



# Our Sustainable Future



Metropolitan  
Thames Valley



## Our Sustainable Future

To be an organisation where we not only protect, but enhance and develop our staff, our residents, the environment and ultimately our future. To embed sustainability within our organisation's culture through knowledge, awareness, innovation and collaboration to ensure we can provide sustainable homes for our customers now and in the future.

- Our sustainability vision

## Introduction

MTVH – Our Sustainable Future is MTVH's sustainability strategy. It is our commitment and step forward as part of an industry-wide push towards providing sustainable housing for everyone.

Sustainability is a significant opportunity for MTVH and we have already identified areas where we are making a difference whilst taking positive steps in many other areas. *MTVH – Our Sustainable Future* communicates our intentions to continue making headway to becoming a truly sustainable organisation.

Our aim is to become an organisation with an outstanding performance on sustainability, one that embraces the challenges and delivers sustainable results for our customers.

This strategy is not the limit of our actions; it is the first step of many, which is why we have set out our 2030 Sustainability Action Plan to support this journey to becoming a sustainable organisation.

## Sustainability at MTVH

As MTVH continues to build and manage more homes each year, we have a responsibility to our colleagues, our customers, our communities and all those with whom we interact, to reduce the negative impacts and increase the positive impacts on our environment.

Our strategy considers the operating constraints that MTVH are currently experiencing and those it may face in the future.

## How is this strategy aligned to our values?

**Dare** – MTVH - *Our Sustainable Future* is our bold first step away from the norm, as we seek to position sustainability firmly in the spotlight. we will have to explore boundaries, options and solutions that have previously been outside our comfort zone.

**Care** - This strategy compliments our deep-rooted value to care. It echoes how the organisation will maintain its commitment to care for our customers, our colleagues and the environment.

**Collaborate** - We acknowledge that many of the issues identified within this strategy cannot be addressed overnight, nor can solutions be identified by ourselves. We will work together across our organisation, our sector and across industries to understand the challenges and to identify and implement sustainable solutions.

## Our journey so far...

**Fuel Poverty** - We are committed to ending fuel poverty and have pre-secured £2.5million of funding for projects to improve the insulation at our properties. We aim to install approximately 7,500 energy efficient upgrades as part of our action to end fuel poverty.



**Heat Networks** - We have embraced the move from individual gas boilers to heat networks and have a number of operational heat networks within Greater London, with others in development outside of London.

**SECR Reporting** - As part of our 2019/20 Annual Report, we issued our first Streamlined Energy and Carbon report giving us an indication of our corporate emissions.



**ESG Reporting** - We have become an early adopter of the “Good Economy” Environmental, Social & Governance reporting standard for social housing and will issue our first report in 2021.

**Staff Wellbeing** - Our staff are important to us and so we put together a staff wellbeing resource guide – providing information and advice on how staff can remain safe and healthy.



**Empowering Futures** - Our Empowering Futures team continue to build partnerships with customers, communities, colleagues and wider stakeholders and responding to the issues that prevent people from accessing opportunities and living well.

## Our Headline Commitments

- We will work towards achieving Net-Zero emissions as a company by 2050
- We will continue to strive to improve the quality of life for our residents
- We will continue to be a financially strong and responsible organisation
- We will continue to support, protect and develop our colleagues as we all strive to achieve our vision that everyone should have a home and the chance to live well

2021

### Understanding & Benchmarking

- Issuing our first Environmental, Social and Governance report by 2021
- Identifying MTVH's carbon footprint by 2022

### Partnerships & Collaboration

- Building relationships to help us achieve our goals and targets
- Engaging with our colleagues & customers to promote a sustainable culture at MTVH

### Decarbonisation & Low Carbon New Homes

- Delivering our low-carbon technology roadmap by 2024
- Improving our current properties and "hard to heat" homes by 2030

### Net-Zero Carbon 2050

- Aiming to achieve net-zero carbon by 2050



2050

## Long Term Targets

Under our Headline Commitments, we will work towards achieving Net-Zero carbon by 2050. We have identified a number of long-term targets to deliver on this commitment.

Our long-term targets are then supported by the short-term goals that the organisation will work towards on a daily basis, these short term-goals are detailed within our separate 2030 Action Plan.

### Decarbonisation of Our Existing Properties

As a social housing provider, we are committed to providing affordable housing, but we will also strive to make this sustainable housing. At MTVH we take a Fabric First approach, ensuring that we are upgrading the fabric of our properties before installing low-carbon technology.

