

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