

Financial Review Key Statistics 2015/16

We have recently completed our annual Value for Money (VfM) Self-Assessment, which measures whether we have provided the best possible results for our customers with our available resources. The VfM Self-Assessment discusses many of the figures you will see on this page, and can be found on our website at flagship-group.co.uk/our-finances

we own
22,323
2015: 22,088 homes

we carried out
9,420
home visits

we handed over
243
new homes
2015: 217

1,455
homes re-let
2015: 1900

we have
90%
overall customer
satisfaction
2015: 88%

we helped over
3,000
people in our
surgeries and drop-ins

we employ
706
staff (full time
equivalent)
2015: 716

Our finances

Turnover
£127.1m
(the amount of money
we took April 2015 -
March 2016)
2015: £118.5m



Total maintenance
cost per home
£1,451
(the total cost of
maintaining each home)
2015: £1,774



Borrowings
£589.4m
(money lent to us by
the bank)
2015: £591.9m



Arrears
2.5%
(the money owed if
your rent is not paid)
2015: 2.4%

How we spent your money

New homes
£22.4m
Was spent on
improving building and
buying new homes
2015: £56.4m



Managing your home
£18.3m
The cost of looking after
you and your community
2015: £18.9m



Maintaining your home
£32.4m
The total cost of repairs
and maintenance to our
homes
2015: £39.1m

Interest
4.08%
Interest on money the
bank lent to us
2015: 4.18%



Void properties
143
The total number of
void properties we have
2015: 145

Highlights of the year

We invested
£16,000
in community initiatives
including garden equipment,
communal furniture and a
play area



We employed
9
new apprentices
across the Group



We supported
75%
Of young people in
our care and support
services into Education,
Employment or Training
2015: 71%

As part of our planned work programme we replaced



1,195
kitchens



747
bathrooms



1,863
boilers