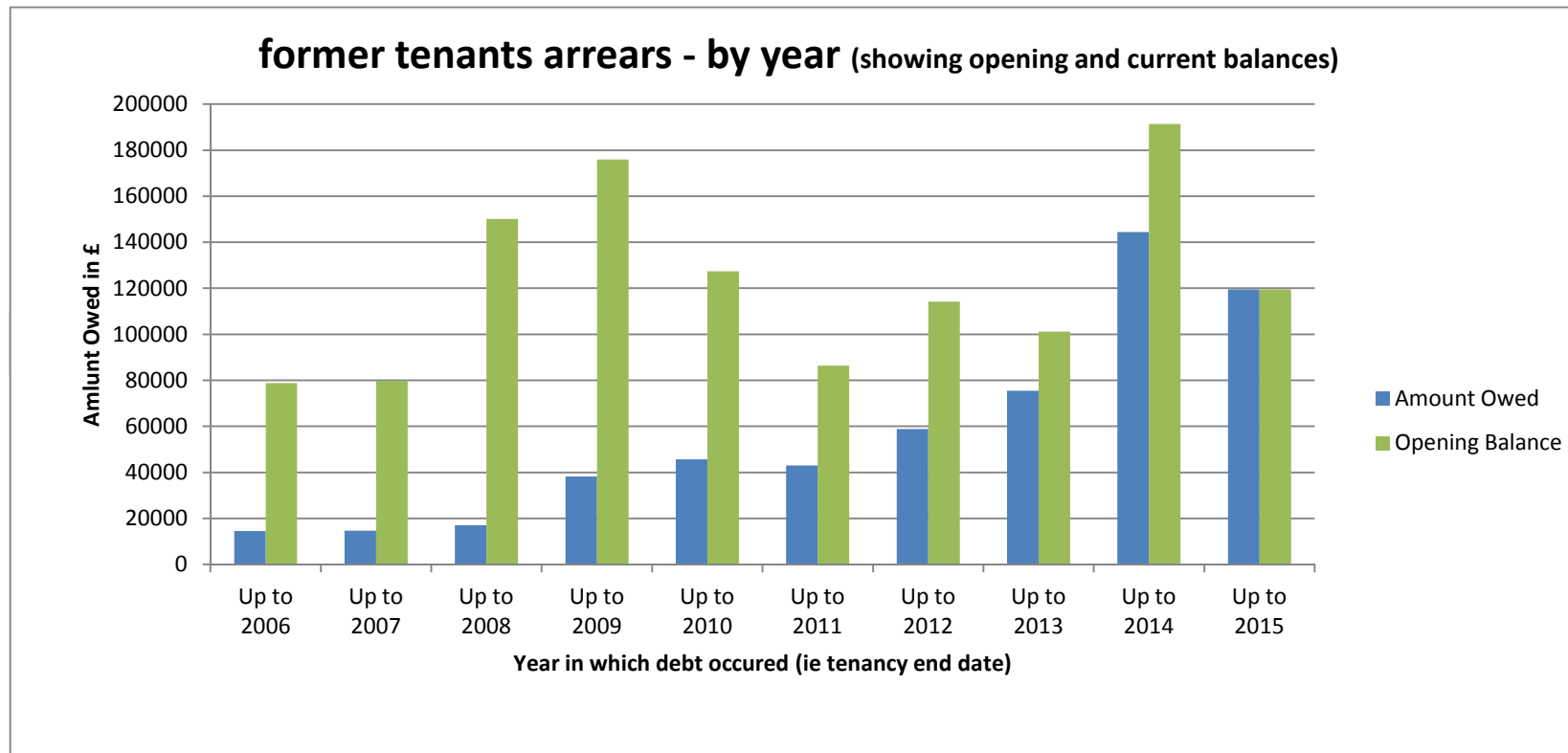


1. FTA Aged Debt Analysis

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	14595.17	14701.94	17119.51	38285.33	45697.73	43073.08	58,835	75508.94	144443.09	119520	571779.8
Number	34	33	33	60	55	96	139	190	250	197	1087
Opening Balance	78861.42	79699.11	150145.2	175973.4	127348.7	86366	114263	101109.65	191325	119520	1224611

