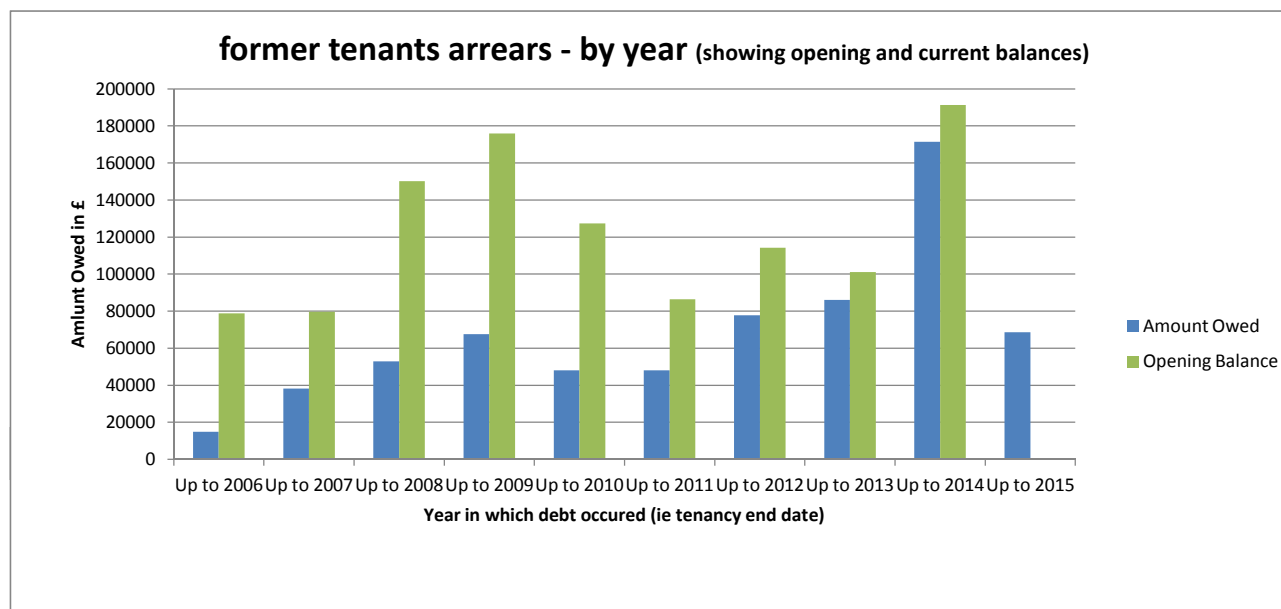


1. FTA Aged Debt Analysis

Year of debt	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	Up to 2015	TOTAL
Amount Owed	14948.4	38215.61	52851.28	67481.85	48085.11	48099.86	77,767	85997.41	171390	68618.29	673454.35
Number	20	47	47	82	60	107	161	214	295	136	1169
Opening Balance	78861.42	79699.11	150145.2	175973.4	127348.7	86366	114263	101109.65	191325		1105091.5

