Your Housing

SHIFT Environmental Report

2025

SHIFT

Contents

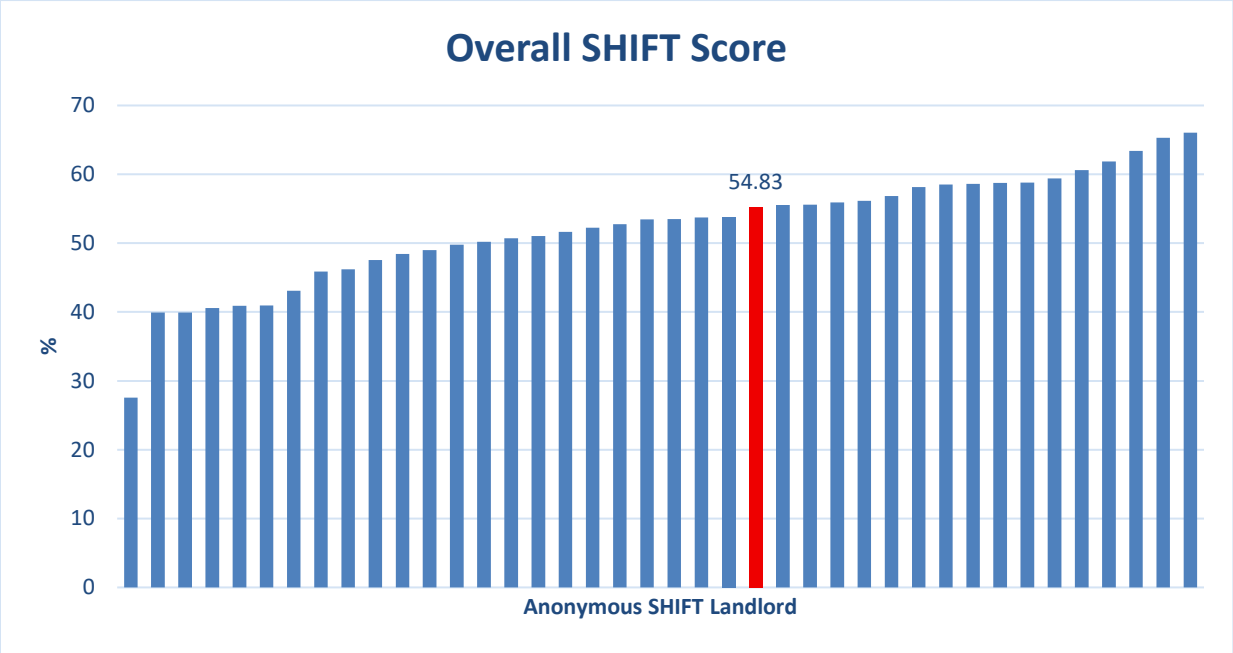
Executive summary

Environmental reporting remains supremely important in a world of environmental damage, climate change, and high fuel prices. These issues affect everyone including residents and staff. This report focuses on quantitative metrics. As the adage goes, you can only manage what you measure. Furthermore, stakeholders such as investors and regulators are becoming keener than ever to see these metrics.

Your Housing owns and manages over 19,000 homes in the North of England. The results of this assessment will show, as best as the data allows, the gaps between Your Housing's current environmental performance and environmentally safe levels of impact. Your Housing is keen to understand the impacts of the organisation and to display its commitment to sustainability. The findings of this assessment will be used to monitor Your Housing's environmental performance and support the identification of targeted areas for improvement.

The report outlines Your Housing's most recent environmental performance. It is based on primary data supplied by your organisation, which has been processed using nationally recognised methodologies where applicable. In cases where such methodologies are unavailable, we have applied SHIFT's own approaches, developed through our specialism in the social housing sector and the best available scientific knowledge. The audit trail for this assessment can be accessed on the SHIFT online customer portal.

Each environmental issue for each part of the organisation has been assessed and the results, including CO_2 emissions, are detailed in the report and the Summary Statistics section. For the purposes of this executive summary there is a scoring system which combines overall performance into a single SHIFT score. The score is based on historic weightings derived by social landlords. As a caveat, the scoring is purely a convenience and should not be taken as anything other than that. The priority of the SHIFT assessment is to provide environmental metrics, backed by a defendable audit trail. The chart below shows Your Housing's score and comparison against peers in UK social housing.



Your Housing has achieved the SHIFT Silver accreditation, with a score of 54.83%. It ranks 17th out of the 40 most recent SHIFT assessments. We strongly encourage you to take the steps outlined in this report to ensure effective management of resources, leading to a sustainable stock and operations. Beyond the environmental necessity, there is significant evidence demonstrating the financial advantages of these actions[1]. As well as driving action, clients use the data in their SHIFT report for:

- Effective environmental strategy development
- ESG reporting
- Annual progress monitoring on environmental targets
- Compliance reporting – including SECR reporting

SHIFT also has the bronze, silver, gold and platinum accreditation element. Clients find this useful for having a single corporate aim for all directorates and for easy communication with stakeholders. However, clients are reminded that this is not the point of SHIFT. The purpose of SHIFT is to provide you with highly useful data to effectively manage your way to a sustainable stock and sustainable operations.

[1] https://shiftenvironment.co.uk/news/financial-benefits-of-sustainability/

Summary statistics

Carbon

Environmental issue	Absolute[1]	Intensity[2]	Intensity target for SHIFT platinum 2025[3]	Long term intensity target (by 2050)
SAP – all homes	SAP 70.76	70.14 % of all homes SAP 69 or higher	SAP 74.94 ×	SAP 85
Individually heated homes, regulated emissions Scope 3	55,637.66 tonnes CO_2e	2,619.35 $kgCO_2e$/ independently heated home		
Communal heat systems Scope 1 Scope 2 Scope 3	5,011.37 tonnes CO_2e 118.18 tonnes CO_2e 10.44 tonnes CO_2e	12,453.38 kWh/home managed	5,177.58 kWh/ home managed ×	3,600 kWh/ home managed
Other landlord supply Scope 1 Scope 2 Scope 3	1,848.17 tonnes CO_2e 3,033.34 tonnes CO_2e 268.10 tonnes CO_2e	147.54 $kgCO_2e$/home managed	100.86 $kgCO_2e$/ home managed ×	0 kg CO_2e/home managed
Offices Scope 1 Scope 2 Scope 3	40.05 tonnes CO_2e 40.18 tonnes CO_2e 3.55 tonnes CO_2e	21.14 $kgCO_2e/m^2$	48.19 $kgCO_2e/m^2$ ✓	0 $kgCO_2e$/m2
Business mileage Public transport (Scope 3) Employee-owned (Scope 3) Pool cars (Scope 1) Pool cars (Scope 2) Pool cars (Scope 3)	0.85 tonnes CO_2e 208.10 tonnes CO_2e 0 tonnes CO_2e 0 tonnes CO_2e 0 tonnes CO_2e	8.90 $kgCO_2e$/home managed	8.49 $kgCO_2e$/ home managed ×	0 $kgCO_2e$/home managed
Maintenance activities DLO (Scope 1) DLO (Scope 2) DLO (Scope 3) External (Scope 3)	513.52 tonnes CO_2e 0 tonnes CO_2e 0 tonnes CO_2e 1,732.65 tonnes CO_2e	141.16 $kgCO_2e$/per home managed (scaled to represent 100% of repairs and maintenance spend)		0 $kgCO_2e$/home managed
Embodied carbon Maintenance (Scope 3) New Build (Scope 3)	916.07 tonnes CO_2e 14,078.40 tonnes CO_2e	39 $kgCO_2e$/home managed 35,196 $kgCO_2e$/new home		0 $kgCO_2e$/per home managed 0 $kgCO_2e$/per new home

Other environmental performance

Environmental issue	Absolute[1]	Intensity[2]	Intensity target for SHIFT platinum 2025[3]	Long term intensity target (by 2050)
Water – homes	2.83 million m^3	143.61 lpd	136.55 lpd ×	110 lpd
Water – offices	3,038.64 m^3	17.87 m^3/employee/yr	6.02 m^3/employee/yr ×	3m^3/employee/ yr by 2030
Waste – homes	8.30% homes with internal recycling bins	4.06% increase in residents diverting waste from landfill	7.59% increase in residents diverting waste from landfill ×	17.6% increase in residents diverting waste from landfill
Waste – offices	18.65 tonnes	100% of waste diverted from landfill	75.03% waste diverted from landfill ✓	100% diverted from landfill
Flytipping – number of incidents	428 incidents	18.22 incidents/1000 homes managed		
Promotion of sustainable transport facilities – homes	6.80 % homes with cycle storage	12.01 % increased likelihood of resident use		100% increased likelihood of resident use
Responsible materials – maintenance & capital works	57.85 %	57.85 %	59.62% responsibly sourced ×	100% responsibly sourced
Responsible materials - offices	29.27 %	29.27 %	63.71% responsibly sourced ×	100% responsibly sourced
Resilience to climate change – flooding	89.72 % low risk 6.74 % medium risk 3.54 % high risk	89.72 % of homes resilient to flood risk	85.63% adapted to flood risk ✓	100% adapted to flood risk
Resilience to climate change – overheating	93.50 % low risk 6.50 % medium risk 0 % high risk	93.50 % of homes resilient to overheating risk	81.03% adapted to overheating risk ✓	100% adapted to overheating risk
Biodiversity value	24,967.31 tonnes biomass above ground	38.76 tonnes biomass per hectare	10.59 tonnes biomass per hectare ✓	11.9 tonnes biomass per hectare by 2043

1 – In line with best practice environmental reporting, the absolute environmental impact is given here – this gives an overall assessment of impact.
2 – In line with best practice environmental reporting, the intensity is given. Intensity is the environmental impact per meaningful unit. E.g. per home managed or per m^2 of office space. Intensity allows organisations to monitor progress towards long term aims, even if they change in size e.g. gain more homes or office space. Intensity is used for SHIFT scoring and benchmarking.
3 – When '✓' is displayed, you are achieving or exceeding the platinum intensity target for the year stated. When '×' is displayed, the platinum intensity target has not been met.

Priority actions

Throughout this report, actions are listed under the relevant part of your organisation and environmental issue. To help identify the most important actions we have graded each action against a set of criteria. The more criteria that are met, the higher the priority for the action. Suggested criteria are:

- Cost
- Staff resources
- Importance – based on likelihood of being regulated
- Peer comparison – if lower in the benchmark, then this would indicate that this is more urgent

The actions are described in ways that departments can implement. The efficacy of the actions will be demonstrated in future SHIFT reports (for example, carbon emissions will decrease). Implementing an action does not necessarily equal more SHIFT points directly. However, landlords that take time to improve data quality and monitor their environmental performance tend to perform better in terms of their SHIFT scores. We suggest that monitoring of actions is carried out in normal business processes (e.g. appraisals, quarterly reports).

To help you focus on priority actions, your SHIFT assessor can extract the following information, based on this report:

- The actions described in this report
- Where data allows, a ranked breakdown of the energy efficiency of your communal heating systems
- An indication of which part of your organisation is contributing most to sustainability

If you require this in any other format or wish to amend any suggested actions, please let your assessor know as this may require extended consultation work.

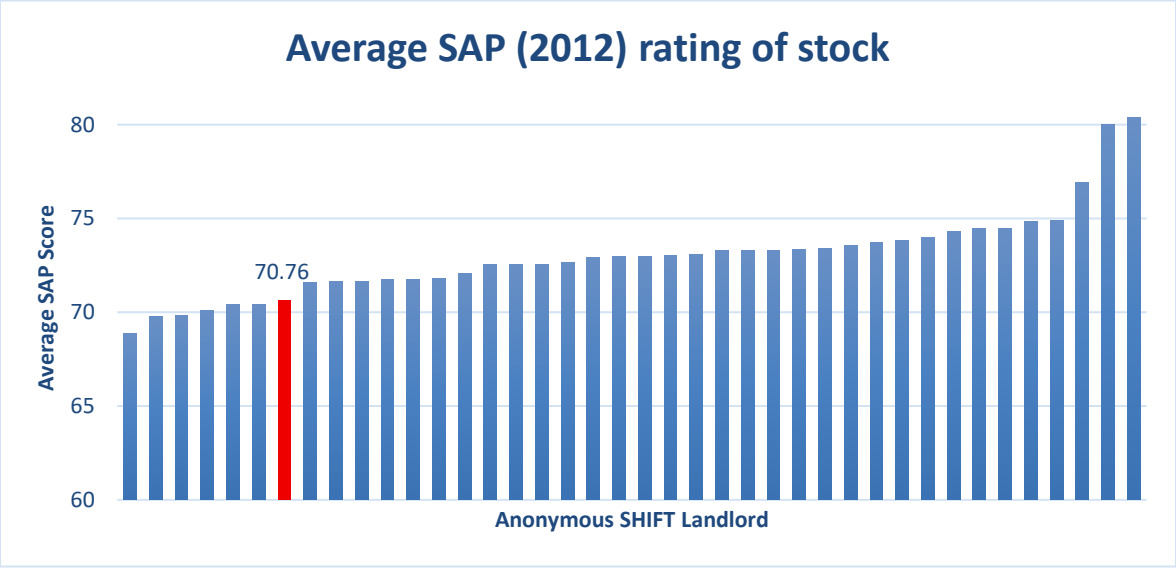
Existing Homes

Most of the homes that exist now will be in use in 2050 and it is essential to ensure that existing homes are truly sustainable. Key issues remain energy efficiency, adaptation to climate change and biodiversity and green spaces. Your performance in each of these areas, and others, is presented below.

