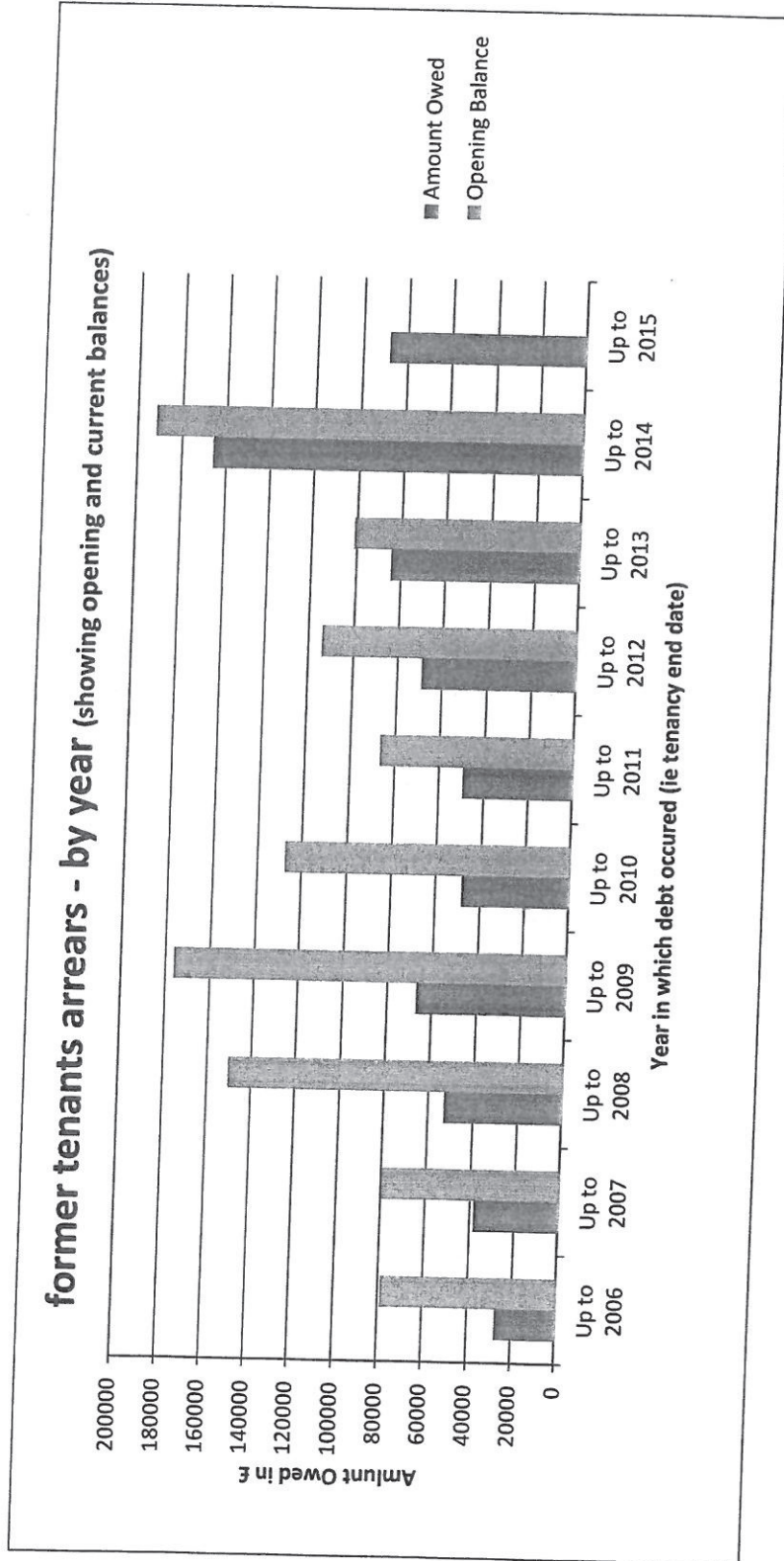


1. FTA Aged Debt Analysis

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	27494.3	38170.61	52851.28	66792.35	48065.11	49258.56	69,075	84505.82	165842.1	88075.44	690130.1
Number	47	47	47	80	60	108	151	207	269	163	1179
Opening Balance	78861.42	79699.11	150145.2	175973.4	127348.7	86366	114263	101109.65	191325		1105091

