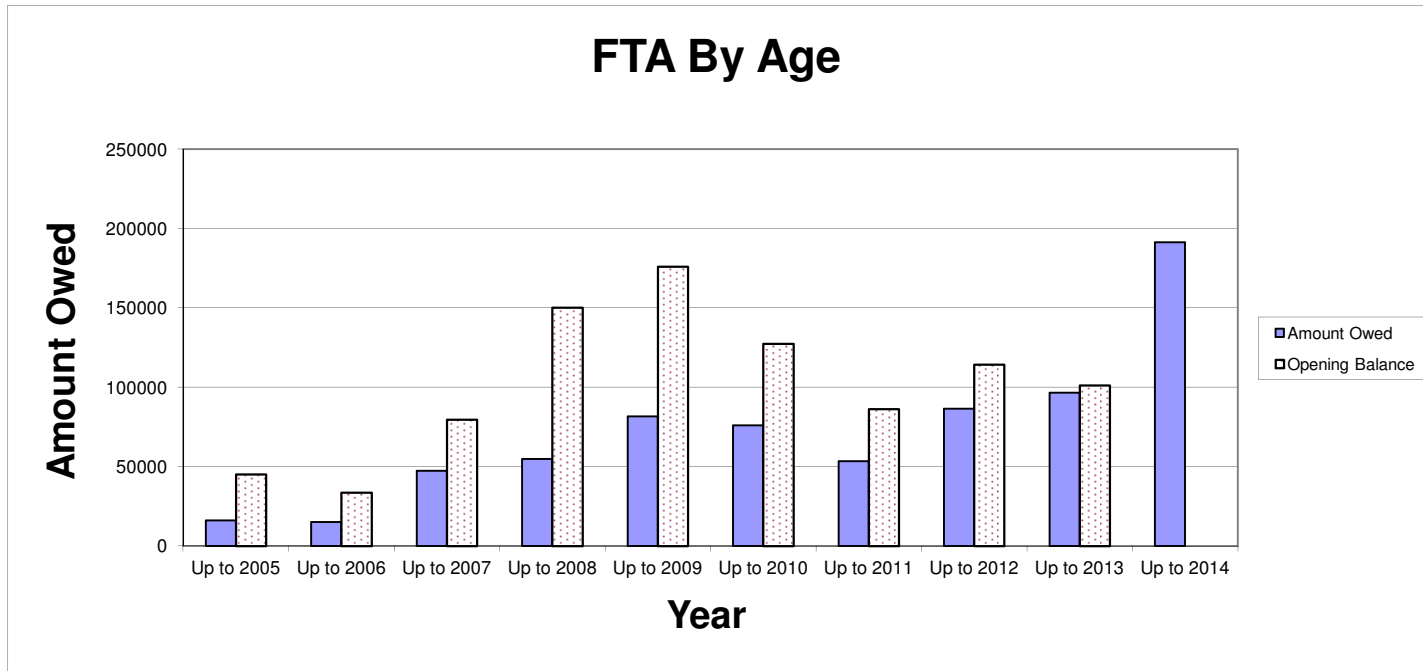


## 1. FTA Aged Debt Analysis

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	16029	15136	47405	54911	81697	76071	53405	86,554	96651	191325	719184
Number	30	21	51	50	89	68	118	186	234	245	1092
Opening Balance	45119.37	33742.05	79699.11	150145.2	175973.4	127348.7	86366	114263	101109.65	0	913766.5

