

AFFORDABLE HOMES IN APPEALING COMMUNITIES

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GROUP CEO**

gentoo




HOME IS WHERE THE HEART IS ❤️



DELIVERY MODEL



STOCK AND TENURE PROFILE



PROPERTY TYPE	NUMBER
House	17,783
Bungalow	4,973
Flat	4,171
Multi-storey	1,737
Sheltered	154
TOTAL	28,818

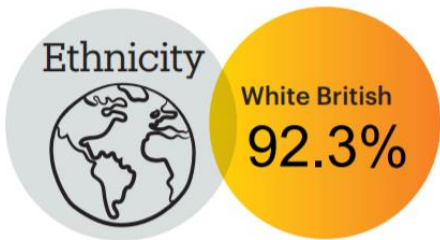
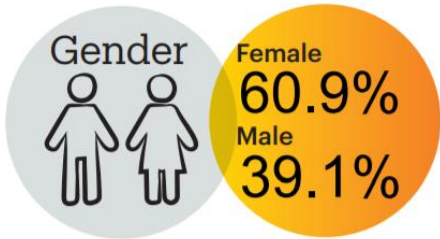
Customer Profile



18 - 24 years	1.4%
25 - 34 years	10.7%
35 - 44 years	13.2%
45 - 54 years	17.9%
55 - 64 years	20.4%
Age 65 +	36.3%



63.5% stated they had access to the internet. Of these...
50.9% are very comfortable using it.



Vulnerability

11.7% specified they had a vulnerability.

Disability

39.7% stated they had a disability.

Claiming benefit

69.0% are claiming benefits.



