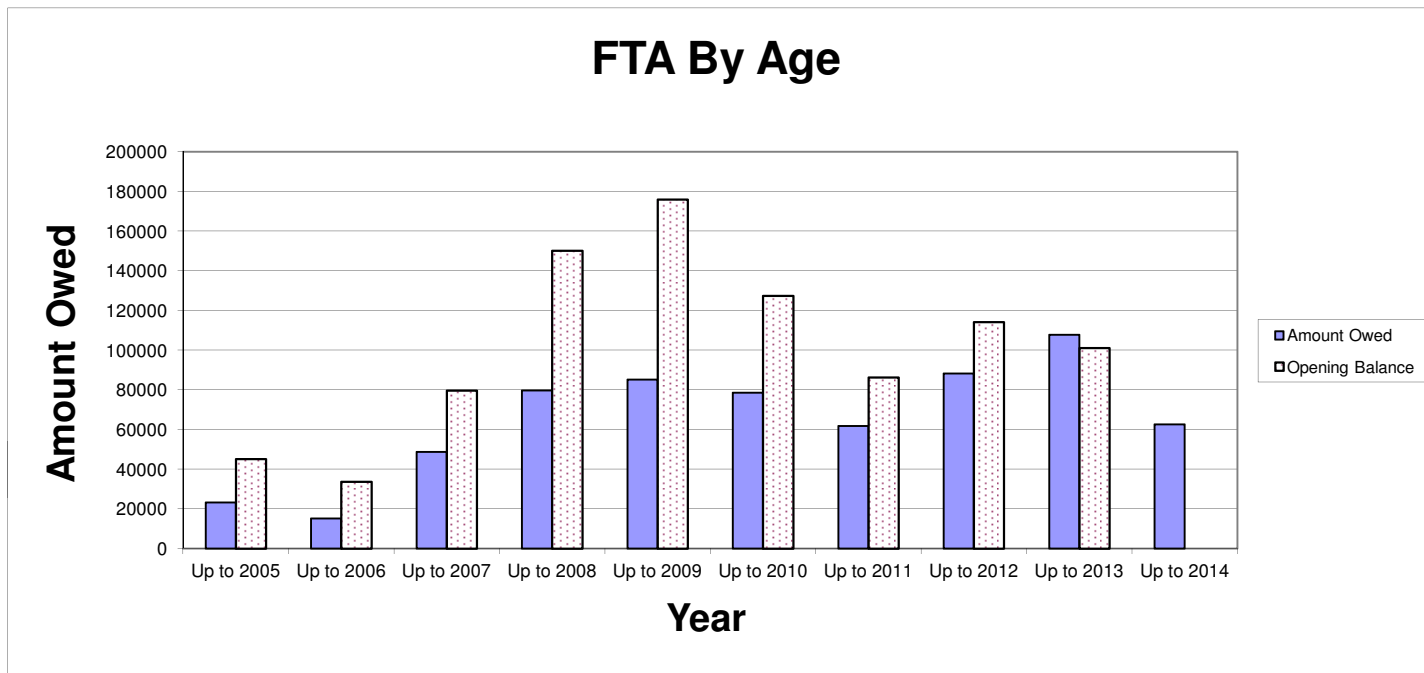


1. FTA Aged Debt Analysis

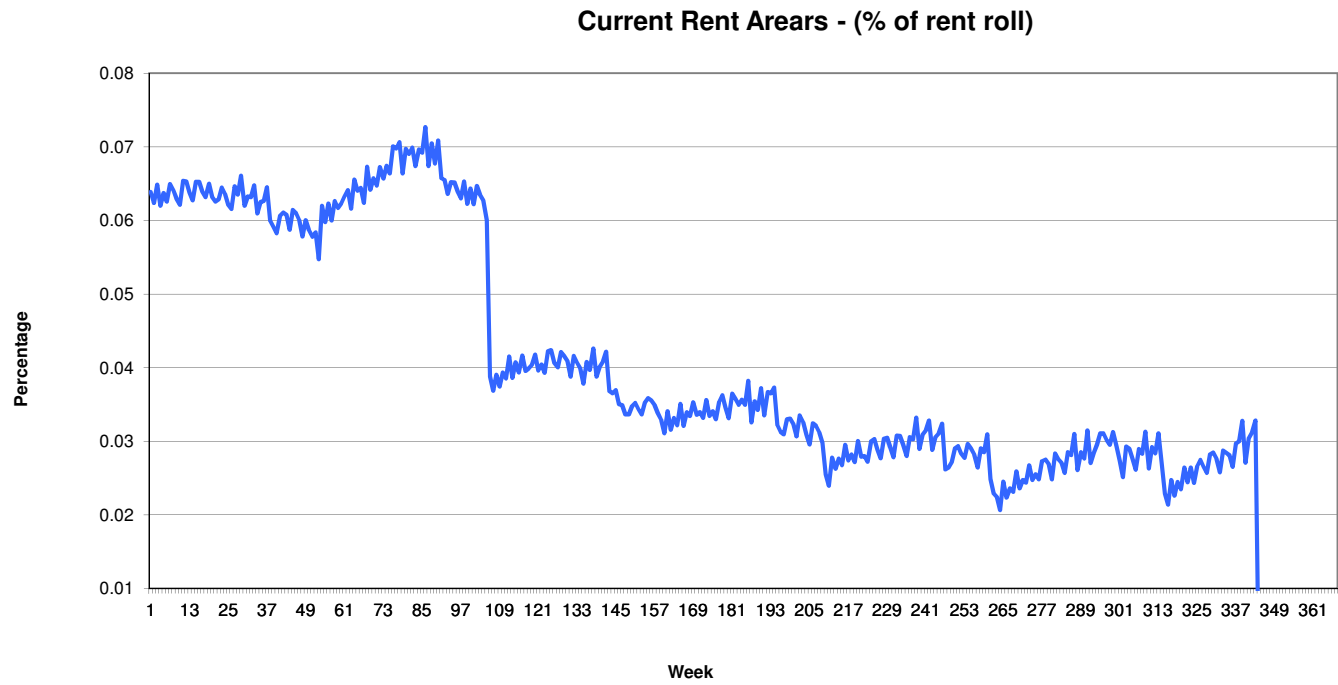
| Year of debt | Up to 2005 | Up to 2006 | Up to 2007 | Up to 2008 | Up to 2009 | Up to 2010 | Up to 2011 | Up to 2012 | Up to 2013 | Up to 2014 | TOTAL |
|-----------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------|
| 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



