H	lousi	ng and Council Tax Benefits Admin	istration	2011/12													
N	ote: Mo	onthly figures are NOT cumulative unless otherwise	e stated														
	1 A	dministration															
N	-	Description	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Yr to Date	Target	2009/10
• 1	81	Average time to process new claims and changes	17.00	21.00	18.00	18.00	19.00	18.00	19.00	14.00	13.00	14.00	10.00	11.00	15.64	13	10
	VPI	2011/12 Performance	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Yr to Date	Target	
7	8a	Average No. Days To Process New Claims	26.0	33.0		35.0	35.0			24.0	24.0		24.0	30.0	29.0	20.0	
7	8b	Avg No. Days Time To Process Change Of Circs	Apr 15.00	May 19.00	Jun 14.00	Jul 14.00	Aug 16.00	Sep 15.00	Oct 17.00	Nov 12.00	Dec 11.00	Jan 11.00	Feb 8.00	Mar 8.00	12.9	8.0	
	VPI 8a	2010/11 Performance Average No. Days To Process New Claims	Apr 17.0	May 17.0	Jun 18.0	Jul 16.0	Aug 17.0	Sep 17.0	Oct 22.0	Nov 23.0	Dec 23.0	Jan 21.0	Feb 19.0	Mar 22.0	Yr to Date 19.0	Target 20.0	2009/10
	ua	Average No. Days TO Frocess New Claims	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	19.0	20.0	2
	8b	Avg No. Days Time To Process Change Of Circs	9.96	9.25	8.39	7.87	7.11		10.52	9.07	10.83		7.06	8.33	8.9	8.0	1
•																	
0	verpay	ment Recovery (Cummulative Figures)															
• 7	0		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	TARGET		
	9b i 9b ii	% recovered compared to identified in year % total overpayments recovered	85.75% 6.28%	86.75% 12.18%	95.14% 18.76%	101.83% 25.10%	103.22% 30.32%		100.59% 36.85%	96.62% 39.75%	93.13% 42.04%		96.44% 47.82%	96.64% 49.91%	61.4%		
	9b iii	% total overpayments written off	0.00%	0.00%	0.00%	0.37%	1.15%		1.42%	1.32%	3.20%	2.92%	3.17%	3.20%			
• C	ountor	Fraud Action															r
•	ounter																
-	<u>,</u>		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Yr to date		
/	6c	Successful invewstigations per 1000 Claimant Error	1.99	0.28	0.96	1.24	2.33	1.23	0.43	1.49	1.50	3.24	0.27	0.68	3 14.69 3 64		
		Fraud Cases	7	2	5	6	8	4		6	8	2	_	2	2 50		
7	6d	Total	14 0.57	2 0.28	7 0.55	9 0.55	17 1.10		3 0.00	11 0.54	11 1.09		2	0.4103967	5 114 7 1.92		6.7
/	ou	Prosecutions and Sanctions Imposed (per 1,000) Successful prosecutions	0.57	0.28	0.55	0.55	1.10	0.41	0.00	0.54	1.09		0.54	0.4103967	3 20		6.7
		Administrative penalties	2	2	2	3	5	2	0	4	2	9	2		33		2
		Cautions Total	0	0	1	0	1	3	0	0		11	4		2 3 55		1
			4	2	4	4	0	5	0	4	0		4		5 55		
• D	iscretio	nary Housing Payment Expenditure (cummulative															
D	WP Gra	nt	34,815	34,815	34,815	34,815	34,815	34,815	34,815	34,815	34,815	34,815	34,815	34,815			
A	mount A	warded/Committed	1,733	1,733	5,601	7,258	8,616	13,799	19,503	24,052	24,363	24,725	25,100	25,547			
В	alance (NB balance is returned to DWP)	33,082	33,082	29,214	27,557	26,199	21,016	15,312	10,763	10,452	10,090	9,715	9,268			
	_				1	I					Change	of Circum	stance Pr	ocessind	1		
	-	New Clain	ns Processing								· J·			•	,		-
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	-	Apr May Jun Jul Aug Sep	OCT NOV Dec				-	0.00							1		

Current Year Collection Analysis -	£ 000s	F	BVPI 9													
	Year Start	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target	2008/09	2009/10
Gross Charge	95,549	95,735	95,814	96,080	96,114	96,303	96,298	96,451	96,558	96,635	96,659	96,696	96,697		87,093	91,6