Energy and average SAP

SAP is the UK's standard measure for energy efficiency of homes. Higher SAP scores indicate lower running costs for homes and correlate with lower CO_2 emissions. Despite well-known inaccuracies in the SAP methodology, it is a good proxy for CO_2 emissions and SAP remains the Government's favoured method for assessing energy efficiency. The net zero plan for UK homes is a combination of achieving EPC C or above for all properties, shifting to non-fossil fuel heating (with corresponding changes to SAP methodology) and expected energy efficiency standards for new builds up to 2050. SHIFT research indicates this results in an average SAP of 85.

Energy performance data was extracted by Your Housing's Data Analyst from their asset management database(s), Keystone and SAVA, which indicated an average SAP of 70.76 has been achieved across their housing stock.

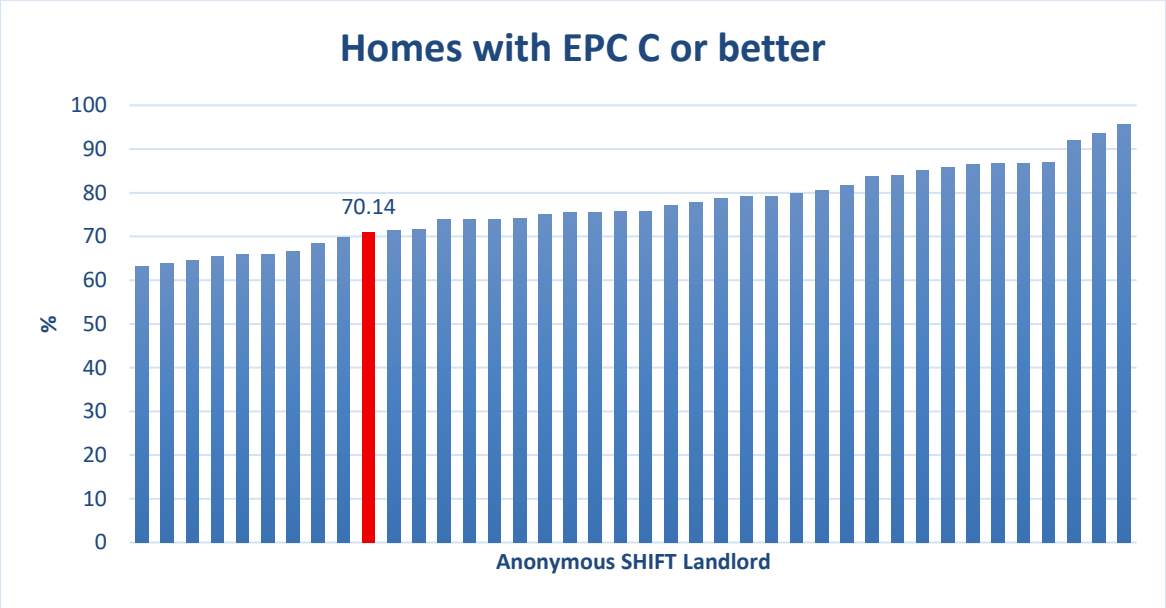


Peer Comparison: Below Average

Fuel poverty

Tackling fuel poverty aligns with the UK's net zero pathway. As well as significantly improving environmental performance, achieving EPC C / SAP 69 will dramatically improve the lives of residents in both health and financial terms.

Consulting Your Housing's asset management database, 16,474 properties are believed to be EPC C or above, this equates to 70.14% of Your Housing's stock. Including leaseholders and shared ownership properties may bring this figure up but as Your Housing are not responsible for major works for these properties, they have been excluded from the SHIFT assessment.



Peer Comparison: Below Average

Recommended Improvements:

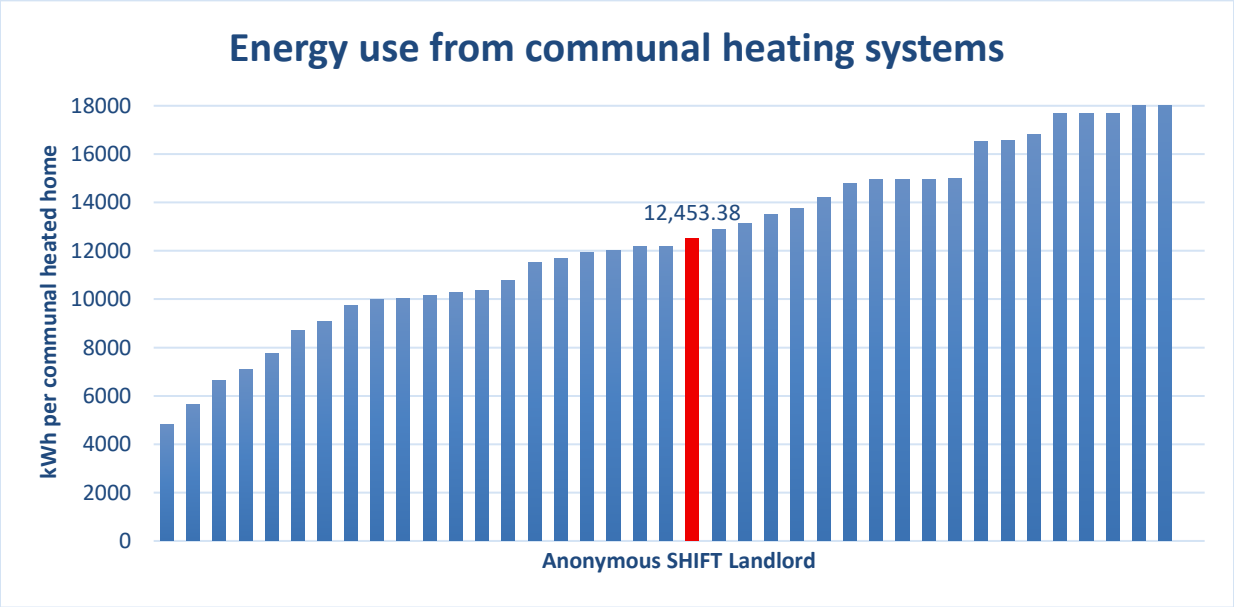
Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Develop long term, detailed, address-level plans that align with the UK's net zero pathway for homes, namely EPC C by 2030 then gradually upgrade to non-fossil fuel	Low	Low	High

heating systems up until 2050. 3rd party software is available to allow you to do this. See Completing an EPC analysis of your housing stock for more information.			
Devise and implement a first year plan: 1. Divide the number of homes lower than EPC C by 5 to get the annual number of homes that need to be upgraded by 2030 2. Select ~80% of the annual number from the worst performing homes in the stock and carry out the interventions necessary to get them to EPC C as identified in the long term plan. Ensure completion by end of the year.	Medium	Medium	High
Upgrade ~10% of the annual upgrade number when triggered by component replacements and/or voids. The aim is to get teams used to doing opportunistic upgrades at the same time as other works. The most obvious example is to install solar PV at the same time as a roof replacement.	Low	Medium	High
Upgrade ~10% of the annual upgrade number with a heat pump, EWI and/or solar PV where appropriate as identified in the long term plan. The idea here is to start spreading examples of the technologies throughout the stock so that residents get used to it and share positive experiences with other tenants. This is essential to gain access to other homes in future upgrade programmes.	Low	Medium	High
Repeat the actions for the first year plan each year until 2030 and monitor performance by tracking the % of homes that are EPC C or better. This should be 100% by 2030.	High	High	High
Monitor policy changes for beyond 2030 in readiness for upgrading heating systems to non-fossil fuel versions that do not add extra cost for residents.	Low	Low	High

District and communal heating

Energy for communal and district systems is a huge cost to landlords and is highly visible. The heating systems are known to be very inefficient and are not adequately reflected in the SAP rating. They are also regulated under the Heat Metering regulations which may require retrofitting heat meters at some point in the near future. SHIFT research indicates that an efficient communal heating system, comparable with a SAP 85 property, would require only 3,600 kWh of heating and hot water energy per home.

Your Housing identified 2,246 communally heated properties. These should be clearly documented under the requirements of the Heat Networks (Metering and Billing) Regulations 2020. The majority of energy data was identified in the Broker template provided. The SHIFT default of 17,700 kWh/home was used for 36 properties (Sherdley Court, Lower Bank Road, and James Lee House) where they were labelled as communally heated, but no kWh usage identified. On average, Your Housing's communally heated homes use 12,453.38 kWh per home. The table below shows the average kWh values per communally heated home from other SHIFT landlords.



Peer Comparison: Comparable – SHIFT default used for 36 homes.

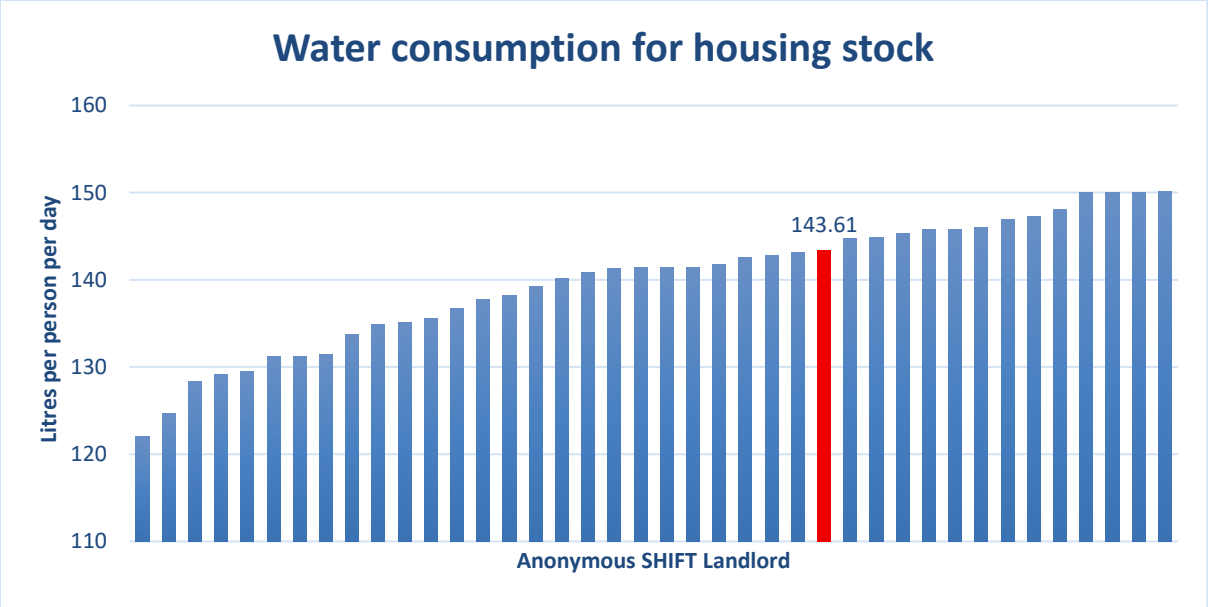
Recommended Improvements:

Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Identify worst performing blocks by calculating kWh/unit and benchmarking against other blocks or against SAP estimates of what the kWh/unit should be.	Low	Low	Medium
Install individual meters in properties where viable	Medium	Medium	High
Devise and implement upgrades to the worst performing block. Aim for EPC C or better homes with non-fossil fuel heating.	Medium	Medium	High
Improve databases to show a clear link between communally heated homes and the addresses on energy broker data. E.g. have the block UPRN appear on broker lists of energy usage. This allows more accurate reporting and monitoring of energy and CO_2 emissions.	Low	Low	Medium
Devise a plan to upgrade all communal heating systems such that they do not us non-fossil fuel heating by 2040.	Low	Low	Medium

Water

At the time of writing there are emerging targets for water efficiency. In England the target is 110 litres per person per day by 2050.

As with most landlords no complete assessment has been made of water efficiency in Your Housing's stock. Therefore, the SHIFT water efficiency estimator tool has been used. This uses build age data to identify the likely water efficiency measures in place. For Your Housing this estimated 143.61 litres per person per day (lpd).



