

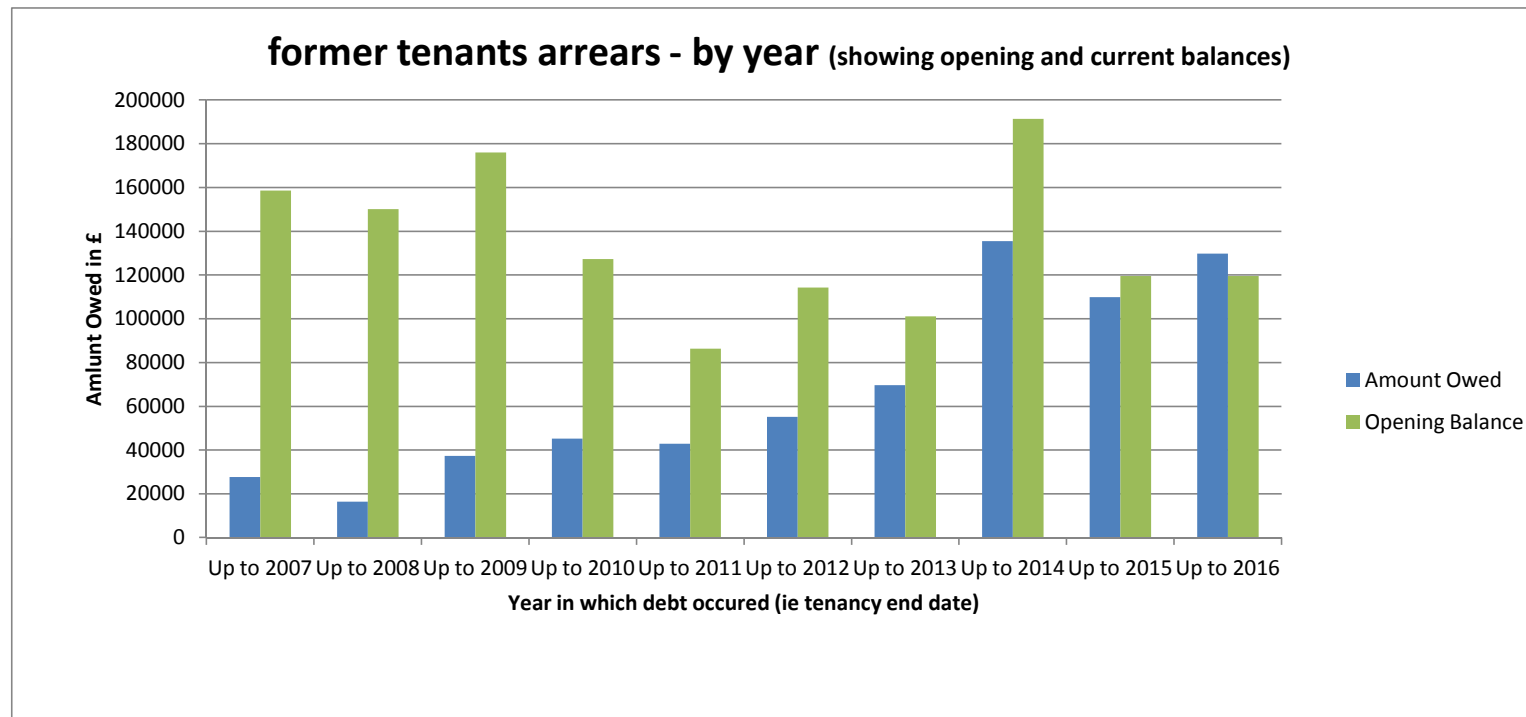
Housing Department Update to December 2015

1. FTA Aged Debt Analysis

Year of debt	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	Up to 2016	TOTAL
Amount Owed	27641.64	16453.8	37371.44	45198.3	42852.21	55,211.16	69681.82	135459	109879.6	129726.8	669475.77
Number	63	28	57	54	93	126	174	229	180	200	1204
Opening Balance	158560.53	150145.2	175973.4	127348.7	86366	114263	101109.65	191325	119520	119520	1344131.48