All figures to closest £
Reduction (exc 2013) 122526.7



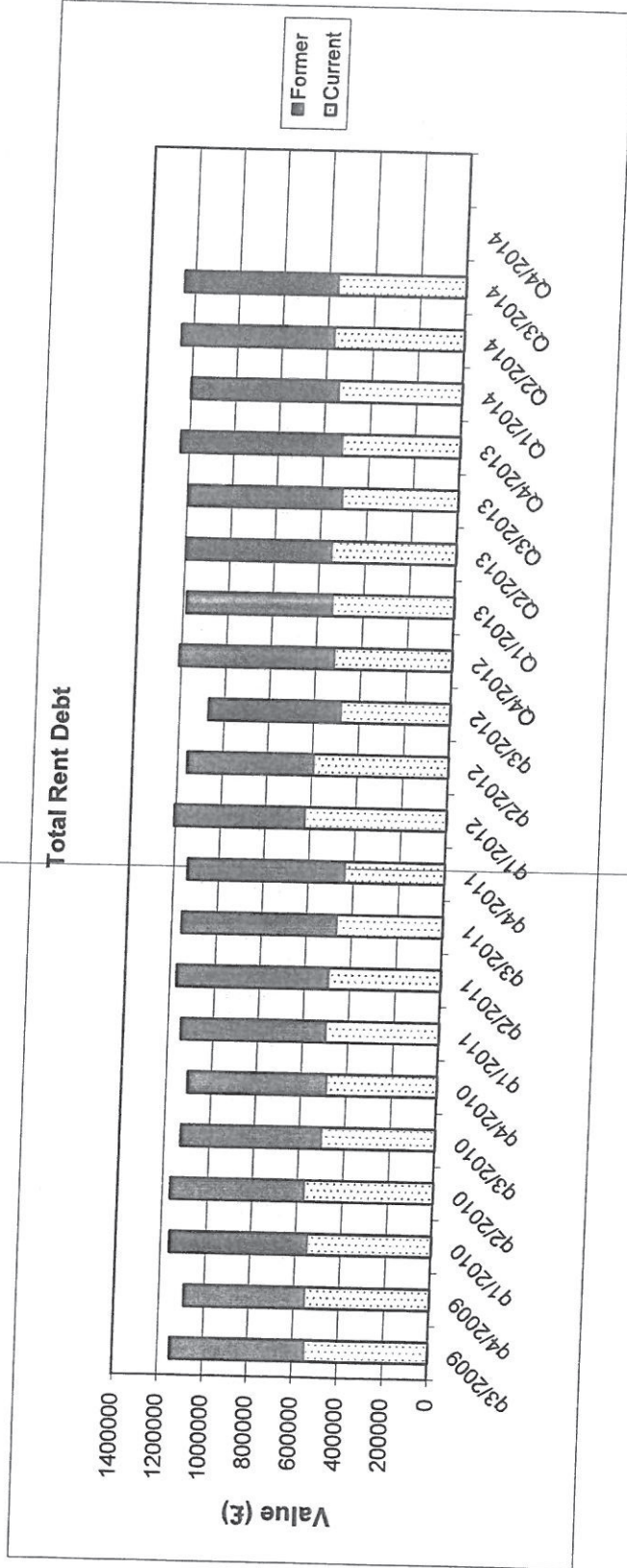
BANDED ARREARS REPORT

	Q1/2012	Q2/2012	Q3/2012	Q4/2012	Q1/2013	Q2/2013	Q3/2013	Q4/2013	Q1/2014	Q2/2014	Q3/2014
< 4 Weeks Gross											
Numbers	1,059	848	936	632	1,390	1,061	874	773	1350	1058	1200
Value	101,266	87,639	106,243	75,303	135,019	118,129	91250	87208.28	142102.2	118019.2	125338.9
< 7 Weeks Gross											
Numbers	167	171	175	158	177	166	187	176	180	205	170
Value	66,872	67,819	70,664	67,792	83,272	71,938	78034	74340.81	79889.21	94048.67	77528.76
< 12 Weeks Gross											
Numbers	116	125	122	108	110	147	142	122	143	163	141
Value	81,052	85,467	83,858	80,445	114,724	107,070	104016	91854.26	106332.2	127163.9	109416
> 20 Weeks Gross											
Numbers	79	88	91	76	94	96	90	83	78	93	96
Value	93,328	99,722	102,426	93,276	126,910	119,879	109005	101515.8	95988.18	116531.9	122422.8
> 20 Weeks Gross											
Numbers	56	63	65	55	49	54	43	51	50	48	53
Value	146,895	159,572	160,815	145,699	735,011	129,689	127003	123502	118629.4	114280.1	127559.1
TOTAL VALUE	1,477	1,295	1,389	1,029	1,820	1,524	1,336	1,205	1,801	1,567	1,660
TOTAL NUMBERS	489,413	500,219	524,006	462,515	1,194,936	546,705	509,308	478,421	542,941	570,044	562,266
Bedroom Tax Numbers								830	676	728	611

