

Value for Money Statement 2018-2019

Key stats



Homes owned
28,207
(2018 22,705)



Homes added
to our portfolio
443
(2018 266)



NPS score
+28
(2018 +19)



Full time equivalent
staff employed
931
(2018 705)



Gearing
38.0%
(2018 44.5%)

Our Finances



Turnover
£155.7m
(2018 £133.7m)



Borrowings
£683.0m
(2018 £622.7m)



Rent arrears
3.1%
(2018 3.1%)



Social Housing
cost per home
£2,467
(2018 £2,462)



Operating profit
£60.3m
(2018 £58.9m)

How money was spent



New Homes
£66.6m
(2018 £36.0m)



Property
maintenance
£43.9m
(2018 £35.9m)



Responsive
£24.1m
(2018 £21.3m)



Capital
£19.8m
(2018 £14.6m)

Corporate Social Responsibility



Our Staff raised
over £14K
for 9 charities



£5.7K
spent on local
community projects



750 litres
of paint donated



90
air source heat
pumps installed



33
properties connected
to communal ground
source heat pumps