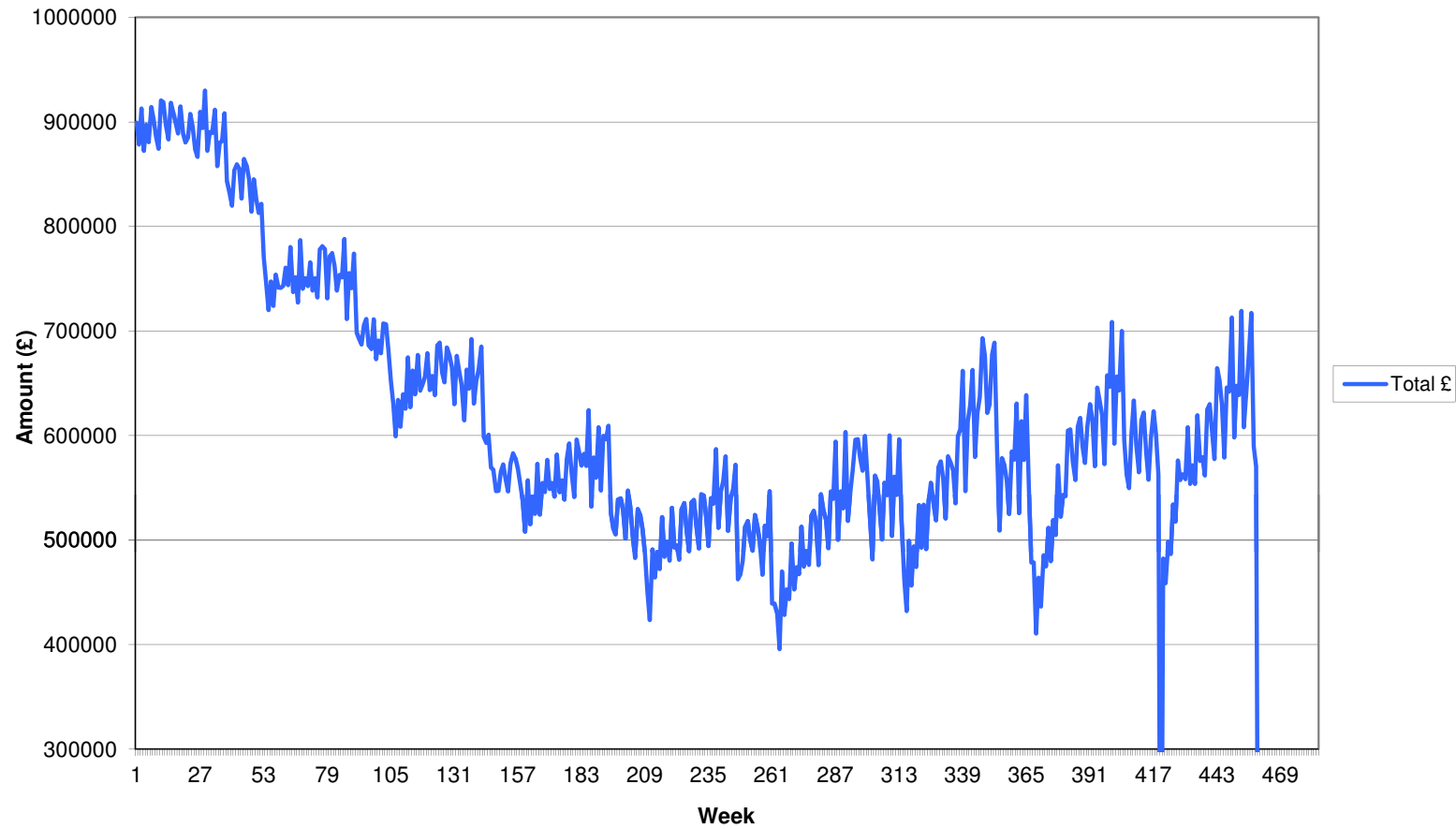
All figures to closest £

Reduction (exc 2013) 674655.71



2. Current Rent Arrears

TOTAL Current Arrears over time



This graph shows rent arrears (measured in £s') since the Housing Department became responsible for rent arrears (ie last 8 years) It is intended to show trends over time, and within each year.

3. Banded Arrears Report

Q3/2014 Q4/2014 Q1/2015 Q2/2015 Q3/2015

< 4 Weeks Gross

Numbers	1,390	1,061	874	773	1350	1058	1200	914	1332	1099	1208
Value	135,019	118,129	91250	87208.28	142102.2	118019.2	125338.9	112112.5	141662.19	123799.4	123692.58

< 7 Weeks Gross

Numbers	177	166	187	176	180	205	170	184	208	212	199
Value	83,272	71,938	78034	74340.81	79889.21	94048.67	77528.76	80548.42	95421	96002.83	90086.59

< 12 Weeks Gross

Numbers	110	147	142	122	143	163	141	148	142	140	147
Value	114,724	107,070	104016	91854.26	106332.2	127163.9	109416	116603.6	114816.4	114601.3	116575.1

