



Our formula for
the future



Sustainability

We care about the planet. So we will make our customers' homes more energy efficient and more comfortable to live in. We will also reduce our carbon footprint and do more for nature in the green spaces around our homes.

This means



-  Engaging customers in our sustainability journey.
-  Promoting and supporting low carbon travel.
-  Seeking out grants to help accelerate our work around sustainability.
-  Understanding how climate change could affect the properties we own (for example around overheating or flood risk).
-  Working in ways that better support customers and the environment, including reducing energy consumption and waste.
-  Supporting our suppliers to reduce their carbon footprint.
-  Engaging with our customers and communities to improve the green spaces around our homes.
-  Ensuring that homes provide affordable warmth for customers and meet EPC D by 2025 and EPC C by 2030 wherever possible.
-  Exploring how new technologies and approaches can accelerate our sustainability work.
-  Being open and transparent in our progress towards greater sustainability.

Key measures



To track our progress and ensure that we stay on track we will:

-  Deliver Carbon Heroes training to 90% or more of our team members.
-  Ensure that our investment in making homes more sustainable delivers long term benefits for customers and for Futures.
-  Increase funding for energy improvements to customers' homes as much as possible through grants.
-  Ensure our new homes are well insulated and have low-carbon heating systems installed wherever possible.
-  Continue to adopt the national Sustainability Reporting Standard.