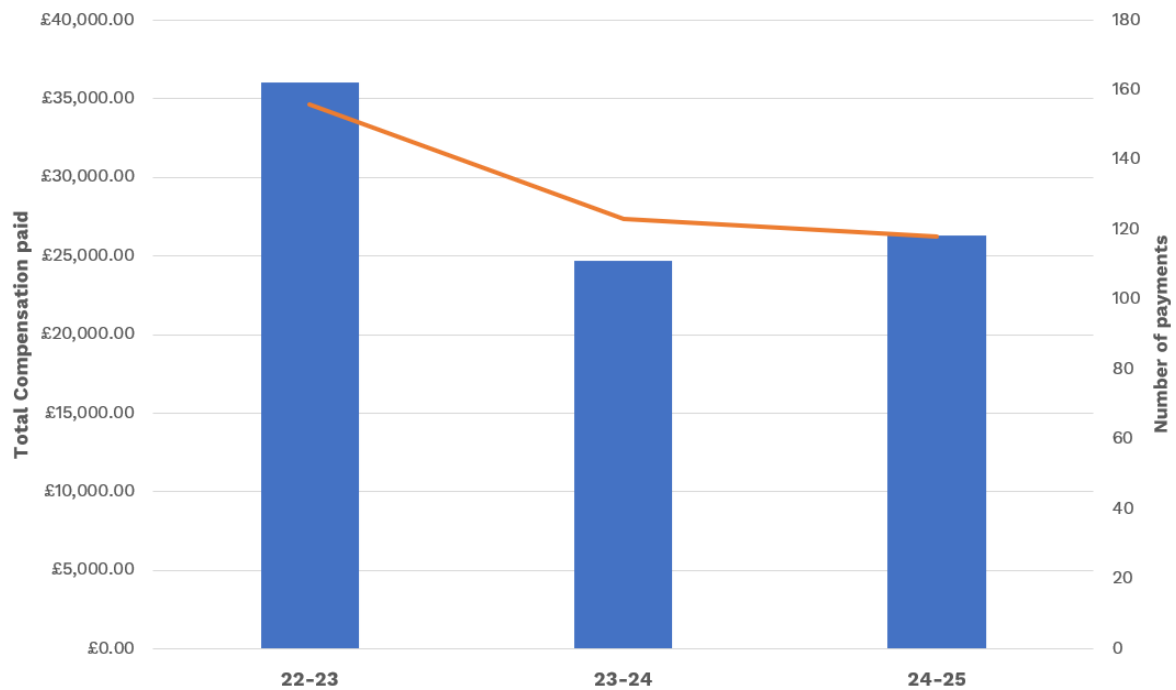


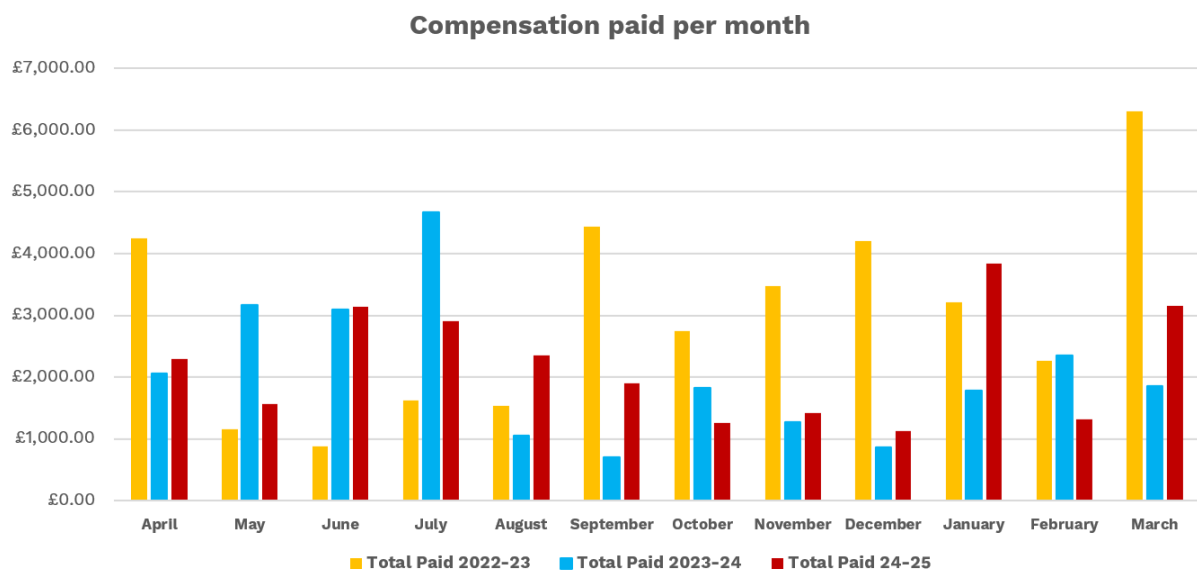
Appendix 1

Compensation charts and graphs

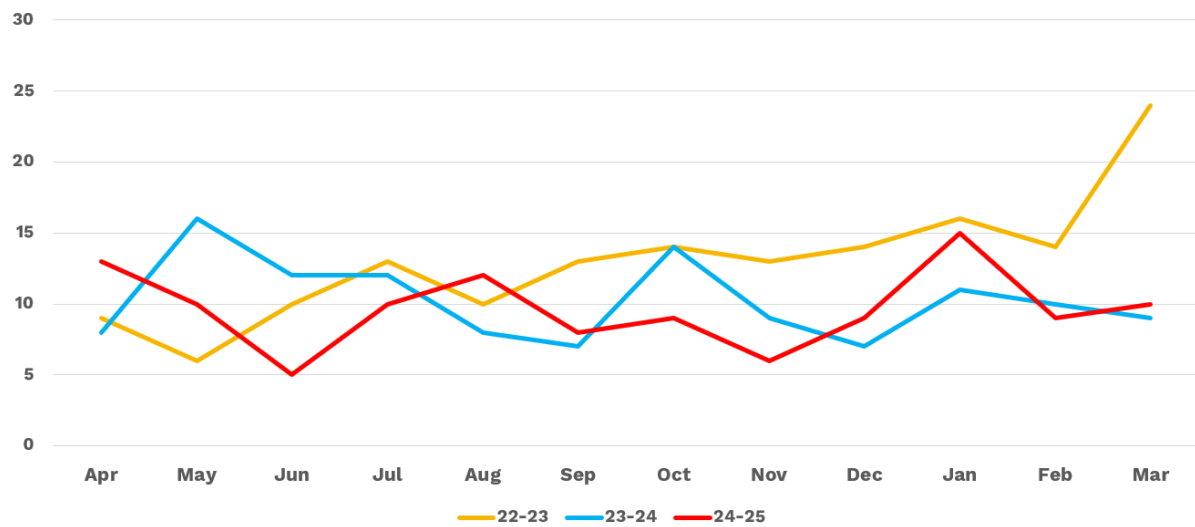
Compensation paid v's number of payments



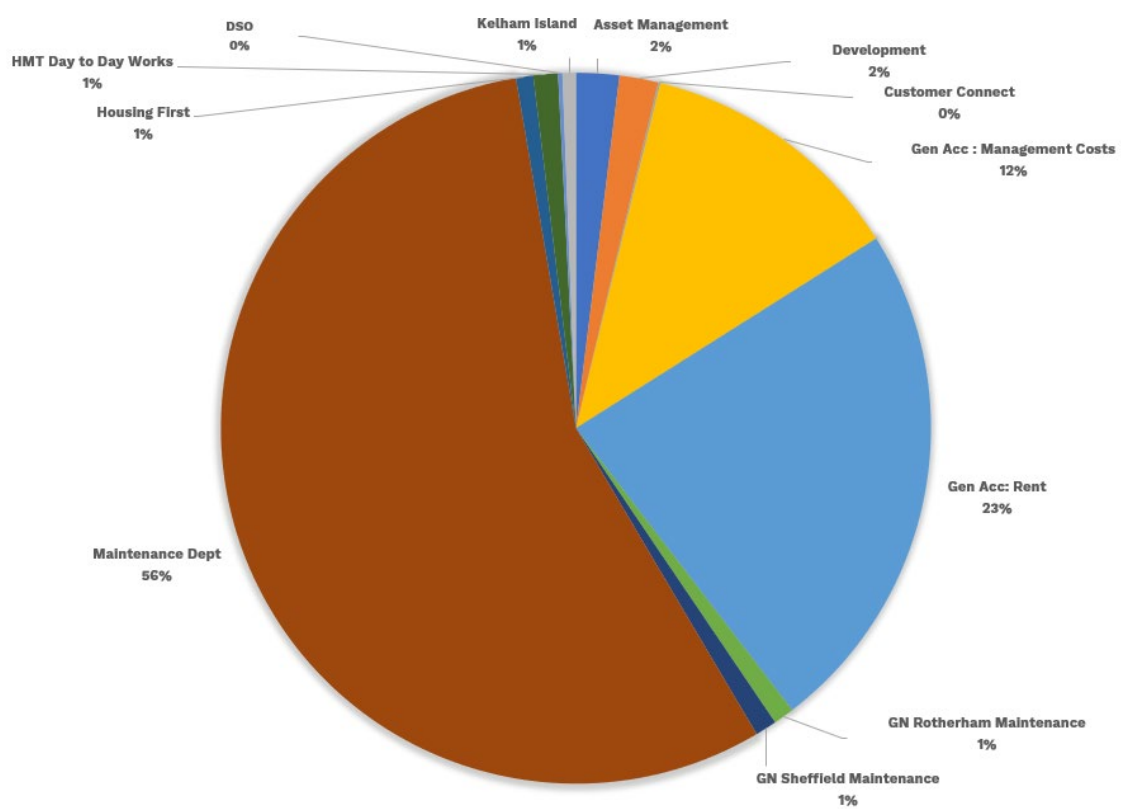
Compensation paid by month



Volume of compensation requests paid by month in Unit4



Compensation paid by cost centre code



		Total	no. of claims
DASSM	Asset Management	£500.00	2
DEVEL	Development	£450.00	2
GCUST	Customer Connect	£25.00	1
GMNGT	Gen Acc : Management Costs	£3,115.34	8
GRENT	Gen Acc: Rent	£6,001.54	24
GRTHM	GN Rotherham Maintenance	£240.00	2
GSHEF	GN Sheffield Maintenance	£250.00	1
MAINT	Maintenance Dept	£14,227.72	68
P2027	Browning Court	£346.96	1
P2029	Burns Court	£322.80	1
P2035	Housing First	£200.00	1
XXDAY	HMT Day to Day Works	£285.00	3
XXDSO	DSO	£50.00	1
XXMAJ	HMT Major Works	£150.00	1
ZKELH	Kelham Island	£155.00	2
		£26,319.36	

Themes

themes	amount paid	% of total paid	number of payments
DMC	£5,156.89	20%	14
Rent Audit	£3,833.34	15%	4
Delays to repair inc. cancelled/missed appointments	£3,515.00	13%	21
Leaks	£2,644.78	10%	11
Damage caused during a repair	£1,655.00	6%	7
Pests	£977.00	4%	8
Fencing	£950.00	4%	4