Peer Comparison: Comparable

Recommended Improvements:

Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Create a database which shows the water efficient fittings for each home. SHIFT can give you first pass assumptions to help populate the database. As well as showing data for existing homes, the database can be populated with information from new build.	Low	Low	Low
Update all retrofit specifications for water fittings. Suggested values are: • **WC 4/2.6 litres dual flush** • **Shower 8 l/min** • **Bath 170 litres** • **Basin taps 5 l/min** • **Sink taps 6 l/min**	Low	Low	Medium

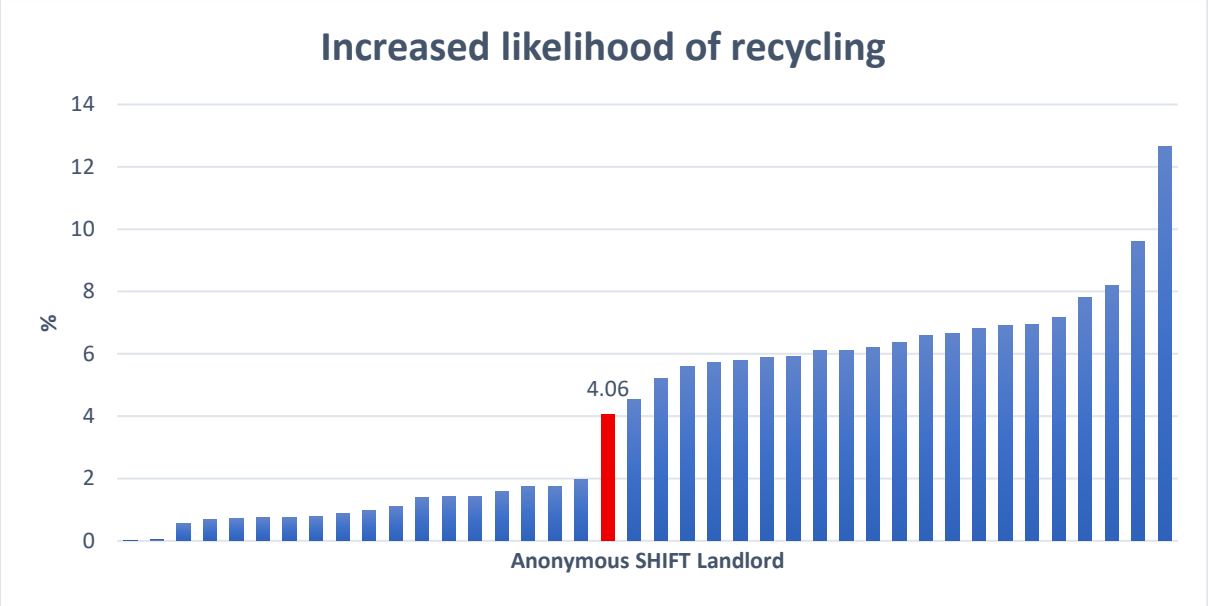
• **Water meter**			
For 100% of bathroom and kitchen upgrades install water fittings to the new specification and record upgrades on the water efficiency database.	Medium	Medium	Medium
For at least ~5% of voids with a shower flow rate of 8 litres/min, retrofit an aerating shower head/fitting and record upgrade on the database.	Low	Low	Medium
For at least ~5% of voids with a non-dual flush toilet, retrofit a water displacement device to reduce flush volume.	Low	Low	Medium
Contact your local water supplier and explore ways to get meters retrofitted in voids.	Low	Low	Medium
Put water saving tips for residents on Green Pages	Low	Low	Low
Active engagement: encourage residents to use water efficient appliances, and liaise with installers to ensure advice on how to maximise efficiency of installations is provided (and recorded) as standard for all work completed	Low	Medium	Low
Devise a plan to ensure that all homes have water efficient fittings by 2050.	Low	Low	Low
Implement the water efficiency plan.	Medium	Medium	Medium

Domestic recycling

This SHIFT metric reflects the measures that landlords can take to encourage additional recycling by residents, above and beyond what local authorities are doing to boost recycling rates.

SHIFT estimates that 8.3% of Your Housing's homes have internal recycle bins fitted using build date assumptions. Your housing has actively engaged 0.44% of their households on domestic

recycling and bulky waste removal during the reporting period. Resident Engagement days included litter picking and helping residents remove any unwanted household items, as well as education about how to remove bulky waste appropriately. Estate walks where general environmental problems were identified have been included as active engagement. However, it was not explicitly stated that waste or fly tipping was addressed. Your Housing also send out several letters and passive engagement resources to residents, and it is assumed that this is sent to all households. In many schemes information boards are available with local recycling and bin collection information. Your Housing also include a link to *Which?*'s webpage that gives waste reduction tips. Your Housing should include tips directly on their webpage for future assessments, and record which households have had passive and active engagement on this issue specifically. This will enable more effective targeting of information in problem areas. Based on the above, a 4.06% increase in the likelihood of residents diverting waste from landfill is estimated.



Peer Comparison: Comparable

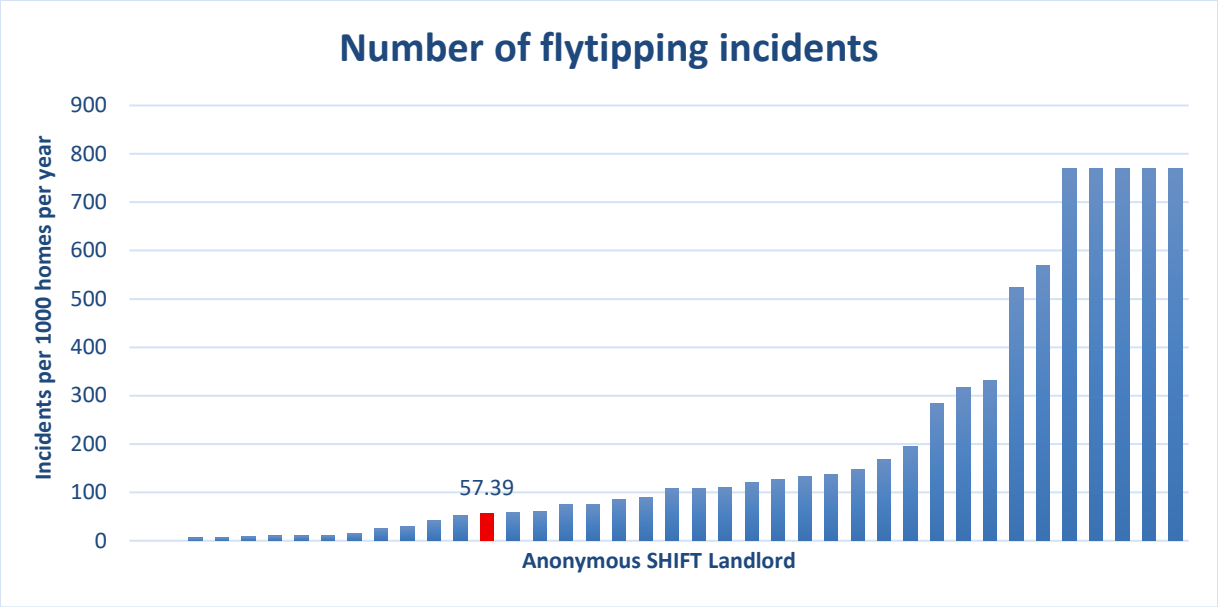
Recommended improvements:

Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Include internal recycling bins in your asset database. SHIFT can give you first pass assumptions to help populate the database. As well as showing data for existing homes, the database can be populated with information from new build.	Low	Low	Low
Update kitchen retrofit specifications to include internal waste recycling bins and ensure new build specifications include recycling bins as standard	Low	Low	Low
For 100% of kitchen upgrades install internal waste bins to the new specification and record upgrades on the internal waste bin database.	Low	Medium	Medium
Put waste reduction and recycling tips for residents on Green Pages. This should include details on bulky waste.	Low	Low	Low
Develop an active engagement programme on waste management and ensure all interactions are recorded for environmental reporting	Low	Medium	Low

Fly tipping

Fly tipping is unsightly, presents a potential fire hazard and is costly for landlords to deal with.

428 flytipping incidents were recorded by Your Housing over the reporting period, equating to 18.22 per 1000 homes.



Peer Comparison: Comparable

Recommended improvements:

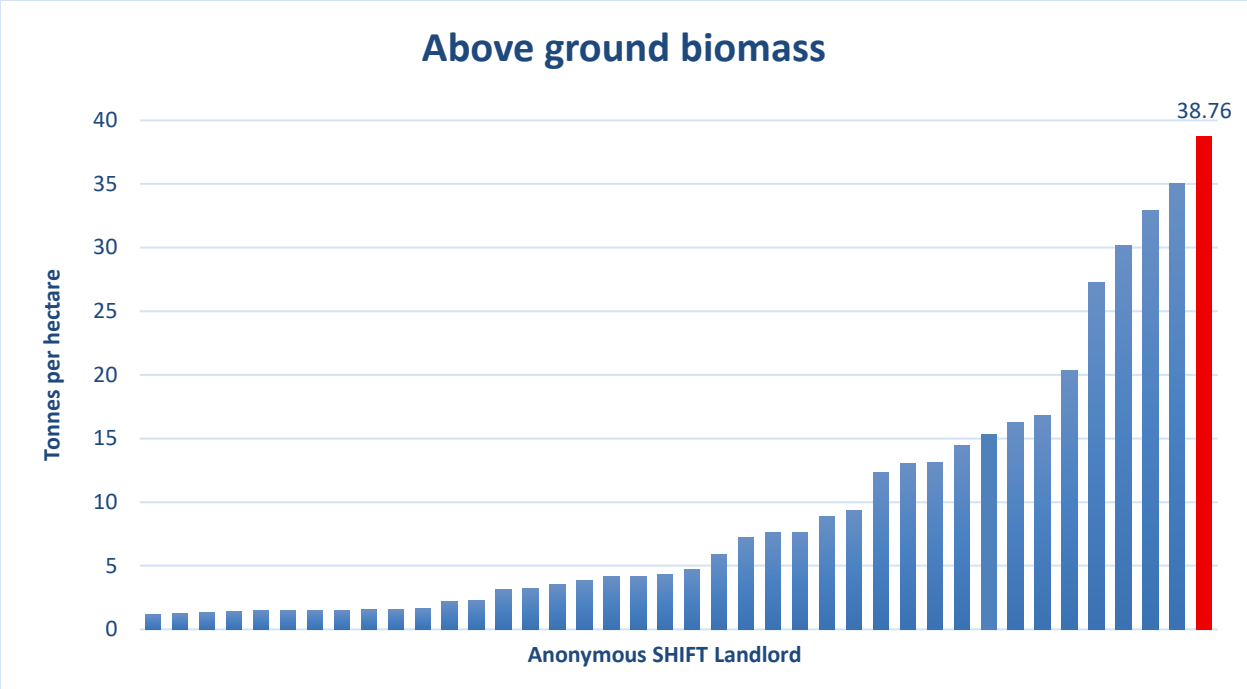
Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Put instructions on how residents can deal with bulky waste appropriately on Green Pages.	Low	Low	Low
Devise a strategy to reduce fly-tipping to zero incidents per 1,000 homes by 2050, including interim monitoring targets and milestones.	Low	Low	Low
Implement the strategy to reduce fly-tipping and monitor impact.	Medium	Medium	Low

Biodiversity and green spaces

Green spaces and biodiversity can deliver major benefits to our health and wellbeing. These include air quality improvement, flood attenuation, cooling during heatwaves, recreational value and carbon sequestration. As such biodiversity is rising up national, international and ESG agendas. Biodiversity Net Gain (BNG) is beginning to impact new build developments and the methodology provides a good way to measure biodiversity in general. We are reviewing the methodology and data and intend to introduce it in future SHIFT assessments. What is very clear from all methodologies, targets, and initiatives is that the amount of land owned by landlords will need to be known.

For the time being, SHIFT research indicates that there should be 11.9 tonnes of above ground biomass per hectare of landlord land by 2043. This metric aligns with ESG reporting and provides an estimate of above ground biomass per hectare from land coverage data on all land holdings, including gardens as well as communally maintained land. It provides an indication of the level of biodiversity.

Using property type information provided on Your Housing's asset database, GIS data on shrubland/grassland area, and tree survey data, the SHIFT biodiversity tool estimated 38.76 tonnes of above ground biomass per hectare of land owned, which equates to 24,967.31 tonnes of biomass across Your Housing's stock. Your Housing perform well in this area, and have been awarded full points for this section. Your Housing should continue to ensure biodiversity data is accurate.



