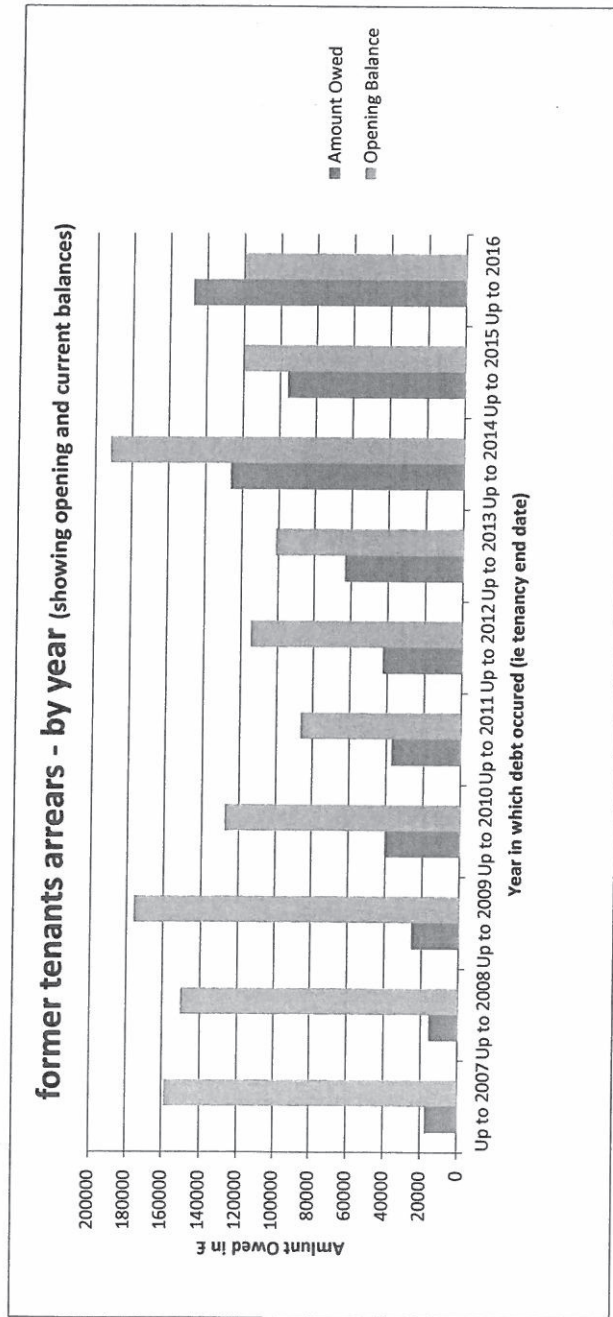


## 1. FTA Aged Debt Analysis

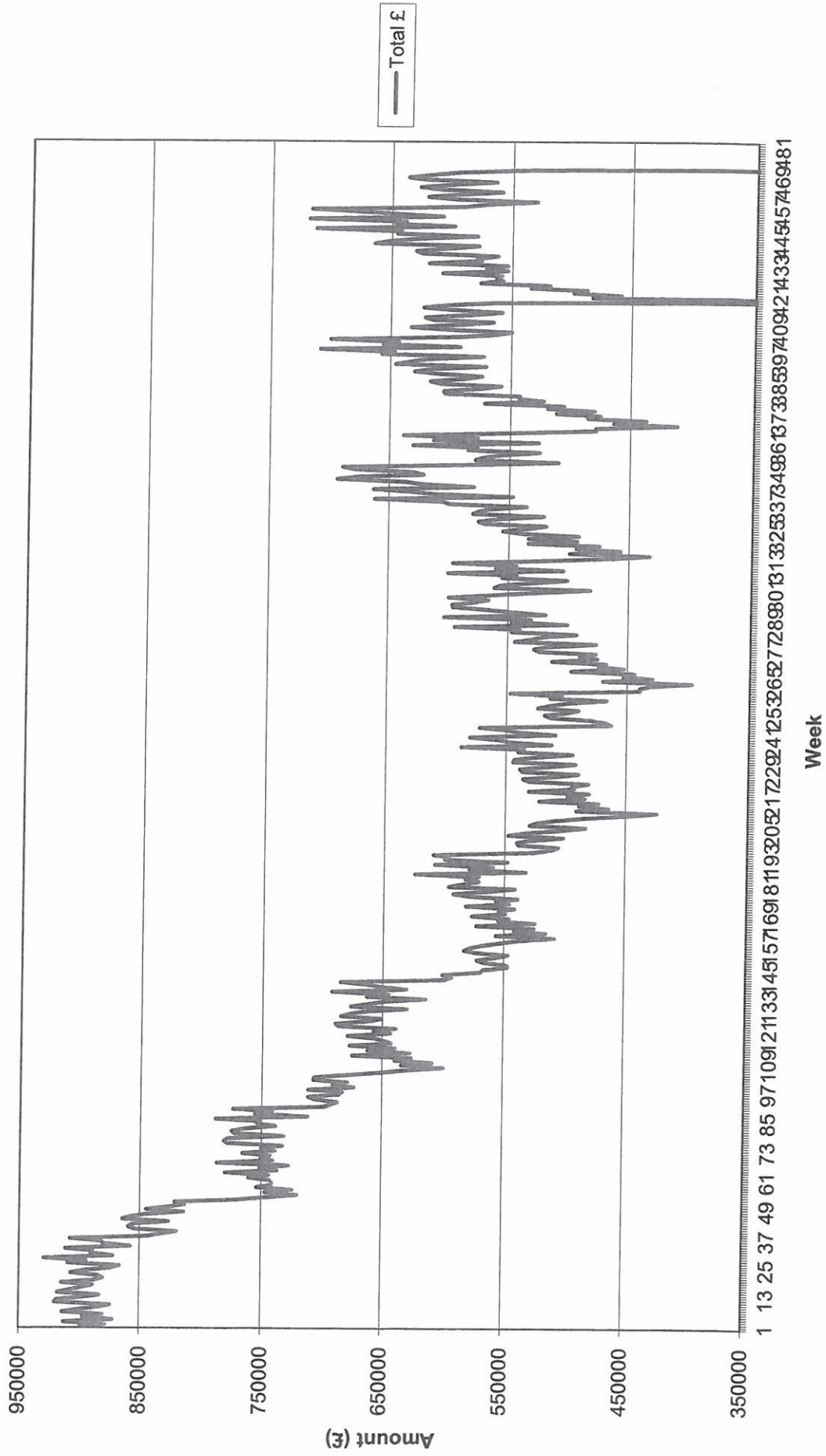
Year of debt	Up to 2007	Up to 2008	Up to 2009	Up to 2010	Up to 2011	Up to 2012	Up to 2013	Up to 2014	Up to 2015	Up to 2016	TOTAL
Amount Owed	17293.68	15607.41	25418.51	40260.22	37111.49	42,299.89	63343.58	126296	95623.14	147450.6	610704.52
Number	46	23	37	48	75	94	148	192	137	230	1030
Opening Balance	158560.53	150145.2	175973.4	127348.7	86366	114263	101109.65	191325	119520	119520	1344131.48

