

# Our Sustainability Strategy



## Our Customers

- Work with our customers to shape our services and involve them in the decisions that affect their homes and communities
- Support our customers to maintain their tenancy and fulfil their potential
- Invest into our communities to deliver social value



## Quality Homes and Places

- Provide high quality, affordable homes
- Invest in the decarbonisation of our homes
- Provide safe, healthy places to live
- Create sustainable living environments



## Our Planet

- Environmental stewardship to drive positive change
- Climate action to become net zero carbon
- Enhancement of outdoor spaces to promote biodiversity
- Sustainable consumption to achieve a Zero Waste, circular model



## Our People

- Create inspiring leaders and maximise our colleagues career satisfaction
- Provide high quality, safe working environments
- Create a diverse and inclusive workplace

## Our targets

- Engage with 1,000 customers across strategic Your Voice activities by 2025
- Implement 90 improvements from strategic Your Voice activities/projects by 2025
- Achieve 15,000 customer support interventions from 2022 to 2025
- Ensure 80% of customers achieve a positive outcome through our Better Days services annually
- Deliver £100 million in social value for our customers and communities by 2025

- Building 4,210 new affordable homes by 2025\*
- 100% of our properties to be EPC C or above by 2030
- Implementing International standards ISO 22601 & 19650 by 2025
- Net Zero Carbon in our homes before 2050

\*Reduced from an initial target of 4,429 in response to market changes and economic climate

- To become Net Zero Carbon in our own operations (Scope 1 and 2) by 2030
- To become Net Zero Carbon in our housing and supply chain (Scope 3) before 2050
- For 30% of our outdoor spaces to be enabling nature's recovery by 2030
- To reduce avoidable waste generated by 15% per direct build plot by 2030
- To send zero non-hazardous waste to landfill or incineration by 2030

- To reduce our gender pay gap by 15% against a 2021-22 baseline by 2030
- Ensure our colleagues share our values, remaining above 75% in our employee engagement survey for 'purpose'
- Ensure our colleagues have confidence in our leadership, working towards 75% or above in our employee engagement survey for 'leadership' by 2030
- Colleague satisfaction to remain above 75% in our employee engagement survey
- ROSPA level 5 quality and safety audit by 2027