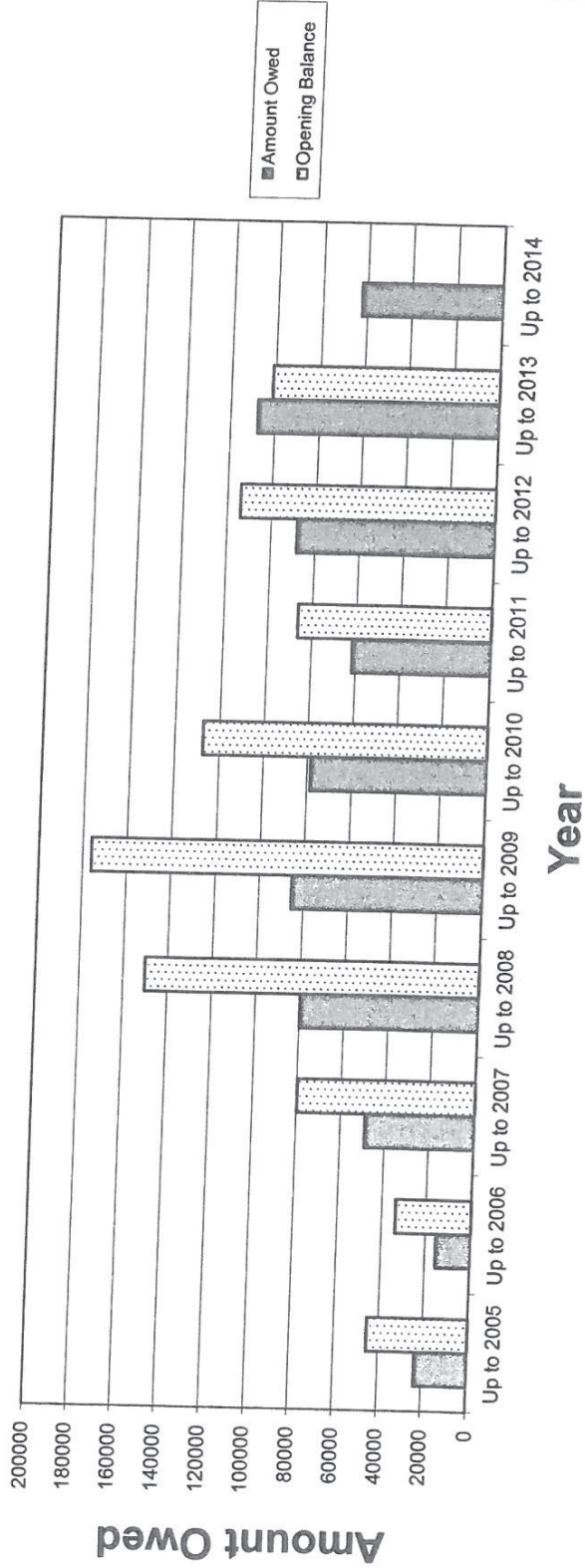


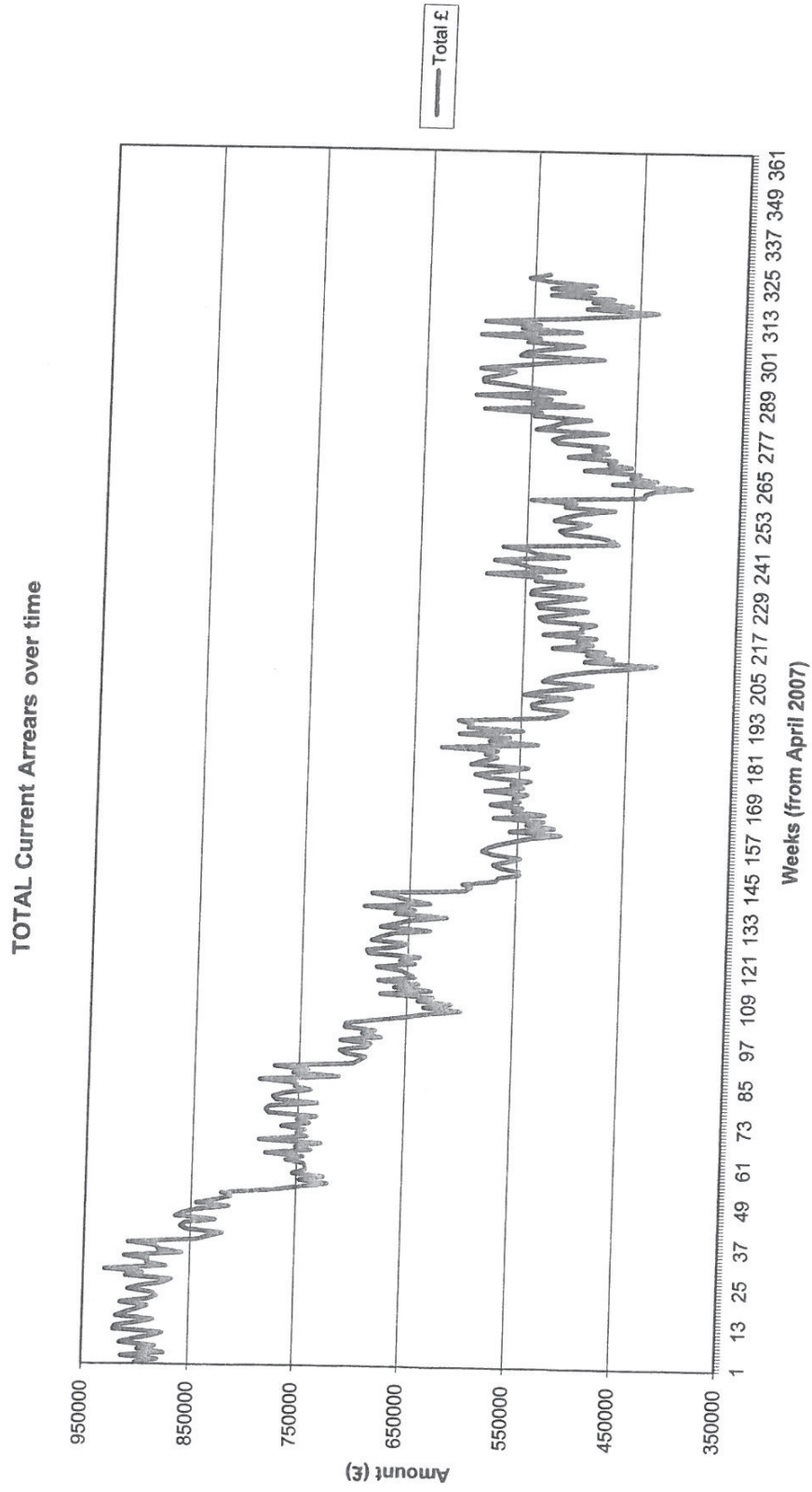
# 1. FTA Aged Debt Analysis

Year of debt	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	Up to 2014	TOTAL
Amount Owed	23301	15136	48699	79699	85216	78534	61694	88,182	107737	62503	650701
Number	47	21	53	59	92	73	122	190	255	85	997
Opening Balance	45119.37	33742.05	79699.11	150145.2	175973.4	127348.7	86366	114263	101109.65	0	913766.5
All figures to closest £											
Reduction (exc 2013)	224458.83										