< 20 Weeks Gross

Numbers	94	96	90	83	78	93	96	93	76	84	78
Value	126,910	119,879	109005	101515.8	95988.18	116531.9	122422.8	121186.6	103089.04	113748.1	103619.6

>20 Weeks Gross

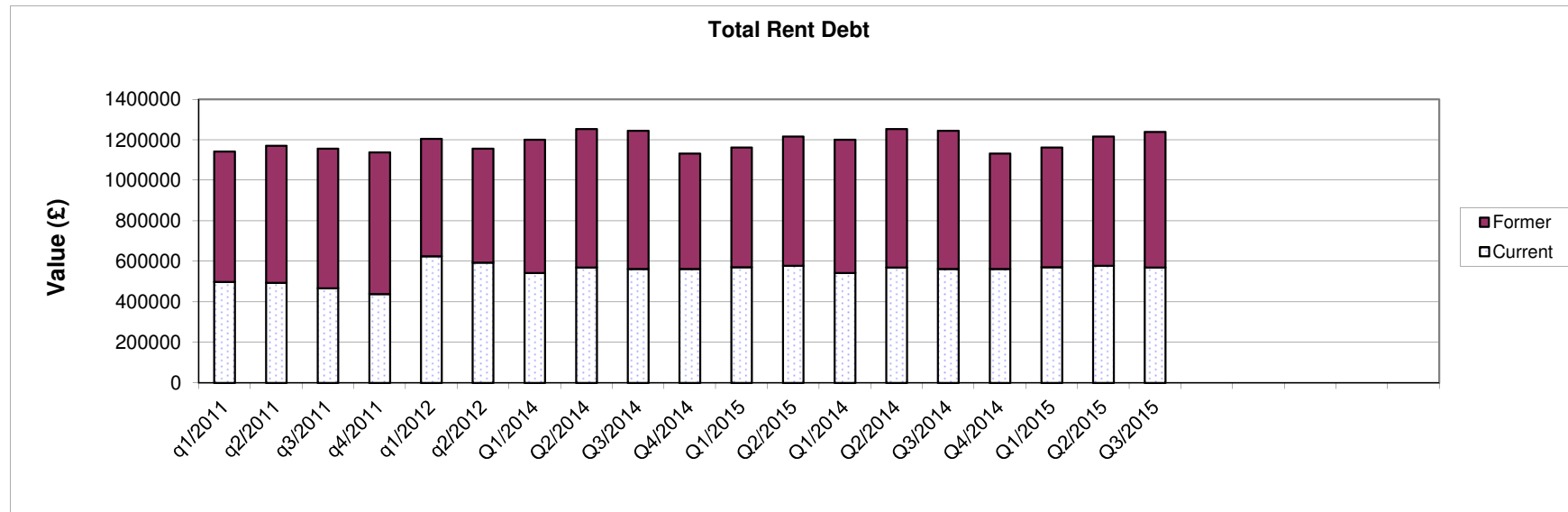
Numbers	49	54	43	51	50	48	53	55	46	52	53
Value	735,011	129,689	127003	123502	118629.4	114280.1	127559.1	131877.2	110954.64	130657.9	132689.1

TOTAL VALUE	1,820	1,524	1,336	1,205	1,801	1,567	1,660	1,394	1,804	1,587	1,685
TOTAL NUMBERS	1,194,936	546,705	509,308	478,421	542,941	570,044	562,266	562,328	565,943	578,809	566,663
Bedroom Tax Numbers				830	676	728	611	716	596	641	553

