

## 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