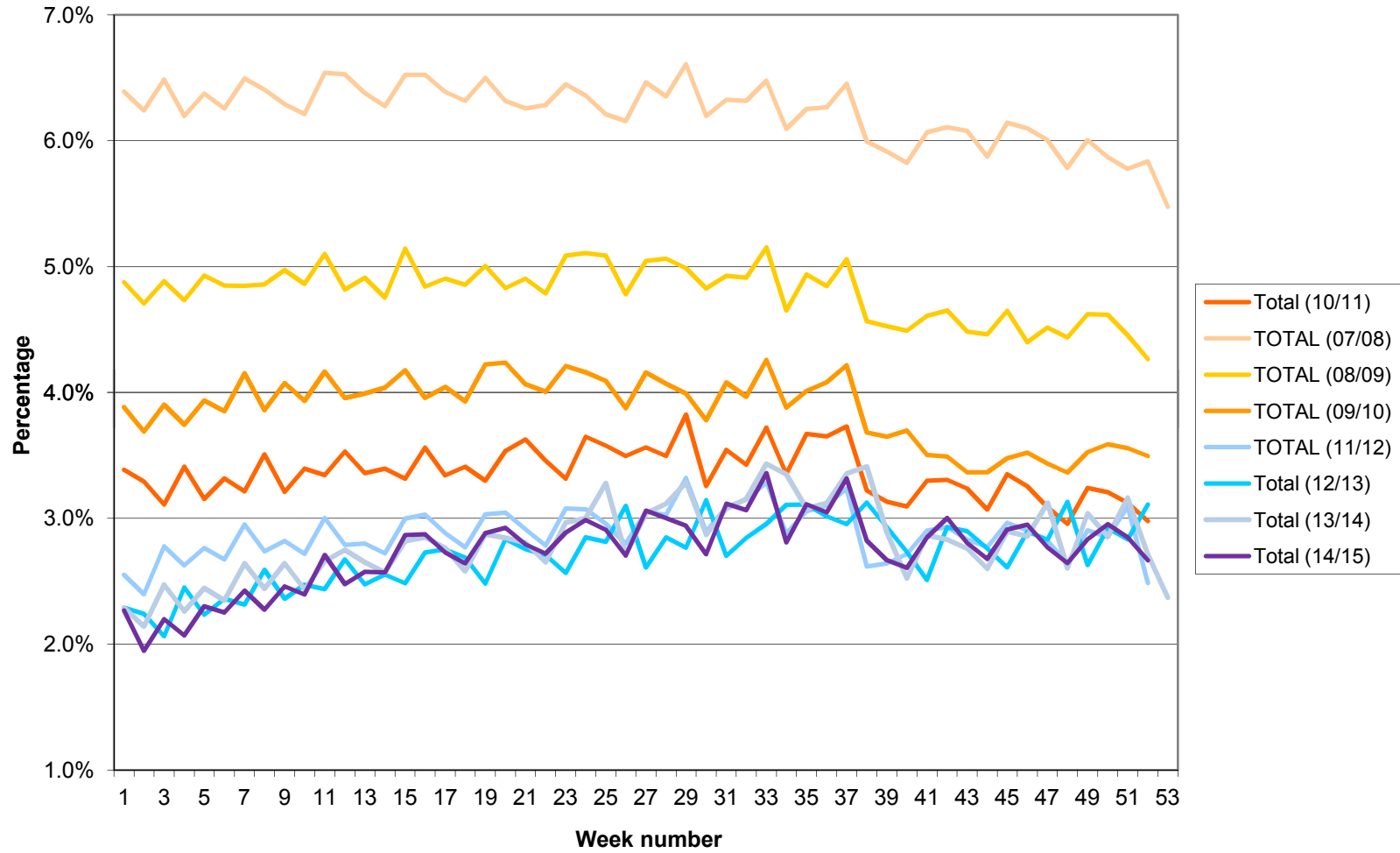
All figures to closest £

Reduction (exc 2013) 240877



2. Current Rent Arrears

Rent Owed - % of Rent Due



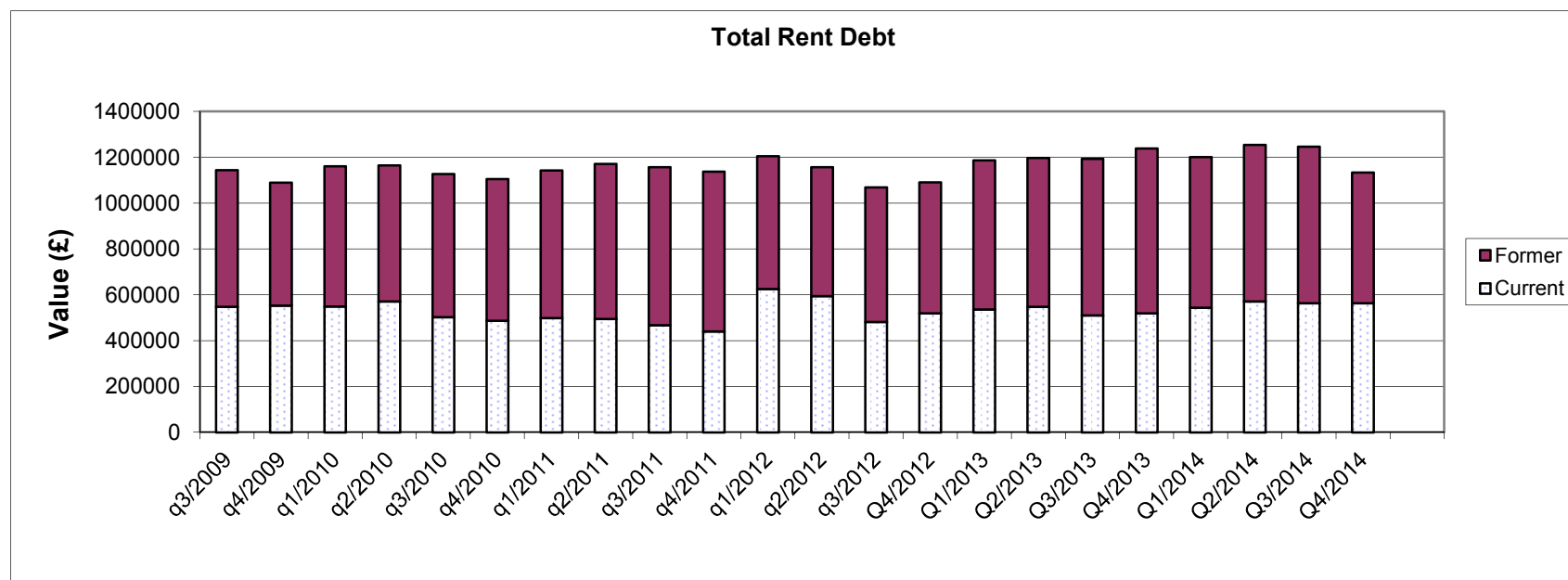
BANDED ARREARS REPORT

	Q1/2012	q2/2012	q3/2012	Q4/2012	Q1/2013	Q2/2013	Q3/2013	Q4/2013	Q1/2014	Q2/2014	Q3/2014	Q4/2014
< 4 Weeks Gross												
Numbers	1,059	848	936	632	1,390	1,061	874	773	1350	1058	1200	914
Value	101,266	87,639	106,243	75,303	135,019	118,129	91250	87208.28	142102.2	118019.2	125338.9	112112.5
< 7 Weeks Gross												
Numbers	167	171	175	158	177	166	187	176	180	205	170	184
Value	66,872	67,819	70,664	67,792	83,272	71,938	78034	74340.81	79889.21	94048.67	77528.76	80548.42
< 12 Weeks Gross												
Numbers	116	125	122	108	110	147	142	122	143	163	141	148
Value	81,052	85,467	83,858	80,445	114,724	107,070	104016	91854.26	106332.2	127163.9	109416	116603.6
< 20 Weeks Gross												
Numbers	79	88	91	76	94	96	90	83	78	93	96	93
Value	93,328	99,722	102,426	93,276	126,910	119,879	109005	101515.8	95988.18	116531.9	122422.8	121186.6
>20 Weeks Gross												
Numbers	56	63	65	55	49	54	43	51	50	48	53	55
Value	146,895	159,572	160,815	145,699	735,011	129,689	127003	123502	118629.4	114280.1	127559.1	131877.2
TOTAL VALUE	1,477	1,295	1,389	1,029	1,820	1,524	1,336	1,205	1,801	1,567	1,660	1,394
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	562,328
Bedroom Tax Numbers								830	676	728	611	716