4. Total Rent Owed (Current and Former)

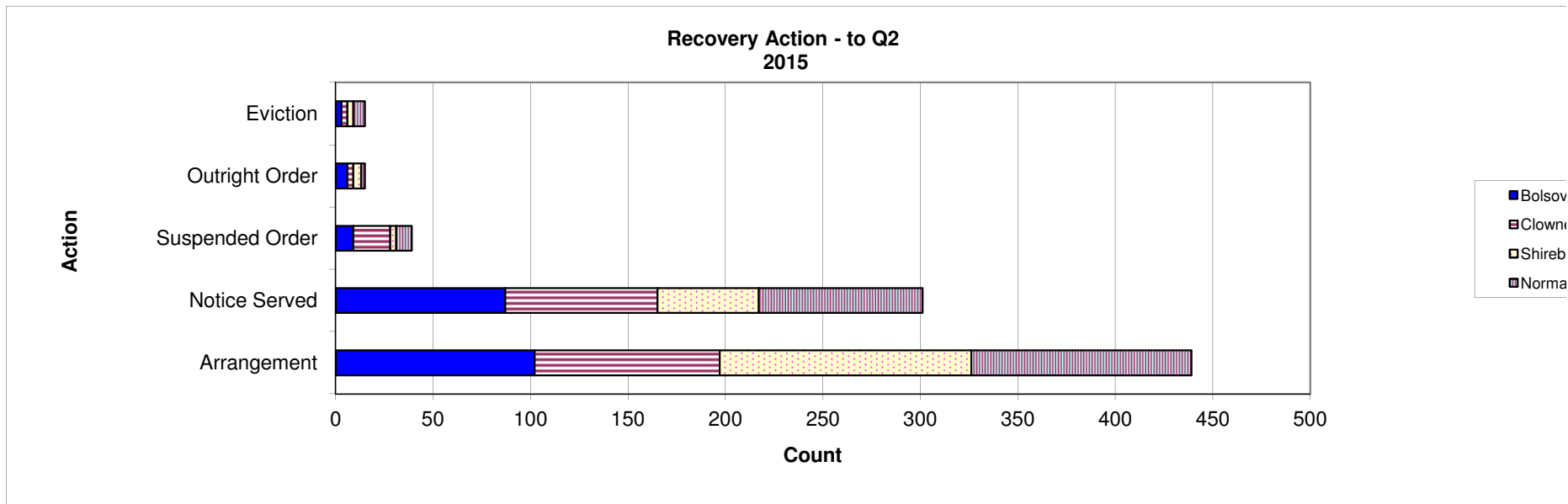
	q1/2011	q2/2011	q3/2011	q4/2011	q1/2012	q2/2012	Q1/2014	Q2/2014	Q3/2014	Q4/2014	Q1/2015	Q2/2015
Current	498259	494406	466881	439320	625151.6	594182	542941.2	570604.6	562265.5	562328.4	571476.34	578809.41
Former	644640	676465.42	689315.72	698393.83	579788	562065.5	657567.07	683128.29	683040.92	570254	590239.85	638013.74
TOTAL	1142899	1170871.4	1156196.7	1137713.8	1204939.6	1156247.5	1200508.3	1253732.9	1245306.4	1132582	1161716.19	1216823.2

	Q1/2014	Q2/2014	Q3/2014	Q4/2014	Q1/2015	Q2/2015	Q3/2015				
Continued Current	542941.2	570604.6	562265.5	562328.4	571476.34	578809.41	570262.9				
Continued Former	657567.07	683128.29	683040.92	570253.99	590239.85	638013.74	668254.65				
Continued TOTAL	1200508.3	1253732.9	1245306.4	1132582.4	1161716.2	1216823.2	1238517.6				



5. Rent Arrears Actions - YTD December 2015

	Bolsover	Clowne	Shirebrook	Normanton	TOTAL
Arrangement	102	95	129	113	439
Notice Served	87	78	52	84	301
Suspended Order	9	19	3	8	39
Outright Order	6	3	4	2	15
Eviction	3	3	3	6	15
					0
TOTAL	207	198	191	213	809