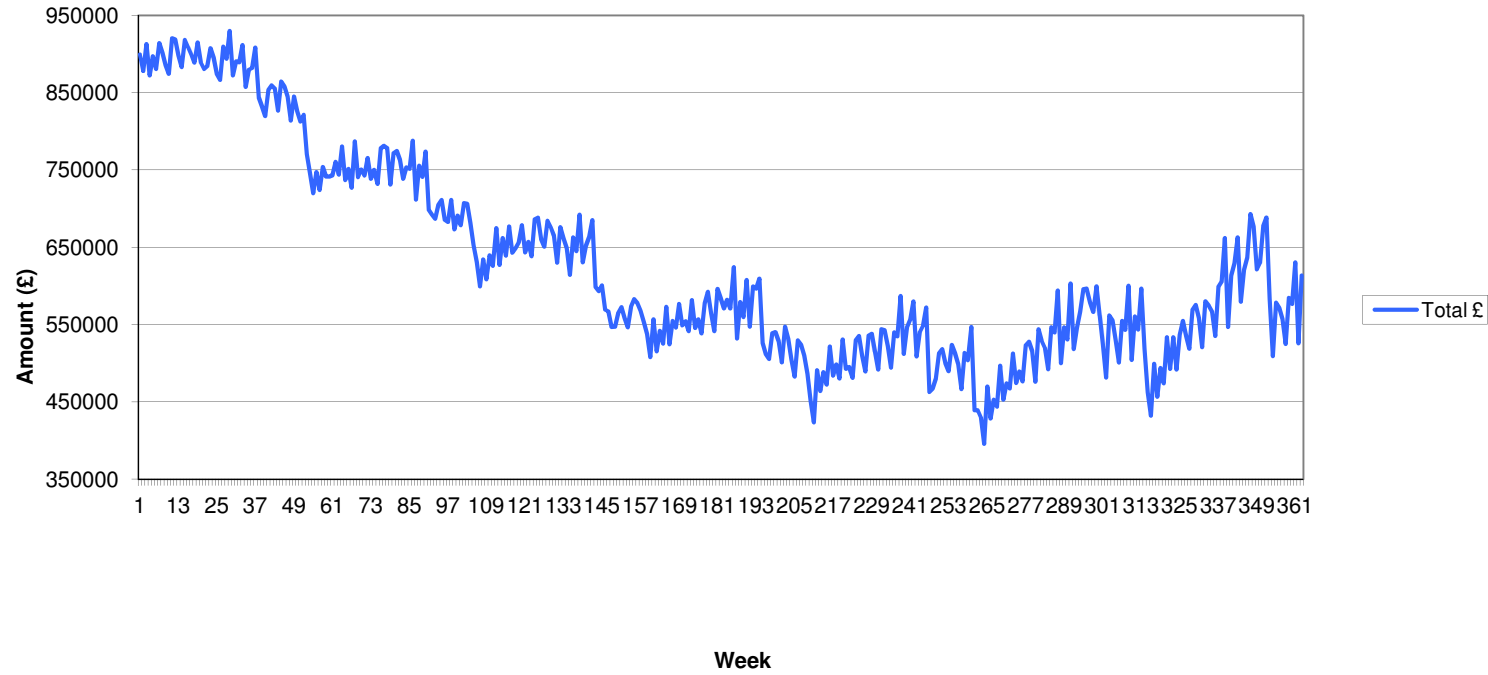
All figures to closest £

Reduction (exc 2013) 284797.83



## 2. Current Rent Arrears

TOTAL Current Arrears over time



BANDED ARREARS REPORT

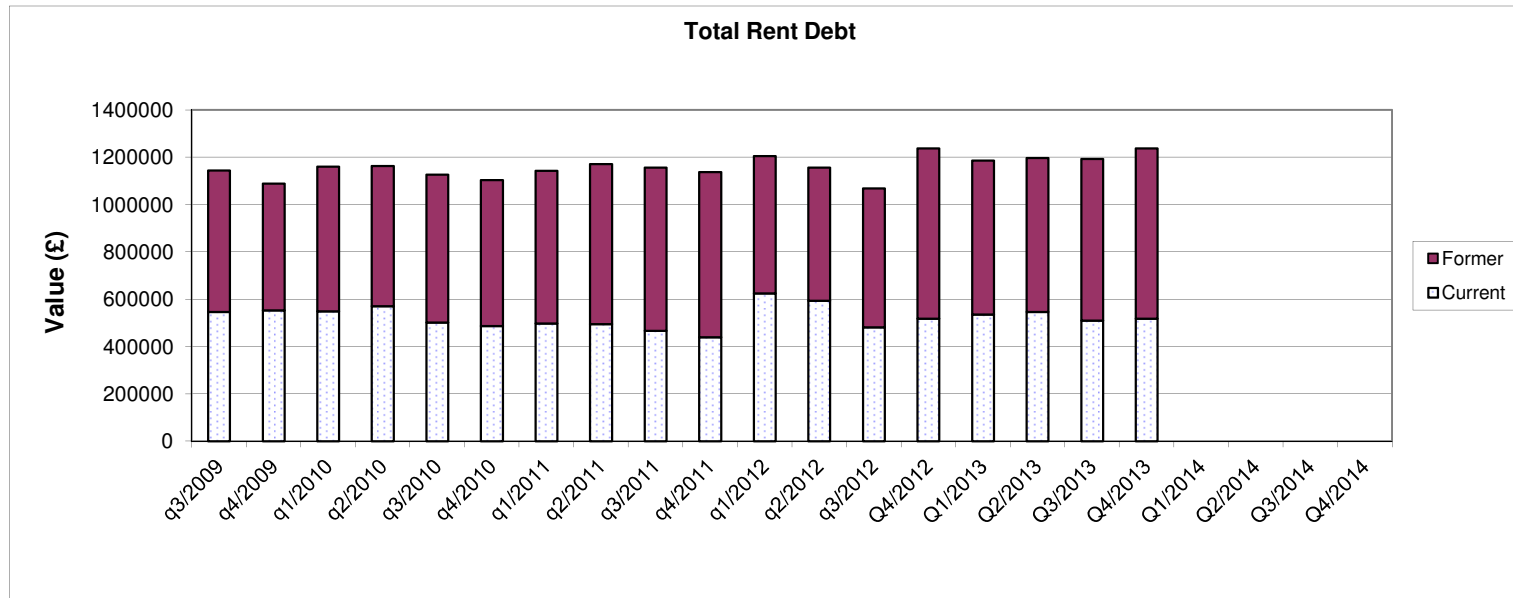
	Q1/2012	q2/2012	q3/2012	Q4/2012	Q1/2013	Q2/2013	Q3/2013	Q4/2013	Q1/2014	Q2/2014
< 4 Weeks Gross										
Numbers	1,059	848	936	632	1,390	1,061	874	773		
Value	101,266	87,639	106,243	75,303	135,019	118,129	91250	87208.28		
< 7 Weeks Gross										
Numbers	167	171	175	158	177	166	187	176		
Value	66,872	67,819	70,664	67,792	83,272	71,938	78034	74340.81		
< 12 Weeks Gross										
Numbers	116	125	122	108	110	147	142	122		
Value	81,052	85,467	83,858	80,445	114,724	107,070	104016	91854.26		
< 20 Weeks Gross										
Numbers	79	88	91	76	94	96	90	83		
Value	93,328	99,722	102,426	93,276	126,910	119,879	109005	101515.8		
>20 Weeks Gross										
Numbers	56	63	65	55	49	54	43	51		
Value	146,895	159,572	160,815	145,699	735,011	129,689	127003	123502		
<b>TOTAL VALUE</b>	<b>1,477</b>	<b>1,295</b>	<b>1,389</b>	<b>1,029</b>	<b>1,820</b>	<b>1,524</b>	<b>1,336</b>	<b>1,205</b>		
<b>TOTAL NUMBERS</b>	<b>489,413</b>	<b>500,219</b>	<b>524,006</b>	<b>462,515</b>	<b>1,194,936</b>	<b>546,705</b>	<b>509,308</b>	<b>478,421</b>		

Bedroom Tax Numbers								830		
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**3. Total Rent Owed (Current and Former)**