Reductions	-8,917	-8,932	-8,881	-9,082	-9,114	-9,138	-9,006	-9,008	-9,058	-9,053	-9,071	-9,099	-9,118		-8,634	-9,0
Net Charge	86,632 0	86,802 0	86,933 0	86,998 0	86,999 0	87,165 0	87,292 0	87,443 0	87,500 0	87,582 0	87,588 0	87,597 0	87,579 0		78,459	82,6
Council Tax Benefit	0	-6,169	-6,178	-6,215	-6,204	-6,221	-6,231	-6,234	-6,232	-6,218	-6,234	-6,227	-6,228		-4,998	-5,6
Net Amount Collectable	86,632	80,634	80,755	80,783	80,795	80,943	81,062	81,209	81,268	81,364	81,354	81,369	81,351		73,461	76,9
Gross Payments	-1,001	-9,009	-17,143	-25,055	-32,973	-40,915	-48,887	-56,883	-64,858	-72,743	-80,587	-81,350	-81,624		-73,451	-77,1
Refunds	4	14	52	108	190	246	339	404	495	575	668	752	801		596	7
Credits on Accounts	0	50	45	105	33	45	56	61	58	83	142	20	24		37	
Net Payments	-997	-8,945	-17,047	-24,841	-32,750	-40,624	-48,493	-56,419	-64,305	-72,085	-79,777	-80,578	-80,799		-72,818	-76,3
Net Payments in Month	-997	-7,948	-8,101	-7,795	-7,909	-7,874	-7,869	-7,927	-7,886	-7,780	-7,692	-801	-221		-254	
Outstanding balance	85,635	71,688	63,708	55,941	48,045	40,320	32,569	24,790	16,963	9,279	1,577	792	552		643	6
Collection Rate (BVPI9)	1.2%	11.1%	21.1%	30.8%	40.5%	50.2%	59.8%	69.5%	79.1%	88.6%	98.1%	99.0%	99.3%	99.1%	99.1%	99
% Collected in month	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0
Collection Rate Last Year	1.4%	11.2%	21.1%	30.9%	40.6%	50.1%	59.8%	69.5%	79.1%	88.5%	98.0%	99.0%	99.3%			99
Difference	-0.2%	-0.1%	0.0%	-0.1%	-0.1%	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%	0.0%	0.1%			C
Previous Year Collection Analysis	-£000s															
A 1.15 1.414.4		4.055	4 955	4 955	4.055	4.055	1 055	4.055	4 955	4 955	4 955	4.055	4 955	Target	2007/08	
Arrears b/f at 1/4/11 Net Payments Received	0	1,055 -112	1,055 -189	1,055 -237	1,055 -258	1,055 -292	1,055 -324	1,055 -347	1,055 -359	1,055 -382	1,055 -400	1,055 -420	1,055 -1,090		1,188 -384	
Written Off	0	-112	-189	-237	-258	-292	-324	-347	103	-362	-400	126	126		-384 -39	
Other adjustments	0	-35	-55	-114	-158	-198	-200	-224	-267	-259	-290	-310	336		-193	
Balance outstanding	0	933	836	748	690	628	601	554	533	517	483	451	427		572	
Percentage of arrears paid	0.0%	10.6%	17.9%	22.5%	24.5%	27.7%	30.7%	32.9%	34.0%	36.2%	38.0%	39.8%	103.3%		32.3%	
Percentage of arrears paid 2010/11	0.0%	11.8%	18.5%	22.3%	24.3%	27.7%	26.3%	29.1%	30.6%	31.7%	33.2%	33.8%	34.8%		JZ.J /0	
					Cou	incil Ta	x Colle	ction R	ate							
			100.0%	_												
			90.0%													
			80.0%													
			70.0%	_												
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			50.0%								□2010/	11				
			40.0%			┓┥┫					■2011/	12				
			30.0%	_												
			20.0%													
			20.0%													

Mandatory Relief -7,238 -7,227 -7,235 -7,237 -6,458 -7,464 -7,558 -7,569 -7,607 -7,606 -7,607 -7,599 -6,114 -6,76 Discretionary Relief -259 -259 -257 -262 -263 -245 -248 -244 -247 -247 -246 -245 -235 -26 Small Business Relief -1,156 -1,191 -1,277 -1,216 -1,248 -1,193 -1,666 -1,688 -1,699 -1,171 -1,1726 -1,279 -607 -7,11 Net Amount Collectable 65,520 65,381 65,314 65,394 64,883 64,844 64,971 64,997 64,869 64,869 64,967 64,967 64,569 58,388 62,044 Gross Payments -840 -8,237 -15,377 -21,556 -27,771 -3,3628 -40,333 -46,819 -55,197 65,141 -65,603 -65,928 -59,506 63,15 Refunds 1 23 41 215,339 -27,354 -33,121 -39,678 45,972 -52,053 <		Non-Domestic Rat	es Collect	ion														
