

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 rent 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.

Serving our Residents

We strive to provide our residents a safe place to call home, financial assistance when they need it, and an opportunity to build financial stability while renting with us.

Financial assistance since the pandemic began:



40,000+
RESIDENTS RECEIVED
EXTRA TIME & FINANCIAL ASSISTANCE



\$200+ million
FINANCIAL ASSISTANCE FROM INVH



15,000+
RESIDENTS HELPED WITH RENTAL
ASSISTANCE APPLICATIONS



\$116+ million
RENTAL ASSISTANCE
RECEIVED BY RESIDENTS

6% RESIDENTS ON HOUSING VOUCHERS **24%** RESIDENTS WHO MOVE OUT TO BUY A HOME

As of 4Q 2022.

Resident Satisfaction

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



33.2 months
AVERAGE SAME STORE
RESIDENT TENURE FOR 4Q 2022



97.7%
AVERAGE SAME STORE
OCCUPANCY RATE



78.4%
AVERAGE SAME STORE
RENEWAL RATE



4.7
AVERAGE STARS ON POST
MAINTENANCE SURVEYS



4.1
COMBINED CUMULATIVE GOOGLE
AND YELP RATING



A+
CURRENT BETTER BUSINESS
BUREAU RATING

For FY 2022, unless otherwise noted.

Our Differentiation

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



\$134,000*

APPROXIMATE ANNUAL
HOUSEHOLD INCOME

5.3*

INCOME-TO-RENT RATIO

Elevated Services

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

- Smart Home technology
- Air filter delivery
- Bulk pricing savings on landscaping,⁺ pest control,⁺ and internet and cable 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 in 2022.

+ In select markets.

▲ Coming soon.

Impacting our Local Communities

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



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.

