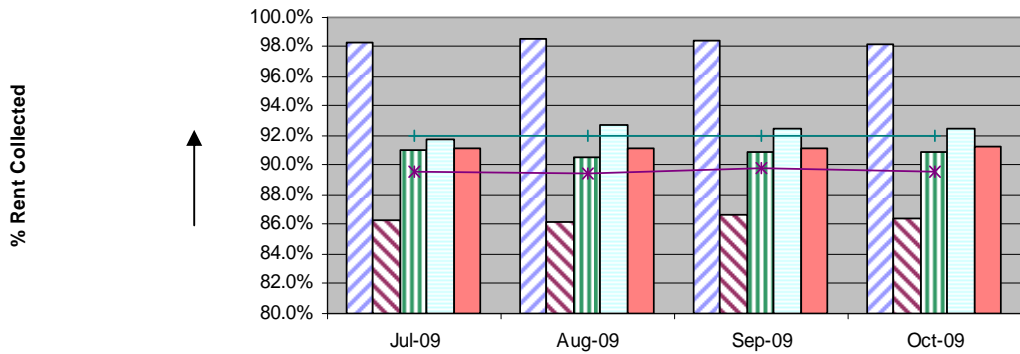


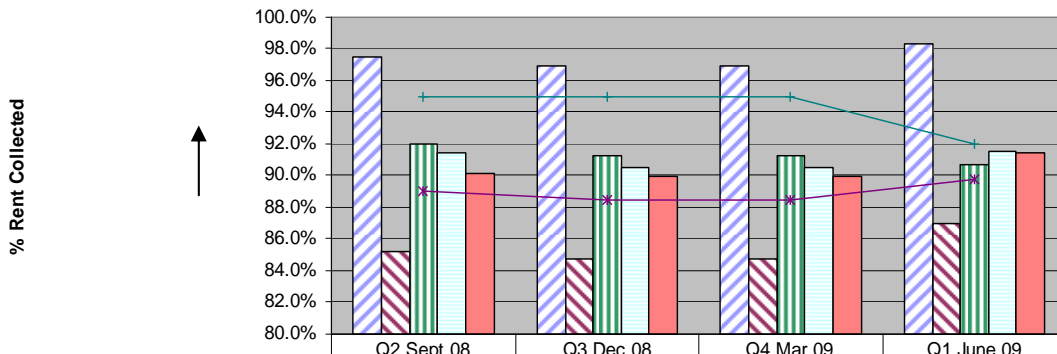
**BV66a - Rent Collected as % of all rent owed**



	Jul-09	Aug-09	Sep-09	Oct-09
BLenheim GARDENS RMO	98.4%	98.6%	98.4%	98.2%
LOUGHBOROUGH EMB	86.3%	86.2%	86.6%	86.4%
ROUPELL PARK RMC	91.1%	90.5%	91.0%	91.0%
WALTHAM RMO	91.8%	92.8%	92.5%	92.5%
LAMBETH LIVING	91.2%	91.1%	91.2%	91.3%
URH TMOs	89.5%	89.5%	89.8%	89.6%
TARGET	92.0%	92.0%	92.0%	92.0%