Gross Charge 74,174 74,036 74,270 73,282 74,281 74,288 74,288 74,288 74,288 74,288 74,288 74,288 74,288 74,288 74,288 74,288 74,288 74,288 74,288 74,288 74,288 74,684 7,588 7,569 7,507 7,590 6,017 7,728 7,285 7,285 7,286 7,507 7,590 7,507 7,590 7,571 7,284 7,228 7,285 7,285 7,285 7,285 7,285 7,285 7,285 7,285 7,286 7,507 7,590 7,717 7,728 1,729 1,707 1,728 1,729 1,707 1,728 1,729 1,728 1,718 1,729		Current Year Collection A	nalysis - £ 000	S	BVPI 10													
Gross Charge 74,174 74,036 74,270 73,282 74,281 74,288 74,288 74,288 74,288 74,288 74,288 74,288 74,288 74,288 74,288 74,288 74,288 74,288 74,288 74,288 74,288 74,684 7,588 7,569 7,507 7,590 6,017 7,728 7,285 7,285 7,286 7,507 7,590 7,507 7,590 7,571 7,284 7,228 7,285 7,285 7,285 7,285 7,285 7,285 7,285 7,285 7,286 7,507 7,590 7,717 7,728 1,729 1,707 1,728 1,729 1,707 1,728 1,729 1,728 1,718 1,729			Year Start	Anr	May	Jun	Jul	Διια	Sen	Oct	Nov	Dec	Jan	Feb	Mar	Target	2008/09	2009/10
Mandatory Relief 7.227 7.225 7.227 6.468 7.464 7.464 7.608 7.607 7.607 7.759 6.114 6.75 Discretionary Relef 2.259 2.260 2.27 3.22 2.28 2.248 2.448 2.402 2.278 1.353 2.2563 5.2589 3.2		Gross Charge									-					runget		69,789
Discretionary Relef 259 257 362 263 248 248 248 247 246 246 247 246 245 253 253 253 253 253 253 253 255			,								,	,	,					-6,765
Small Dusiness Relief -1.115 -1.207 -1.216 -1.248 -1.133 -1.688 -1.689 -1.689 -1.717 -1.726 -1.729 -607 -71 Net Anounc Collectable 65.520 65.338 65.341 65.556 65.311 65.536 65.248 -55.868 65.348 -6.667 -6.697 -6.614 -6.603 -6.692 -5.508 62.044 Gross Payments 1 23 41 216 417 507 65.847 1.066 1.199 1.455 1.688 1.688 1.688 1.688 1.688 1.688 1.331 1.685 1.331 1.685 1.331 1.688 1.331 1.688 1.331 1.688 1.331 1.688 1.331 1.688 1.331 1.688 1.331 1.688 1.331 1.688 1.331 1.688 1.331 1.688 1.331 1.688 1.331 1.688 1.331 1.689 1.331 1.689 1.331 1.689 4.242 2.242 2.242 2.242 2.242 2.242 2.244 2.845 5.268 6.4012				-259	,	,				-248					-245		,	-268
Gross Payments -940 -9.237 -11.537 -21.566 -27.771 -33.628 +0.333 -46.819 -53.119 -59.597 -65.141 -65.03 -65.928 -15.928 -15.937 -13.311 1.332 1.331 1.332 1.331 1.332 1.331 1.332 1.331 1.332 1.331 1.331 1.332 1.332 1.332 1.332 1.332 1.332 1.332 1.332 1.332 1.332 1.332		Small Business Relief	-1,156	-1,191	-1,207	-1,216	-1,248		-1,666	-1,688			-1,717	-1,726			-607	-710
Refunds 1 23 41 216 417 507 655 847 1.066 1.199 1.455 1.501 1.668 1.331 1.531 1.531 1.531 1.531 1.533 1.531 1.533 1.533 27.354 33.121 33.678 445.972 52.053 55.387 65.026 24.420 57.897 61.22 22.053 55.387 65.026 24.420 57.897 61.22 22.053 55.387 65.026 24.242 22.22 Write offs 0		Net Amount Collectable	65,520	65,358	65,381	65,555	65,314	65,394	64,883	64,844	64,971	64,912	64,883	64,967	64,569		58,388	62,046
Credits on accounts 0		Gross Payments	-840		-15,377										1		-59,506	-63,154
Net Payments 8-89 8-8214 15.336 -27.336 -27.344 -33.121 -39.067 -45.927 -52.083 -58.997 -63.806 -64.012 -64.200 -57.697 -52.203 -58.997 -63.806 -64.012 -64.200 -57.697 -52.203 -58.997 -63.806 -64.012 -64.200 -57.697 -52.203 -58.997 -63.206 -52.209 -32.66 -52.200 -32.66 -32.40 -32.42 <th< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>,</td><td>,</td><td>,</td><td></td><td></td><td>1,639</td></th<>													,	,	,			1,639
