



Connect with

# home



RHP's year at a glance: 2019/20

# £17.7M

invested in maintaining & improving existing homes

# 116

new roofs 

# 50

new kitchens 

# 30

new bathrooms 

# 360

FAMILIES   
MOVED INTO   
one of our homes



# 83%

## Tenant satisfaction

# 90%

 **Repairs**  
completed on time

# UNDER 2 DAYS

to resolve a  
COMPLAINT 

AWARDED

# 5



BRITISH SAFETY  
COUNCIL AWARD

# 116

NEW HOMES  
**BUILT** 

# GROUP OPERATING SURPLUS



# £22.5M

  
TOP GOVERNANCE &  
VIABILITY RATINGS  
FROM OUR REGULATOR

# G1/M1



# 94%

## EMPLOYEE satisfaction

In the year ahead we'll continue to listen to our customers to improve what we do, both in terms of the quality of our homes and services.