All figures to closest £

Reduction (exc 2013) 733426.96



# TOTAL Current Arrears over time

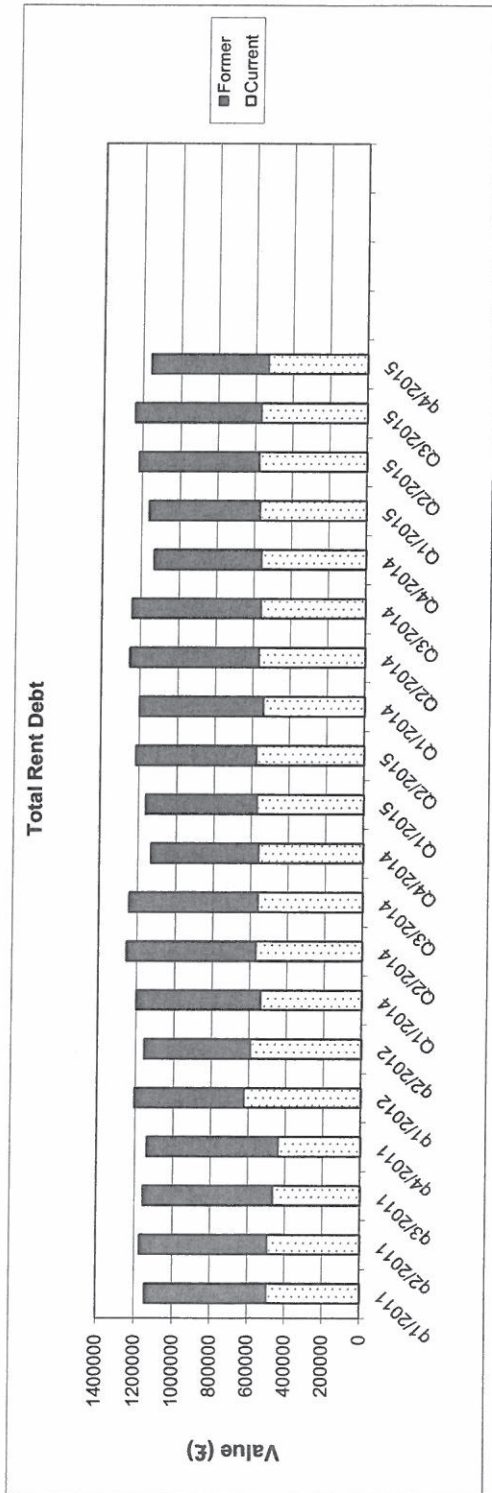


BANDED ARREARS REPORT

	Q3/2014		Q4/2014		Q1/2015		Q2/2015		Q3/2015		Q4/2015	
<b>&lt; 4 Weeks Gross</b>												
Numbers	1,390	1,061	874	773	1,350	1,058	1,200	914	1,332	1,099	1,208	754
Value	135,019	118,129	91,250	87,208.28	142,102.2	118,019.2	125,338.9	112,112.5	141,662.19	123,799.4	123,692.58	93,924.92
<b>&lt; 7 Weeks Gross</b>												
Numbers	177	166	187	176	180	205	170	184	208	212	199	171
Value	83,272	71,938	78,034	74,340.81	79,889.21	94,048.67	77,528.76	80,548.42	95,421	96,002.83	90,086.59	77,224.03
<b>&lt; 12 Weeks Gross</b>												
Numbers	110	147	142	122	143	163	141	148	142	140	147	159
Value	114,724	107,070	104,016	91,854.26	106,332.2	127,163.9	109,416	116,603.6	114,816.4	114,601.3	116,575.1	129,175.91
<b>&lt; 20 Weeks Gross</b>												
Numbers	94	96	90	83	78	93	96	93	76	84	78	72
Value	126,910	119,879	109,005	101,515.8	95,988.18	116,531.9	122,422.8	121,186.6	103,089.04	113,748.1	103,619.6	93,836.45
<b>&gt;20 Weeks Gross</b>												
Numbers	49	54	43	51	50	48	53	55	46	52	53	54
Value	735,011	129,689	127,003	123,502	118,629.4	114,280.1	127,559.1	131,877.2	110,954.64	130,657.9	132,689.1	139,270.17
<b>TOTAL VALUE</b>	1,820	1,524	1,336	1,205	1,801	1,567	1,660	1,394	1,804	1,587	1,685	1,210
<b>TOTAL NUMBERS</b>	1,194,936	546,705	509,308	478,421	542,941	570,044	562,266	562,328	565,943	578,809	566,663	533,431
Bedroom Tax Numbers				830	676	728	611	716	596	641	553	568