Net Payments in Month 839 -7.375 -7.122 -6.003 -6.5767 -6.557 -6.294 -6.081 -6.345 -5.289 -326 -246 -242 -222 Witte offs 0 <			-															192
Write offs 0						-21,339	-27,354	-33,121	-39,678	-45,972								
Outstanding balance 64,681 57,144 50,045 44,216 37,959 32,273 25,204 18,872 12,918 6,514 1,197 955 309 490 72 Collection Rate (BVP10) 1.3% 12,6% 23,5% 32,8% 41,9% 50,8% 61,2% 70,9% 80,1% 90,0% 98,2% 98,5% 99,5% 99,2% 98,3% Collection Rate (BVP10) 1.3% 12,6% 23,5% 32,9% 42,4% 51,8% 61,9% 70,7% 81,0% 90,4% 98,5% 99,5% 99,5% 99,2% 98,8% 0,0° Difference 0,7% 11,9% 24,2% 34,4% 45,0% 54,5% 64,0% 73,5% 80,4% 89,9% 97,2% 99,1% 99,6% -0,4% Image: Collection Rate Image: Collection Rate </td <td></td> <td>Net Payments in Month</td> <td>-839</td> <td>-7,375</td> <td>-7,122</td> <td>-6,003</td> <td>-6,015</td> <td>-5,767</td> <td>-6,557</td> <td>-6,294</td> <td>-6,081</td> <td>-6,345</td> <td>-5,289</td> <td>-326</td> <td>-248</td> <td></td> <td>-242</td> <td>-220</td>		Net Payments in Month	-839	-7,375	-7,122	-6,003	-6,015	-5,767	-6,557	-6,294	-6,081	-6,345	-5,289	-326	-248		-242	-220
Outstanding balance 64,681 57,144 50,045 44,216 37,959 32,273 25,204 18,872 12,918 6,514 1,197 955 309 490 72 Collection Rate (BVP10) 1.3% 12,6% 23,5% 32,8% 41,9% 50,8% 61,2% 70,9% 80,1% 90,0% 98,2% 98,5% 99,5% 99,2% 98,3% Collection Rate (BVP10) 1.3% 12,6% 23,5% 32,9% 42,4% 51,8% 61,9% 70,7% 81,0% 90,4% 98,5% 99,5% 99,5% 99,2% 98,8% 0,0° Difference 0,7% 11,9% 24,2% 34,4% 45,0% 54,5% 64,0% 73,5% 80,4% 89,9% 97,2% 99,1% 99,6% -0,4% Image: Collection Rate Image: Collection Rate </td <td></td> <td>Write offs</td> <td>0</td> <td></td> <td>0</td> <td></td>		Write offs	0	0	0	0	0	0	0	0	0	0	0	0	0		0	
Collection Rate Last Year 0.1% 14.1% 23.7% 32.9% 42.4% 51.8% 61.9% 70.7% 81.0% 90.4% 98.5% 99.0% 99.6% 0.0 Difference 0.7% 11.9% 24.2% 34.4% 45.0% 54.5% 64.0% 73.5% 80.4% 89.9% 99.1% 99.6% -0.4% Difference 0.7% 11.9% 24.2% 34.4% 45.0% 54.5% 64.0% 73.5% 80.4% 89.9% 97.2% 99.1% 99.6% -0.4% Image: Contract State S															-		-	
Difference 0.7% 11.9% 24.2% 34.4% 45.0% 54.5% 64.0% 73.5% 80.4% 89.9% 97.2% 99.1% 99.6% -0.4%	•	Collection Rate (BVPI10)	1.3%	12.6%	23.5%	32.6%	41.9%	50.6%	61.2%	70.9%	80.1%	90.0%	98.2%	98.5%	99.5%		99.2%	98.8%
Image: state stat		Collection Rate Last Year	-0.1%	14.1%	23.7%	32.9%	42.4%	51.8%	61.9%	70.7%	81.0%	90.4%	98.5%	99.0%	99.6%			0.0%
100.0% 90.0% 80.0% 70.0% 60.0% 50.0% 40.0% 30.0% 20.0% 10.0% 0.0%		Difference	0.7%	11.9%	24.2%	34.4%	45.0%	54.5%	64.0%	73.5%	80.4%	89.9%	97.2%	99.1%	99.6%			-0.4%
90.0% 80.0% 70.0% 60.0% 50.0% 40.0% 30.0% 20.0% 10.0% 0.0%						1	lon-Dor	nestic F	Rates C	ollectio	n Rate							
80.0% 70.0% 60.0% 60.0% 50.0% 50.0% 40.0% 30.0% 20.0% 10.0% 0.0% 0.0%					100.0%													
70.0% 60.0% 60.0% 50.0% 40.0% 30.0% 20.0% 10.0% 0.0% 0.0%																		
60.0% 50.0% 40.0% 30.0% 20.0% 10.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%																		
50.0% 40.0% 30.0% 30.0% 20.0% 10.0% 0.0% 0.0%					70.0%													
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						Api ividy	Jun Jul	Aug 3e		ON DEC 1		viai						

Rent Collection																
Current Tenants Collection Analysis - £ 000s				BVPI 66a												