*Our Target for decarbonisation of our existing properties is in line with the current UK government target of 2050.*

### Decarbonisation of Our Supply Chain

By working with our suppliers we will where possible remove carbon from and improve sustainability across our supply chain.

*Our target is to benchmark our supply chain footprint by 2023 and work with our suppliers to decarbonise our supply chain footprint by 25% by 2030 and 100% by 2050.*

### Adoption of the Future Homes Standards

The Future Homes Standard includes changes to part F and part L of the UK Building Regulations by 2025, to improve the energy efficiency of new properties. As a housing developer, we will be required to adhere to these changes. MTVH will go one-step further than simply ensuring compliance with building regulations. We will be adopting the Future Homes Standards at one or more of our regeneration sites before 2025 so that we can understand the implications for MTVH and our customers.

*Our target is to adopt the Future Homes Standards across our entire development programme in line with current expected implementation date of 2025, with one or more regeneration schemes adopting the standards prior to 2025.*

### Decarbonisation of our Networks Fleet

MTVH run a fleet of 150 vehicles that provide our repairs service to customers. These are currently all internal combustion powered vehicles. We will investigate and implement where feasible, hybrid and electric vehicles into our fleet.

*Our Target is to reduce the emissions of our Networks Fleet by 50% by 2030*

### Net-Zero by 2050

All of our goals and targets are driving MTVH towards being Net-Zero by 2050. This is also one of our headline commitments.

*Our Target is to be a Net-Zero company by 2050.*

## External Context

### The Paris Agreement (Paris Climate Deal)

In December 2015, 194 parties at COP21 conference in Paris, adopted and ratified "The Paris Agreement", committing to reduce emissions as a means of reducing greenhouse gases.

### UK Government commitment to Zero Carbon 2050

On 27th June 2019, the UK became the first major economy in the world to pass laws to end its contribution to global warming by 2050. This target requires the UK to bring all greenhouse gas emission to Net-Zero by 2050.

### Increase in public awareness

In recent years the concepts of climate change, global warming and irreversible ecological damage have been highlighted by movements such as Extinction Rebellion and public figures including Greta Thunberg and Sir David Attenborough.

There is growing spotlight on the importance of mental health with prominent individuals such as the Duke and Duchess of Sussex and the Duke and Duchess of Cambridge along with many other sports stars and celebrities openly discussing the issues they have faced and encouraging society to confront the issue.

### Extreme Weather Patterns

Extreme weather events linked to global warming have increased dramatically in the last 20 years, with 7,348 major disaster events recorded more and more people across the UK and across the world are being effected by extreme weather patterns.

### Green Recovery

In response to the COVID-19 pandemic, the UK Government announced its Green Recovery plan, committing £350m as part of an emissions-cutting drive led by government.

### The Future Homes Standard

Following consultation the UK Government has announced that from 2025 UK Building Regulations will change. The Future homes standard aims to deliver homes that are zero-carbon ready without the need to retrofit.

Changes to homes developed under the Future Homes Standard should produce 75-85% less carbon emissions, and become Net-Zero as the electricity grid continues to decarbonise.

The Future Homes Standard is likely to include a de facto ban on fossil fuel boilers, with new homes not being permitted to connect to the gas grid.



## Internal Context

As we embrace sustainability, it is clear that we have some particularly tough challenges to overcome:

### Construction

As a social housing provider we must build new homes. Traditional construction methods are by their nature very high in carbon. We will evaluate low-carbon, modern methods of construction (MMC) but we must strike the most beneficial balance of reducing our carbon and value for money.

### Behaviours

While we can provide low-carbon homes for our customers we have little influence on their lifestyle choices and the sustainable decisions they make. We hope to increase the amount of advice we provide our customers to promote a more sustainable way of living.

We must also use our influence to persuade our staff to act more sustainably by developing a more sustainable culture in our workplace, which may then lead our staff to make more sustainable decisions at home.

### Funding

As a social housing provider, our financial strength comes from finding new and innovative ways of making every pound go further without risk to quality or safety. The regulatory changes following the Grenfell tragedy mean that we are spending more than ever on building safety. We will investigate all current and future funding options as part of the UK Governments Green Recovery plan.

### Fuel Poverty

Fuel poverty affects 2.4million households across the UK. With increasing energy costs, low levels of insulation and thermal efficiencies in properties, fuel poverty is a serious problem that unfortunately affects some of our customers.