3. Total Rent Owed (Current and Former)

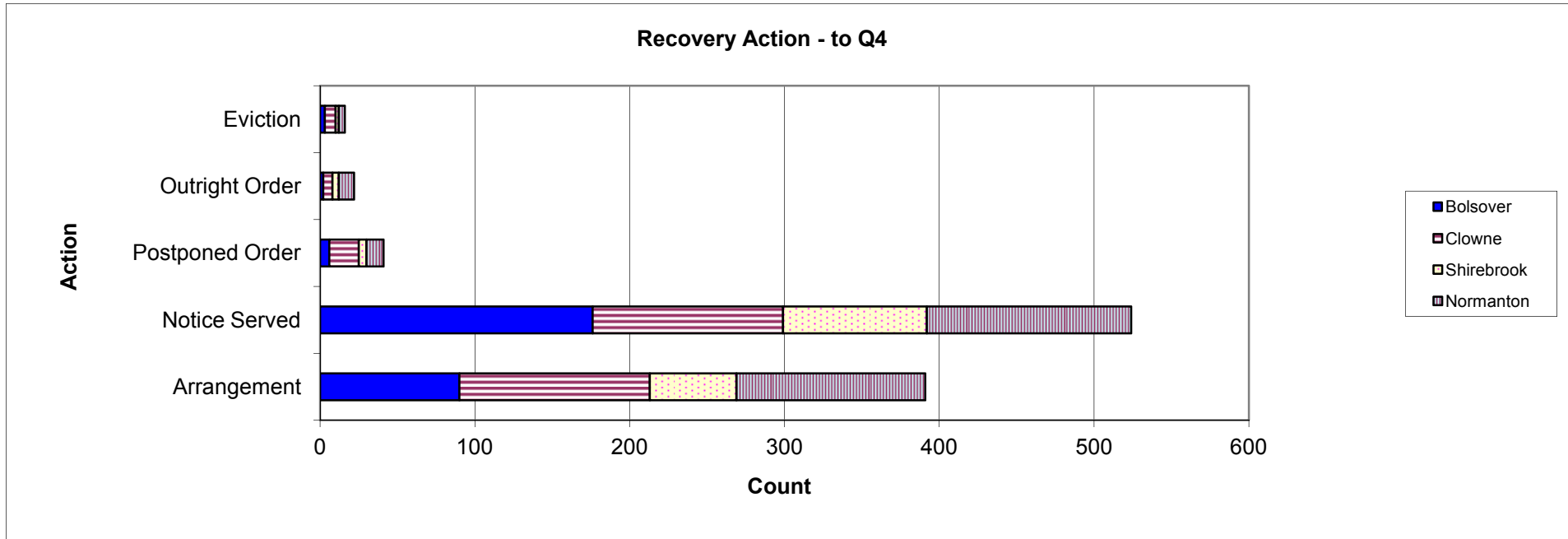
	q3/2009	q4/2009	q1/2010	q2/2010	q3/2010	q4/2010	q1/2011	q2/2011	q3/2011	q4/2011	q1/2012
Current	547072	553120	548858	571012	501376	486526	498259	494406	466881	439320	625151.6
Former	596973	535411	612028	592887	625685	617625	644640	676465.42	689315.72	698393.8	579788
TOTAL	1144045	1088531	1160886	1163899	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	509308	518526.63	542941.2	570604.6	562265.5	562328.4
Former	562065.5	586772	571779.83	650701	650123	683369	719184	657567.07	683128.29	683040.9	570254
TOTAL	1156247.5	1068267	1090305.8	1185826	1197013	1192677	1237710.6	1200508.3	1253732.9	1245306	1132582



4. Rent Arrears Actions - YTD Mar 2015

	Bolsover	Clowne	Shirebrook	Normanton	TOTAL
Arrangement	90	123	56	122	391
Notice Served	176	123	93	132	524
Postponed Order	6	19	5	11	41
Outright Order	2	6	4	10	22
Eviction	3	7	2	4	16
					0
TOTAL	277	278	160	279	994