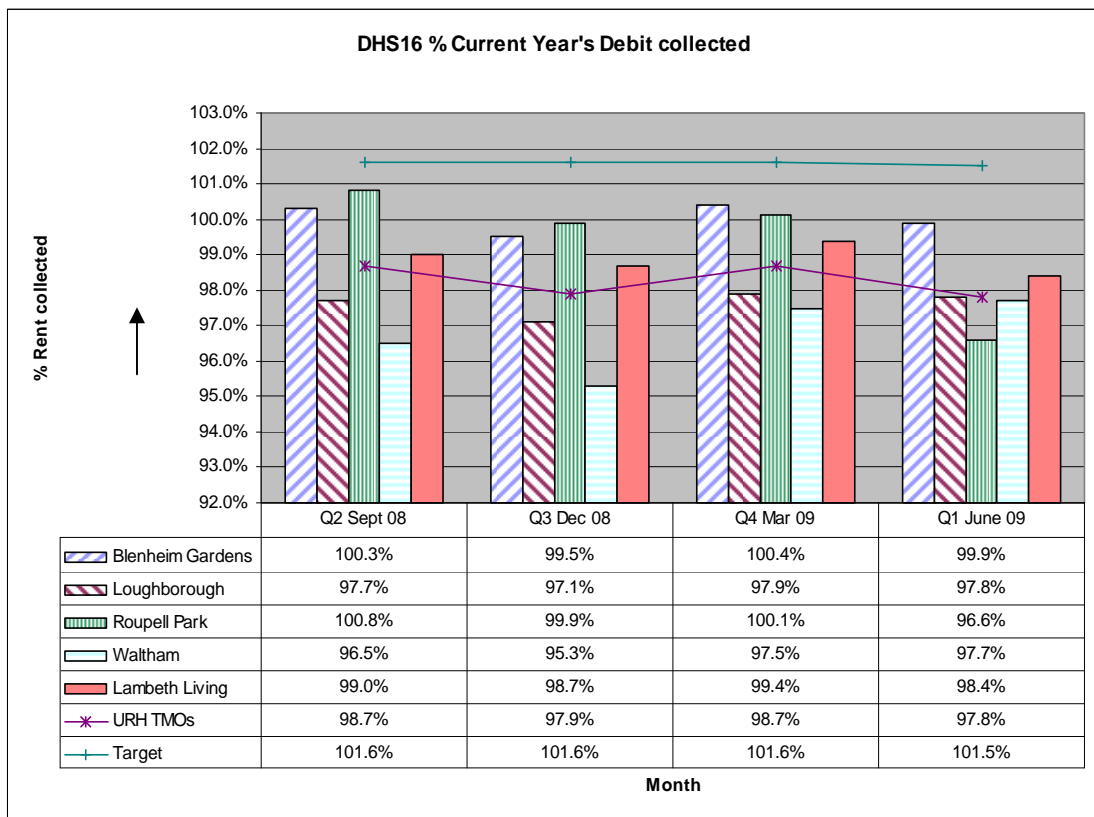
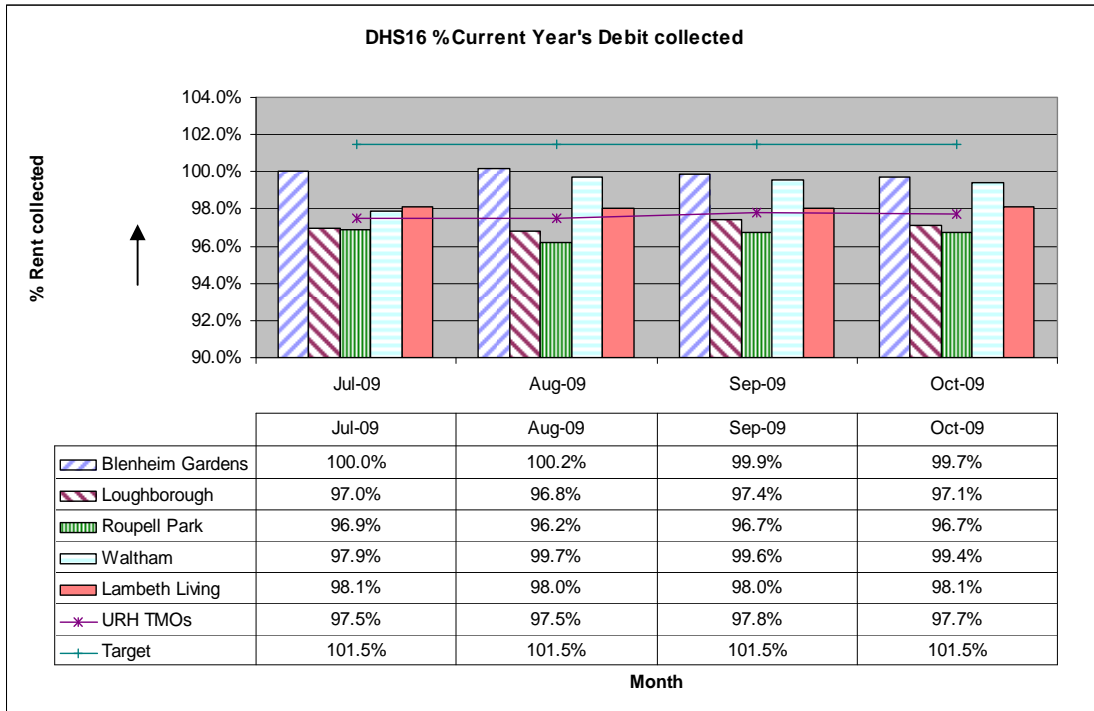
Month