Peer Comparison: Ahead

Recommended improvements:

Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Create a database which shows the m^2 total land area for each property (including vegetation types for private gardens). Include other land owned beyond buildings and tree locations and canopy sizes. SHIFT can provide a first pass assumption. As well as showing data for existing homes, the database can be populated with information from new build.	Low	Low	Low

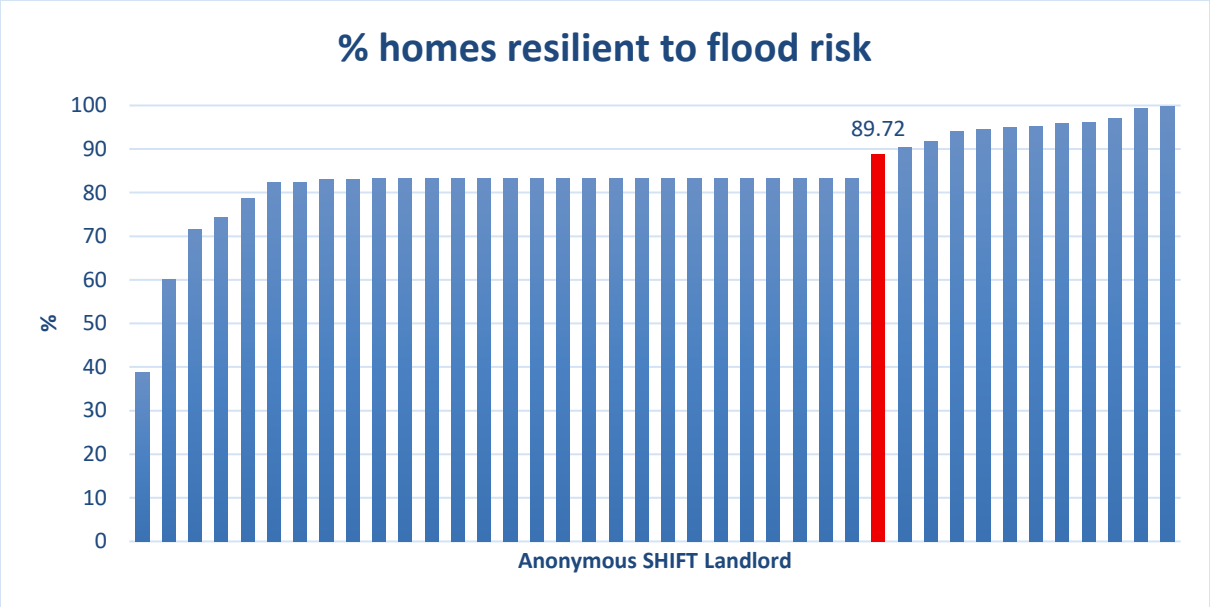
Devise a plan to increase the tonnes above ground biomass per hectare, with the caveat that new guidance and government targets may emerge. Include milestones and interim monitoring targets. Innovative ways to increase biodiversity should be included (e.g. green roofs/walls, street trees).	Low	Low	Medium
Convert mown grassland to wildflower areas – this enhances biodiversity and reduces maintenance costs.	Low	Low	Low
Implement biodiversity and green spaces strategy and monitor progress against milestones and biomass/ha interim targets.	Medium	Medium	Medium

Homes resilient to flooding

Met Office projections indicate more flood events. The Environment Agency states that over 3 million properties in England are at risk of surface water flooding, even more than those at risk from rivers and the sea (2.7 million). The ideal is to have 100% of homes at low risk or adapted to flooding. For SHIFT purposes, we define adapted as homes that are in locations at low risk of flooding or homes that have responsive actions in place to quickly react to a flood event or flood warning. Homes may still flood, but they can be quickly occupied again after a flood event.

Environment Agency research on flood risk in England indicates that 1 in 6 properties are at risk of flooding. It is considered best practice to assess individual property level flood risk which includes the risk of fluvial and surface water flooding and groundwater if a known risk. Surface water flooding is especially important to assess in urban areas as it is projected to be the most likely form of flooding in future years.

Your Housing provided the results from its flood risk assessment in SHIFT's asset data template. This included both fluvial and surface water flood risk. The SHIFT default (83% chance of being low risk) was applied to 171 homes to estimate risk. Overall, it is estimated that 89.72% of homes are at low risk of flooding.



Peer Comparison: Comparable

Recommended improvements:

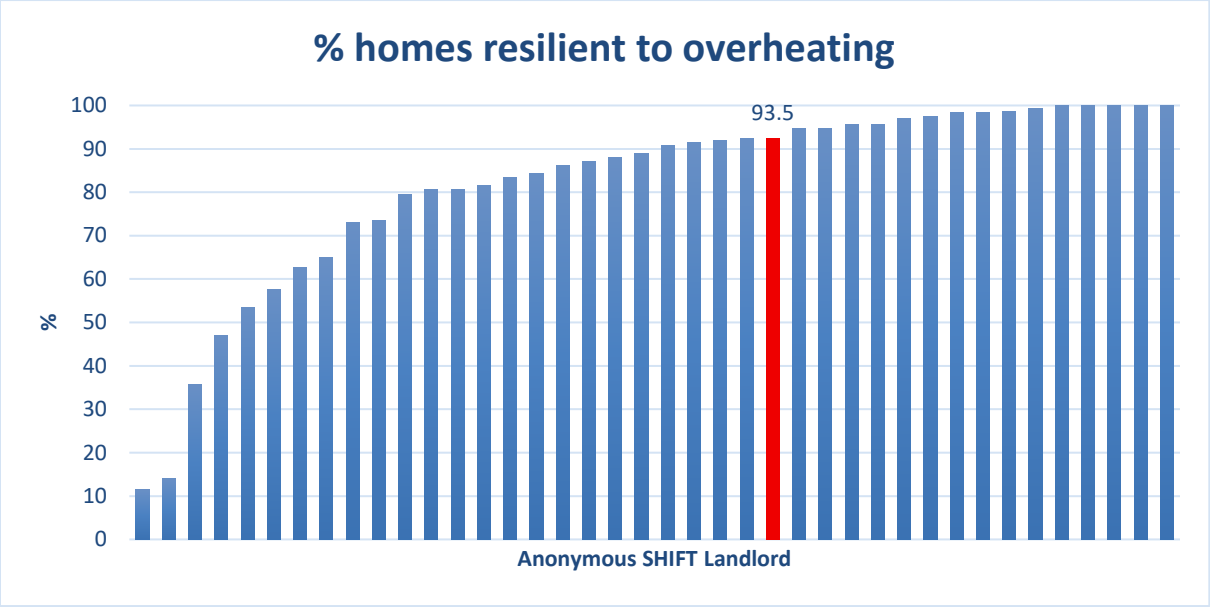
Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Assess flood risk and include this in your asset database. This should include fluvial and surface flood risk, be address specific and assessed within the most recent 3 years. As well as showing data for existing homes, the database can be populated with information from new build.	Low	Low	High
Devise a flood resilience strategy including interim monitoring metrics, with the end goal to have 100% of homes resilient to flood by 2050.	Low	Low	High

Implement flood resilience strategy and monitor against interim targets.	Medium	Medium	High

Homes resilient to overheating

Met Office data (and recent experience) indicate that heat waves will become more prevalent in coming years. Landlords will need to adapt and manage their stock such that residents are protected from adverse effects. For SHIFT purposes, we define adapted as homes that are either at low risk of overheating or homes that have responsive actions in place to quickly react to overheating events or overheating warnings. Homes may still overheat, but they can quickly be occupied again after a heat wave event.

The SHIFT overheating risk assessment uses information on housing stock property types, postcodes, communal heating and build dates along with SHIFT sourced data on risk factors such as the urban heat island effect and population density to estimate overheating risk in Your Housing's housing stock. It estimated that 93.5% of Your Housing's homes are at low risk of overheating (in the relative short term). Your Housing also have an overheating assessment conducted by their GIS provider showing the risk over the medium/long term. This uses the average summer temperatures in 2040 and 1981 UK climate projection data. However, this results in a dataset that states 100% of homes are at Medium or High risk. This clearly demonstrates the risk that overheating will pose in the coming decades. However, is not based on risk factors specific to Your Housing properties as outlined above, and therefore less useful for prioritising mitigation measures in the coming years.



Peer Comparison: Comparable

Recommended improvements:

Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Create an overheating resilience database to UPRN level. As well as showing data for existing homes, the database can be populated with information from new build.	Low	Low	High
Devise an overheating resilience strategy including interim monitoring metrics, with the end goal to have 100% of homes resilient to overheating by 2050.	Low	Low	High
Implement the overheating resilience strategy and monitor against interim targets.	Medium	Medium	High

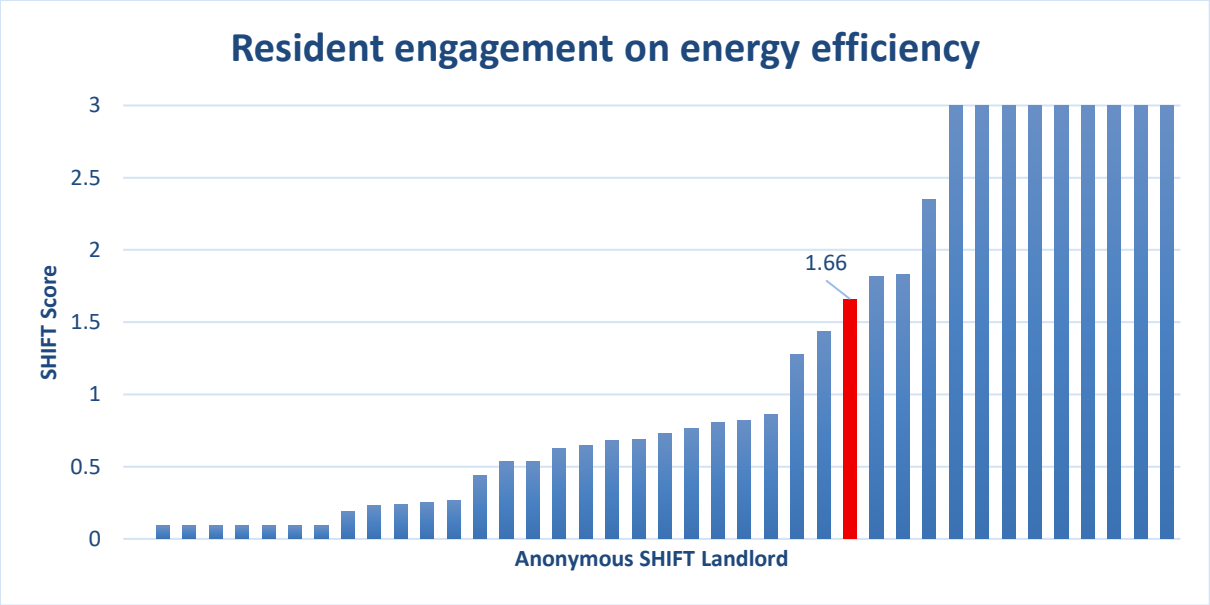
Resident engagement

Energy Efficiency

Resident engagement is an important way of encouraging residents to lead more sustainable lives and to save both energy and money. There is an emerging nuance with resident engagement as it is recognised that there will be huge disruption as each home is transformed to net zero. Explaining and demonstrating the benefits of net zero will also be vitally important.

100% of residents have access to energy efficiency advice through Your Housing's website where a link is provided to the Energy Saving Trust website. Your Housing should provide these tips on their website directly, and promote any green pages to residents. 18.38 of residents have been actively engaged during the reporting period. Your Housing group engage with residents throughout energy efficiency retrofit works, and host other events such as drop-in clinics attended by the Energy & Sustainability Manager. Your Housing also facilitate campaigns to help tenants with warm home discounts where applicable; It is assumed that these cases are accompanied by specific engagement on saving energy where appropriate. These measures resulted in a SHIFT score of 1.66 out of 3 for performance on resident engagement on energy efficiency. This is benchmarked against other SHIFT landlords below.

It is also noted that Your Housing have installed Switchee devices in homes, and this includes the facility to communicate with residents on their energy use. However, the data evidence provided was an extract from February 2024, outside of the reporting period. The devices themselves were installed in 2023. However, if there is still active communication using Switchee devices, Your Housing should record this for future assessments.