Dank de serve d'Ar de la	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 40	Week 44	Week 48	Week 52	Year End	Target	2008/09	2009/10
Rent charged to date Estimated annual rent	1,803 23,436	4,057 23,438	5,862 23,446	7,668 23,455	9,924 23,456	11,728 23,456	13,984 23,457	15,790 23,459	17,596 23,461	19,850 23,460	21,654 23,459	25,100 25,100	25,100 25,100		21,483 21,483	21,454 21,454
Arrears brought forward	23,430	23,430	23,440		23,430	23,430	23,437	23,439	23,401	23,400	23,439	23,100	23,100		336	358
Rent Collectable	23,436	23,438	23,446	23,455	23,456	23,456	23,457	23,459	23,461	23,460	23,459	25,100	25,100		21,819	21,812
Current tenant arrears	313	302	302	294	300	324	278	284	301	286	252	252	252		358	316
Actual Collection Rate (BVPI66a)	82.66%	92.56%	94.84%	96.17%	96.98%	97.24%	98.01%	98.20%	98.29%	98.56%	98.84%	99.00%	0.00%	98.60%	98.36%	98.55%
Projected Collection Rate (BVPI66a)	98.67%	98.71%	98.71%	98.75%	98.72%	98.62%	98.82%	98.79%	98.72%	98.78%	98.93%	99.00%	0.00%		98.36%	98.55%
10/11 Actual Collection Rate (BVPI66a)	78.26%	91.16%	93.85%	95.00%	96.72%	97.15%	97.33%	97.91%	98.11%	98.36%	98.43%	98.72%				0.98360715
10/11 Projected Collection Rate (BVPI66a)	98.33%	98.47%	98.46%	98.36%	98.61%	98.57%	98.46%	98.60%	98.58%	98.65%	98.59%	98.72%	-			0.98360715
Projected collection rate is based on the current an	rears compa	ired against t	he projected	full year deb	it											
Former Tenant Arrears Collection Analysis - £ 0	00s															
FTA's at 1/4/08	3	64	64	64	64	64	64	64	64	64	64	64	0		73	
FTA's arising since 1/4/08	3 67	9	5			17	64 11	04 14	21	29	64 18	64 15	0		105	
Written off	07		3		10	17	19	14	21	29	31	36	0		-36	
Payments	-3		-7			-20	-28	-33	-37	-43	-44	-50	0		-66	
Current FTA's	64	65	66			71	66	64	69	74	69	65	0		76	
Tenants Owing More Than Seven Weeks Rent		1		BVPI 66b												
Total Number of Tenancies(*)	5,444	5,445	5,447	5,449	5,437	5,429	5,429	5,437	5,425	5,420	5,423	5,410	0		5,500	
Total Number > 7 Weeks Arrears (*)	140	143	134	137	136	145	138	127	134	128	113	97	0		221	
% > 7 Weeks in Arrears	2.6%	2.6%	2.5%	2.5%	2.5%	2.7%	2.5%	2.3%	2.5%	2.4%	2.1%	1.8%	0.0%	3.4%	4.0%	
Percentage of Tenants on Arreears Receiving a	Notice See	king Posses	sion	BVPI 66c*												
Total Number of Tenancies in Arrears (*)	1,735	1.096	1.053	1,057	1,130	1.343	1,055	1,100	1,137	1.030	944	994	1.053		1,413	
NOSPs Issued in Month	16	31	54	45	35	35	34	42	17	53	42	19	0		,	
Total Number of NOSP Served (**)	16	47	101	146	181	216	250	292	309	362	404	423	423		278	
% of Tenants Receiving NOSP (#)	0.9%	4.3%	9.6%	13.8%	16.0%	16.1%	23.7%	26.5%	27.2%	35.1%	42.8%	42.6%	40.2%	20.0%	19.7%	
												hoat				
(#) Note: This is an approximate estimate since the	e number of t	tenants who l	have been at	arrears at ar	ny point in th	e year canno	t be accurate	ly identified	at the pres	ent time. Ins	tead the hig	nesi				
(#) Note: This is an approximate estimate since the number of tenants in arrears at any point during the										ent time. Ins	tead the hig	nesi				
										ent time. Ins	tead the hig	nesi				
number of tenants in arrears at any point during the	e year has b	een used. T	he correct fig	ure will be hi BVPI 66d	gher, meanir	ng that the ac	tual % will b	e slightly lov	wer.		-					