CUSTOMER CONTACT

**472,193 incoming calls
during 2018/19**

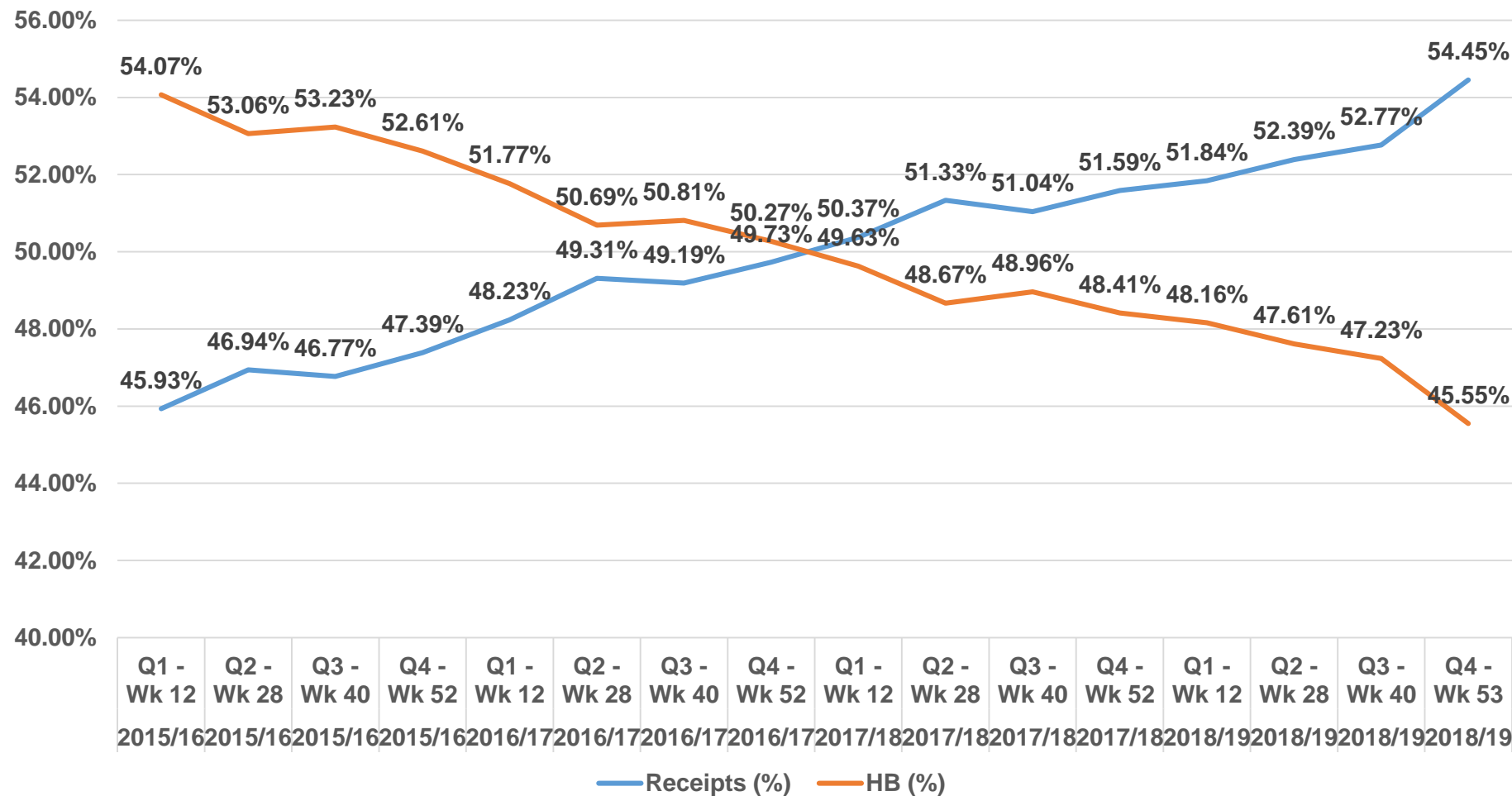
CLEAN AND SAFE COMMUNITIES



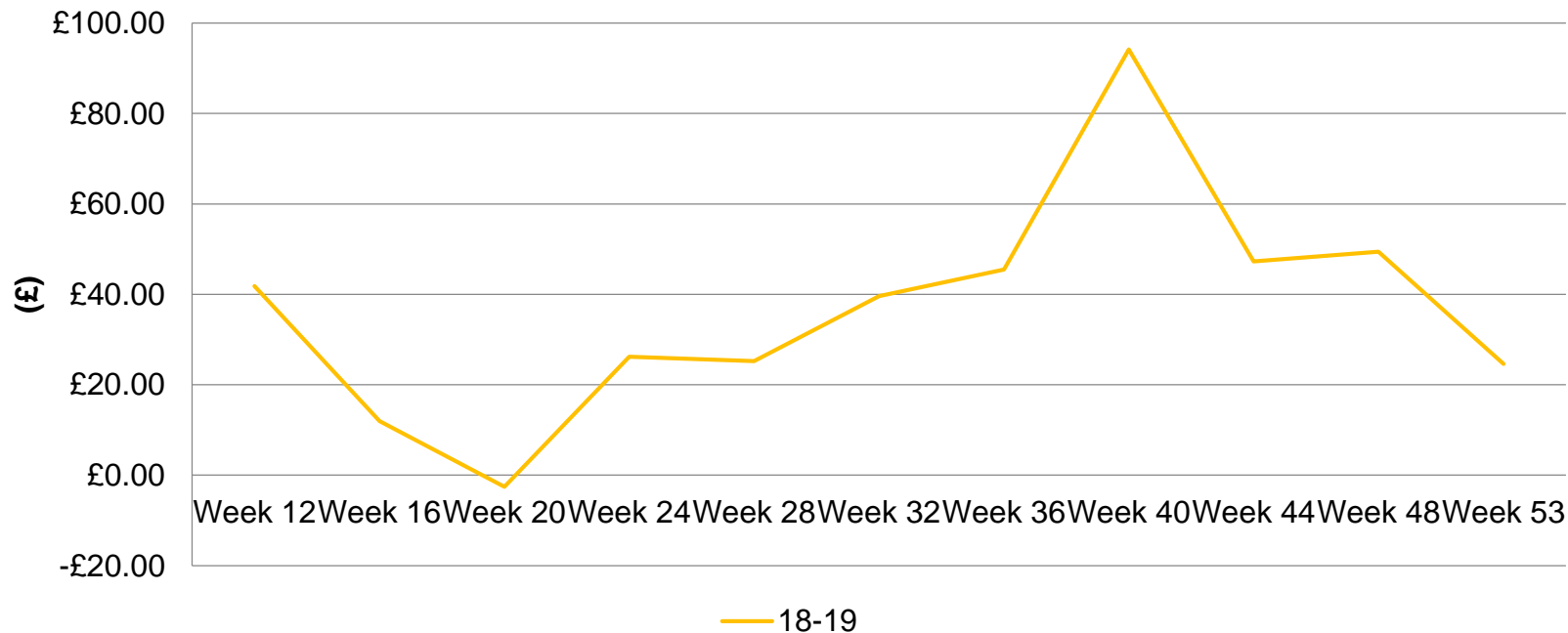


**REPAIRS AND
MAINTENANCE**

DIRECT RECEIPTS VS HOUSING BENEFIT 2015 – 2018

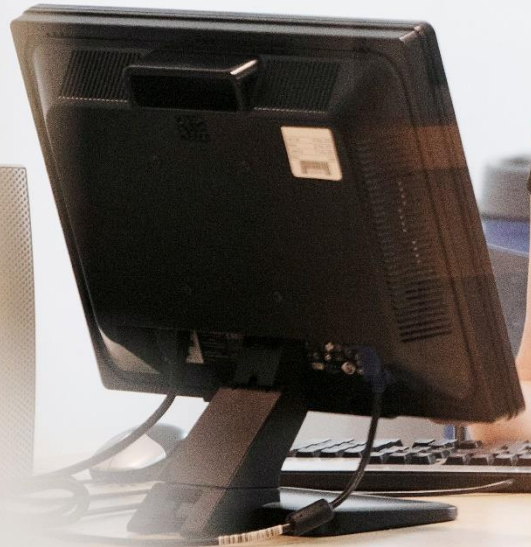


UNIVERSAL CREDIT RENT ARREARS INCREASE PER CASE (AVERAGE)



- Total number of cases: 3,239
- Total arrears increase of UC cases: £78,443
- Total average arrears of UC cases: £24.22

MONEY MATTERS SERVICE





ADDITIONAL SERVICES

TERMINATIONS AND EVICTIONS

	2017/18	2018/19
Terminations	2,694	2,764
Evictions	110	121



gentoo homes

GENTOO HOMES 2018/19

Homes for sale sold	199
Turnover	£45m
Surplus target	£4.1m
TOTAL	28,818





OPPORTUNITIES

REGENERATION ECONOMY GROWTH





BLOOMING SOCIAL SUCCESSES



INSPIRING POSITIVE CHANGES WYTHENSHAW



SOCIAL IMPACT



INSPIRING POSITIVE CHANGES WYTHENSHAW



SOCIAL IMPACT



INSPIRING POSITIVE CHANGES IN WYTHENSHAW



SOCIAL IMPACT REPORT 2018





THANKS FOR YOUR TIME

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