

Supporting Our Residents & Communities



Who We Are

As the nation's premier home leasing company, Invitation Homes is proud to provide high-quality homes and an elevated experience to the growing number of Americans who choose to lease versus own. Our associates work hard every day to honor the trust our residents have placed in us to provide them a safe and secure home. We recognize that the vitality of our business is directly linked to the vitality of our residents and the communities in which we operate. We are proud to offer these facts that show the great work we do to support our residents and our communities.

Empowering Residents on the Path to Homeownership

We strive to provide our residents a safe place to call home and an opportunity to build financial stability while renting with us. Offering high-quality, affordably priced homes for lease remains paramount for Invitation Homes, alongside our growing efforts to provide pathways to homeownership for those residents who desire that choice.



We help our residents prepare for homeownership by offering **FREE POSITIVE CREDIT REPORTING** for on-time rent payments and by the fact that it is currently **\$1,100/MONTH CHEAPER** to lease than own.*

We are a lead investor in **PATHWAY HOMES**, a company that supports individuals on their path to homeownership.



We've also helped many Invitation Homes' residents reach homeownership through the **RESIDENT FIRST LOOK™** program, where we identify homes for sale and offer residents an opportunity to purchase their home before it's placed on the market.

**According to John Burns Research and Consulting*

Resident Satisfaction

Our residents are overwhelmingly satisfied with and positive about their experiences.



36 months
AVERAGE SAME STORE
RESIDENT TENURE



96.9%
AVERAGE SAME STORE
OCCUPANCY RATE



75.8%
AVERAGE SAME STORE
RENEWAL RATE



4.69
AVERAGE STARS ON POST
MAINTENANCE SURVEYS



4.38
AVERAGE GOOGLE
AND YELP RATING



A+
CURRENT BETTER BUSINESS
BUREAU RATING

For 3Q 2023.

Our Differentiation

Many of our residents fall into the professional category, making them less susceptible to short-term economic impacts.



\$142,000*

APPROXIMATE ANNUAL
HOUSEHOLD INCOME

5.2*

INCOME-TO-RENT RATIO

Elevated Services

There are many choices for people who want or need to lease, and our multiple service offerings provide an elevated experience compared with most other options.

- Free positive credit reporting for on-time rent payments
- Smart Home technology
- Air filter delivery
- Bulk pricing savings on landscaping⁺, pest control⁺, and internet and digital media package⁺
- Exclusive offers and discounts to residents (Container Store, Home Depot, Lifetime Fitness, Omni Hotels, Dave & Busters, Extra Space Storage, Ruggable)

* Average for new residents during the twelve months prior to September 30, 2023.

+ In select markets.

Impacting our Local Communities

We are a nationwide company, but our actions are local, with thousands of associates and vendors who care for our homes and residents and who live and work in our 16 markets.



2,289 vendors



\$348.9 million
IN PROPERTY TAXES



\$469.9 million
SPENT ON IMPROVING HOMES/NEIGHBORHOODS



19,358 hours
ASSOCIATES USED VOLUNTEERING

Impacting the Environment

We are committed to creating sustainable processes and to taking actions that limit our carbon footprint and the environmental impact of our homes.



54,456 homes
WITH SMART HOME TECHNOLOGY



62,100 subscribers
AIR FILTER DELIVERY PROGRAM

For FY 2022.

Skilled Trades

The Challenge

The U.S. is facing a growing shortage of workers with the skills necessary to care for critical infrastructure - like housing - with the expectation that more than 3 million skilled trade jobs will remain open by 2028.

Our Piece of the Solution

We're teaming up with trade schools in our 16 markets to expand skilled trades education and help close the skills gap.