number of tenants in arrears at any point during the Tenants Evicted Total Number of Tenancies (*)	e year has b 5,444	een used. Ti 5,445	he correct fig 5,447	ure will be hi BVPI 66d 5,449	gher, meanir 5,437	5,429	tual % will b 5,429	e slightly lov 5,437	ver. 5,425	5,420	5,423	5,410	0		5,500	
number of tenants in arrears at any point during the Tenants Evicted Total Number of Tenancies (*) Evictions in Month	e year has b 5,444 0	een used. T 5,445 0	he correct fig 5,447 2	ure will be hi BVPI 66d 5,449 0	gher, meanir 5,437 0	5,429 1	tual % will b 5,429 1	5,437	5,425	5,420	5,423	5,410	0		1	
number of tenants in arrears at any point during the Tenants Evicted Total Number of Tenancies (*) Evictions in Month Total Number of Evictions (**)	e year has b 5,444 0 0	een used. T 5,445 0 0	he correct fig 5,447 2 2	BVPI 66d 5,449 0 2	gher, meanir 5,437 0 2	5,429 1 3	tual % will b 5,429 1 4	5,437 5	wer. 5,425 3 8	5,420 1 9	5,423 0 9	5,410	0 0	0.0%	1	
number of tenants in arrears at any point during the Tenants Evicted Total Number of Tenancies (*) Evictions in Month	e year has b 5,444 0	een used. T 5,445 0	he correct fig 5,447 2	BVPI 66d 5,449 0 2	gher, meanir 5,437 0 2	5,429 1	tual % will b 5,429 1	5,437	5,425	5,420	5,423	5,410 1 10	0	0.0%	1	
number of tenants in arrears at any point during the Tenants Evicted Total Number of Tenancies (*) Evictions in Month Total Number of Evictions (**) % of Tenants Evicited * Figures are as at reported date	e year has b 5,444 0 0	een used. T 5,445 0 0	he correct fig 5,447 2 2	BVPI 66d 5,449 0 2	gher, meanir 5,437 0 2	5,429 1 3 0%	tual % will b 5,429 1 4	5,437 5,0%	ver. 5,425 3 8 0%	5,420 1 9	5,423 0 9	5,410 1 10	0 0	0.0%	1	
number of tenants in arrears at any point during the Tenants Evicted Total Number of Tenancies (*) Evictions in Month Total Number of Evictions (**) % of Tenants Evicited	e year has b 5,444 0 0	een used. T 5,445 0 0	he correct fig 5,447 2 2	BVPI 66d 5,449 0 2	gher, meanir 5,437 0 2 0%	5,429 1 3 0%	tual % will b 5,429 1 4 0%	5,437 5,0%	ver. 5,425 3 8 0%	5,420 1 9	5,423 0 9	5,410 1 10	0 0	0.0%	1	
number of tenants in arrears at any point during the Tenants Evicted Total Number of Tenancies (*) Evictions in Month Total Number of Evictions (**) % of Tenants Evicited * Figures are as at reported date	e year has b 5,444 0 0	een used. T 5,445 0 0	he correct fig 5,447 2 2	ure will be hi BVPI 66d 5,449 0 2 0% 100.00%	gher, meanin 5,437 0 2 0%	5,429 1 3 0%	tual % will b 5,429 1 4 0%	5,437 5,0%	ver. 5,425 3 8 0%	5,420 1 9	5,423 0 9	5,410 1 10	0 0	0.0%	1	
number of tenants in arrears at any point during the Tenants Evicted Total Number of Tenancies (*) Evictions in Month Total Number of Evictions (**) % of Tenants Evicited * Figures are as at reported date	e year has b 5,444 0 0	een used. T 5,445 0 0	he correct fig 5,447 2 2	ure will be hi BVPI 66d 5,449 0 2 0% 100.00% 99.00%	gher, meanir 5,437 0 2 0%	5,429 1 3 0%	tual % will b 5,429 1 4 0%	5,437 5,0%	ver. 5,425 3 8 0%	5,420 1 9	5,423 0 9	5,410 1 10	0 0	0.0%	1	
number of tenants in arrears at any point during the Tenants Evicted Total Number of Tenancies (*) Evictions in Month Total Number of Evictions (**) % of Tenants Evicited * Figures are as at reported date	e year has b 5,444 0 0	een used. T 5,445 0 0	he correct fig 5,447 2 2	ure will be hi BVPI 66d 5,449 0 2 0% 100.00%	gher, meanir 5,437 0 2 0%	5,429 1 3 0%	tual % will b 5,429 1 4 0%	5,437 5,0%	ver. 5,425 3 8 0%	5,420 1 9 0%	5,423 0 9 0%	5,410 1 10	0 0	0.0%	1	