**BV66a - Rent Collected as % of all rent owed**

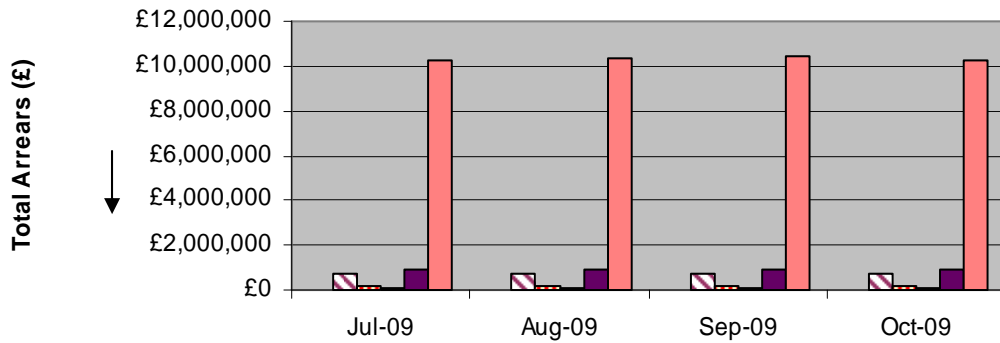


	Q2 Sept 08	Q3 Dec 08	Q4 Mar 09	Q1 June 09
BLenheim GARDENS RMO	97.5%	97.0%	97.0%	98.3%
LOUGHBOROUGH EMB	85.2%	84.8%	84.8%	87.0%
ROUPELL PARK RMC	92.0%	91.3%	91.3%	90.7%
WALTHAM RMO	91.4%	90.5%	90.5%	91.6%
LAMBETH LIVING	90.1%	90.0%	90.0%	91.5%
URH TMOs	89.0%	88.4%	88.4%	89.8%
TARGET	95.0%	95.0%	95.0%	92.0%

Month



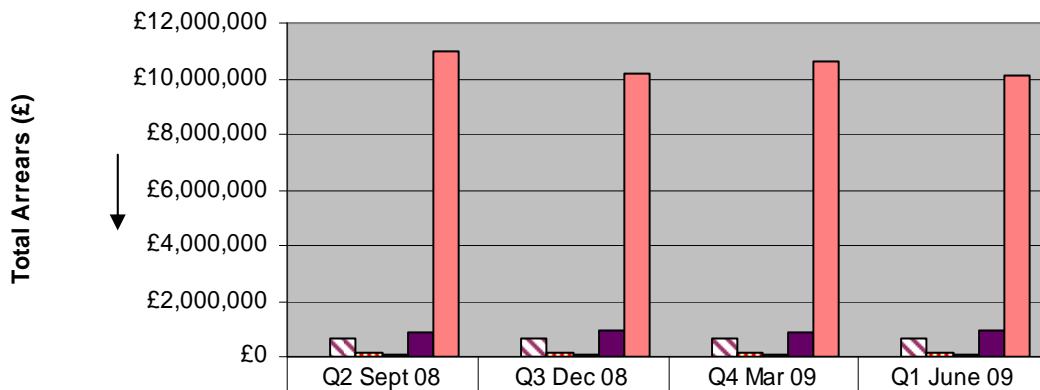
### Total Current Arrears



	Jul-09	Aug-09	Sep-09	Oct-09
■ Blenheim Gardens	£18,675	£17,146	£17,222	£19,141
■ Loughborough	£700,158	£704,604	£702,584	£701,397
■ Roupell Park	£155,897	£164,723	£167,747	£163,268
■ Waltham	£69,619	£71,356	£67,253	£65,797
■ URH TMOs	£944,349	£957,829	£954,806	£949,603
■ Lambeth Living	£10,262,408	£10,328,383	£10,397,533	£10,293,347