Peer Comparison: Comparable

Recommended improvements:

Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Create a green pages website which residents can refer to for tips on greener living. These should include energy efficiency, water efficiency, reducing waste, coping with flood risk and heat waves, sustainable transport.	Low	Low	Low
Promote the green pages to 100% of residents each year.	Low	Low	Low

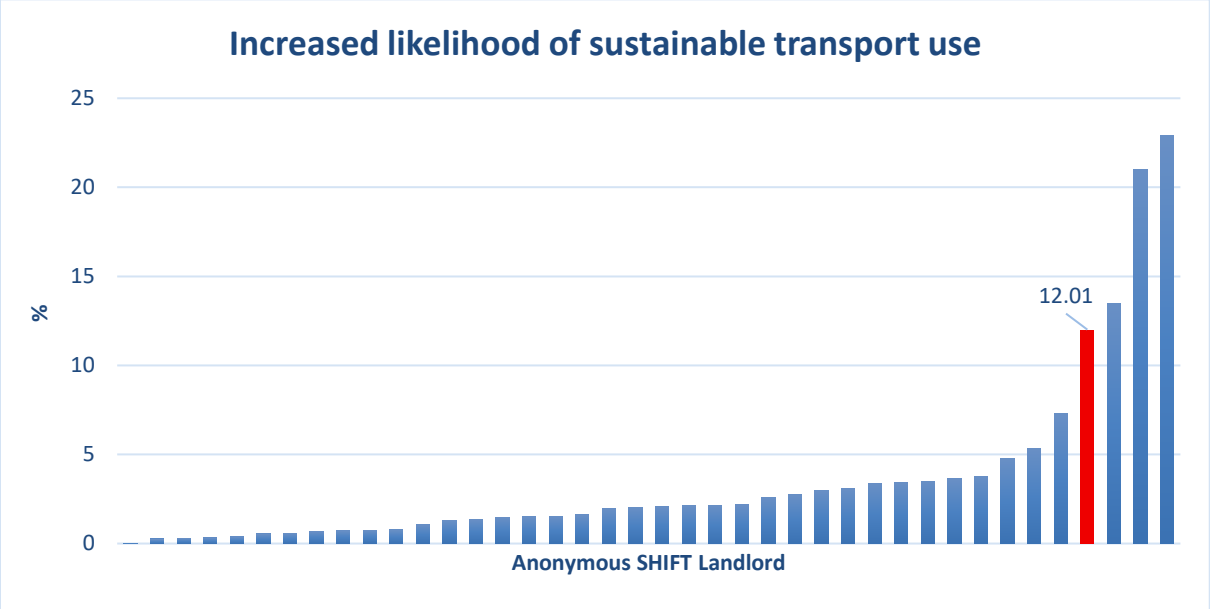
Design an active engagement programme that ensures that residents have an opportunity to learn first hand, from sufficiently knowledgeable people, how to lead a more sustainable life.	Low	Low	Low
Ensure the programme has milestones and meaningful targets and contact with residents is recorded.	Low	Low	Low
Implement the active engagement programme.	Medium	Medium	Low
Include engagement in your contracts with installers. As homes are retrofitted it will be important that residents are shown how to use kit correctly/efficiently. Requiring contractors to provide this advice helps residents, and contributes to the installers' social value obligations.	Low	Low	Low

Sustainable transport

Transport facilities and initiatives for residents can help to encourage sustainable travel choices which reduce carbon emissions and improve local air quality. This metric is based on the provision of cycle storage facilities as well as transport advice, from travel maps and timetables to cycling and eco-driving training. The national plan for transport is to encourage everyone to switch to walking and cycling, coupled with moving to electric vehicles. It is recognised that poor air quality is an issue to residents across the UK and that inequalities exist; air pollution can disproportionately impact less affluent areas. Attempts to improve local air quality will be essential and promoting active transport and low emission travel is a priority.

For sustainable transport facilities it has been estimated that 6.8% of Your Housing's homes have cycle storage facilities provided based on build date assumptions. EV charging is installed

at 1.06% of their properties. Regarding resident engagement, Your Housing provide green travel boards at many their schemes, which includes local travel information specific to those properties. The number of properties where this is provided is estimated at 6,800. However, Your Housing should aim to record the total number of homes that have access to address specific travel information for future assessments. Additionally, Your Housing provide carpooling sign-up sheets in many of their schemes; residents can log future journeys, giving others the opportunity to join them to save fuel. As a result of Your Housing's sustainable transport interventions, the increased likelihood of residents using sustainable transport is 12.01%. Below you can see how your performance compares to other SHIFT landlords.



Peer Comparison: Good

Recommended improvements:

Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Create Green Pages for residents which provides transport information. This will include cycle path maps	Low	Low	Low

and public transport options. Car clubs and other sustainable transport options can be included.			
Create a database which shows sustainable transport features that are included in each home. This can be an add-on module to asset management database. It should have fields for noting the presence of cycle storage, nominated parking and EV chargers. As well as showing where current cycle storage is located, the database can be populated with information from new build. SHIFT can provide first pass assumptions of which homes may have cycle storage to start the database.	Low	Low	Low
Retrofit at least 1% of homes with EV chargers and record in the database.	Low	Low	Medium
Retrofit at least 1% of homes with cycle storage units and record in the database.	Low	Low	Medium

New build

More sustainable new homes means lower whole-life costs for the landlord. Retrofitting non-sustainable homes at a later date incurs higher whole life costs for the landlord. In addition, when good quality new homes are added to the asset register, they improve the average environmental performance in a cost-effective manner.

The SHIFT metric factors in a range of measures to determine the sustainability of new builds, including energy efficiency, above ground biomass, flood risk, overheating risk, recycling support, use responsibly sourced materials and sustainable transport support.

We also encourage the use of some form of third-party verification to ensure that the so-called performance gap between design and final home, is minimised. There is no intention to create an industry out of this and we believe that there is sufficient data and systems in place to do this effectively without extra cost.

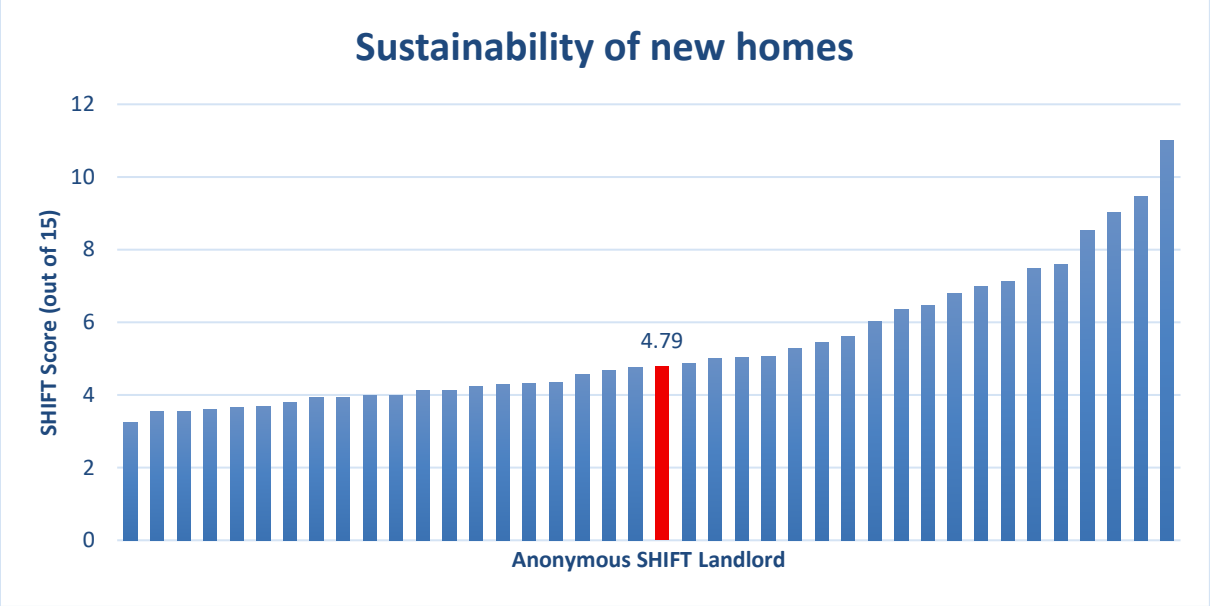
Figures for this assessment Your Housing reported that 9.5% of homes achieved an EPC A (SAP 92+), and 1.5% a high EPC B (SAP 86-91). 89% of homes were rated as a low EPC B (SAP 81-85). It is highly recommended that Your Housing builds more homes to an EPC Grade A (SAP 92+ minimum). Your Housing recognise that this will help bring up its average energy efficiency closer to environmentally safe levels and reduce the level of investment needed in its existing stock in order to achieve the net-zero 2050 target.

Your Housing provided figures for the following sustainability features: Internal recycling bins (27.8%), Low flood risk (98.7%), biodiversity enhancements (100%), and cycle storage (43.7%). No figures were provided for overheating or responsibly sourced materials.

Currently, the Energy & Sustainability manager will attend new build schemes to check sustainability features have been installed, and for this assessment reported that Manor Street scheme was visited. Photo evidence was provided for cycle storage and biodiversity features, and has been accepted as part verification. This is an emerging area and SHIFT standards on what may be accepted as sufficient verification may change. This will follow consultation with landlords.

Your Housing were not able to provide detail regarding the embodied carbon of their new build homes, therefore the SHIFT default of 35,196 kg CO_2e per home has been applied to estimate a total of 14,078 tonnes CO_2 e for the 400 homes built.

Using the SHIFT calculator for new build and the data above, the sustainability score for Your Housing's new build homes is 4.79 out of 15.



Peer Comparison: Comparable

Recommended improvements:

Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Develop an environmental quality management system (EQMS) for new builds that includes net zero homes, in addition to other environmental issues, a design specification, independent on-site checks and post-handover checks. The system should enable easy data collection for a variety of reporting and hand over to	Low	Low	Low

asset management colleagues[2]. SHIFT has produced a draft EQMS ask your SHIFT assessor for a copy.			
Implement the EQMS	Medium	Medium	Medium
Create your own design specification that includes building to an EPC A (high EPC B as a minimum). Ensure new builds meet this standard (as verified by the EQMS), at least on your land-led schemes. The cost to retrofit to Net zero (EPC A) will be more expensive than future-proofing homes as they are built.	Medium	Medium	Medium
Install MVHR space heating and heat-pump hot water heating in ~5% of new builds.	Medium	Low	Low
Conduct a supply chain survey of your new build contractors to ensure that they are working to the same sustainability goals as you. You can contact your SHIFT assessor for our supply chain survey but the main issue will be embodied CO_2 in the materials used.	Low	Low	Low

[2] SHIFT: Data to transfer from the new build department to asset management

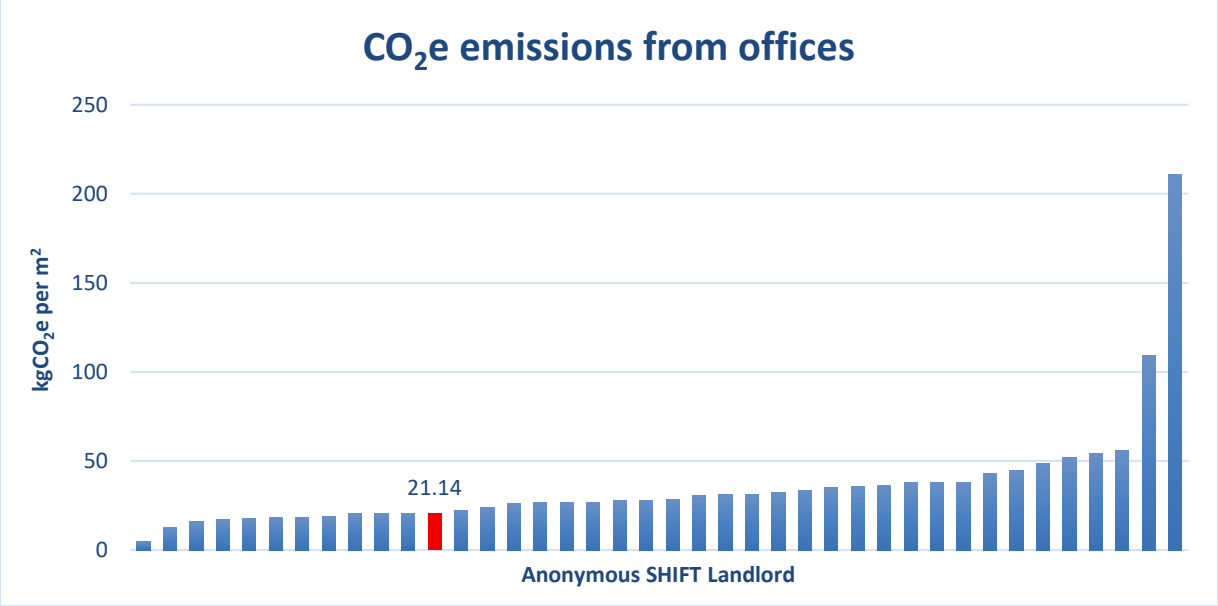
Offices & Operations

Offices and operations have a minor impact on the organisation's overall environmental performance but there are several advantages to focusing on improving their environmental qualities. Utility bills reduce, staff can see a tangible commitment to sustainability, and facilities teams gain first-hand experience in environmental technologies. In addition, new regulations are emerging which will impact on building performance.

Energy usage

The ultimate target is net zero emissions by 2050 through low energy demand buildings and a decarbonised grid. The Government states a target of rented, non-domestic properties to be EPC B by 2030. Similar to homes, office buildings are expected to have non-fossil fuel heating systems.

Your Housing provided updated energy data for their office spaces. For the Ingots Building, the electricity usage from SHIFT 2024 was used, as current usage was not provided in the broker template. Your Housing should investigate to ensure they are receiving complete data from their broker. In total, it was estimated that 83.78 tonnes of CO_2e were emitted in the assessment period which equates to 21.14 kg CO_2 e per m^2 of office space.