3. Total Rent Owed (Current and Former)

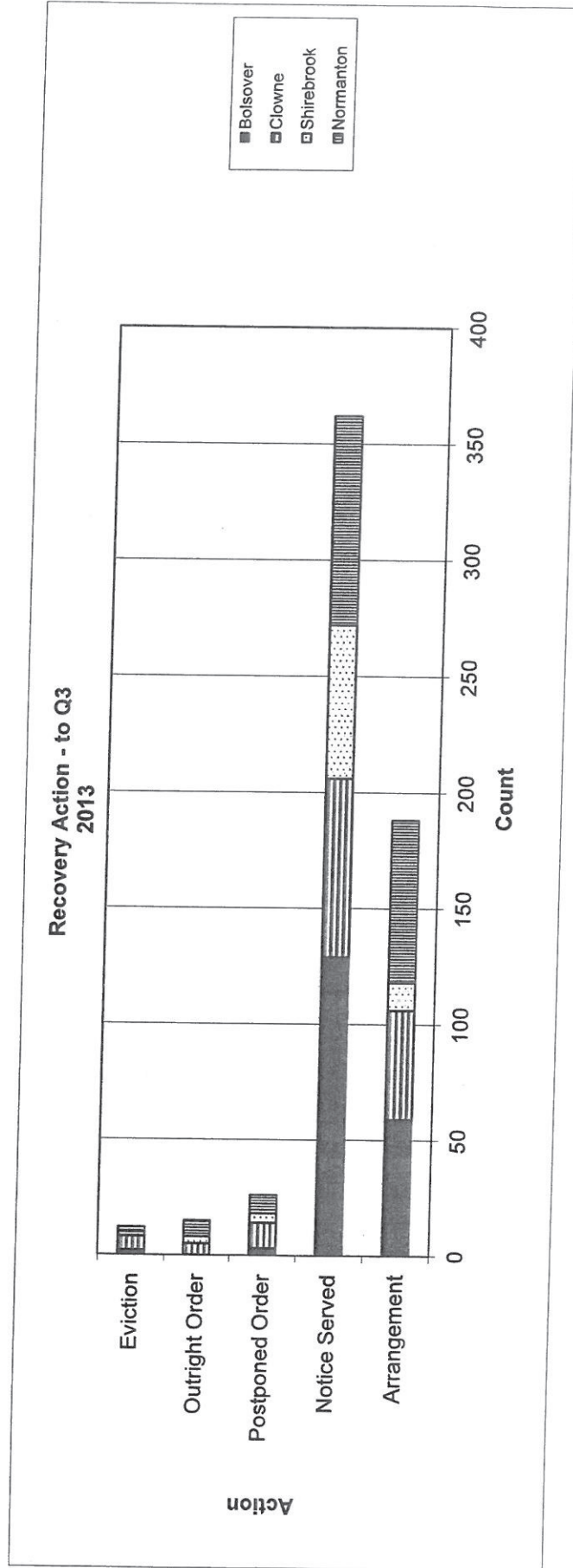
	q3/2009	q4/2009	q1/2010	q2/2010	q3/2010	q4/2010	q1/2011	q2/2011	q3/2011	q4/2011	q1/2012
Current	547072	553120	548858	571012	501376	486526	498259	494406	466881	439320	625151.6
Former	596973	535411	612028	592887	625685	617625	644640	676465.42	689315.72	698393.8	579788
TOTAL	1144045	1088531	1160886	1163899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

	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	562265.5	
Former	562065.5	586772	690130.13	650701	650123	683369	719184	657567.07	683128.29	683040.9	
TOTAL	1156247.5	1068267	1208656.1	1185826	1197013	1192677	1237710.6	1200508.3	1253732.9	1245306	



4. Rent Arrears Actions - YTD Mar 2014

	Bolsover	Clowne	Shirebrook	Normanton	TOTAL
Arrangement	59	47	12	70	188
Notice Served	129	77	66	90	362
Postponed Order	3	11	4	8	26
Outright Order	0	5	3	7	15
Eviction	2	6	2	2	12
TOTAL	193	146	87	177	603

