

### Key stats



Social housing  
homes owned  
**30,577**  
(2019 27,325)



Homes added  
to our portfolio  
(including Suffolk Housing)  
**3,252**  
(2019 5,502\*)



NPS score  
**+25**  
(2019 +28)



Full time equivalent  
staff employed  
**1,127**  
(2019 931)



Gearing  
**46.6%**  
(2019 42.3%)

### Our finances



Turnover  
**£188.2m**  
(2019 £154.3m)



Borrowings  
**£791.5m**  
(2019 £683.0m)



Rent arrears  
**3.8%**  
(2019 3.1%)



Social Housing  
cost per home  
**£2,691**  
(2019 £2,300)



Operating profit  
**£71.7m**  
(2019 £59.6m)

### How money was spent



New Homes  
**£69.8m**  
(2019 £66.6m)



Property  
maintenance  
**£58.6m**  
(2019 £45m)



Responsive  
**£30.3m**  
(2019 £25.2m)



Capital  
**£28.3m**  
(2019 £19.8m)

### Corporate Social Responsibility



Our Staff raised  
**over £25K**  
for 16 charities



**900**  
hours of staff  
volunteering time



**750 litres**  
of paint donated



**300** air source  
heat pumps installed



**113 homes**  
in Felixstone  
connected to communal  
ground source heat  
pump installed