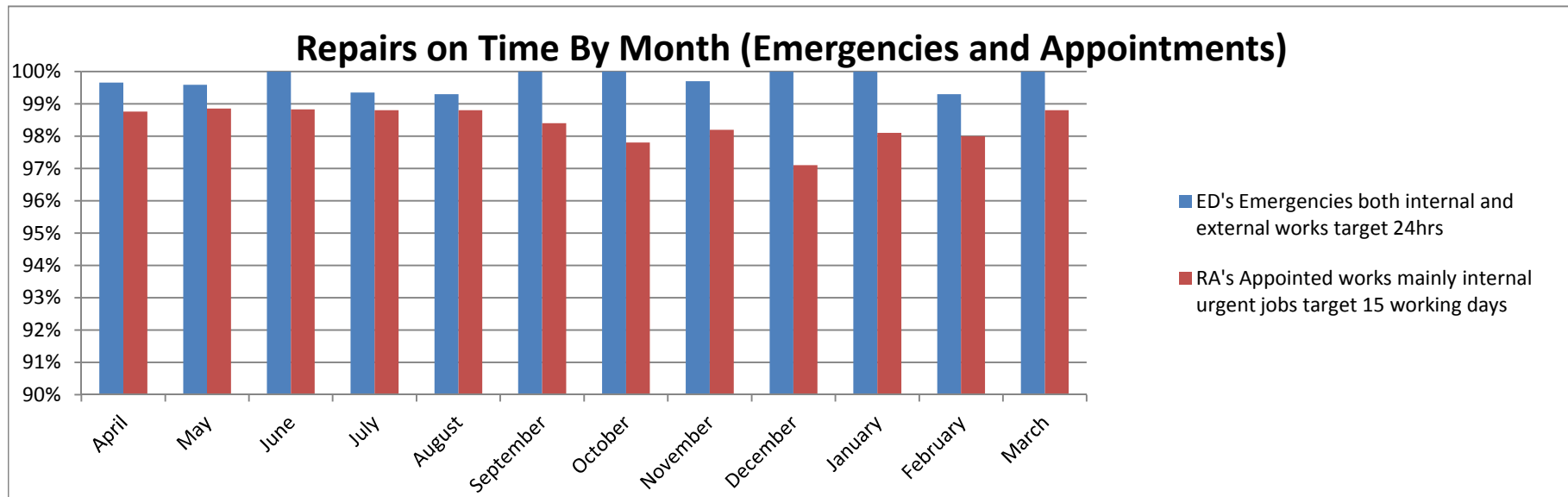


5. Repairs - Year to Date

	In time	Out of time	Total	%
ED's Emergencies both internal and external works target 24hrs	3714	9	3723	99.8%
RA's Appointed works mainly internal urgent jobs target 15 working days	8074	158	8232	98.1%
RN's Non urgent works mainly external jobs target 30 working days	819	166	985	83.1%
RR's Routine repairs mainly extensive external works target 60 working days	2093	503	2596	80.6%
PW's Planned works kitchens, boilers and painting target 265 working days	129	7	136	94.9%

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%	100.0%	99.3%	100.0%
RA's Appointed works	98.8%	98.9%	98.8%	98.8%	98.8%	98.4%	97.8%	98.2%	97.1%	98.1%	98.0%	98.8%

