

Supporting Our Residents & Communities



Who We Are

- We are the nation's premier single-family home leasing company, providing access to more than 80,000 high-quality homes in great neighborhoods in 16 U.S. markets.
- We are the unrivaled leader of a growing industry that provides a valuable housing choice to the increasing share of Americans who are opting not to buy a house.
- With approximately 1,200 full-time associates and nearly 2,000 vendors across the country, we provide consistent, superior service and a worry-free lifestyle for our residents.
- We've invested more than \$2.4 billion in our communities through home renovations over the last nine years, and in 2020 we supported our communities by working with more than 1,900 local vendors and paying more than \$305 million in property taxes.
- We're committed to sustainability, with more than half of our homes equipped with Smart Home technology to enable residents to save up to 15% on their energy bills.

Resident Satisfaction

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



31.5 Months
AVERAGE SAME STORE
RESIDENT TENURE



98.1%
AVERAGE SAME STORE
OCCUPANCY RATE



75%
AVERAGE
RENEWAL RATE



4.0*
COMBINED
CUMULATIVE GOOGLE
AND YELP RATING



A+
BETTER BUSINESS
BUREAU RATING

**As of July 2021*

As of 3Q 2021, unless otherwise noted

Our Resident Profile Differentiates Us

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



>\$120,000*
APPROXIMATE ANNUAL
HOUSEHOLD INCOME

>5.1*
AVERAGE INCOME-TO-RENT
RATIO

**For new residents during the past year*

Helping Our Residents Stay in Their Homes

- Invitation Homes' core values of Genuine Care, Unshakeable Integrity, Continuous Excellence, and Standout Citizenship define our company's approach to serving our residents.
- Even as eviction moratoriums have been cancelled or as they expire, we have not changed our approach: Invitation Homes will continue to act guided by our principle to always do the right thing and, for us, that has always meant working with our residents to help keep them in their homes.
- Since the pandemic began, we have helped tens of thousands of individuals and families who were impacted by COVID stay in their homes. As of September 30, 2021, we had aided more than 4,000 residents in applying for rental assistance and had received more than \$25 million in rental assistance payments for the benefit of our residents.
- We continue to encourage all of our residents facing financial challenges to reach out to us so that we can help them navigate through these challenges and find the best solution for their individual needs.

Supporting the Communities We Serve

- Our business could not exist without an army of skilled workers to help us address a wide range of maintenance projects. Through our *Step Up, Stand Out* program, we are investing in skills training to promote these professions and encourage younger workers to acquire the skills necessary to do these jobs.
- Through our *Green Spaces* program, we are funding the creation and enhancement of outdoor community spaces in our markets.
- Protecting the environment is critically important to us, and our corporate responsibility initiatives — including products and practices that promote energy efficiency and resource conservation — help limit the company's carbon footprint and environmental impact.
- We continue to advance our efforts around diversity, equity, and inclusion, with the goal of engaging all of our associates to achieve their full potential and ensuring they provide the best experience for our residents.
- We are actively engaged in a broad range of community and philanthropic activities in our markets, contributing funds nationwide, while encouraging our associates to be active in their communities by providing 20 hours of paid volunteer time annually.

As of 3Q 2021, unless otherwise noted

