

Key Stats



22,705

Homes owned
(2017 - 22,521)



266

Homes added to
our portfolio
(2017 - 292)



+19

NPS score
(2017 - +14)



705

Full time equivalent
staff employed
(2017 - 599)



99.5%

Rent collection
(2017 - 99.1%)

Our Finances



£133.7m

Turnover
(2017 - £119.5m)



£622.7m

Borrowings
(2017 - £597.3m)



3.1%

Rent arrears
(2017 - 2.9%)



£1,581

Total maintenance
cost per home
(2017 - £1,593)



£55.9m

Operating profit
(2017 - £52.4m)

How money was spent



£36.0m

New homes
(2017 - £36.4m)



£35.9m

Property maintenance
(2017 - £35.9m)



£21.3m

Responsive
(2017 - £17m)



£14.6m

Capital
(2017 - £18.9m)

Customer Engagement



891

Platform members
(2017 - 309)



3

New COG members.
Taking the total to
9 members



Over 50%
of customers rated
Flagship a 9 or 10

(based on results from our Net Promoter Score survey, where we asked customers how likely they were to recommend us to family and friends)