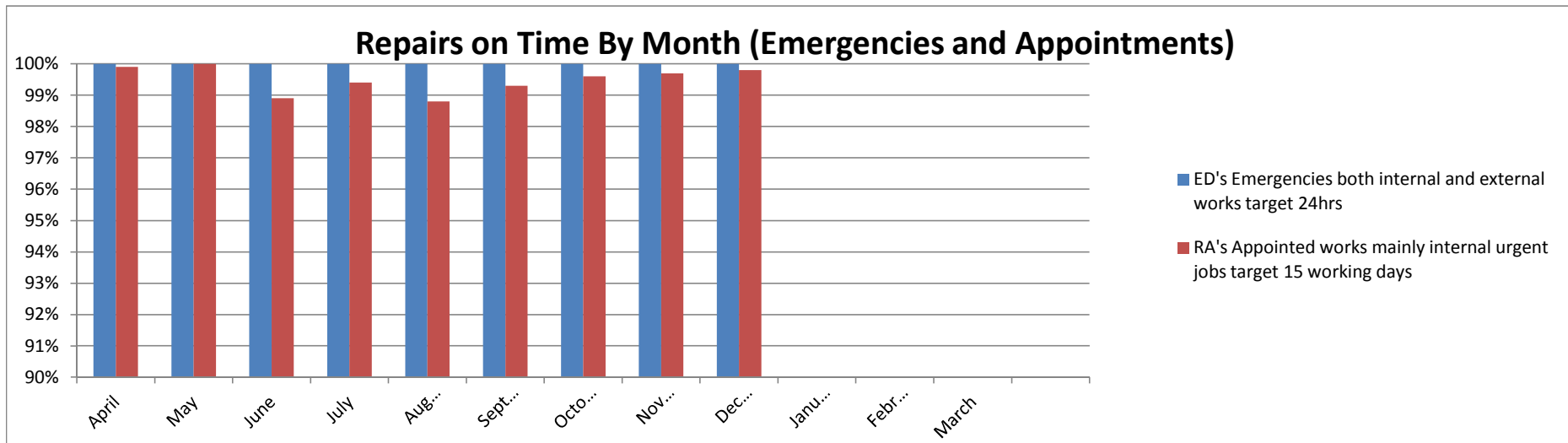


6. Repairs - Year to Date

	In time	Out of time	Total	%
ED's Emergencies both internal and external works target 24hrs	2614	0	2614	100.0%
RA's Appointed works mainly internal urgent jobs target 15 working days	5819	19	5838	99.7%
RN's Non urgent works mainly external jobs target 30 working days	633	19	652	97.1%
RR's Routine repairs mainly extensive external works target 60 working days	1448	24	1472	98.4%
PW's Planned works kitchens, boilers and painting target 265 working days	43	4	47	91.5%

Repairs - Month by Month

	April	May	June	July	August	September	October	November	December	January	February	March
ED's Emergencies both	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
RA's Appointed works	99.9%	100.0%	98.9%	99.4%	98.8%	99.3%	99.6%	99.7%	99.8%			



7. Repairs Customer Feedback

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

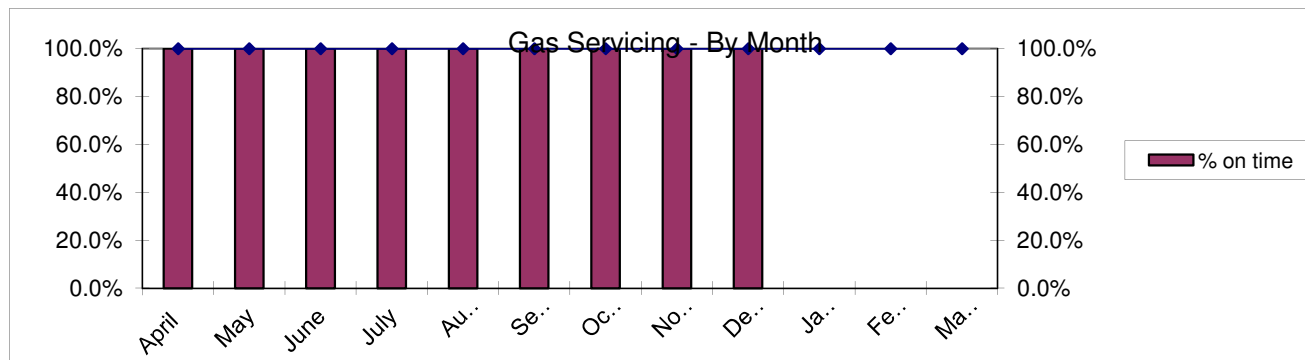
Tenant satisfaction - Target 98%

Right first time - Target 95%



8. Gas Servicing

Month	No. Completed in month	No. Completed in time	% on time	% Cumulative in time	Target
April	380	380	100.0%	100.0%	100.0%
May	511	511	100.0%	100.0%	100.0%
June	502	502	100.0%	100.0%	100.0%
July	490	490	100.0%	100.0%	100.0%
August	377	377	100.0%	100.0%	100.0%
September	328	328	100.0%	100.0%	100.0%
October	439	439	100.0%	100.0%	100.0%
November	437	437	100.0%	100.0%	100.0%
December	351	351	100.0%	100.0%	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	2	67	1219	383	1671
May	4	65	1262	399	1730
June	2	67	1219	383	1671
July	7	62	1174	354	1597
August	4	64	1171	338	1577
September	5	65	1168	351	1589
October	7	64	1149	351	1571
November	6	62	1154	348	1570
December	4	54	1123	355	1536
January					0
February					0
March					0

HOUSING REQUIREMENTS					
Month	1 bed	2 bed	3 bed	4 bed	TOTAL
April	1316	224	102	29	1671
May	1370	229	102	29	1730
June	1316	224	102	29	1671
July	1271	206	98	22	1597
August	1264	201	93	19	1577
September	1268	206	95	20	1589
October	1263	199	90	19	1571
November	1260	197	94	19	1570
December	1229	193	97	17	1536
January					0
February					0
March					0

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

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