

Highlights

Highlights for the 3 months ending 30 June 2024:

- Our credit rating with S&P was reaffirmed at A (stable)
- We built **245** new homes with **93%** for affordable tenures
- We invested **£92.9m** in new homes. Our development pipeline stands at **5,663** homes
- Operating surplus from core social housing lettings was **£27.7m** at a margin of **42%**. Arrears were at **3.8%**
- We had **£480.8m** of available liquidity at the end of the quarter
- Towards the end of the quarter, Jean-Marc Vandevivere retired from our Board. Ian Playford replaced him. Ian has worked on Boards including Kingfisher Group Plc, private equity companies and the UK Government. Ian brings with him a wealth of knowledge and experience from property development with a focus on customer and business transformation

Key metrics

	Def.	YTD Q1 FY25	YTD Q1 FY24	FY 24
Turnover		£83.2m	£76.9m	£357.9m
Operating margin		37%	39%	31%
Operating margin (social housing lettings)		42%	45%	42%
Operating cost per unit		£4,268	£3,779	£4,275
New homes completed		245	312	1,524
Investment in new homes		£92.9m	£143.1m	£483.4m
Investment in existing homes	1	£20.6m	£20.5m	£87.5m
Number of shared ownership first tranche sales		86	95	545
Number of outright sales		17	17	124
Gearing	2	53%	47%	52%
Total debt principal		£1,981.2m	£1,668.2m	£1,889.6m
Liquidity	3	£480.8m	£535.0m	£562.7m
EBITDA MRI interest cover		158%	163%	144%
Current tenant arrears		3.8%	4.0%	4.1%
Void loss		1.0%	1.3%	1.2%

Finances

	YTD Q1 FY25	YTD Q1 FY24	FY 24
Core business surplus			
Rental income	63.4	56.2	231.0
Other income	2.3	2.3	12.2
Staff costs (excl repairs)	(7.1)	(6.2)	(29.5)
Property costs	(14.7)	(11.0)	(51.8)
Other operating costs	(16.2)	(15.1)	(70.2)
	27.7	26.2	91.7
Operating margin (social housing lettings)	42%	45%	38%
Sales profits	4.5	4.5	22.6
Interest costs	(16.0)	(13.9)	(60.1)
Surplus before tax	16.2	16.8	54.2
Tax & investment FV	3.0	(0.1)	(0.4)
Net surplus	19.2	16.7	53.8



“We were proud to be named the fifth largest housebuilder of 23/24 in England in a survey of housing associations performed by Inside Housing, delivering 1,524 homes. Our high operating margins have enabled us to continue building much needed homes, while still investing a record £87.5m in our existing homes.”

- Duncan Brown,
Chief Finance Officer



Our performance June 2024

Corporate plan

 Vision More homes, bright futures	 Ambitions Our customers are our strongest advocates People are proud to live in our homes and communities Grow and influence to positively impact more lives	 Values Encourage challenge and change Work as one team Deliver a great customer experience
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We're focused on the following priorities in 24/25 to drive our ambitions:

Customer influence: we're aiming to get TPAS Landlord Accreditation in Resident Engagement - showing our commitment to customer participation in the delivery of our services

Clear service improvements: we're targeting service improvements in areas that make the most impact to customer satisfaction.

- 100% Repairs completed in 28 days
- 100% of callbacks completed on time
- 100% of complaint callbacks made on time

Performance against these service improvements is reported in the "Our customers" section of this report.

Performance Management: focused objective setting aligned to corporate priorities

Our customers

	Target	YTD Q1 FY25	FY24
FY25 priorities			
Non-emergency repairs <28 days	100%	64.5%	57.4%
Callbacks completed on time	100%	90.3%	85.3%
Complaint promises kept	100%	67.4%	72.9%
Satisfaction levels (scored out of 10)			
Contact with Customer Experience team		8.4	8.4
Repairs		8.8	8.6
Complaints handling		4.6	4.2
ASB case handling		6.1	6.6
Planned maintenance		6.1	6.9
Move in (lettings)		9.2	8.1
Move in (sales)		8.9	8.6
ESG			
% >EPC C		87.7%	87.6%
Supported customers to secure income/benefits		£3.9m	£10.3m

Definitions

If not defined, terms can be found in the Programme Admission Particulars to VIVID's EMTN programme, which can be found [here](#)

- 1 Investment in existing homes represents all expenditure on maintaining our stock including component replacements
- 2 Loans falling due within one year adding loans falling due after more than one year deducting cash and cash equivalents, divided by housing assets at historic cost.
- 3 Liquidity includes cash, available revolving credit facilities and shelf facilities (pro-rated to 50%).

A full disclaimer for the information in this report can be found [here](#)

Our homes

	YTD Q1 FY25	FY24
Homes under management		
Opening position	35,710	34,325
Acquisitions	0	89
Handovers	228	1,435
Disposals	(14)	(139)
Closing	35,924	35,710
New homes		
Pipeline units	5,663	5,233
Invested in new homes	£92.9m	£483.4m
Unreserved homes	1	2

Case study: Energy efficiency delivery

Starting in 2023 and running to 2025, we'll deliver our first place-based retrofit project which will see the energy efficiency of 700 homes in Farnborough and the wider North Hampshire area improved to at least an energy performance certificate band C. We'll spend nearly £15m which includes £4.6m of grant funding from the government's Social Housing Decarbonisation Fund. The focus of this work is to improve insulation to reduce heat loss in our Wimpey No-Fines homes. These homes are constructed from concrete and have limited thermal efficiency. This can lead to condensation and mould problems, high energy bills and can also affect thermal comfort.