2. Current Rent Arrears



BANDED ARREARS REPORT

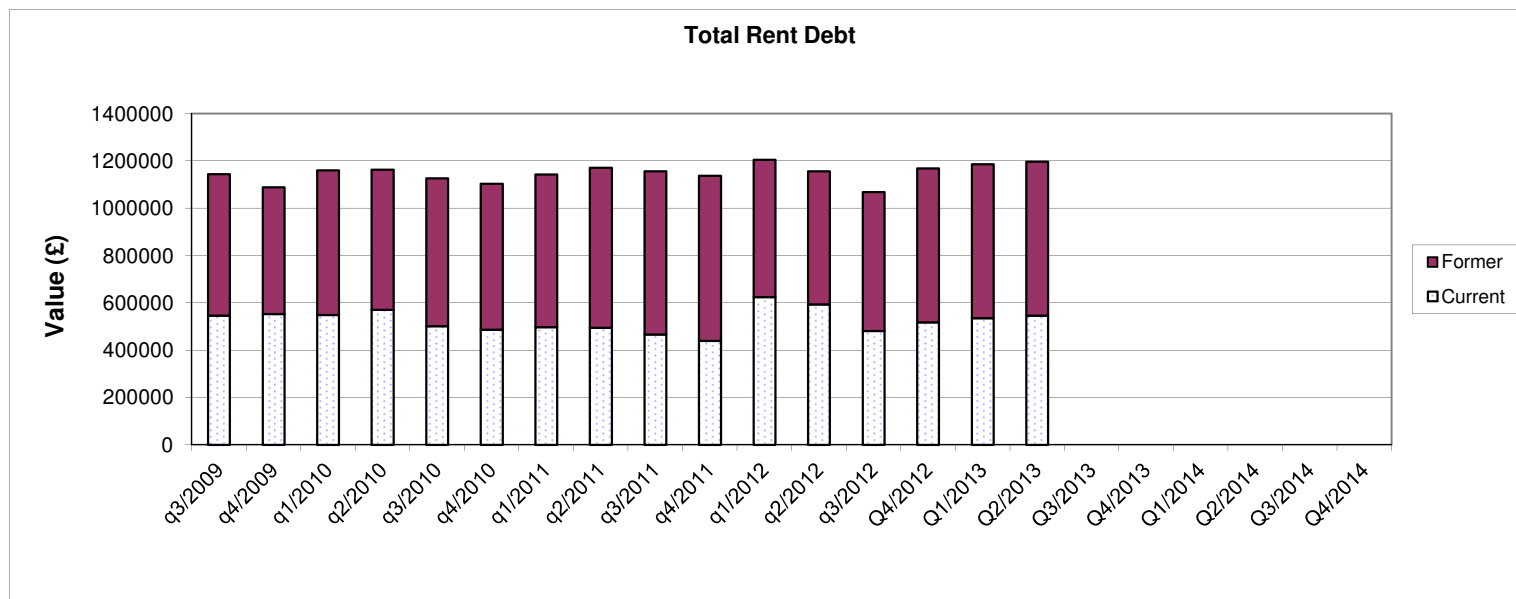
| | Q1/2012 | q2/2012 | q3/2012 | Q4/2012 | Q1/2013 | Q2/2013 | Q3/2013 | Q4/2013 | Q1/2014 | Q2/2014 |
|----------------------|----------------|----------------|----------------|----------------|------------------|----------------|---------|---------|---------|---------|
| < 4 Weeks Gross | | | | | | | | | | |
| Numbers | 1,059 | 848 | 936 | 632 | 1,390 | 1,061 | | | | |
| Value | 101,266 | 87,639 | 106,243 | 75,303 | 135,019 | 118,129 | | | | |
| < 7 Weeks Gross | | | | | | | | | | |
| Numbers | 167 | 171 | 175 | 158 | 177 | 166 | | | | |
| Value | 66,872 | 67,819 | 70,664 | 67,792 | 83,272 | 71,938 | | | | |
| < 12 Weeks Gross | | | | | | | | | | |
| Numbers | 116 | 125 | 122 | 108 | 110 | 147 | | | | |
| Value | 81,052 | 85,467 | 83,858 | 80,445 | 114,724 | 107,070 | | | | |
| < 20 Weeks Gross | | | | | | | | | | |
| Numbers | 79 | 88 | 91 | 76 | 94 | 96 | | | | |
| Value | 93,328 | 99,722 | 102,426 | 93,276 | 126,910 | 119,879 | | | | |
| >20 Weeks Gross | | | | | | | | | | |
| Numbers | 56 | 63 | 65 | 55 | 49 | 54 | | | | |
| Value | 146,895 | 159,572 | 160,815 | 145,699 | 735,011 | 129,689 | | | | |
| TOTAL VALUE | 1,477 | 1,295 | 1,389 | 1,029 | 1,820 | 1,524 | | | | |
| TOTAL NUMBERS | 489,413 | 500,219 | 524,006 | 462,515 | 1,194,936 | 546,705 | | | | |

| | | | | | | | | | | |
|---------------------|--|--|--|--|--|--|--|--|--|--|
| Bedroom Tax Numbers | HB Section are currently unable to provide this information. | | | | | | | | | |
|---------------------|--|--|--|--|--|--|--|--|--|--|