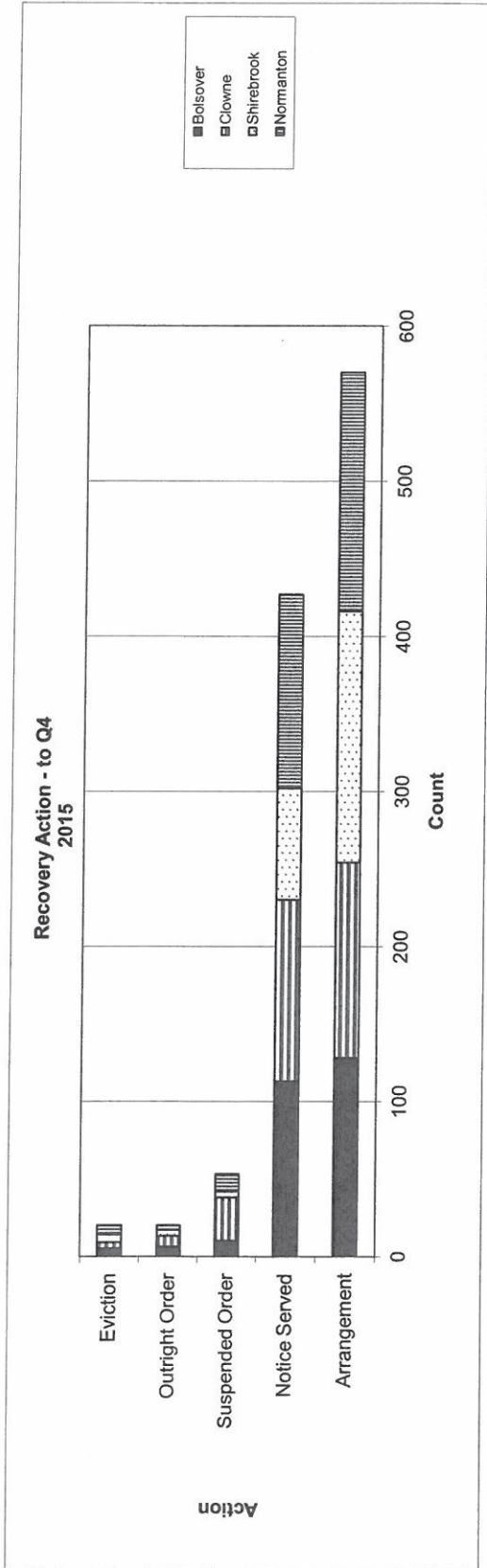
3. Total Rent Owed (Current and Former)

	Q2/2014		Q3/2014		Q4/2014		Q1/2015		Q2/2015		Q3/2015		Q4/2015	
<b>Current</b>														
Current	498,259	494,406	466,881	439,320	625,151.6	594,182	542,941.2	570,604.6	562,265.5	562,328.4	571,476.34	578,809.41	578,809.41	578,809.41
Former	6,446.40	6,764.65	6,893.15	7,216.98	5,797.88	5,620.65	6,575.67	6,831.28	6,830.40	6,830.40	6,830.40	6,830.40	6,830.40	6,830.40
<b>TOTAL</b>	114,289.9	117,087.1	115,619.7	113,771.3	120,493.6	115,624.7	120,050.8	125,373.2	124,530.6	124,530.6	124,530.6	124,530.6	124,530.6	124,530.6
<b>Continued</b>														
Current	542,941.2	570,604.6	562,265.5	562,328.4	571,476.34	578,809.41	570,262.9	533,431.48						
Former	6,575.67	6,831.28	6,830.40	6,830.40	6,830.40	6,830.40	6,830.40	6,830.40	6,830.40	6,830.40	6,830.40	6,830.40	6,830.40	6,830.40
<b>TOTAL</b>	120,050.8	125,373.2	124,530.6	113,258.2	116,171.6	121,682.3	123,851.7	115,710.7						



