

# Financial Review Key Statistics 2016/17

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](http://flagship-group.co.uk/our-finances)

## Key stats

 **22,521**  
Homes owned  
(2016 - 22,323)

 **292**  
Homes handed over  
(2016 - 243)


 **93%**  
Customer satisfaction  
(2016 - 90%)


 **+14**  
Net promoter score\*

 **599**  
Full time equivalent staff employed  
(2016 - 706)

\*The Net Promoter Score is an index ranging from -100 to 100 that measures the willingness of customers to recommend a company's products or services to others.

## Our finances

 **£119.5m**  
Turnover  
(2016 - £127.1m)

 **£597.3m**  
Borrowings  
(2016 - £589.4m)

 **2.9%**  
Rent arrears  
(2016 - 2.5%)

 **£1,593**  
Total maintenance cost per home  
(2016 - £1,451)

## How we spent your money

 **£36.4m**  
New homes  
(2016 - £22.4m)

 **£35.9m**  
Maintaining your home  
(£17m Reponsive, £18.9m Capital)  
(2016 - £32.4m)

 **961**  
Kitchens

 **610**  
Bathrooms

 **153**  
Re-wires

 **432**  
Consumer units

 **829**  
Doors

 **143**  
Windows

 **163**  
Pitched roofs

## As well as...

 **36,000+**  
Digital interactions

 **8**  
Young people completed apprenticeships

 **12**  
Apprentices currently working towards completion