Peer Comparison: Comparable

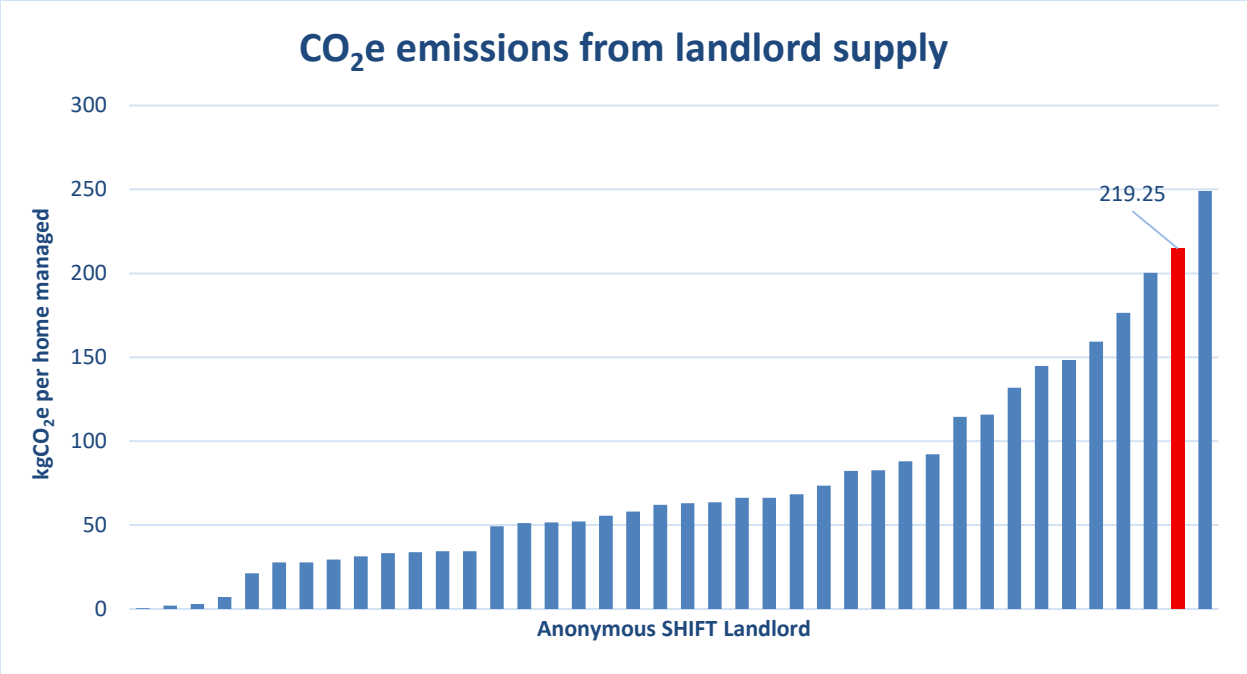
Recommended improvements:

Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Devise plans to improve office energy efficiency – this can be by commissioning an EPC Recommendations Report and/or an ESOS[3] style review of each office. Ensure plans include transition to non-fossil fuel heating. This will most likely be electricity, but biomass and/or heat networks are also possible.	Low	Low	High
Implement the office energy efficiency plans.	Medium	Medium	High
Engage with staff annually to ensure energy efficiency is optimised through behaviours. Good housekeeping includes switching of computers, printing equipment, and lights when not in use.	Low	Low	Low

Other landlord supply

For SHIFT this is made up of communal areas in homes as well as 'other landlord supply' such as community centres. Your Housing identified communal area energy usage during the reporting period. The associated CO_2 was calculated using the relevant Defra conversion factors. This equated to 219.25 kg CO_2e/home managed. This is for the total number of homes which Your Housing have decent homes responsibility. In previous assessments this intensity ratio has been calculated for the homes served by communal areas and the energy use from them. However, this intensity ratio aims to provide an indication of the energy consumption relative to the size of the organisation.

[3] SHIFT ESOS reporting



Peer Comparison: Below Average

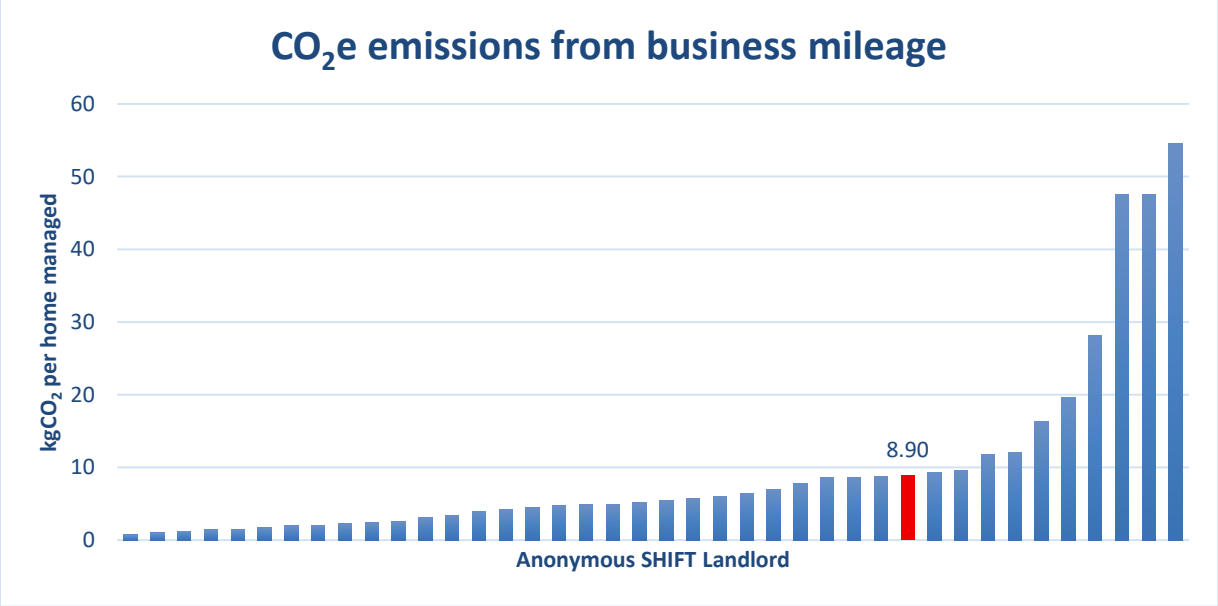
Recommended improvements

Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Devise and implement net zero plans for each site not already captured elsewhere in this report – typically street lighting and other non-domestic sites like community centres or sewage treatment plants	Medium	Medium	High
Set up regular (at least quarterly) monitoring of non-domestic properties by kWh/entity. The monitoring should incorporate broker data and report anomalies to asset management to rectify. Monitoring saves energy and easily provides data for compliance reporting. Ensure other fuel types (e.g. biomass, oil, heat and steam is also captured).	Low	Medium	Low

Business mileage

Controlling business mileage expenditure can make a real difference to landlords. The SHIFT metric for business mileage looks at car claims, public transport usage and air miles (if applicable).

Figures for public transport and employee-owned vehicle mileage was provided by Your Housing. However, no calculations or primary data were provided, and the figures reported have not been verified. This issue was first noted during Your Housing's SHIFT 2022 assessment, due to the way mileage claims are submitted and recorded. As such, no primary data was submitted for this or previous assessments. Your Housing should ensure data collection processes allow easier reporting, which ensures accurate carbon emission calculations and verification by auditors. Default values will be used in future assessments if primary data is not provided. It is estimated that 208.95 tonnes CO_2e or 8.90 kg CO_2 e per home managed was emitted through business travel.



Peer Comparison: Comparable

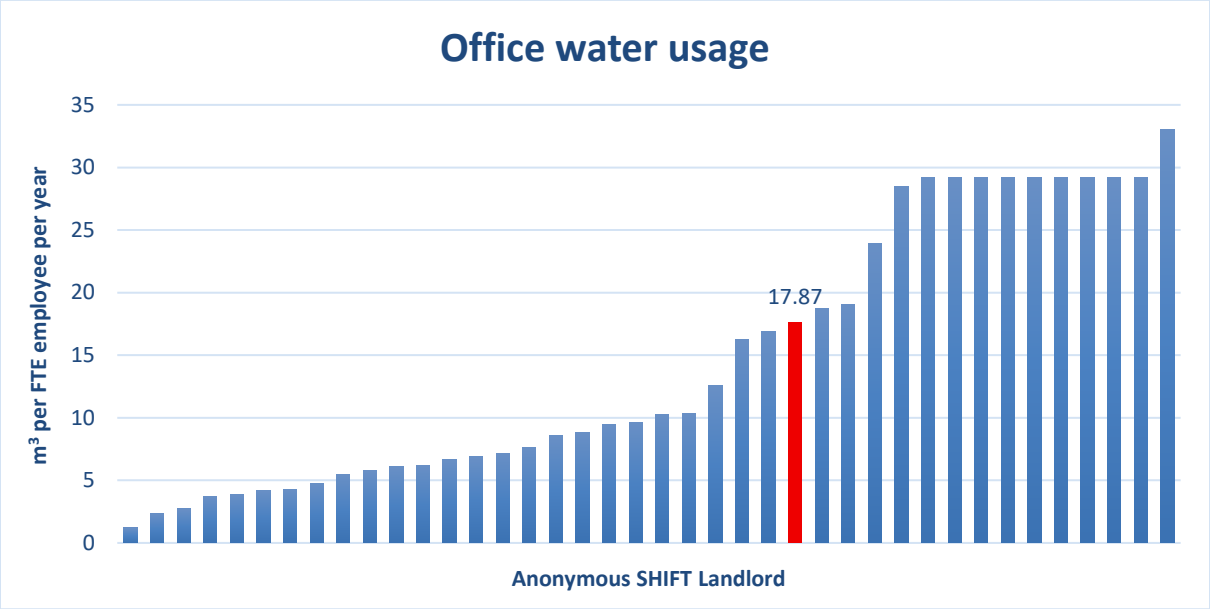
Recommended improvements:

Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Obtaining business mileage data is standard for carbon reporting. Ensure the milage claim process ensures easy extraction mileage data.	Low	Low	Low
Carry out an analysis of business miles per employee to identify those with the highest mileage and identify ways to reduce this (e.g. switching to videoconferencing).	Low	Low	Low
Devise a sustainable transport policy that encourages public transport, car-sharing, reduces unnecessary travel, walking and cycling for business purposes.	Low	Low	Low
Ensure mileage claims include type of car e.g. petrol, diesel, hybrid or electric. This enables accurate calculation of CO_2 emissions.	Low	Low	Low
Consider if electric pool cars are viable. They could be stored and charged at the head office if charging infrastructure is installed. This may reduce fuel costs and discourage the use of personal vehicles for business travel[4].	Low	Low	Low

[4] Download EV roundtable summary for practical experience from other landlords on EV chargers: SHIFT: Publications

Water

Water invoices were provided by Your Housing to calculate the water usage at their offices. For two offices, Gilmour House and West View, the usage is high. It was discussed during a data review that water may be used for washing vehicles at Gilmour House. However, Your Housing should investigate to ensure the high usage is not due to leaks. The SHIFT default of 33m^3/employee/year was used for the Ingots Building, as the invoices provided were from the 22/23 financial year which is two years out of date for this assessment. Overall, 17.87 m^3 per employee was used during the 24/25 financial year.



Peer Comparison: Comparable – SHIFT default used for Ingots building

Recommended improvements:

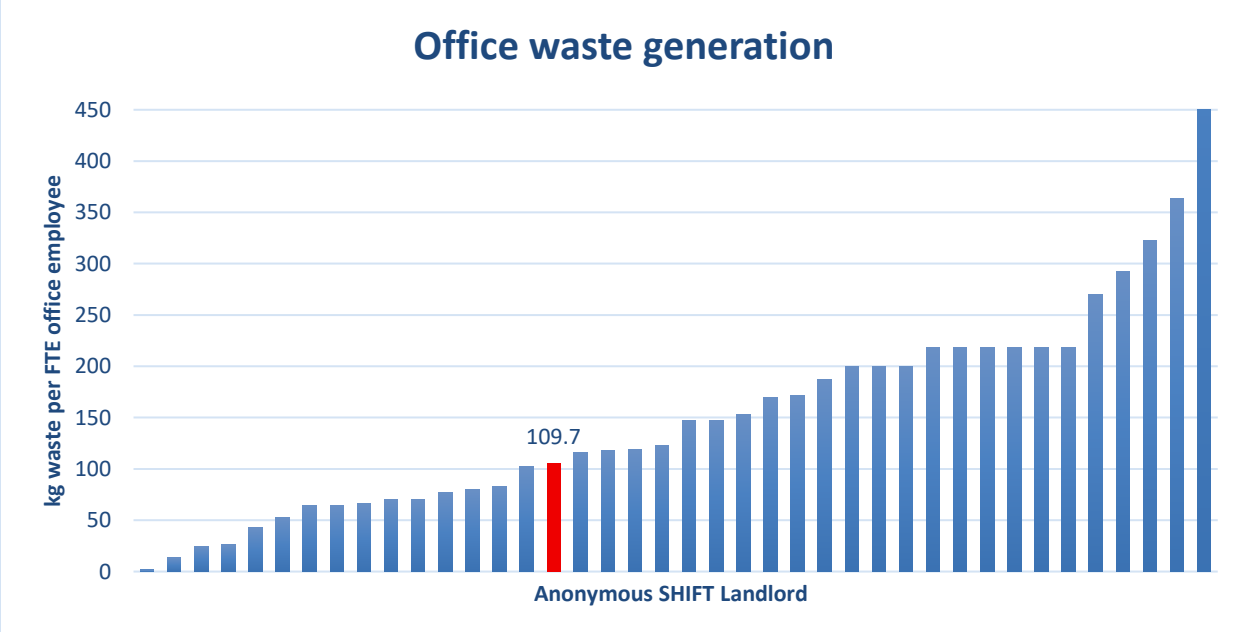
Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Set up a quarterly utility reporting system for your offices to keep a consistent track of data. This will also help identify leaks at an early stage.	Low	Low	Low