## FTA By Age



## 2. Current Rent Arrears



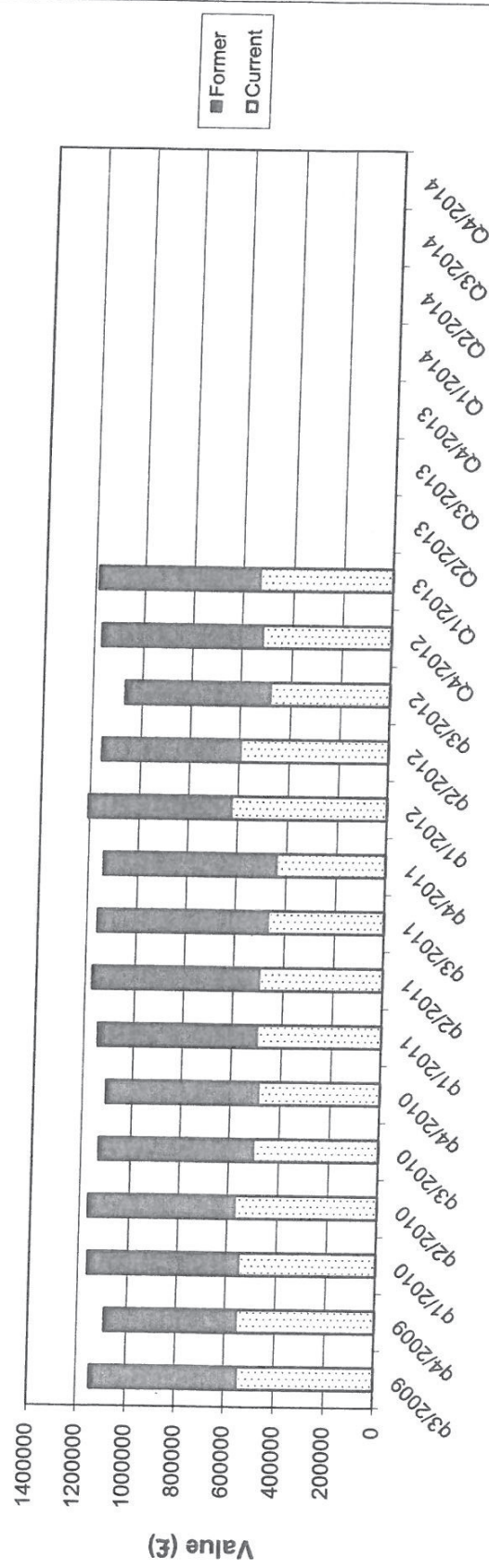
### 3. Total Rent Owed

	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	696393.8	579788
TOTAL	1144045	1088531	1160886	1163899	1127061	1104151	1142899	1170871.4	1156196.7	1137714	1204940

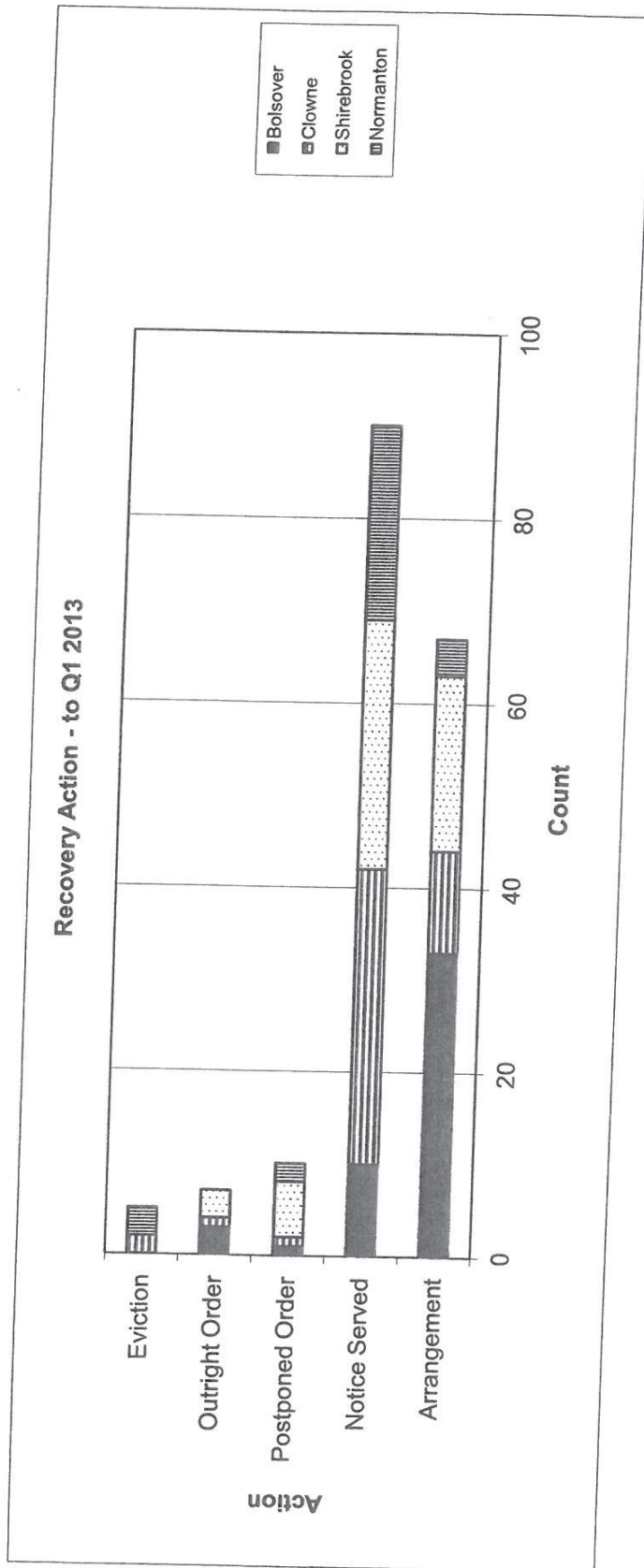
	q2/2012	q3/2012	q4/2012	Q1/2013	Q2/2013	Q3/2013	Q4/2013	Q1/2014	Q2/2014	Q3/2014	Q4/2014
Continued											
Current	594182	481495	518526	535125							
Former	562065.5	586772	650701	650701							
TOTAL	1156247.5	1068267	1169227	1185826							