number of tenants in arrears at any point during the Tenants Evicted Total Number of Tenancies (*) Evictions in Month Total Number of Evictions (**) % of Tenants Evicited * Figures are as at reported date	e year has b 5,444 0 0	een used. T 5,445 0 0	he correct fig 5,447 2 2	Ure will be hi BVPI 66d 5,449 0 2 0% 100.00% 99.00% 98.00%	gher, meanir 5,437 0 2 0%	5,429 1 3 0%	tual % will b 5,429 1 4 0%	5,437 5,0%	ver. 5,425 3 8 0%	5,420 1 9 0%	5,423 0 9 0%	5,410 1 10	0 0	0.0%	1	
number of tenants in arrears at any point during the Tenants Evicted Total Number of Tenancies (*) Evictions in Month Total Number of Evictions (**) % of Tenants Evicited * Figures are as at reported date	e year has b 5,444 0 0	een used. T 5,445 0 0	he correct fig 5,447 2 2	ure will be hi BVPI 66d 5,449 0 2 0% 100.00% 99.00% 98.00% 97.00%	gher, meanir 5,437 0 2 0%	5,429 1 3 0%	tual % will b 5,429 1 4 0%	5,437 5,0%	ver. 5,425 3 8 0%	5,420 1 9 0%	5,423 0 9 0%	5,410 1 10	0 0	0.0%	1	
number of tenants in arrears at any point during the Tenants Evicted Total Number of Tenancies (*) Evictions in Month Total Number of Evictions (**) % of Tenants Evicited * Figures are as at reported date	e year has b 5,444 0 0	een used. T 5,445 0 0	he correct fig 5,447 2 2	Ure will be hi BVPI 66d 5,449 0 2 0% 100.00% 99.00% 98.00%	gher, meanir 5,437 0 2 0%	5,429 1 3 0%	tual % will b 5,429 1 4 0%	5,437 5,0%	ver. 5,425 3 8 0%	5,420 1 9 0%	5,423 0 9 0%	5,410 1 10	0 0	0.0%	1	
number of tenants in arrears at any point during the Tenants Evicted Total Number of Tenancies (*) Evictions in Month Total Number of Evictions (**) % of Tenants Evicited * Figures are as at reported date	e year has b 5,444 0 0	een used. T 5,445 0 0	he correct fig 5,447 2 2	ure will be hi BVPI 66d 5,449 0 2 0% 100.00% 99.00% 98.00% 97.00% 96.00%	gher, meanir 5,437 0 2 0%	5,429 1 3 0%	tual % will b 5,429 1 4 0%	5,437 5,0%	ver. 5,425 3 8 0%	5,420 1 9 0%	5,423 0 9 0%	5,410 1 10	0 0	0.0%	1	
number of tenants in arrears at any point during the Tenants Evicted Total Number of Tenancies (*) Evictions in Month Total Number of Evictions (**) % of Tenants Evicited * Figures are as at reported date	e year has b 5,444 0 0	een used. T 5,445 0 0	he correct fig 5,447 2 2	ure will be hi BVPI 66d 5,449 0 2 0% 100.00% 99.00% 98.00% 97.00% 96.00% 95.00%	gher, meanir 5,437 0 2 0%	5,429 1 3 0% Projecte	tual % will b 5,429 1 4 0% ed Rent Co	5,437 1 5 0%	xer. 5,425 3 8 0% ate	5,420 1 9 0%	5,423 0 9 0%	5,410 1 10	0 0	0.0%	1	
number of tenants in arrears at any point during the Tenants Evicted Total Number of Tenancies (*) Evictions in Month Total Number of Evictions (**) % of Tenants Evicited * Figures are as at reported date	e year has b 5,444 0 0	een used. T 5,445 0 0	he correct fig 5,447 2 2	ure will be hi BVPI 66d 5,449 0 2 0% 100.00% 99.00% 98.00% 97.00% 96.00% 95.00%	gher, meanir 5,437 0 2 0%	5,429 1 3 0% Projecte	tual % will b 5,429 1 4 0% ed Rent Co	5,437 1 5 0%	xer. 5,425 3 8 0% ate	5,420 1 9 0%	5,423 0 9 0%	5,410 1 10	0 0	0.0%	1	