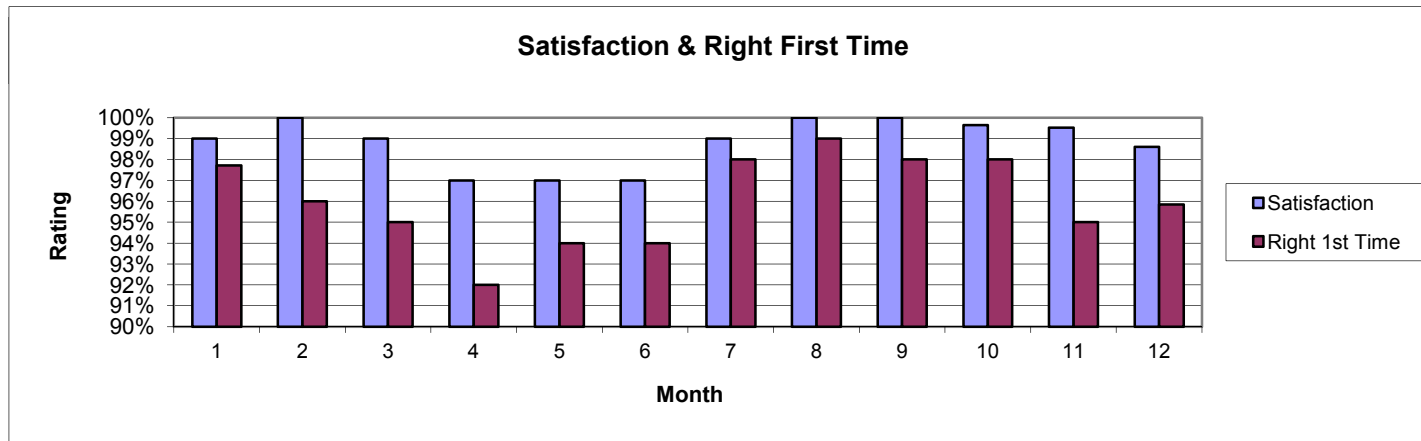


6. Customer Feedback

	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	100%	98%
February	100%	95%
March	99%	96%

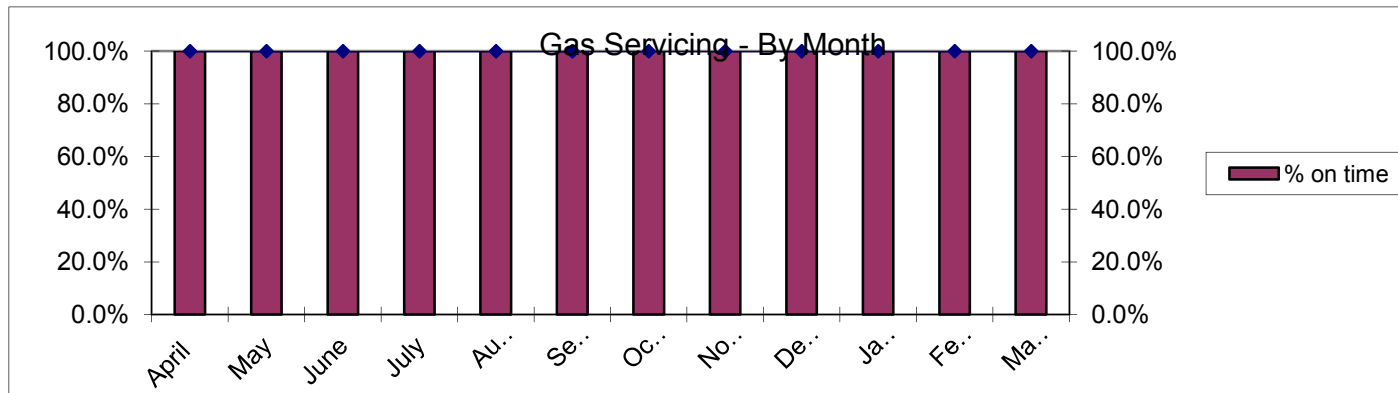
Tenant satisfaction - Target 98%

Right first time - Target 95%



7. Gas Servicing

Month	No. Completed in month	No. Completed in time	% on time	% Cumulative in time	Target
April	385	385	100.0%	100.0%	100.0%
May	470	470	100.0%	100.0%	100.0%
June	514	514	100.0%	100.0%	100.0%
July	519	519	100.0%	100.0%	100.0%
August	318	318	100.0%	100.0%	100.0%
September	309	309	100.0%	100.0%	100.0%
October	476	476	100.0%	100.0%	100.0%
November	497	497	100.0%	100.0%	100.0%
December	123	123	100.0%	100.0%	100.0%
January	247	247	100.0%	100.0%	100.0%
February	270	270	100.0%	100.0%	100.0%
March	428	428	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	10	67	1300	429	1806
November	6	68	1319	447	1840
December	4	68	1264	428	1764
January	4	67	1292	428	1791
February	6	69	1299	419	1793
March	4	66	1187	370	1627

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	1436	250	95	25	1806
November	1466	253	94	27	1840
December	1395	249	94	26	1764
January	1418	248	98	27	1791
February	1416	245	102	30	1793
March	1277	221	103	26	1627

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