Carry out a water audit as this could identify further environmental and cost savings	Low	Low	Low
Engage staff on water efficiency initiatives and water saving measures. Incorporate these into water savings policies and procedures e.g., ensuring the dishwasher is full before turning it on.	Low	Low	Low

Waste

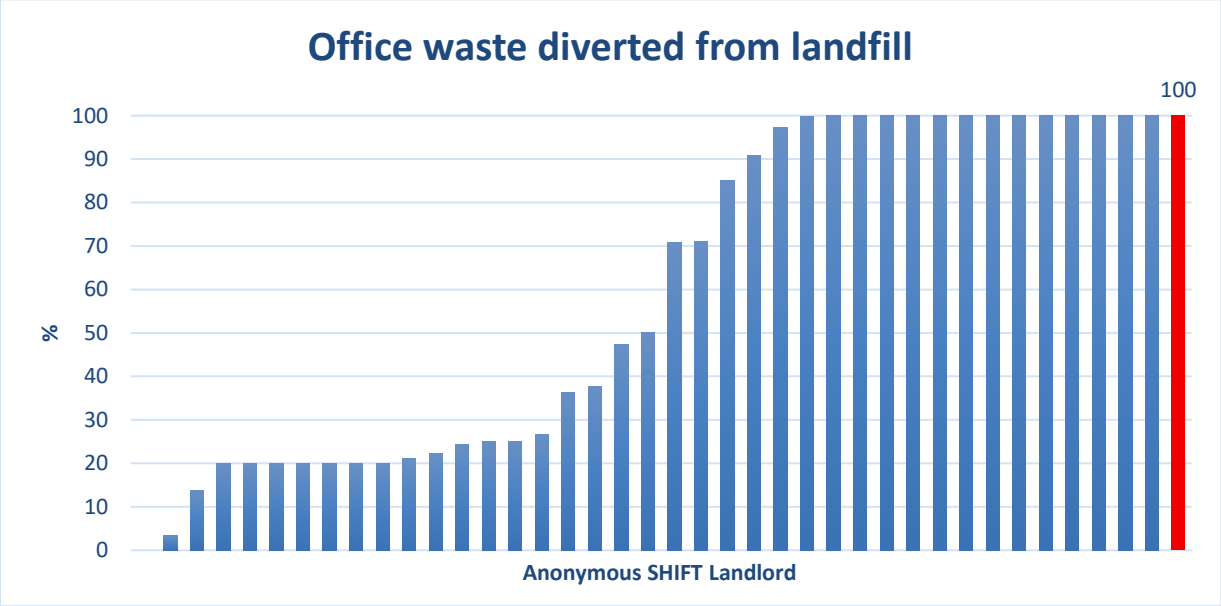
As interest rises in the circular economy, alongside an awareness of the damaging impacts of plastic pollution, companies from all sectors are ramping up efforts to tackle waste. Quantifying total waste outputs and treatment is an important first step.

Waste data was provided by Your Housing's waste contractor, Acumen. For Gilmour House, West View, and Roundwood Drive, the SHIFT default was used. This is because the waste collections from these offices were construction and refurbishment waste, and not general office waste. This decreases the overall estimated amount of office waste, however it is likely lower. Your Housing should investigate to see if general office waste is being mixed with refurbishment waste. In total, it is estimated that 109.7kg/employee/year of waste is generated at Your Housing offices.



Peer Comparison: Comparable

Whilst not all general office waste is accounted for by the Acumen report, is does state 100% is diverted from landfill. It is therefore assumed that any general office waste is also diverted. However, Your Housing should investigate how general office waste and recycling is being dealt with at their offices. For the offices mentioned above (Gilmour House, West View, and Roundwood Drive), over 45% of waste is incinerated (energy from waste). If general office recyclables (paper, card, bottles) are being mixed with refurbishment waste, it may be treated as residual waste rather than recyclables, lowering Your Housing's recycling rate.



Peer Comparison: Good

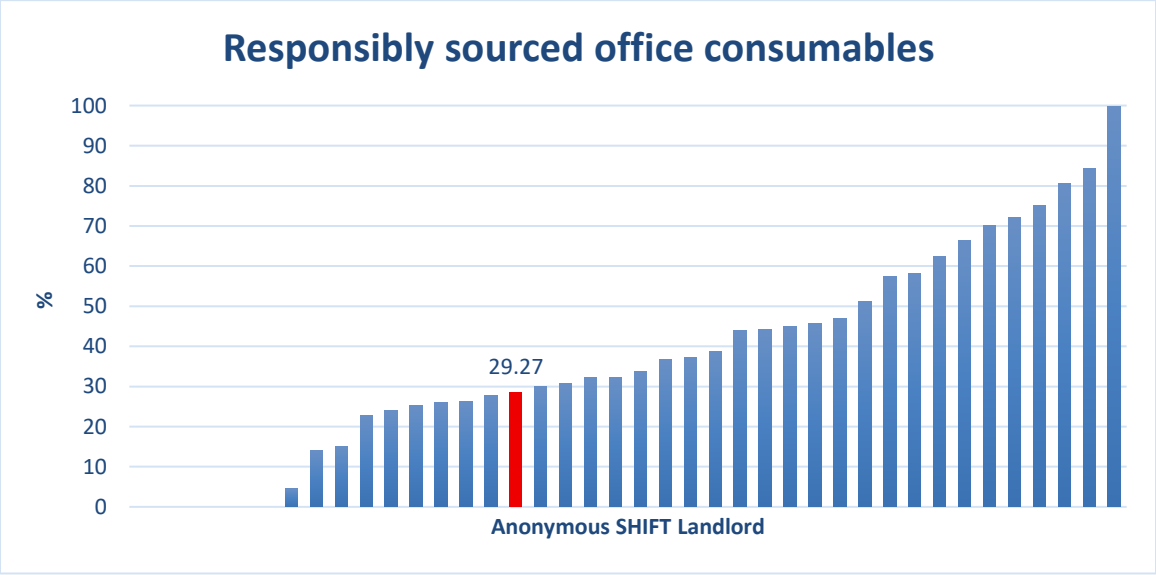
Recommended improvements:

Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Investigate how waste is separated at all offices, including those where construction/refurbishment waste is collected. Ensure appropriate disposal and waste disposition (recycling) where possible.	Low	Low	Low

Engage with your waste contractor to provide a breakdown of waste disposition (landfill, recycling) as a minimum requirement.	Low	Low	Low
Develop your own waste monitoring system to begin developing waste reduction targets across various teams.	Low	Low	Low
Review in-house processes with the aim of reducing or even eradicating the necessity for printing – many processes are or can be electronic now.	Low	Low	Low
Provide clearly labelled/information on bins to encourage the correct recycling, making it easy for staff members and visitors.	Low	Low	High

Office consumables

Your Housing obtained a report from Office Depot which detailed their total spend on normal versus "Green Flag" products. In total, 29.27% of office supplies are responsibly sourced according to this report. This has decreased since last year. Your Housing should liaise with office depot to ask why there is a reduction in "green" products, and ensure all consumables which have responsible sourcing credential are labelled.



Peer Comparison: Comparable

Recommended improvements:

Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Survey your suppliers (you can use the supply chain survey as a template) to receive a list of responsibly sourced consumables and a breakdown of spend for green/eco-label purchased products compared to those that are not.	Low	Low	Low
Increase the proportional spend on green/responsibly sourced products by ~5%. Consider an automatic switch through your current or new supplier.	Low	Low	Low

Offices adapted to flooding and overheating risk

Climate change will affect offices as well as homes. The same flood and overheating risk precautions should be taken for offices as for homes. This will ensure business continuity.

Your Housing analysed the Environment Agency's Flood Risk maps and identified that all offices are at low risk of flooding. Your Housing may want to consider drafting a flood action plan for its offices if access is prevented by flood waters.

No official overheating survey of Your Housing's offices has been conducted. A description of the mitigation measures at their main office, Youggle House, was provided; the HVAC system maintains internal temperature, and the automatic window system will open when additional passive ventilation is needed. Windows have blinds and reflective films. All the above was observed during the visit from a SHIFT assessor. It is not reported what mitigation measures are in place for Your Housing's other offices. No overheating complaints have been reported. However, Your Housing should continue to monitor overheating risk in their offices.

Recommended improvements:

Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
For offices identified as at risk of overheating install risk reduction measures. Preferably passive measures such as the addition of brise soleil, blinds, and additional film glazing on windows. As a last resort, energy efficient air-conditioning.	Medium	Medium	Medium
For offices identified as at risk of flooding install risk reduction measures.	Medium	Medium	Low
Sign up to Environment Agency flood alerts and enact flood risk reduction measures accordingly.	Low	Low	Low

Strategy & Management

A strong sustainability strategy underpins robust environmental monitoring and performance at any organisation, by setting out a clear direction of travel in both the short and long term, as well as SMART KPIs to measure progress against. When assessing strategies for efficacy we look for specific, measurable, achievable, realistic and time-bound targets only, for a range of areas including energy efficiency, waste, water and climate adaptation. These targets provide clear direction to the staff who must implement them and give some assurance that your organisation will align with science-based environmental targets. In addition, senior level commitment and defined responsibilities help ensure the efficacy of the strategy.

Your Housing have scored 8 out of 15 for an effective strategy. The current draft is in the process of being approved by board, and points have been awarded. This will need to be complete for points to be retained in future assessments. The Director of Assets & Growth has overarching responsibility for the achievement of sustainability objectives. As this is a draft strategy, it is not publicly available. As a strategy was not publicly available at the time of the last assessment, points have not been awarded on the basis that this may become available when complete. Providing a publicly available copy of the final strategy on Your Housing's website will ensure accountability to all stakeholders.

Points have been awarded for SMART targets including energy efficiency (100% of homes EPC C by 2030), and fly tipping (10% reduction by 2028). Points have also been awarded for resident engagement targets. Whilst not SMART, there is a clear commitment to introduce green travel board in all schemes by 2026, and develop a sustainability page. Targets are harder to establish for resident engagement, however recording the number of residents engaged effectively will help monitor effectiveness.

No other points were awarded for SMART targets. However, it is noted that Your Housing have several plans to develop KPIs by 2027 on the remaining environmental issues. Your Housing group have existing metrics from the previous SHIFT assessment and this current report. These can serve as interim baselines to monitor progress against whilst reviews take place. Regarding biodiversity specifically, the draft strategy states that 40% of social value revenue will be allocated to improving green spaces by 2030. Any SMART targets developed should relate to the green space specifically, for example the % increase in green space.

Peer Comparison: Comparable

Recommended improvements:

Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Integrate KPIs into your strategy so that all areas of sustainability that are covered by SHIFT are included. Ensure targets align with corporate objectives.	Low	Low	Low
Ensure actions are assigned to directorates and monitor progress quarterly.	Low	Low	Low
Communicate targets across the organisation to staff and residents.	Low	Low	Low
Implement quarterly scorecard style reporting of environmental metrics to Senior Management Teams. (By adapting the advice given in earlier sections to	Low	Low	Low

include data in asset management systems, this may become an easier task).			
Lobby Government to develop a sensible funding mechanism for funding upgrades to net zero.	Low	Low	High

DLO & Supply Chain

Engaging with your supply chain is a way to encourage improved environmental performance. As well as bringing an enhanced local environment to staff and residents, there are also financial benefits for your organisation. For example, if a maintenance contractor uses more efficient transport, they save costs which could be passed on to you. More landlords are reporting ESG investors asking about supply chain emissions. Our calculations so far indicate that supply chain emissions are a significant proportion of a landlord's overall carbon footprint.