Total Rent Debt



### 4. Rent Arrears Actions - YTD June 2013

	Bolsover	Clowne	Shirebrook	Normanton	TOTAL
Arrangement	33	11	19	4	67
Notice Served	10	32	27	21	90
Postponed Order	1	1	6	2	10
Outright Order	3	1	3	0	7
Eviction	0	2	0	3	5
TOTAL	47	47	55	30	179

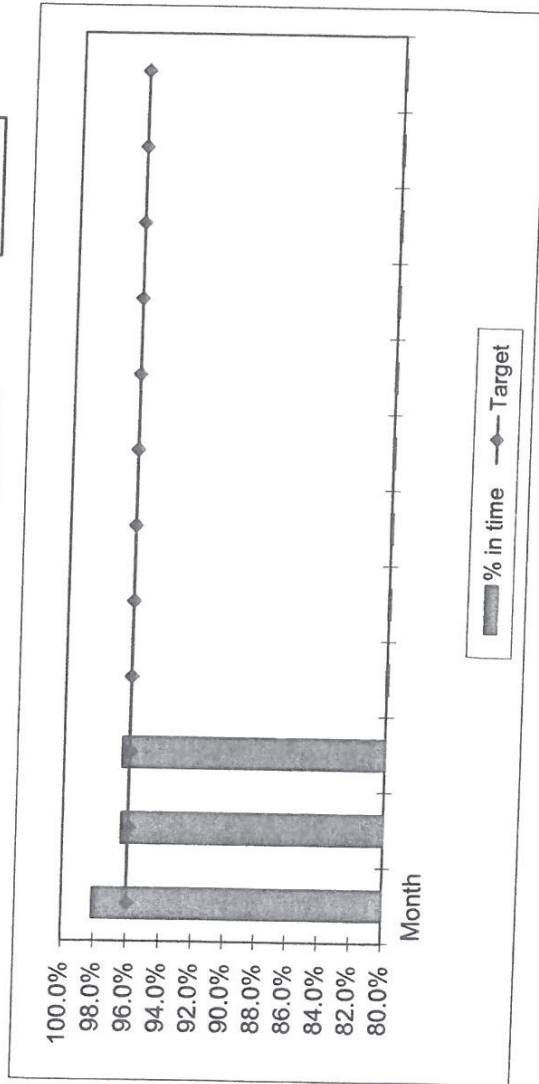




### 5. All repairs by month - completed in time

	In time	Out of time	TOTAL	% in time
April	1232	24	1256	98.1%
May	1200	45	1245	96.4%
June	1019	38	1057	96.4%
July			0	
August			0	
September			0	
October			0	
November			0	
December			0	
January			0	
February			0	
March			0	

