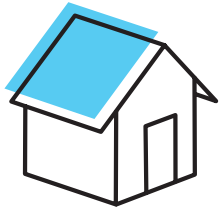


Our ESG highlights 2025/26

Each year, we publish an Environmental, Social and Governance (ESG) report to show how we're doing across environmental, social and governance issues. It helps us share our progress in a clear and consistent way, and shows how we're managing the risks and opportunities that matter to our customers, colleagues and partners.

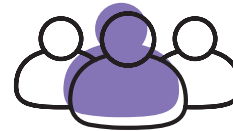
ESG is at the very heart of so much of what we do. Here is a summary of how we're making a difference.



36,000+
homes



C1/G1/V1
highest regulatory
ratings



100,000
customers



98.4%
of waste diverted
from landfill
through Thirteen's
Recycling Centre



£126.4m
invested in
maintaining
existing homes



668
new homes
delivered



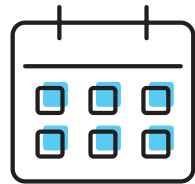
9,625
people helped
through support
services



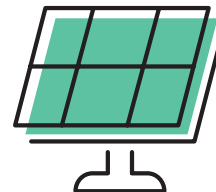
1,300+
customers
helped through
Community
Discretionary Fund



£66m
delivered in social
value across our
communities



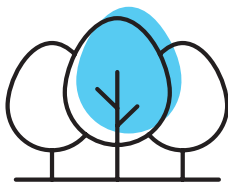
£1,284+
volunteer hours
given by our
involved customers



£1.2m
investment in
energy efficiency
improvements



3.4%
average gender
pay gap



2,239
trees planted
since 2021



79.9%
79.9% homes
EPC C or above



1,300+
colleagues
completed
Equity and Respect
training



Silver
TIDE award
achieved