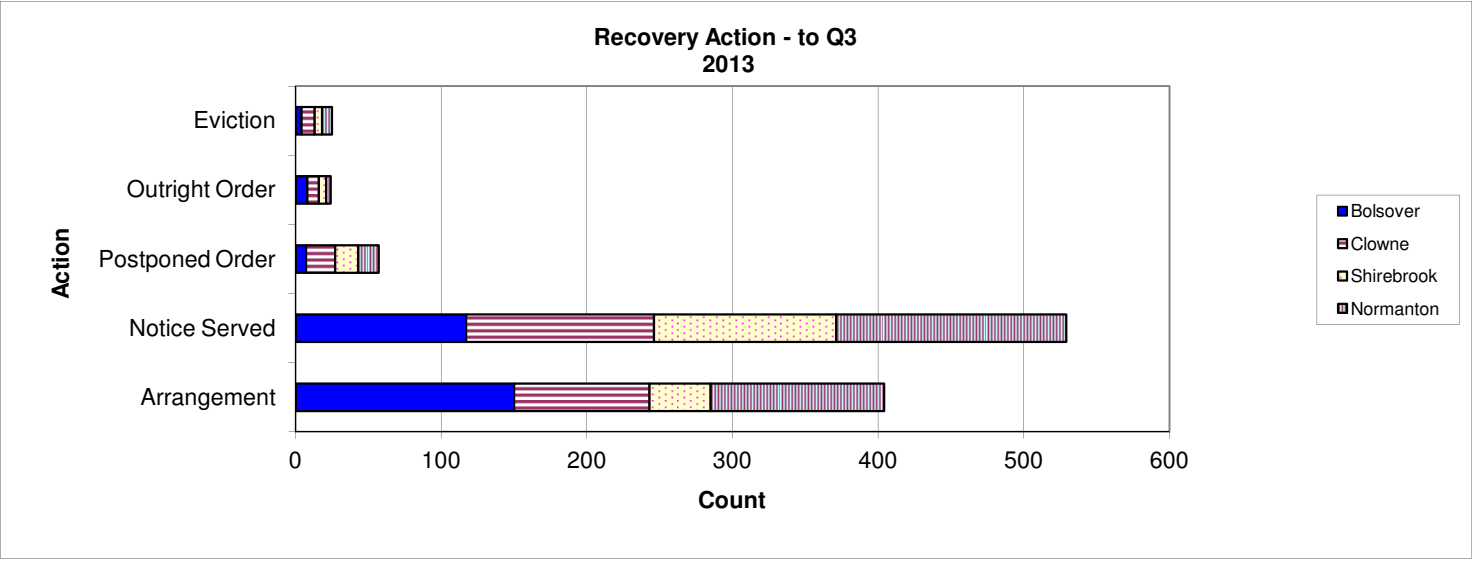
	q3/2009	q4/2009	q1/2010	q2/2010	q3/2010	q4/2010	q1/2011	q2/2011	q3/2011	q4/2011	q1/2012
Current	547072	553120	548858	571012	501376	486526	498259	494406	466881	439320	625151.6
Former	596973	535411	612028	592887	625685	617625	644640	676465.42	689315.72	698393.8	579788
<b>TOTAL</b>	<b>1144045</b>	<b>1088531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

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	509308	518526.63				
Former	562065.5	586772	719184	650701	650123	683369	719184				
<b>TOTAL</b>	<b>1156247.5</b>	<b>1068267</b>	<b>1237710</b>	<b>1185826</b>	<b>1197013</b>	<b>1192677</b>	<b>1237710.6</b>				



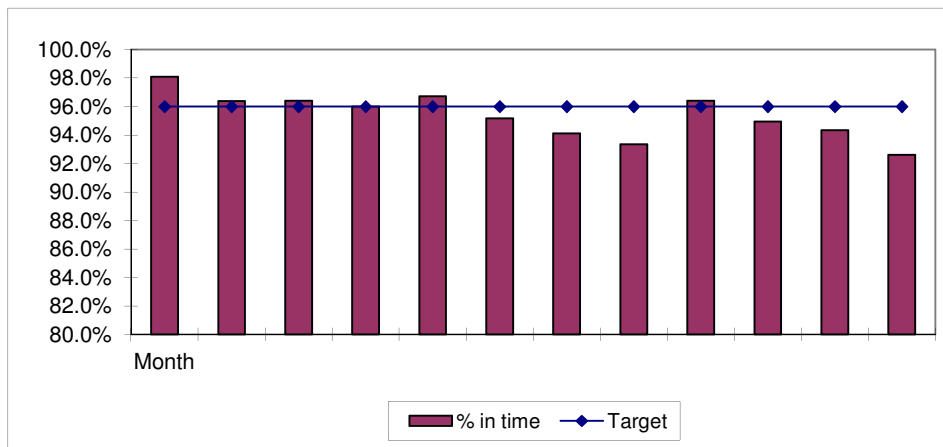
#### 4. Rent Arrears Actions - YTD Mar 2014