3. Total Rent Owed (Current and Former)

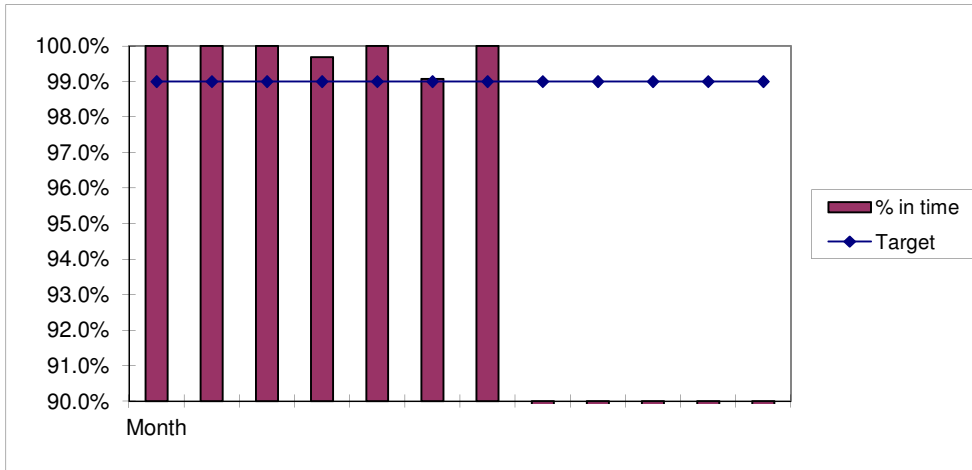
| | q3/2009 | q4/2009 | q1/2010 | q2/2010 | q3/2010 | q4/2010 | q1/2011 | q2/2011 | q3/2011 | q4/2011 | q1/2012 |
|--------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|------------------|------------------|----------------|----------------|
| 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 |
| TOTAL | 1144045 | 1088531 | 1160886 | 1163899 | 1127061 | 1104151 | 1142899 | 1170871.4 | 1156196.7 | 1137714 | 1204940 |

| Continued | q2/2012 | q3/2012 | Q4/2012 | Q1/2013 | Q2/2013 | Q3/2013 | Q4/2013 | Q1/2014 | Q2/2014 | Q3/2014 | Q4/2014 |
|--------------|------------------|----------------|----------------|----------------|----------------|---------|---------|---------|---------|---------|---------|
| Current | 594182 | 481495 | 518526 | 535125 | 546890 | | | | | | |
| Former | 562065.5 | 586772 | 650701 | 650701 | 650123 | | | | | | |
| TOTAL | 1156247.5 | 1068267 | 1169227 | 1185826 | 1197013 | | | | | | |



4. Rent Arrears Actions - YTD Sept 2013

| | Bolsover | Clowne | Shirebrook | Normanton | TOTAL |
|-----------------|-----------------|---------------|-------------------|------------------|--------------|
| Arrangement | 65 | 25 | 33 | 30 | 153 |
| Notice Served | 24 | 76 | 54 | 80 | 234 |
| Postponed Order | 4 | 9 | 9 | 7 | 29 |
| Outright Order | 4 | 2 | 3 | 0 | 9 |
| Eviction | 2 | 3 | 3 | 6 | 14 |
| | | | | | 0 |
| TOTAL | 99 | 115 | 102 | 123 | 439 |