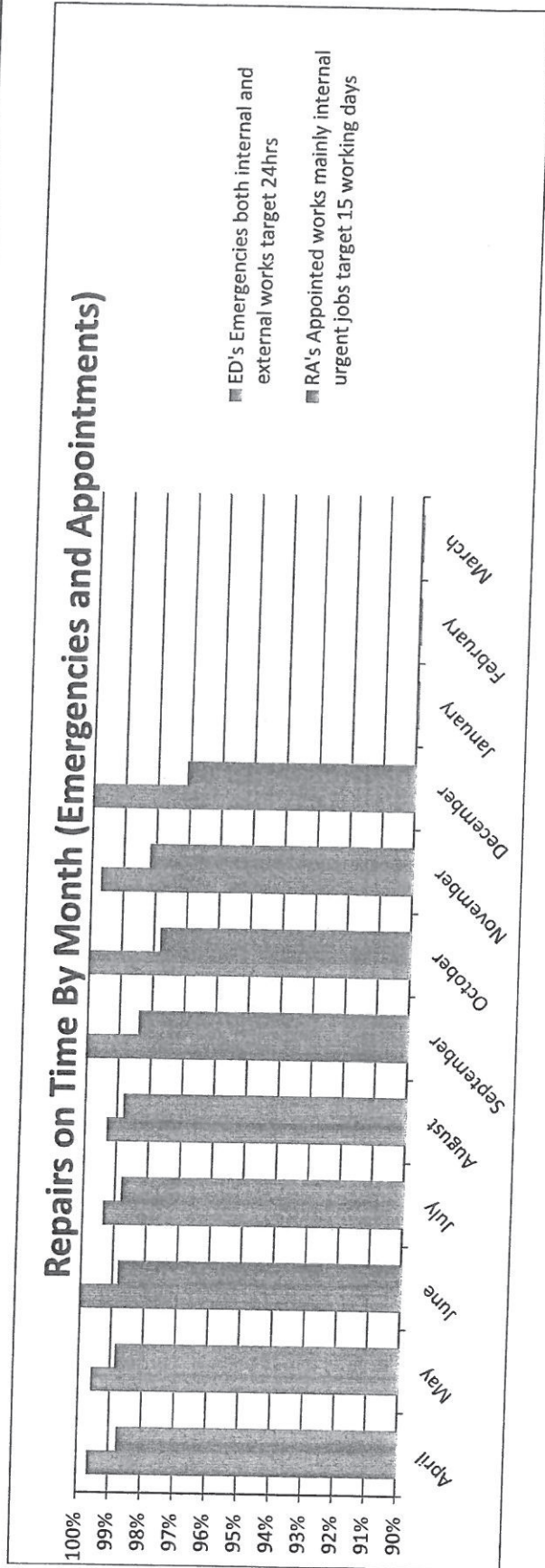


5. Repairs - Year to Date

	In time	Out of time	Total	%
ED's Emergencies both internal and external works target 24hrs	2747	4	2751	99.9%
RA's Appointed works mainly internal urgent jobs target 15 working days	5912	121	6033	98.0%
RN's Non urgent works mainly external jobs target 30 working days	585	135	720	81.3%
RR's Routine repairs mainly extensive external works target 60 working days	1633	421	2054	79.5%
PW's Planned works kitchens, boilers and painting target 265 working days	121	5	126	96.0%

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%	99.3%	100.0%	100.0%	99.7%	100.0%	0.0%	0.0%	0.0%
RA's Appointed works	98.8%	98.9%	98.8%	98.8%	98.8%	98.4%	97.8%	98.2%	97.1%	0.0%	0.0%	0.0%