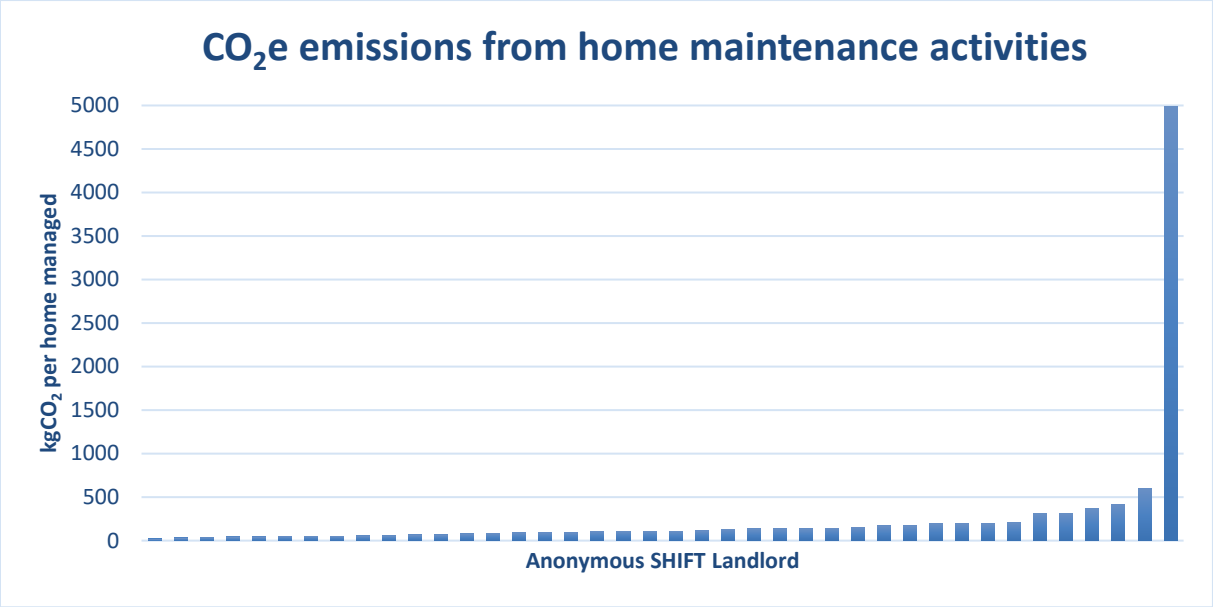
For SHIFT purposes, we include in-house maintenance team data in with the supply chain questions. This allows better comparability between organisations that have a DLO versus those that subcontract out all work.

Maintenance CO_2e emissions

In-house (DLO) and subcontracted maintenance teams emit CO_2e from their fleets, offices, and other operations. Importantly, maintenance fleets also emit air pollutants which contribute to localised poor air quality and consequential health issues.

Your Housing provided diesel and hybrid mileage figures for their DLO fleet. Primary data was provided for the final figures reported. However, in a previous data collection template, the mileage figures reported were approximately double. Your Housing should ensure that the mileage figures calculated are accurate, and no data is missing. Additionally, it is common that fleet emissions are calculated from litres of fuel bought, rather than mileage. This allows more accurate emissions calculations. If Your Housing's fleet currently use fuel cards, the provider should be able to extract data which include litres of fuel. In total, Your Housing's fleet produced 513.52 tonnes CO_2e.

Additionally, carbon emissions from external suppliers were obtained. When supplier and DLO emissions are scaled up to represent 100% of the supply chain, this totals 3,315.38 tonnes CO_2e or 141.16 kgs per home managed.



Peer Comparison: The above graph shows the current data we have on maintenance emissions. This has been included to demonstrate the disparity of emissions reporting within the repairs and maintenance sector. As this is for indicative purposes only, Your Housing's performance is not plotted

As part of SHIFT 2025 embodied carbon figures for repairs and maintenance are being included. The aim is to encourage landlords to request this information from external suppliers and gain detailed waste reports for their in-house maintenance to facilitate these calculations. It is expected that most external suppliers will not be able to provide embodied carbon figures at this stage. However, landlords should demonstrate demand for this data and request this information as early as possible.

Your Housing provided a waste report for its repairs and maintenance activities. However, this did not include a waste type breakdown detailed enough for an accurate carbon calculation. The SHIFT assumption is that any material disposed of by the repairs and maintenance teams is replaced by like materials, therefore the embodied carbon can be calculated based on this. Using the SHIFT default, the total embodied carbon for Your Housing's DLO and supply chain has been estimated to be 916.07 tonnes CO_2e, which is equivalent to 39 kgs per home managed.

Recommended improvements:

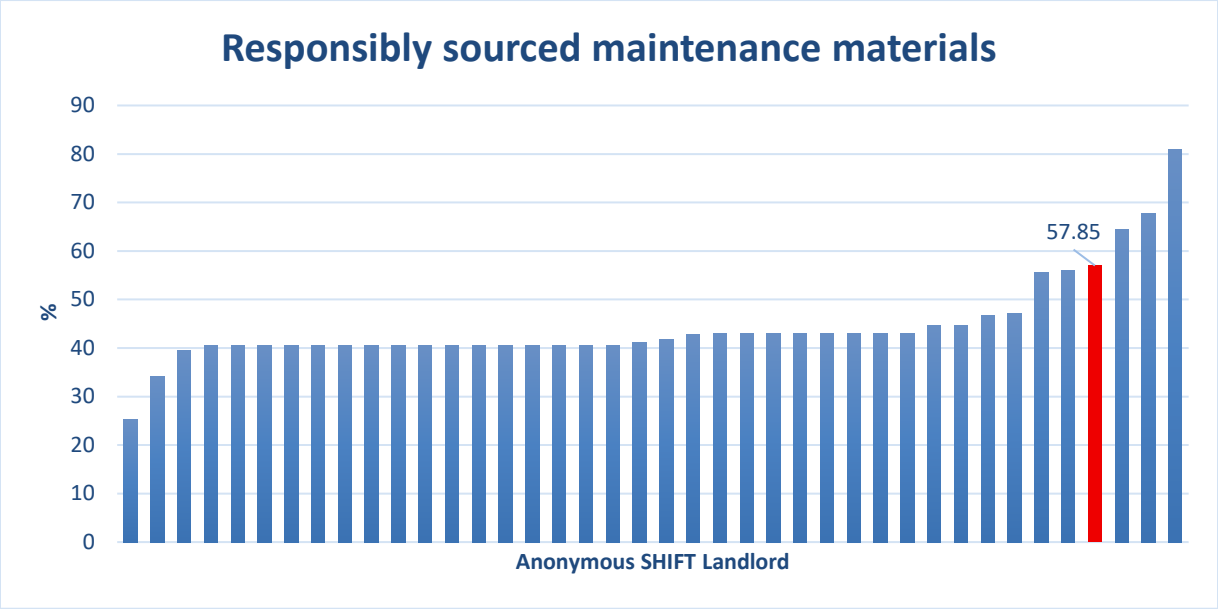
Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Devise a database that collects DLO fuel usage data. Many landlords now use fuel cards which record the litres of petrol or diesel bought. Accurate mileage for EV vans should also be recorded. Installing EV charge points which are sub metered would allow accurate reporting of kWhs.	Low	Low	Medium
Implement a telematics system for fleet vehicles, ensuring that quarterly reports can be extracted.	Low	Low	Medium
Combine DLO fuel usage and telematics data to set up monthly monitoring of mpg data and enable anomaly identification and investigation with alerts for the fleet manager.	Low	Medium	Medium
Upgrade at least ~5% of vehicles in the fleet to a more efficient vehicle, possibly an EV if charge points and range allow.	Medium	Low	Medium
Include a clause in procurement contracts stipulating that suppliers must answer the annual environmental survey. This is to encourage engagement.	Low	Low	Medium
Conduct an annual supply chain environmental survey for the largest suppliers. Ask your SHIFT assessor for a standard survey question template.	Low	Low	Medium

Benchmark contractors' carbon emissions per £1,000 of contract value annually. This can be a good way of identifying anomalies – where a contractor's CO_2e per £1,000 spend is much lower or higher than the average, you can see how their calculations are verified.	Low	Low	Medium
Communicate to existing and potential suppliers your commitment to sustainability and explain you want to work with organisations who will help you on your journey.	Low	Low	Low

Responsibly sourced maintenance materials

Responsibly sourced materials have been manufactured in an environmentally sound way and where the producers treat their workers well. Although there are many eco-labelling schemes for maintenance materials, this remains a difficult area to assess. Nevertheless, SHIFT encourages maintenance teams and contractors to devise ways to assess this themselves using a methodical approach.

Your Housing obtained answers from several of their contractors in response to the supply chain survey. As is typical, some suppliers responded that a high proportion or 100% of their materials are responsibly sourced. Without supporting data or third-party verification of these figures it is not possible to accept them as is. In these cases the SHIFT default of 58% has been inputted. One supplier, Bell Group, also reported 100% responsibly sourced and used the questionnaire supplied by SHIFT to estimate this figure. However, when reviewing their answers in detail, the correct percentage they should have reported is 64.52%. This figure has been accepted. Whilst lower than 100%, it is higher than the benchmark SHIFT has derived (58%), and shows good engagement from this supplier on the issue of responsible sourcing. Your Housing should continue to engage with suppliers and seek supporting documentation to support responses. On average, it is estimated that 57.85% of materials are responsibly sourced.



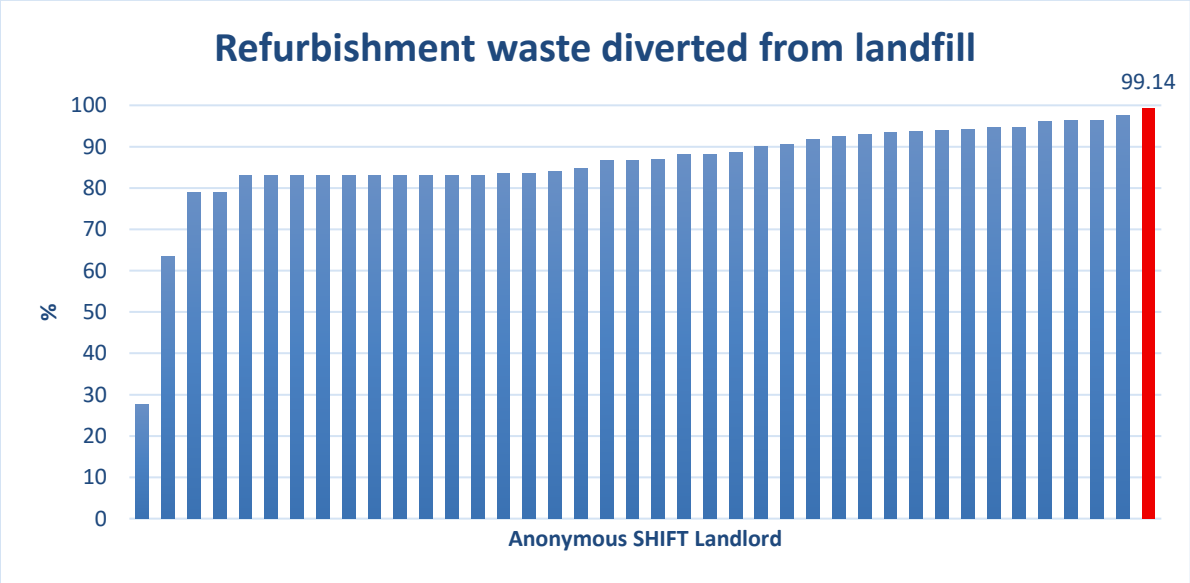
Peer Comparison: Comparable – SHIFT default updated from 40.54 to 58% for SHIFT 2025.

Recommended improvements:

Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Communicate to existing and potential suppliers your commitment to sustainability and explain you want to work with organisations who will help you on your journey.	Low	Low	Low
Include a clause in procurement contracts stipulating that suppliers must answer the annual environmental survey. This is to encourage engagement.	Low	Low	Medium
Lobby the Supply Chain School to devise a practical and meaningful metric for responsibly sourced materials. **Here is an interim metric we have devised at SHIFT:** A new metric for sourcing materials responsibly	Low	Low	Low

Refurbishment recycling

Detailed breakdowns of waste treatment are normally available from contractors and DLOs. Good reporting and recycling practices should be factored into the decision-making when contractors are selected. Your Housing provided a waste report from their contractor, Acumen, which stated 100% of waste is either recycle or incinerated (energy from waste). Your Housing should work with their contractor to identify opportunities to increase the recycling rate. External suppliers also reported diversion figures. On average, 99.14% on Your Housing's refurbishment waste is diverted from landfill.



Peer Comparison: Good

Recommended improvements:

Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Require subcontracted maintenance firms to report their recycling rates to you and provide supporting evidence in the form of waste reports.	Low	Low	Medium
Implementing subcontractor KPIs, aiming for 100% diverted from landfill by 2050.	Low	Low	Medium

SHIFT

SHIFT carries out a full range of environmental reporting specialising in the social housing sector. We do:

- SHIFT standard – environmental reporting and accreditation for existing homes, new build, supply chain and offices
- Related consultancy and compliance e.g., ESG, ESOS and SECR reporting
- Environmental road mapping and strategy development – creating a path from a baseline to a truly sustainable housing stock whilst maximising financial benefits to the landlord
- Post-Occupancy Evaluation – comparing actual performance in retrofit and new build with design performance

Please be in touch for a free consultation on any of the above. Contact Richard on 07718 647117 or richard@SHIFTenvironment.co.uk

SHIFT is run and managed by Suss Housing Ltd

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