

PFI 2**Period of Deduction****Details****Invoice No:****Amount****April 2011 - March 2012**

Unavailability Feb 2012

R2-791 £ 2,242.45 Heating system repair

Total deductions 2011/2012 £ 2,242.45**April 2012- March 2013**

Mar 12 KPI 16 Complaints answered < 15 days

R2-800 £ 5,099.61

Apr 12 KPI 5 Voids over run < 27 days

R2-810 £ 18,616.17

Aug 12 KPI 5 Voids over run < 27 - May 2012

R2-823 £ 1,214.95

Sept 12 KPI 5 Void over run - £1,175.80 & unavailability June 2012 3

props £ 665.71

R2-827 £ 1,841.51

1 Repair hot water supply to bath/

2 Investigate possible roof leak

Oct 12 KPI 5 Void over run <27 days

R2-828 £ 609.99

Total deductions 2012/2013 £ 27,382.23**April 2013- March 2014**

April 13- March 2014 Unavailability Deductions January 2013

R2-937

£ 114.53

Remedy fault with toilet flush / To
Attend and fit a New emergency key
switch required

Annual KPI 11 Compensation and KPI 15 Correspondence (March 13)

R2-945

£ 5,837.01

April 13- Unavailability Deductions

R2-958

£ 1,052.49

Repair wall in bedroom

Total deductions 2013/2014 £ 7,004.03**Total Deductions****£ 36,628.71**