## Our Sustainable Future – MTVH’s Sustainability Strategy

We have structured MTVH – Our Sustainable Future around six key themes:

- **Value and care for our colleagues** incorporates how we will look after our colleagues and helping them to fulfil their potential.
- **Empowering our residents and communities** considers how we can provide our residents and communities with the tools that will allow them to grow and live their best lives.
- **Creating efficient and thriving environments** focuses on the environmental impact of our corporate operations and how we use our resources most efficiently.
- **Creating our Net-Zero legacy** concerns our efforts for de-carbonisation across our existing housing stock and ensuring that we design and build low-carbon homes.
- **Everyone should have a home and the chance to live** at the heart of everything we do.
- **Effective financial management and governance** focuses on remaining a financially strong and stable organisation, allowing us to continue to build affordable and sustainable homes for future generations.

We have created a model that represents the relationships between our themes.

**Everyone should have a home and the chance to live well** sits at the heart of the model, as this theme is central to all we do at MTVH.

This is surrounded and supported by four of the remaining key themes:

**Value and care for our residents**

**Empowering our residents and communities**

**Creating efficient and thriving environments**

**Creating our Net-Zero legacy**



Encircling all is **Effective financial management and governance**, ensuring we remain a financially strong and well-managed organisation that can provide homes long into the future.



## Our Sustainable Vision

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## People Powered Living – Our Values

### Dare

We dare to change by using our voice to challenge ourselves and others, by thinking differently and commercially to create new and better ways of doing things and by working with drive and energy to achieve our goals.

### Care

We care about customer colleagues and communities by listening to everyone's view to help us do the right thing, by keeping people safe and managing risk at the heart of our work and by treating everyone with dignity and respect

### Collaborate

We collaborate with others by working as one team to solve problems to deliver the best outcomes, by challenging ourselves to deal with the difficult questions in an open and honest way and by using our integrity and sound judgement to share information when it is right to do so.



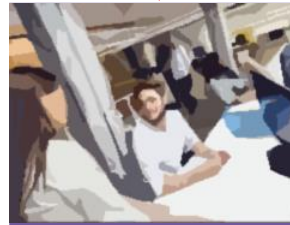
### Value & Care for Our People

We employ 1800 people across the country. Good jobs are essential to people's wellbeing, local communities and, of course, the economy. At MTVH each colleague is more than just a body at a desk or a voice at the end of a telephone.



### Empowering our Residents and communities

We are part of communities much greater than ourselves and we want to be a good landlord, one that takes steps to actively empower our customers to do what is right for them.



### Creating Efficient and Thriving Environments

We will create environments that allow our people to work sustainably, effectively using materials and resources and reducing the waste we produce.



### Creating our Zero Carbon Legacy

As we build homes and to manage our existing properties, we decarbonise our existing properties while we also look to build new, low-carbon housing developments.



### Everyone Should Have a Home and the Chance to Live Well

As MTVH's vision, this is at the forefront of what we do. MTVH – We must continue to build homes and make sure those homes allow people to live well.



### Effective Financial Management & Governance

We need to remain financially strong and stable, regardless of what else happens in the world around us so that we can build and manage as many affordable homes as we can, long in the future.

## Sustainability Action Plan

Helping to achieve the United Nations Sustainable Development Goals (SDG)



## Achieving our Goals – Our 2030 Sustainability Action Plan

Alongside this strategy, we have created our 2030 Sustainability Action Plan, which is structured around the six themes outlined in this strategy.

Within each theme there up to three more detailed focus areas that we will be working on.



Each focus area then provides information on the specific goals, projects and activities that we will work on that will push us towards our overall goal of becoming a more sustainable organisation.



### Keeping us on track

As part of this strategy, we will create an MTVH Sustainability Committee, chaired by a member of our Executive Team. The Sustainability Committee will be responsible for monitoring the progress we make and driving the sustainability agenda within the organisation.

### Reporting

We will produce an annual Sustainability Update Report that will provide information on our progress in achieving the goals and targets we have set ourselves. We will provide information on what steps we have taken toward our goals and will be giving each item on the action plan one of the following ratings:

	Complete	Where we have completed our actions we will summarise the outcomes in the next update report
	On track	Where we are on track to meet our target or goal, we will summarise progress made since the last update report

	Behind	Where we are behind our targets or goals, we will explain the issues and provide detail on how we will address these issues to get back on track
	Target missed	Where we have missed our targets, we will provide an explanation for this and what action we will take to get back on track.