	Bolsover	Clowne	Shirebrook	Normanton	TOTAL
Arrangement	150	93	42	119	404
Notice Served	117	129	125	158	529
Postponed Order	7	20	16	14	57
Outright Order	8	8	5	3	24
Eviction	4	9	5	7	25
					0
<b>TOTAL</b>	<b>286</b>	<b>259</b>	<b>193</b>	<b>301</b>	<b>1039</b>



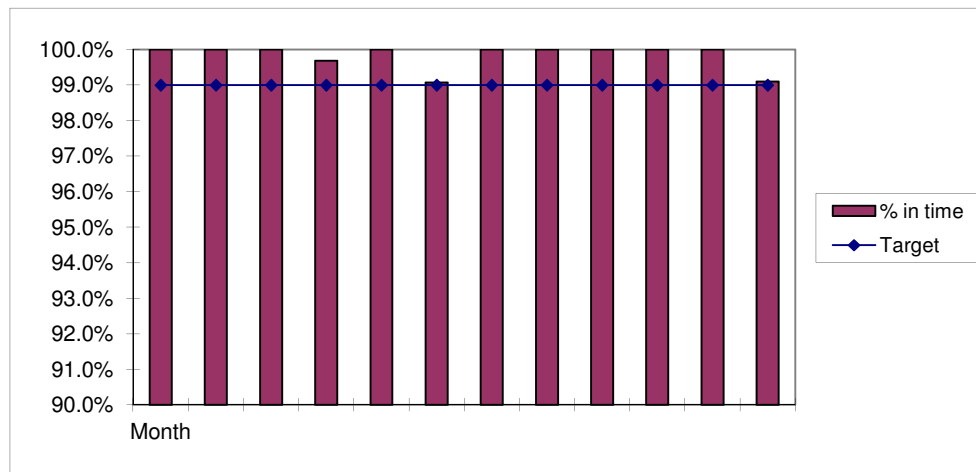
## 5. All repairs by month - completed in time

	In time	Out of time	TOTAL	% in time	Culmulative	Target
April	1232	24	1256	98.1%	98.1%	96.0%
May	1200	45	1245	96.4%	97.2%	96.0%
June	1019	38	1057	96.4%	97.0%	96.0%
July	1199	50	1249	96.0%	96.7%	96.0%
August	1029	35	1064	96.7%	96.7%	96.0%
September	1142	58	1200	95.2%	96.5%	96.0%
October	1420	89	1509	94.1%	96.0%	96.0%
November	1457	104	1561	93.3%	95.6%	96.0%
December	1365	51	1416	96.4%	95.7%	96.0%
January	1670	89	1759	94.9%	95.6%	96.0%
February	1481	89	1570	94.3%	95.5%	96.0%
March	1228	98	1326	92.6%	95.3%	96.0%



## 6. Emergency repairs only - completed in time

	In time	Out of time	TOTAL	% in time	Culmulative	Target
April	325	0	325	100.0%	100.0%	99.0%
May	295	0	295	100.0%	100.0%	99.0%
June	271	0	271	100.0%	100.0%	99.0%
July	314	1	315	99.7%	99.9%	99.0%
August	246	0	246	100.0%	99.9%	99.0%
September	320	3	323	99.1%	99.8%	99.0%
October	369	0	369	100.0%	99.8%	99.0%
November	352	0	352	100.0%	99.8%	99.0%
December	461	0	461	100.0%	99.9%	99.0%
January	508	0	508	100.0%	99.9%	99.0%
February	446	0	446	100.0%	99.9%	99.0%
March	330	3	333	99.1%	99.8%	99.0%