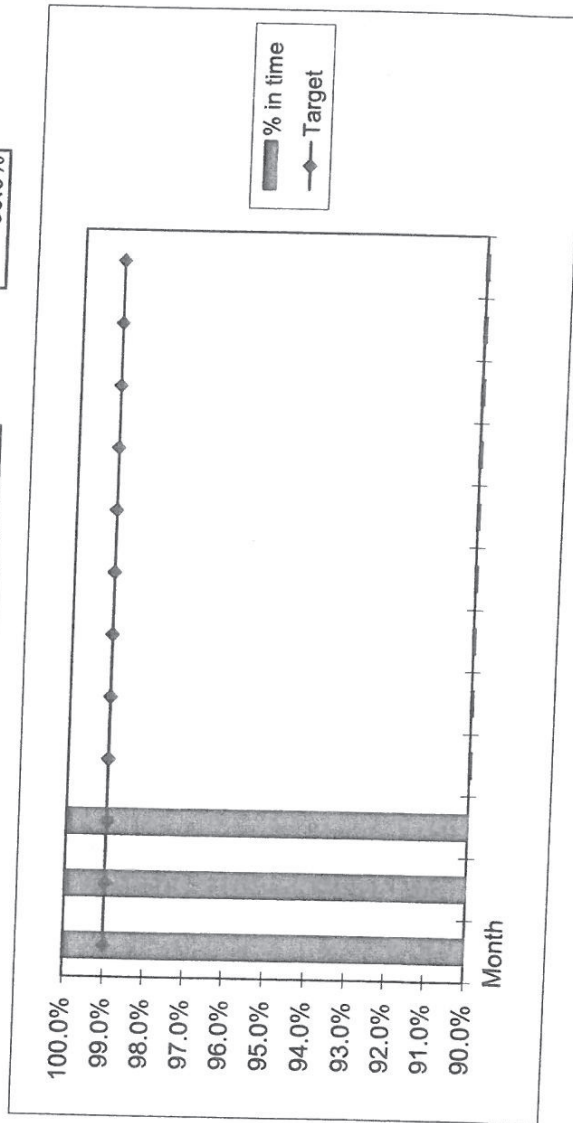
Target
96.0%
96.0%
96.0%
96.0%
96.0%
96.0%
96.0%
96.0%
96.0%
96.0%
96.0%
96.0%
96.0%



## 6. Emergency repairs only - completed in time

	In time	Out of time	TOTAL	% in time
April	325	0	325	100.0%
May	295	0	295	100.0%
June	271	0	271	100.0%
July				100.0%
August			0	
September			0	
October			0	
November			0	
December			0	
January			0	
February			0	
March			0	

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%

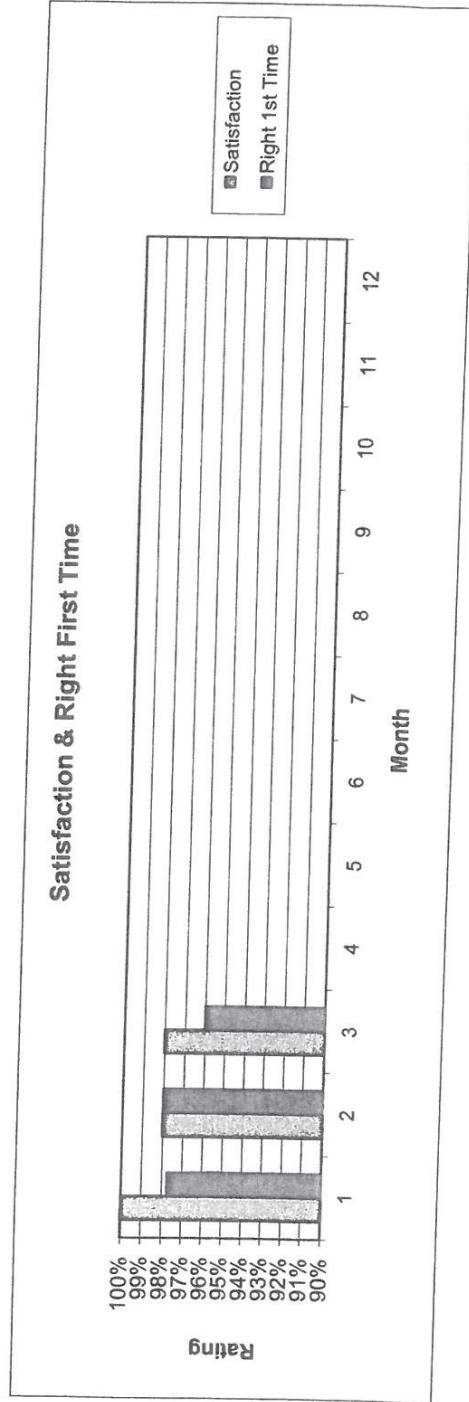


## 7. Customer Feedback

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

Tenant satisfaction - Target 98%

Right first time - Target 95%



## 8. Gas Servicing

Month	No. Completed in month	No. Completed in time	% on time	% Cumulative in time	Target
April	495	495	100.0%	100.0%	100.0%
May	543	543	100.0%	100.0%	100.0%
June	506	506	100.0%	100.0%	100.0%
July					
August					
September					
October					
November					
December					
January					
February					
March					