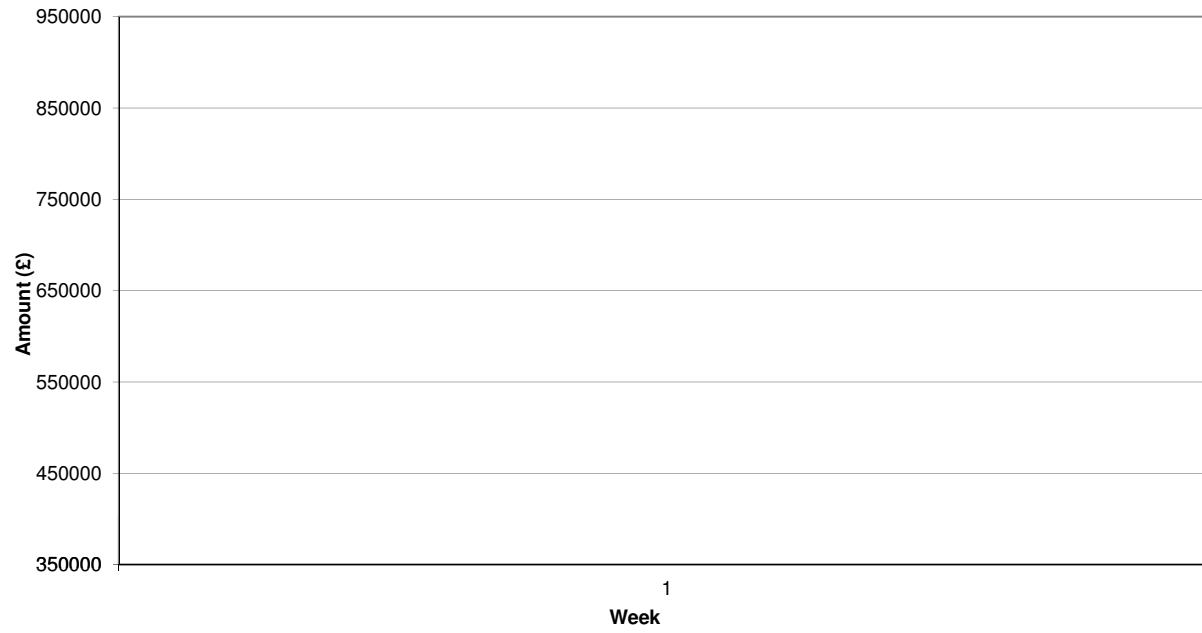
All figures to closest £

Reduction (exc 2013) 139202.48



2. Current Rent Arrears

TOTAL Current Arrears over time



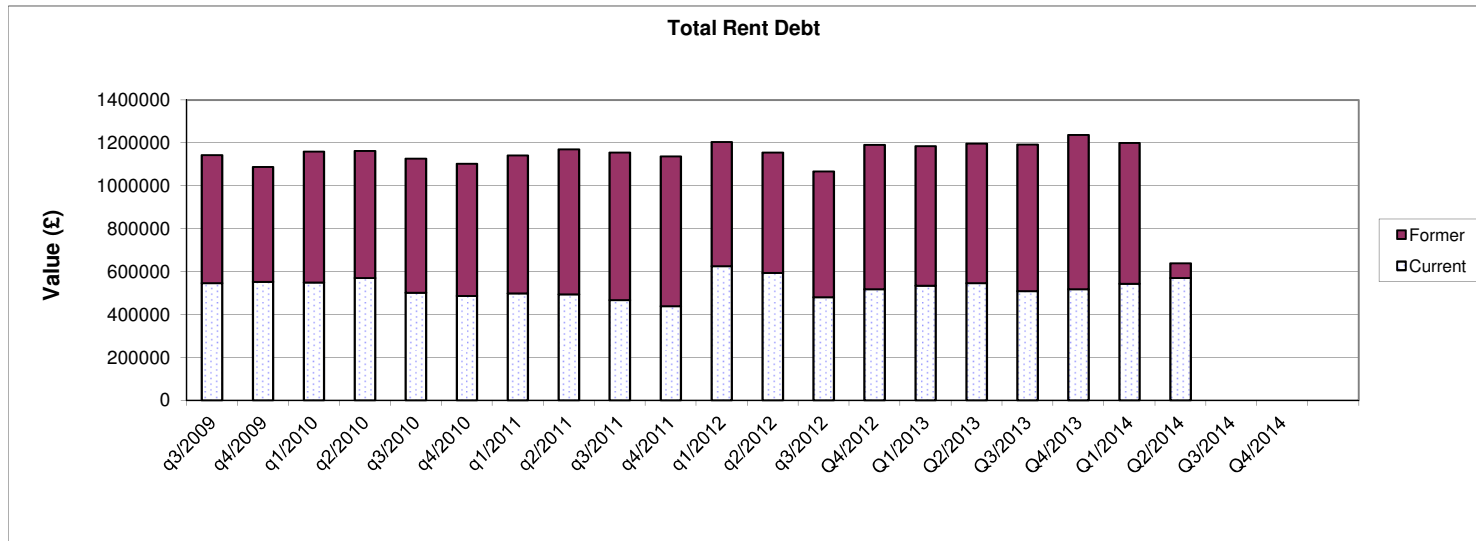
BANDED ARREARS REPORT

	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	1350	1058
Value	101,266	87,639	106,243	75,303	135,019	118,129	91250	87208.28	142102.2	118019.2
< 7 Weeks Gross										
Numbers	167	171	175	158	177	166	187	176	180	205
Value	66,872	67,819	70,664	67,792	83,272	71,938	78034	74340.81	79889.21	94048.67
< 12 Weeks Gross										
Numbers	116	125	122	108	110	147	142	122	143	163
Value	81,052	85,467	83,858	80,445	114,724	107,070	104016	91854.26	106332.2	127163.9
< 20 Weeks Gross										
Numbers	79	88	91	76	94	96	90	83	78	93
Value	93,328	99,722	102,426	93,276	126,910	119,879	109005	101515.8	95988.18	116531.9