#### 4. Rent Arrears Actions - YTD March 2016

	Bolsover	Clowne	Shirebrook	Normanton	TOTAL
Arrangement	128	126	162	154	570
Notice Served	113	117	72	125	427
Suspended Order	10	28	4	11	53
Outright Order	6	7	4	3	20
Eviction	5	4	5	6	20
<b>TOTAL</b>	<b>262</b>	<b>282</b>	<b>247</b>	<b>299</b>	<b>1090</b>

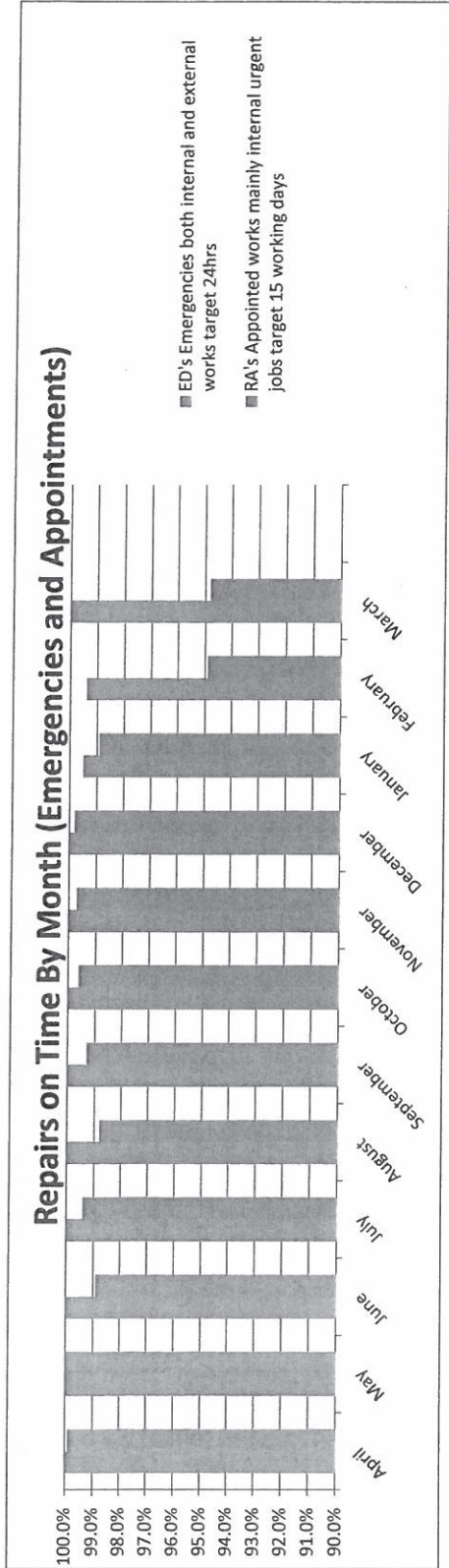


### 5. Repairs - Year to Date

	In time	Out of time	Total	%
ED's Emergencies both internal and external works target 24hrs	3646	4	3650	99.9%
RA's Appointed works mainly internal urgent jobs target 15 working days	7783	117	7900	98.5%
RN's Non urgent works mainly external jobs target 30 working days	719	98	817	88.0%
RR's Routine repairs mainly extensive external works target 60 working days	1670	166	1836	91.0%
PW's Planned works kitchens, boilers and painting target 265 working days	55	4	59	93.2%

### 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%	99.5%	99.4%	100.0%
RA's Appointed works	99.9%	100.0%	98.9%	99.4%	98.8%	99.3%	99.6%	99.7%	99.8%	98.9%	94.9%	94.8%

