

Highlights

Highlights for the 6 months ending 30 September 2024:

- Our credit rating with Fitch was downgraded from A+ (negative) to A (stable)
- We built **600** new homes with **87%** for affordable tenures
- We invested **£201.5m** in new homes. Our development pipeline stands at **5,389** homes
- Operating surplus from core social housing lettings was **£54.2m** at a margin of **41%**. Arrears were at **3.8%**
- We had **£583.6m** of available liquidity
- We've had some changes to our Board over the last three months. Two of our Executive Directors, Margaret Dodwell (Chief Operating Officer) and Tristan Samuels (Group Development & New Business Director), have been appointed to our Group Board. Andrew Binnie (Group Treasurer at BT) joined our Board as a Non Executive Director. Caroline Stockmann (Former Chief Executive at the Association of Corporate Treasurers) has joined as NED Designate, and Abi Kee (Managing Director at BNP Paribas) as a Board Observer.

Key metrics

	Def.	YTD Q2 FY25	YTD Q2 FY24	FY 24
Turnover		£191.7m	£168.5m	£357.9m
Operating margin		34%	34%	31%
Operating margin (social housing lettings)		41%	40%	42%
Operating cost per unit		£4,417	£4,127	£4,275
New homes completed		600	610	1,524
Investment in new homes		£201.5m	£266.4m	£483.4m
Investment in existing homes	1	£44.7m	£42.1m	£87.5m
Number of shared ownership first tranche sales		198	190	545
Number of outright sales		76	57	124
Gearing	2	52%	51%	52%
Total debt principal		£2,004.0m	£1,779.0m	£1,889.6m
Liquidity	3	£583.6m	£442.0m	£562.7m
EBITDA MRI interest cover		156%	156%	144%
Current tenant arrears		3.8%	4.0%	4.1%
Void loss		0.9%	1.3%	1.2%

Finances

	YTD Q2 FY25	YTD Q2 FY24	FY 24
Core business surplus	£m	£m	£m
Rental income	128.6	114.0	231.0
Other income	4.5	4.3	12.2
Staff costs (excl repairs)	(14.6)	(13.1)	(29.5)
Property costs	(29.2)	(24.1)	(51.8)
Other operating costs	(35.1)	(33.7)	(70.2)
	54.2	47.4	91.7
Operating margin (social housing lettings)	41%	40%	38%
Sales profits	12.1	11.6	22.6
Interest costs	(33.6)	(27.9)	(60.1)
Surplus before tax	32.7	31.1	54.2
Tax & investment FV	(1.2)	-	(0.4)
Net surplus	31.5	31.1	53.8



“Continuing to build desperately needed new homes is part of our core mission, along with providing services that keep our customers safe and enable them to thrive. We’ve invested heavily in our repairs service over the last two years and we want to continue doing all these things, even in difficult times. The change to VIVID’s Fitch rating is in the context of sector-wide

action prompted by inflationary pressures, interest rates and increased compliance costs.

I’m really pleased that Fitch still regard VIVID as one of the strongest credits in the housing sector and our two A (stable) ratings reflect this.”

- Duncan Brown,
Chief Finance Officer

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 Q2 FY25	FY24
FY25 priorities			
Non-emergency repairs <28 days	100%	63.1%	57.4%
Callbacks completed on time	100%	93.1%	85.3%
Complaint promises kept	100%	74.2%	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		6.2	6.6
Planned maintenance		7.1	6.9
Move in (lettings)		8.8	8.1
Move in (sales)		7.9	8.6
ESG			
% >EPC C		87.8%	87.6%
Supported customers to secure income/benefits		£8.4m	£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, undrawn term loans and shelf facilities (pro-rated to 50%).

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

Our homes

	YTD Q2 FY25	FY24
Homes under management		
Opening position	35,710	34,325
Acquisitions	0	89
Handovers	524	1,435
Disposals	(56)	(139)
Closing	36,178	35,710
New homes		
Pipeline units	5,389	5,233
Invested in new homes	£201.5m	£483.4m
Unreserved homes	1	2

Case study: Housing Perks

We've teamed up with Housing Perks to provide an exclusive discount app for customers. Through the app, we're helping customers save money on their supermarkets and grocery stores, amongst other things. The Housing Perks app offers discounts of up to 20% at over 100 supermarkets, high street shops and online, helping save money on groceries, fuel, and clothing. We continue to promote and encourage customers to sign up to the free app if they haven't already, to help their money go even further.

To date, we've seen over 3,400 customers sign up to take advantage of the app.