number of tenants in arrears at any point during the Tenants Evicted Total Number of Tenancies (*) Evictions in Month Total Number of Evictions (**) % of Tenants Evicited * Figures are as at reported date	e year has b 5,444 0 0	een used. T 5,445 0 0	he correct fig 5,447 2 2	ure will be hi BVPI 66d 5,449 0 2 0% 100.00% 99.00% 98.00% 97.00% 96.00% 95.00%	gher, meanir 5,437 0 2 0%	5,429 1 3 0%	tual % will b 5,429 1 4 0% ed Rent Co	5,437 1 5 0%	ver. 5,425 3 8 0%	5,420 1 9 0%	5,423 0 9 0%	5,410 1 10	0 0	0.0%	1	

Sundry Debt Colle	ction														
Sundry Debt Collection (C	umulative Figur	res)													
	Year Start	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target	2010/11
Balance brought forward	461.665	461,665	461,665	461,665	461,665	461,665	461,665	461,665	461,665	461,665	461,665	461,665	461.665	Turget	2010/11
Invoices raised		745,049	860,920	1,090,712	1,432,993	1,833,642	1,903,441	2,201,778	2,399,619	2,611,948	2,887,184	3,136,440	4,429,113		
Total Invoiced	461,665	1,206,714	1,322,585	1,552,377	1,894,658	2,295,307	2,365,106	2,663,443	2,861,284	3,073,613	3,348,849	3,598,105	4,890,778		
Balance outstanding	461,665	642,102	556,344	436,379	564,650	685,075	504,569	409,946	396,556	461,763	372,907	404,396	1,438,861		356,8
Arrears outstanding	208,284	163,068	468,856	389,414	353,553	332,511	445,135	285,940	256,582	251,460	213,457	159,768	150,190		155,16
Percentage paid	0.0%	46.8%	57.9%	71.9%	70.2%	70.2%	78.7%	84.6%	86.1%	85.0%	88.9%	88.8%	70.6%		
Percentage outstanding	100.0%	53.2%	42.1%	28.1%	29.8%	29.8%	21.3%	15.4%		15.0%	11.1%	11.2%	29.4%		
Percentage in arrears	45.1%	13.5%	35.4%	25.1%	18.7%	14.5%	18.8%	10.7%		8.2%	6.4%	4.4%	3.1%		
l crocinage in arreare	40.170	10.070	00.470	20.170	10.170	14.070	10.0 /1	10.170	0.070	0.270	0.470	4.470	0.170		
Aged Debt Analysis			-												
Current month	253,381	479,034	87,488	46,965	211,097	352,564	59,434	124,006	139,974	210,303	159,450	244,628	1,288,671		521,2
> 1 month overdue	86,889	10,011	343,679	30,451	28,030	43,057	159,870	34,503	34,172	43,402	30,795	18,177	44,224		428,7
> 2 months overdue	8,389	37,470	4,377	250,165	7,434	11,612	28,266	14,747	9,383	16,591	18,660	7,200	4,805		3,7
> 3 months overdue	113,006	115,587	120,800	108,798	318,089	277,842	256,999	236,690	213,027	191,467	164,002	134,391	101,161		61,6
Total Arrears	208,284	163,068	468,856	389,414	353,553	332,511	445,135	285,940	256,582	251,460	213,457	159,768	150,190		494,0
Total Outstanding	461,665	642,102	556,344	436,379	564,650	685,075	504,569	409,946	396,556	461,763	372,907	404,396	1,438,861		1,015,3
Aged Debt Analysis as % o	of Total Charge														
,	,														
Current month		39.7%	6.6%	3.0%	11.1%	15.4%	2.5%	4.7%		6.8%	4.8%	6.8%	26.3%		10.
> 1 month overdue		0.8%	26.0%	2.0%	1.5%	1.9%	6.8%	1.3%		1.4%	0.9%	0.5%	0.9%		8.
> 2 months overdue	++	3.1% 9.6%	0.3% 9.1%	16.1% 7.0%	0.4%	0.5%	1.2% 10.9%	0.6%		0.5%	0.6% 4.9%	0.2%	0.1%		0.
> 3 months overdue Total Arrears	++	9.6% 13.5%	9.1% 35.4%	25.1%	16.8% 18.7%	12.1% 14.5%	10.9% 18.8%	8.9% 10.7%		6.2% 8.2%	4.9% 6.4%	3.7% 4.4%	2.1% 3.1%		10.
Total	++	53.2%	42.1%	23.1%	29.8%	29.8%	21.3%	15.4%		6.2% 15.0%	0.4% 11.1%	<u>4.4%</u> 11.2%	29.4%		21.
Total	+	55.276	42.170	20.176	29.076	29.0%	21.370	13.4%	13.9%	15.0%	11.170	11.270	29.470		21.
Arrears 2010/11		11.8%	29.8%	25.6%	15.6%	17.0%	13.4%	13.7%	13.9%	7.6%	5.2%	7.3%	3.5%		
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						30.0% 20.0% 10.0%	Apr May	Jun Jul	Aug Sep 0	Dct Nov E	Dec Jan	Feb Mar			