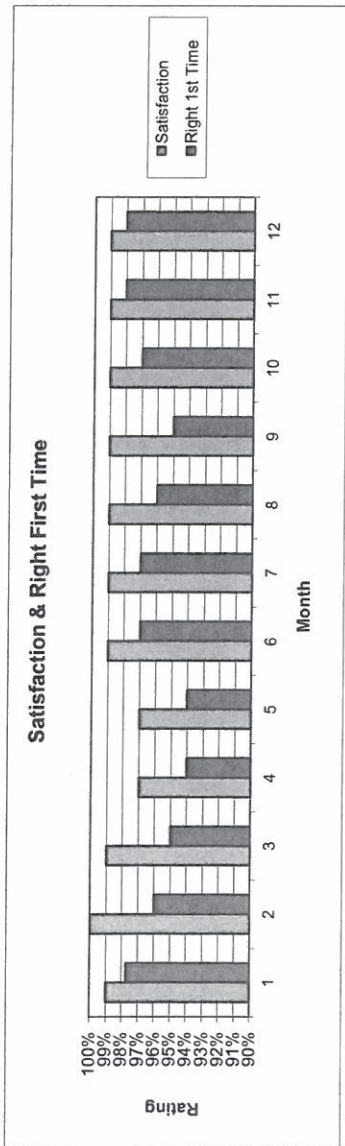


## 6. Customer Feedback

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

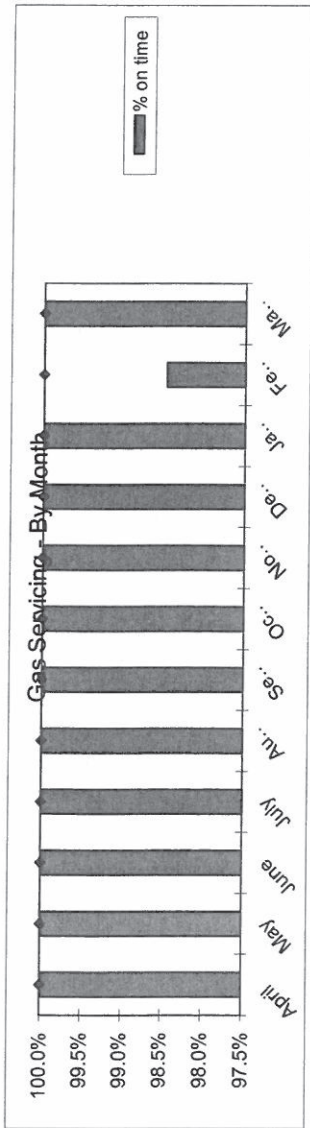
Tenant satisfaction - Target 98%

Right first time - Target 95%



## 7. Gas Servicing

Month	No. Completed in month	% on time	% Cumulative in time	Target
April	380	100.0%	100.00%	100.0%
May	511	100.0%	100.00%	100.0%
June	502	100.0%	100.00%	100.0%
July	490	100.0%	100.00%	100.0%
August	377	100.0%	100.00%	100.0%
September	328	100.0%	100.00%	100.0%
October	439	100.0%	100.00%	100.0%
November	437	100.0%	100.00%	100.0%
December	351	100.0%	100.00%	100.0%
January	484	100.0%	100.00%	100.0%
February	454	98.5%	99.85%	100.0%
March	382	100.0%	99.86%	100.0%
<b>TOTAL</b>	<b>5135</b>			



### 8. Waiting List

Month	NUMBER OF APPLICANTS				TOTAL
	Band A	Band B	Band C	Band D	
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	5	60	1179	361	1605
February	6	56	1180	354	1596
March	6	56	1198	365	1625

Month	HOUSING REQUIREMENTS				TOTAL
	1 bed	2 bed	3 bed	4 bed	
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	1276	210	100	19	1605
February	1267	212	99	18	1596
March	1290	215	102	18	1625

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