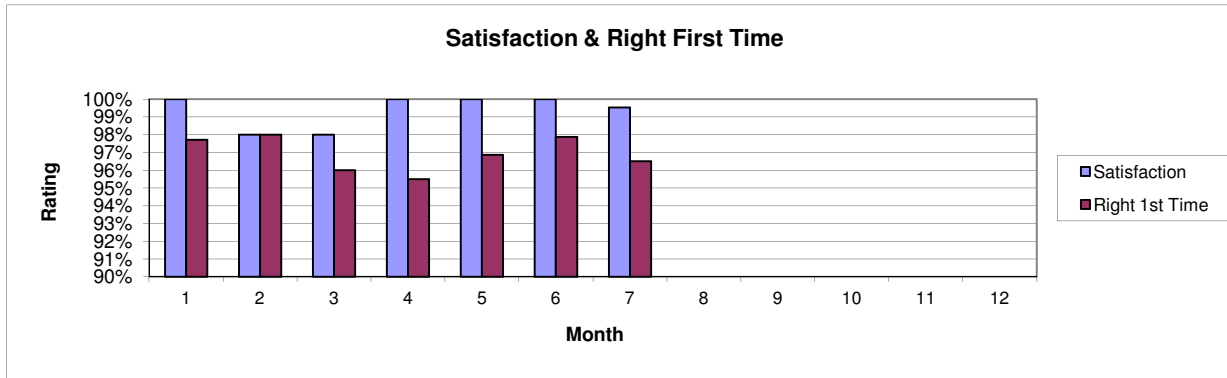


7. Customer Feedback

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

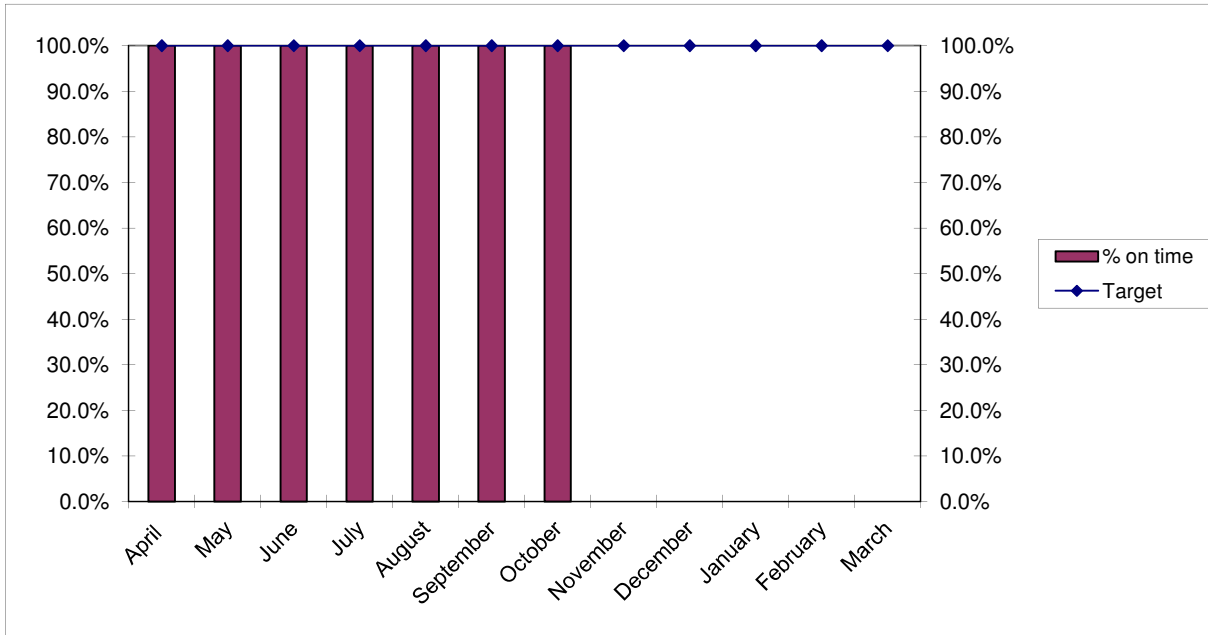
Tenant satisfaction - Target 98%

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 | 600 | 600 | 100.0% | 100.0% | 100.0% |
| August | 417 | 417 | 100.0% | 100.0% | 100.0% |
| September | 480 | 480 | 100.0% | 100.0% | 100.0% |
| October | 612 | 612 | 100.0% | 100.0% | 100.0% |
| November | | | | | 100.0% |
| December | | | | | 100.0% |
| January | | | | | 100.0% |
| February | | | | | 100.0% |
| March | | | | | 100.0% |
| | | | | | |



9. Waiting List

| NUMBER OF APPLICANTS | | | | | |
|----------------------|--------|--------|--------|--------|-------|
| Month | Band A | Band B | Band C | Band d | TOTAL |
| April | 7 | 76 | 1359 | 438 | 1880 |
| May | 5 | 72 | 1316 | 420 | 1813 |
| June | 7 | 73 | 1374 | 428 | 1882 |
| July | 4 | 72 | 1346 | 424 | 1846 |
| August | 4 | 71 | 1335 | 411 | 1821 |
| September | 7 | 67 | 1319 | 404 | 1797 |
| October | | | | | 0 |
| November | | | | | 0 |
| December | | | | | 0 |
| January | | | | | 0 |
| February | | | | | 0 |
| March | | | | | 0 |

| HOUSING REQUIREMENTS | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Month | 1 bed | 2 bed | 3 bed | 4 bed | TOTAL |
| April | 1399 | 326 | 144 | 11 | 1880 |
| May | 1361 | 305 | 134 | 13 | 1813 |
| June | 1414 | 312 | 143 | 13 | 1882 |
| July | 1390 | 304 | 140 | 12 | 1846 |
| August | 1389 | 289 | 132 | 11 | 1821 |
| September | 1385 | 281 | 120 | 11 | 1797 |
| October | | | | | 0 |
| November | | | | | 0 |
| December | | | | | 0 |
| January | | | | | 0 |
| February | | | | | 0 |
| March | | | | | 0 |

NOTE: Details of all let properties is reported on the Members Reporting Section on Perform.