



**Great Places is a profit-for-purpose organisation.**

We aim to be as efficient as possible and remain a top-quartile performer. However, we then choose to use a large chunk of our surplus to go far beyond our landlord obligations and realise our vision of Great homes, Great communities, Great people.

[Look inside to find out how!](#)

In 2017-18, our surplus would have been **£14.2m** but we chose to use **£2.3m** to be more than just a landlord and deliver our vision and values

**304** new homes completed and another **523** being built on site at the end of the year.



We worked with United Utilities to promote water meters and help customers save **20 million litres** of water, and a collective total of **£30k**



Welfare Reform: our expert team helped **2,104** customers make savings of **£2.3m**



We've invested in Independence and Wellbeing projects to support **1,941** customers



**£163k** spent on improving landscaping and open spaces in our neighbourhoods



We had **1,570** customers get involved in shaping our services



We helped **1,163** customers into work, training and skills enhancement



**1,332** households given advice/guidance



**416** aids and adaptations made to allow customers to live independently, costing **£152k**



Great homes

We allocated nearly **£60m** of funding to build new homes



**1,774** people took part in our community project activities



Great communities

We employ dedicated teams to provide floating support to nearly **336** customers, helping them sustain tenancies and improve their prospects



Our colleagues helped secure **£792k** of funding for our customers and communities



Great people

Nearly **£300k** spent on neighbourhood initiatives and the tenant dividend to improve lives and communities

