

Value for Money



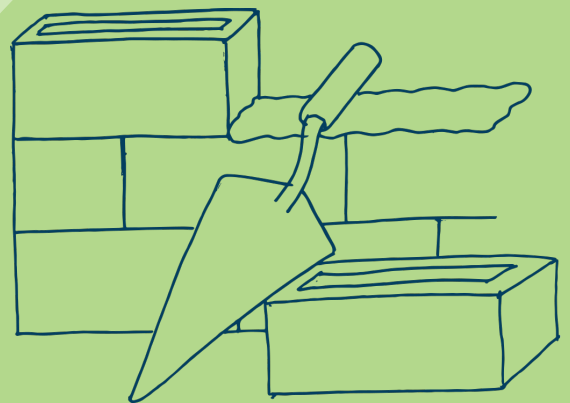
This report sets out our approach to Value for Money and identifies key areas where we think we are able to save money, invest in other areas of the service and work in a better way.

We reinvested

£31.464m

In the financial year 01/04/19 - 31/03/20

That's **8.44%** of the value of
our housing stock



This included

£25.528m

for new stock

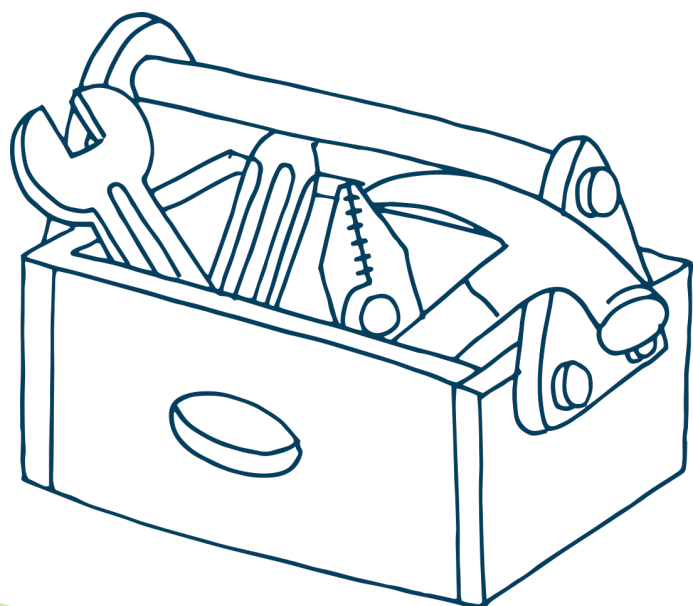


Costs per unit

Headline Social Housing

£3504

per annum



Management

£686

Maintenance

£1541

Major Repairs

£656

Service Costs

£474

Other Social Housing

£147



Here's some more...

Rent collected from tenants
as % of rent due

101.02%

0.4 % Gross arrears written off as % of rent due



Percentage of tenants satisfied
with overall service provided

78.3%



Average time to relet

16.09 days

Percentage of tenants satisfied
with repairs service

68.1%

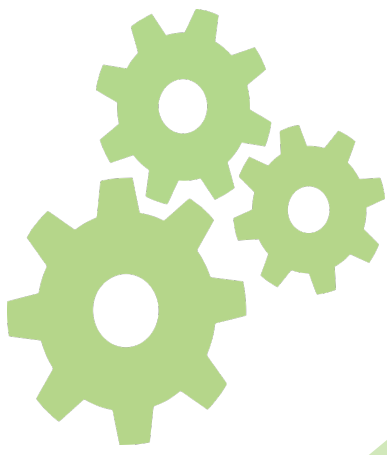


Tenancy Turnover

6.97%

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More Ambition # More Support # More Homes # More MSV



Some financial stuff...

Our Gearing ratio was

40.23%

Gearing - financial leverage that demonstrates the degree to which MSV's operations are funded by equality capital versus financing.

Last year our
Interest Cover -
EBITDA MRI was

142.73%

Interest Cover EBITDA (MRI) -
a measure of MSV's financial durability by
examining whether we are profitable enough
to pay off our interest expenses.

...and our
Return on Capital
Employed was

2.97%

ROCE measures MSV's profitability and the
efficiency with which capital is used

Our Operating Margins...

Social Lettings only

28.11%

Our Group

28.44%



TIME FOR A BREW

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