postponed Order	2	6	12	8	28
Outright Order	0	8	2	3	13
Eviction	0	2	1	3	6
TOTAL	61	188	90	74	413



5. All repairs by month - completed in time

	In time	Out of time	TOTAL	% in time
April	1457	12	1469	99.2%
May	1423	17	1440	98.8%
June	1154	8	1162	99.3%
July	1179	15	1194	98.7%
August	1329	21	1350	98.4%
September	1242	31	1273	97.6%
October	1503	37	1540	97.6%
November	1542	53	1595	96.7%
December	1110	35	1145	96.9%
January				
February				
March				

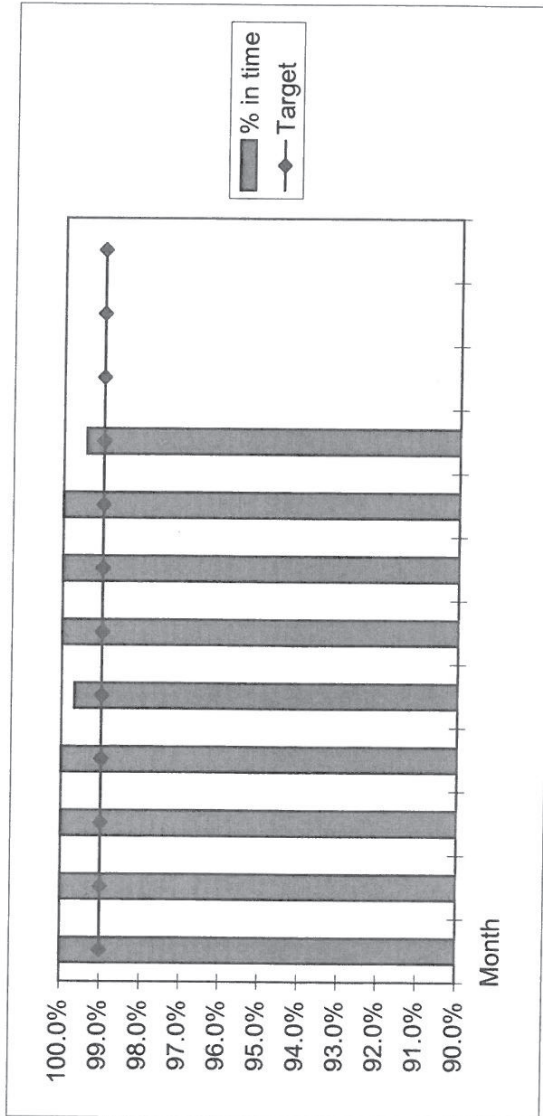
Target
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%



### 6. Emergency repairs only - completed in time

	In time	Out of time	TOTAL	% in time
April	372	0	372	100.0%
May	293	0	293	100.0%
June	285	0	285	100.0%
July	287	0	287	100.0%
August	306	1	307	99.7%
September	313	0	313	100.0%
October	366	0	366	100.0%
November	430	0	430	100.0%
December	349	2	351	99.4%
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%
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99.0%



## 7. Customer Feedback

	Satisfaction	1st Time
April	99%	97%
May	98%	96%
June	99%	95%
July	99%	97%
August	99%	97%
September	100%	96%
October	98%	95%
November	100%	98%
December	100%	97%
January		
February		
March		

Tenant satisfaction - Target 98%

Right first time - Target 95%