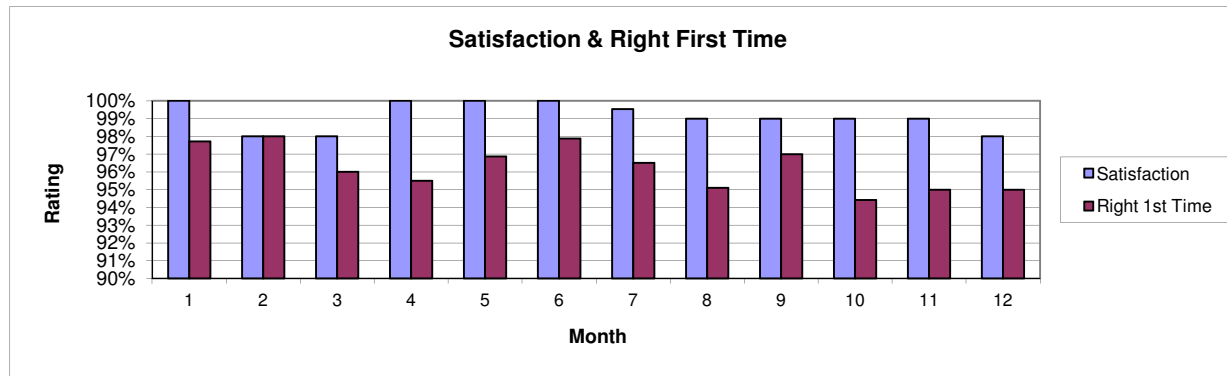


## 7. Customer Feedback

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

Tenant satisfaction - Target 98%

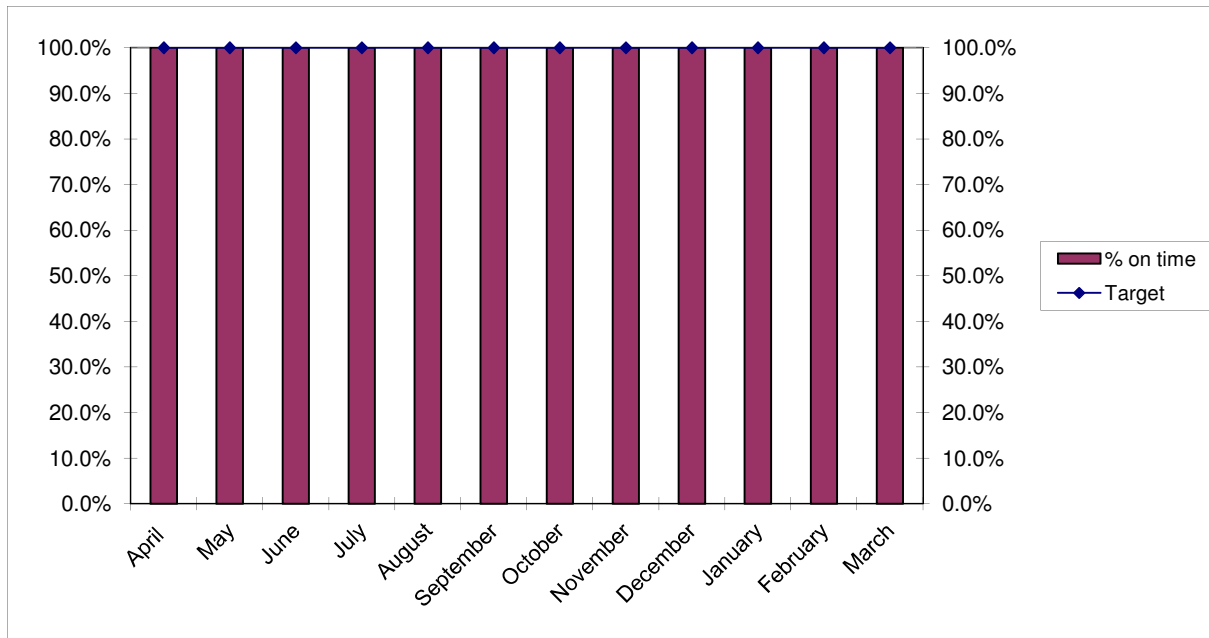
Right first time - Target 95%





## 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	578	578	100.0%	100.0%	100.0%
December	349	349	100.0%	100.0%	100.0%
January	178	178	100.0%	100.0%	100.0%
February	399	399	100.0%	100.0%	100.0%
March	427	427	100.0%	100.0%	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	5	57	1058	322	1442
November	5	61	1098	335	1499
December	5	61	1127	345	1538
January	6	67	1261	397	1731
February	7	67	1277	390	1741
March	6	66	1349	408	1829

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	1141	208	79	14	1442
November	1187	212	83	17	1499
December	1220	217	84	17	1538
January	1369	246	98	18	1731
February	1383	240	96	22	1741
March	1444	263	102	20	1829

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