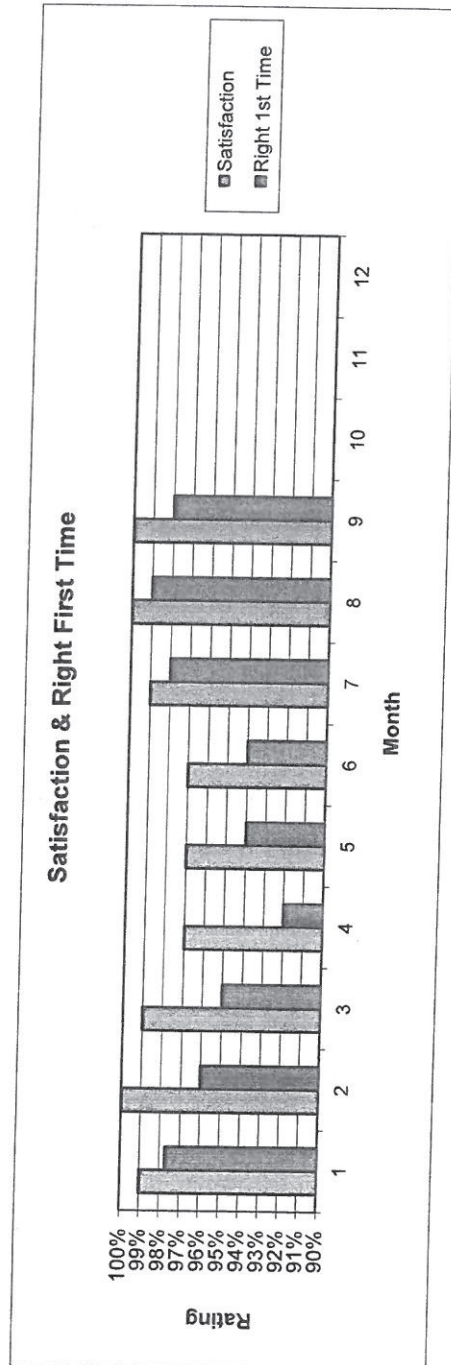


6. Customer Feedback

	Satisfaction	1st Time
April	99%	98%
May	100%	96%
June	99%	95%
July	97%	92%
August	97%	94%
September	97%	94%
October	99%	98%
November	100%	99%
December	100%	98%
January		
February		
March		

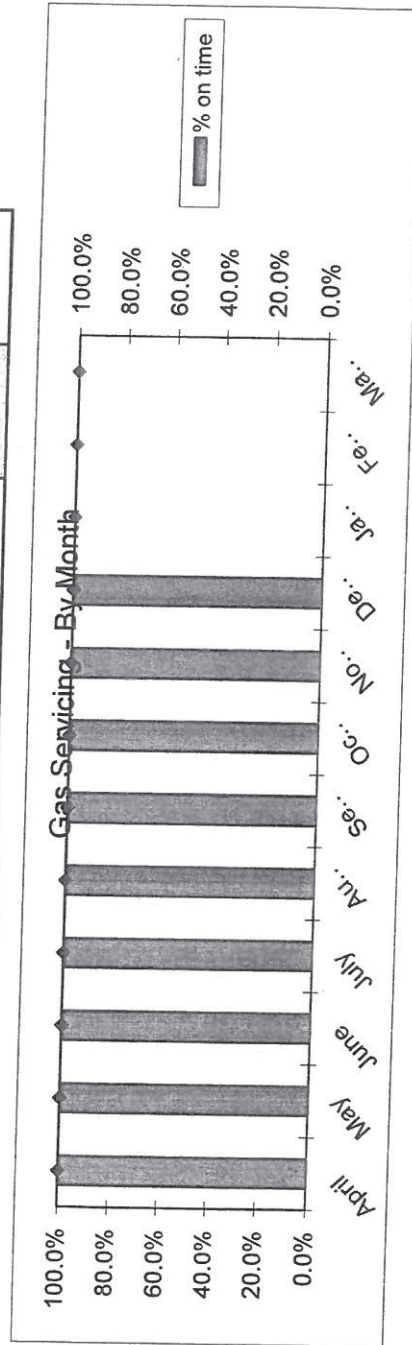
Tenant satisfaction - Target 98%

Right first time - Target 95%



7. Gas Servicing

Month	No. Completed in month		% on time		% Cumulative in time		Target
	Actual	Target	Actual	Target	Actual	Target	
April	385	385	100.0%	100.0%	100.0%	100.0%	100.0%
May	470	470	100.0%	100.0%	100.0%	100.0%	100.0%
June	514	514	100.0%	100.0%	100.0%	100.0%	100.0%
July	519	519	100.0%	100.0%	100.0%	100.0%	100.0%
August	318	318	100.0%	100.0%	100.0%	100.0%	100.0%
September	309	309	100.0%	100.0%	100.0%	100.0%	100.0%
October	476	476	100.0%	100.0%	100.0%	100.0%	100.0%
November	497	497	100.0%	100.0%	100.0%	100.0%	100.0%
December	123	123	100.0%	100.0%	100.0%	100.0%	100.0%
January			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.0%
February			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.0%
March			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.0%



8. Waiting List

Month	NUMBER OF APPLICANTS				TOTAL
	Band A	Band B	Band C	Band d	
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	10	67	1300	429	1806
November	6	68	1319	447	1840
December	4	68	1264	428	1764
January					0
February					0
March					0

Month	HOUSING REQUIREMENTS				TOTAL
	1 bed	2 bed	3 bed	4 bed	
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	1436	250	95	25	1806
November	1466	253	94	27	1840
December	1395	249	94	26	1764
January					0
February					0
March					0

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