Month

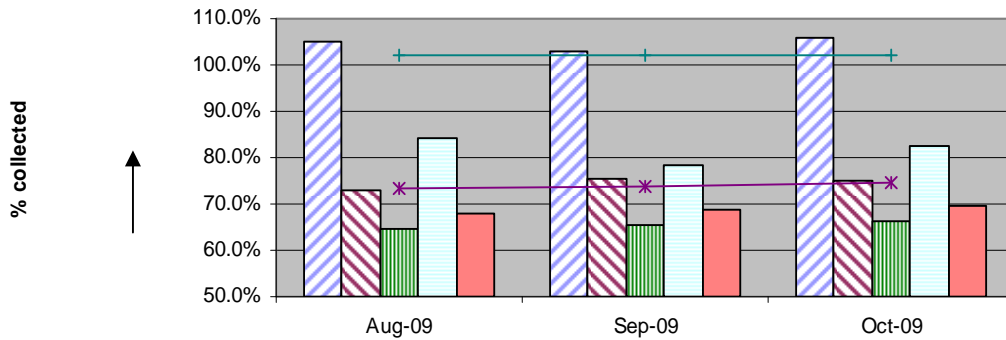
### Total Current Arrears



	Q2 Sept 08	Q3 Dec 08	Q4 Mar 09	Q1 June 09
■ Blenheim Gardens	£31,783	£34,215	£22,913	£17,523
■ Loughborough	£659,366	£682,201	£666,419	£687,908
■ Roupell Park	£154,488	£149,017	£144,471	£155,897
■ Waltham	£59,041	£64,639	£60,232	£68,322
■ URH TMOs	£904,678	£930,073	£893,036	£929,649
■ Lambeth Living	£10,956,443	£10,197,355	£10,592,145	£10,102,996

Month

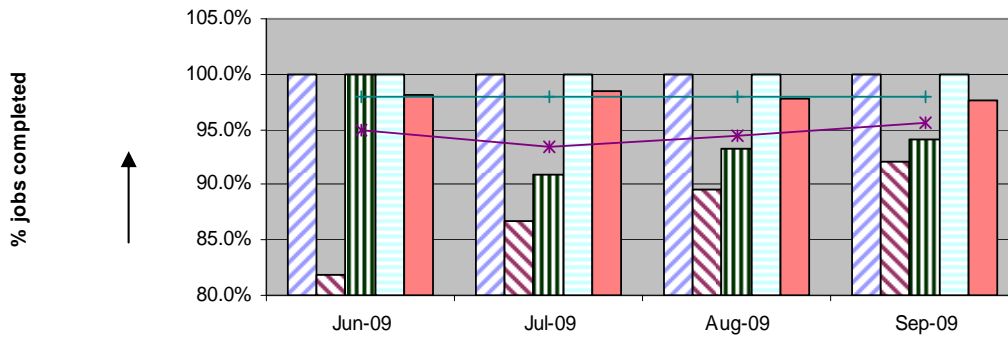
**DHS9 - Service Charge Collection Rate**



	Aug-09	Sep-09	Oct-09
Blenheim Gardens	104.8%	103.1%	106.0%
Loughborough	73.0%	75.3%	74.9%
Roupell Park	64.5%	65.4%	66.4%
Waltham	84.0%	78.4%	82.3%
Lambeth Living	67.8%	68.7%	69.7%
URH TMOs	73.2%	73.8%	74.7%
Target	102.0%	102.0%	102.0%