>20 Weeks Gross										
Numbers	56	63	65	55	49	54	43	51	50	48
Value	146,895	159,572	160,815	145,699	735,011	129,689	127003	123502	118629.4	114280.1
TOTAL VALUE	1,477	1,295	1,389	1,029	1,820	1,524	1,336	1,205	1801	1567
TOTAL NUMBERS	489,413	500,219	524,006	462,515	1,194,936	546,705	509,308	478,421	542941.19	570043.8
Bedroom Tax Numbers								830	676	728

3. Total Rent Owed (Current and Former)

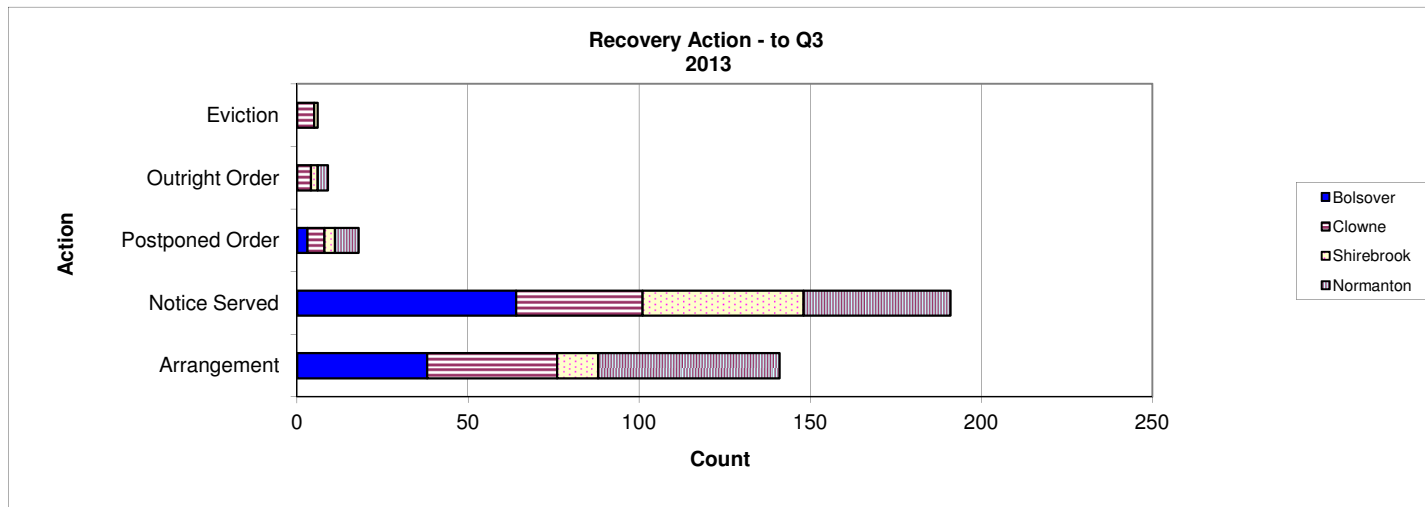
	q3/2009	q4/2009	q1/2010	q2/2010	q3/2010	q4/2010	q1/2011	q2/2011	q3/2011	q4/2011	q1/2012
Current	547072	553120	548858	571012	501376	486526	498259	494406	466881	439320	625151.6
Former	596973	535411	612028	592887	625685	617625	644640	676465.42	689315.72	698393.8	579788
TOTAL	1144045	1088531	1160886	1163899	1127061	1104151	1142899	1170871.4	1156196.7	1137714	1204939.6

