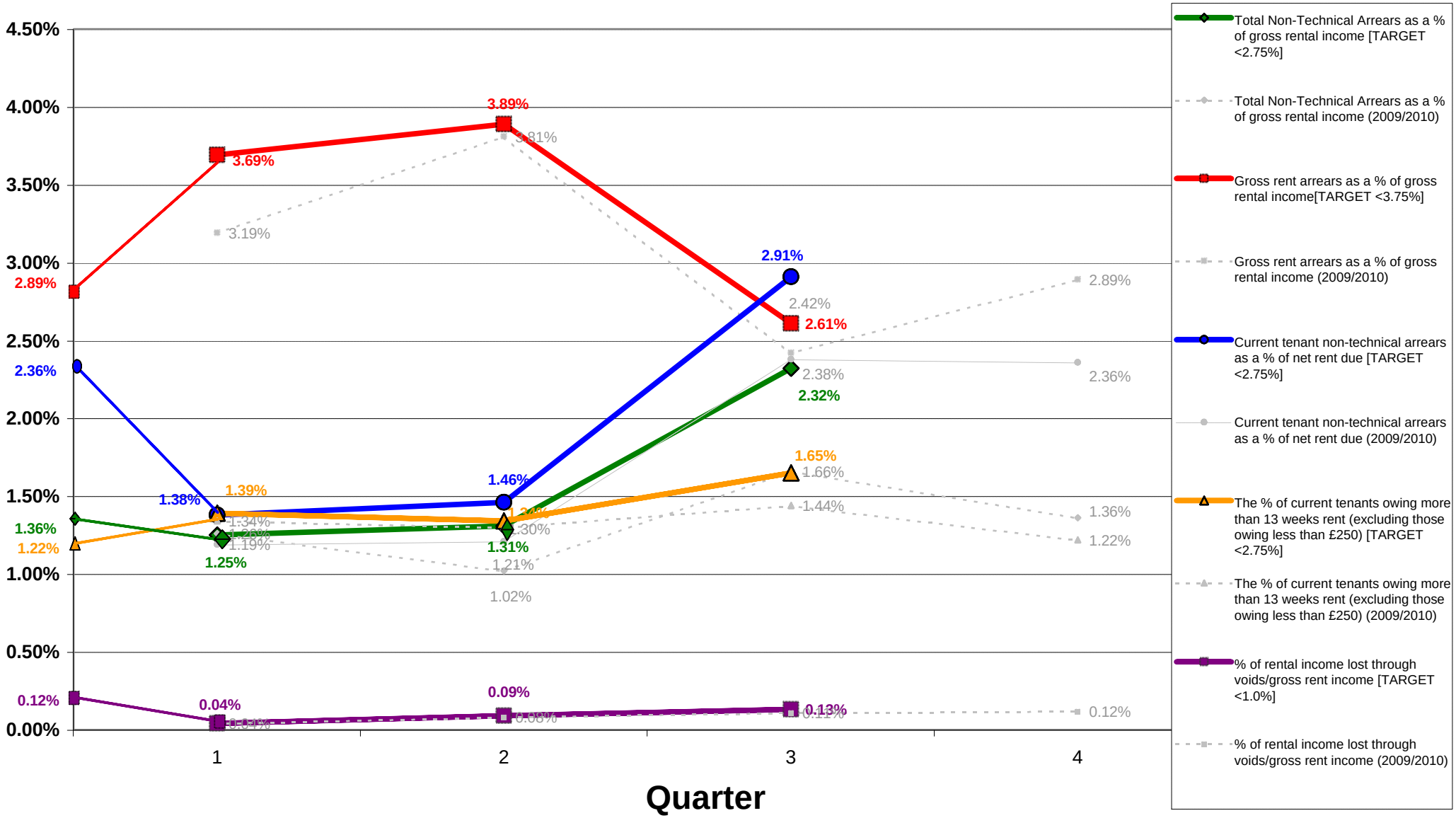Arrears and Voids Trends Report 2010/2011