Month

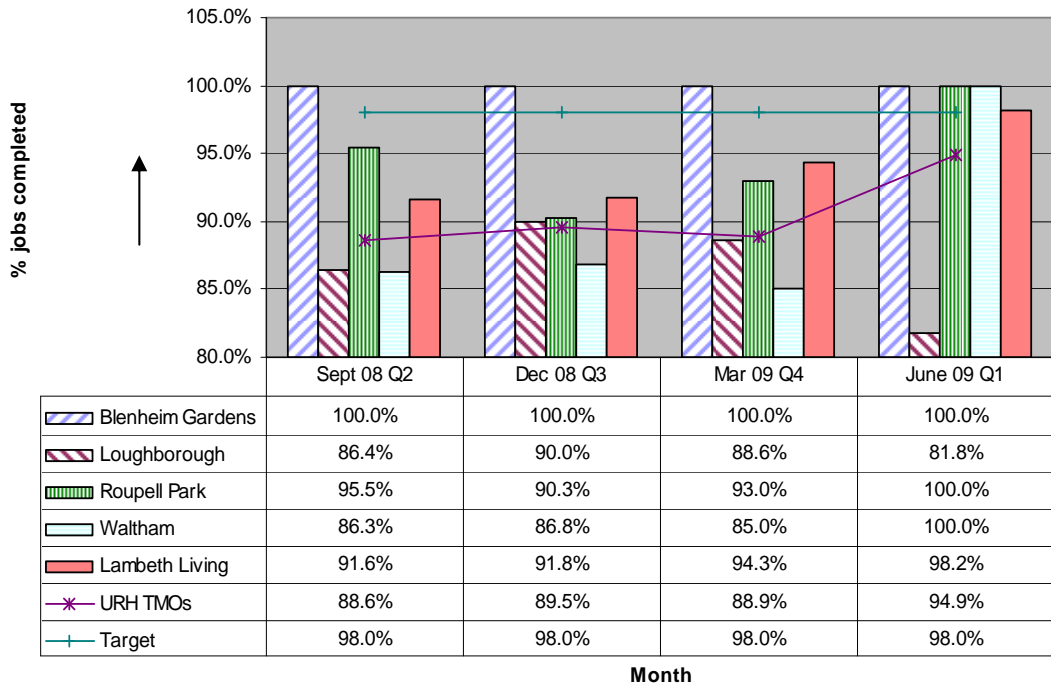
**BPSA E5 - % Right to Repair jobs completed on time**



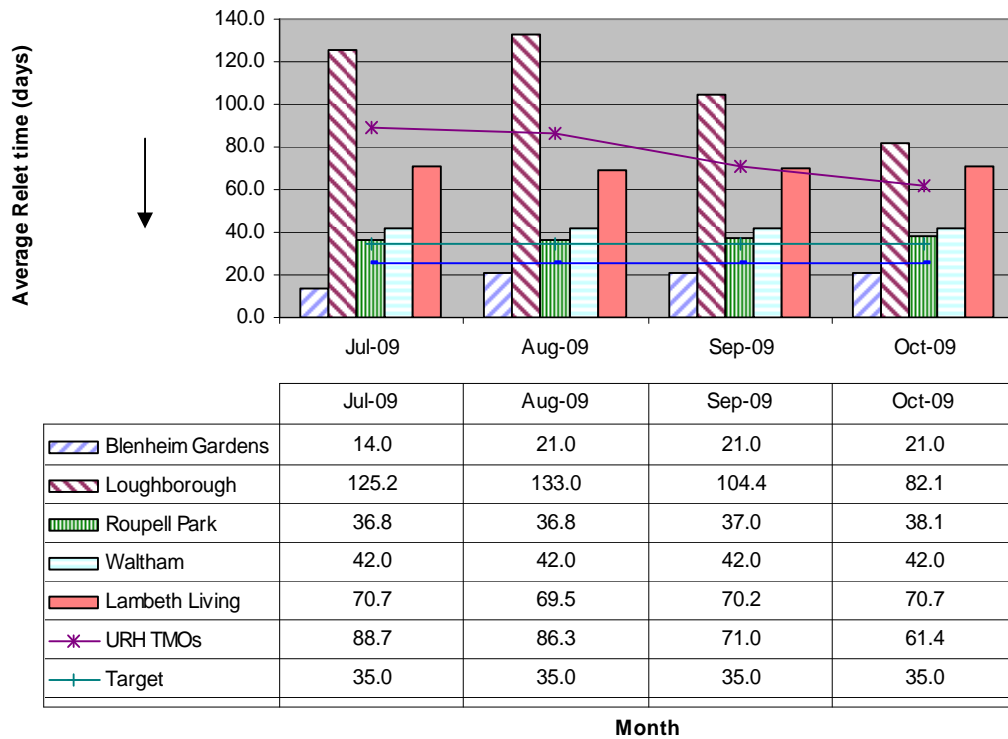
	Jun-09	Jul-09	Aug-09	Sep-09
Blenheim Gardens	100.0%	100.0%	100.0%	100.0%
Loughborough	81.8%	86.7%	89.5%	92.0%
Roupell Park	100.0%	90.9%	93.3%	94.1%
Waltham	100.0%	100.0%	100.0%	100.0%
Lambeth Living	98.2%	98.4%	97.8%	97.7%
URH TMOs	94.9%	93.5%	94.5%	95.6%
Target	98.0%	98.0%	98.0%	98.0%