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	542941.2	570604.6		
Former	562065.5	586772	673454.35	650701	650123	683369	719184	657567.07	68618.29		
TOTAL	1156247.5	1068267	1191980.4	1185826	1197013	1192677	1237710.6	1200508.3	639222.89		



4. Rent Arrears Actions - YTD Mar 2014

	Bolsover	Clowne	Shirebrook	Normanton	TOTAL
Arrangement	38	38	12	53	141
Notice Served	64	37	47	43	191
Postponed Order	3	5	3	7	18
Outright Order	0	4	2	3	9
Eviction	0	5	1	0	6
					0
TOTAL	105	89	65	106	365

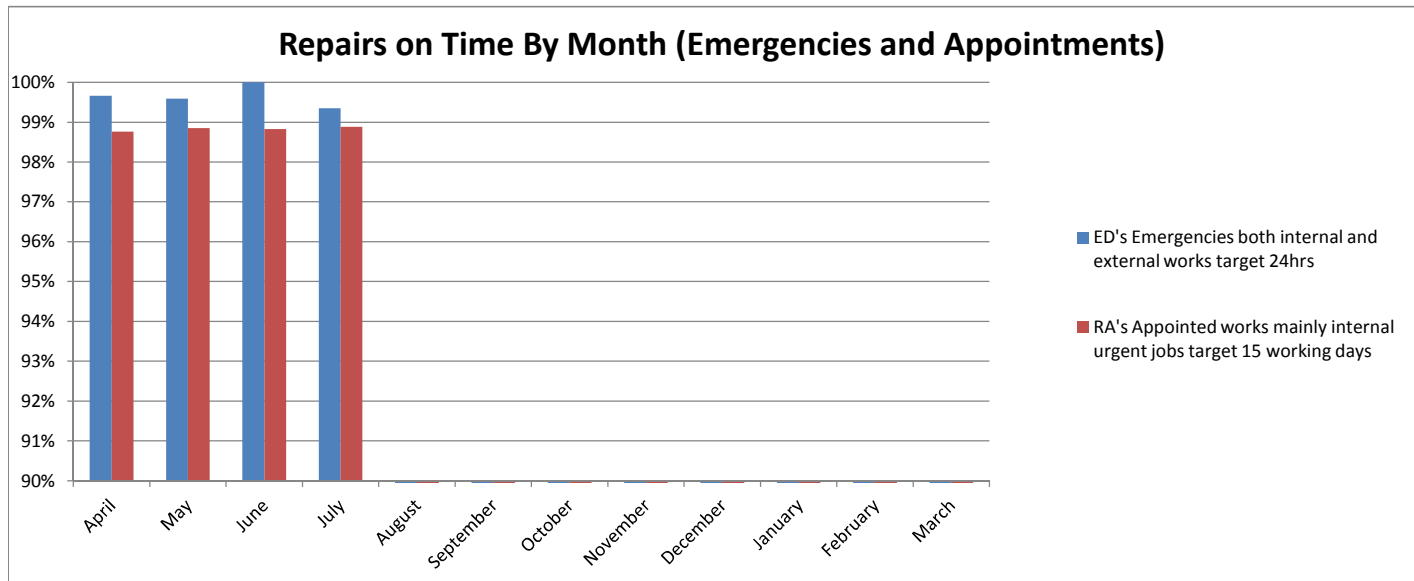


5. Repairs - Year to Date

	In time	Out of time	Total	%
ED's Emergencies both internal and external works target 24hrs	1104	4	1108	99.6%
RA's Appointed works mainly internal urgent jobs target 15 working days	2431	35	2466	98.6%
RN's Non urgent works mainly external jobs target 30 working days	244	58	302	80.8%
RR's Routine repairs mainly extensive external works target 60 working days	796	194	990	80.4%
PW's Planned works kitchens, boilers and painting target 265 working days	81	2	83	97.6%

Repairs - Month by Month

	April	May	June	July	August	September	October	November	December	January	February	March
ED's Emergencies both	99.7%	99.6%	100.0%	99.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
RA's Appointed works	98.8%	98.9%	98.8%	98.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%



6. 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%

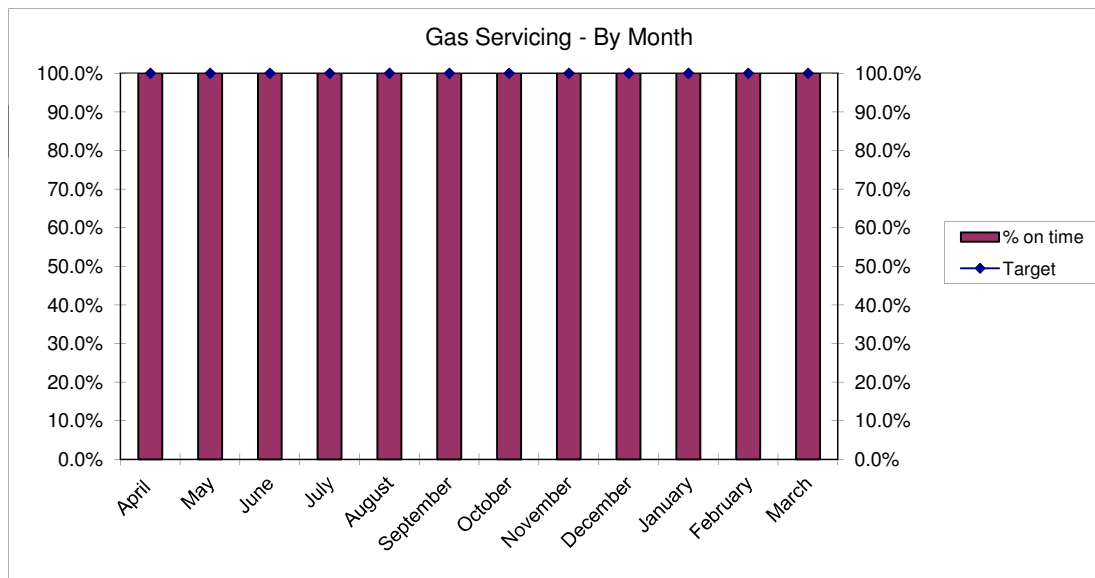
Tenant satisfaction - Target 98%

Right first time - Target 95%



7. 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%



8. Waiting List

NUMBER OF APPLICANTS					
Month	Band A	Band B	Band C	Band d	TOTAL
April	4	57	1030	326	1417
May	4	59	1084	345	1492
June	4	62	1127	364	1557
July	4	64	1176	385	1629
August	5	66	1230	400	1701
September	9	67	1299	421	1796
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	1142	197	62	16	1417
May	1196	211	67	18	1492
June	1248	216	75	18	1557
July	1309	222	79	19	1629
August	1361	232	87	21	1701
September	1439	242	93	22	1796
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.