Month

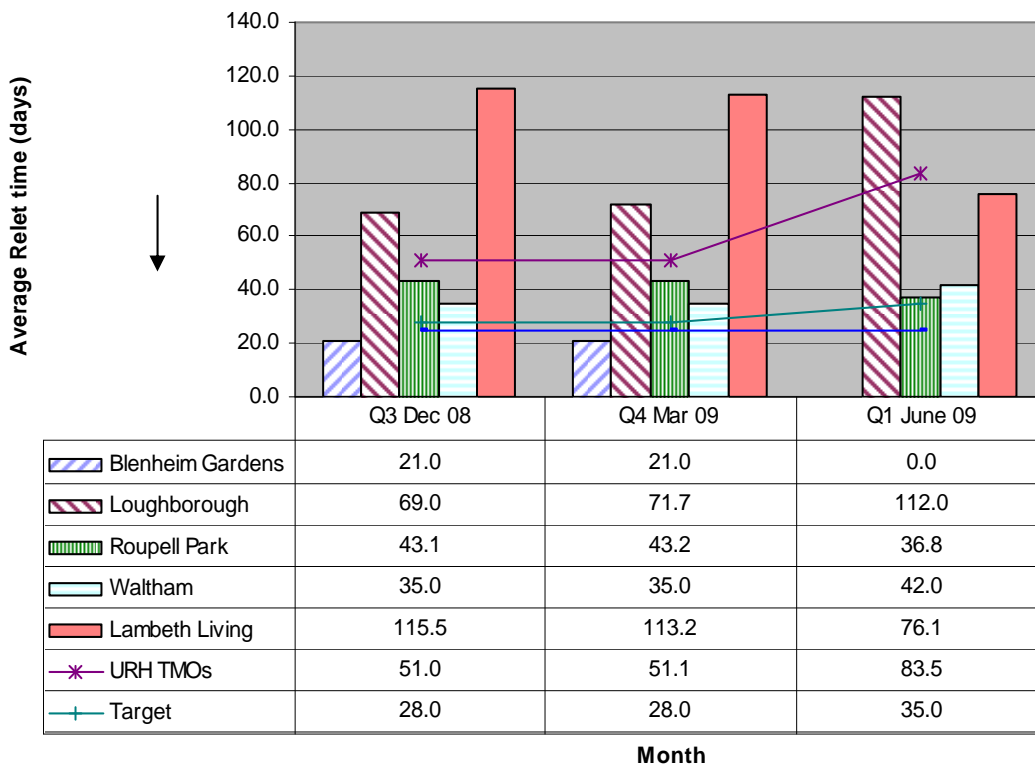
### BPSA E5 - % Right to Repair jobs completed on time



### Short Cycle Voids (SGV) Turnaround Time



### Short Cycle Voids (SGV) Turnaround Time



### Number of Short Term voids

