

Materiality Assessment 2025

Our Results
2024/25

Introduction



A Materiality Assessment seeks to determine how relevant or significant something is to an individual or group.

Our Organisational vision remains, to be an organisation where we not only protect, but enhance and develop our colleagues, our residents, the environment and ultimately our future. As an organisation we have recently updated our 2030 Action Plan, highlighting our sustainability objectives across 6 themes. This assessment seeks to further align these objectives with the expectations of our stakeholders, while addressing the challenges and opportunities within our organisation and sector.

Through a structured questionnaire, we aimed to identify our most important objectives for residents, colleagues, and suppliers. Participants were asked to rate statements from 'Least Important' to 'Most Important' on a scale from 1 to 5. With more than 200 responses gathered, this report highlights significant achievements and areas that require attention, aiding in internal decision-making and resource allocation.



Structure



MTVH identified 6 themes, in line with Our Sustainable Future - 2021 strategy into this Materiality Assessment.

For clarity, we have structured this into Environmental, Social and Governance (ESG) topics below:

Nr.	Topics	# Sub-topics	ESG Dimension
1	Value & Care for our colleagues	7	Social
2	Empowering residents and communities	6	Social
3	Creating Efficient & thriving environments	7	Environmental
4	Creating our Net-Zero legacy	5	Environmental
5	Everyone should have the chance to live well	2	Environmental / Social
6	Effective financial management and governance	2	Governance

Theme 1 - Value & Care for our colleagues



Question	Colleague Scores	Suppliers and Lenders Scores	Resident Scores	Combined Rank
Staff Development and Upskilling	4.41	4.22	4.40	8
Employee Well-being	4.55	4.37	4.53	4
Reducing our Gender Pay Gap	4.55	4.50	4.53	3
Reducing our Ethnicity Pay Gap	4.09	4.12	4.38	13
Colleague Recognition	4.09	4.26	4.38	11
Cultural Development	4.13	4.24	4.38	9

Quality employment is essential for the well-being of individuals, local communities, and the economy as a whole. With this theme in mind, our goal is to foster careers, support our colleagues, and create the right culture that prioritises sustainability.

The findings from the materiality assessment for this theme reveal considerable interest among all stakeholder groups, with two key areas—Employee Well-being and the Gender Pay Gap—ranking in the combined top five.

Below are the details of these objectives:

Linked Objective	Target	Owner & RAG Status	Comments (Taken from FY 24/25 Q4 Performance Data)
1.2 Embed our management development strategy	<ol style="list-style-type: none">2% short-term and long-term absence82% positive colleague response on well-being engagement questions	HR and L&OD	The People and Organisational Development team continue to embed our employee well-being strategy across MTVH. We remain below target 1, sitting at 1.6% across both short-term and long-term absence. In the latest colleague engagement survey we achieved an average score of 87% across the well-being questions, ahead of our 82% target.
3.1 Gender Pay Gap	1% point reduction annually	ED&I	After previously strong results in this area last financial year, our gender pay gap reduced 2% (mean) this financial year. The principle reason for our difference being females tend to be in our lower quartiles and males in the upper quartiles, showing we have more males in senior roles.

Our main emphasis will be on addressing the gender pay gap. We plan to work closely with the head of ED&I to confront the challenges linked to this objective, with the goal of achieving significant improvements in the years to come.



Theme 2 - Empowering Residents and Communities

Question	Colleague Scores	Suppliers and Lenders Scores	Resident Scores	Combined Rank
Supporting Small and Medium size enterprises, as well as community organisations	4.13	4.56	4.38	7
Resident Well-being and support	4.07	4.02	4.38	15
Social Value Commitment from our Supply Chain Partners	4.07	3.97	4.38	18
Keeping our Residents Informed	3.96	3.86	4.15	22
Engaging with residents and creating jobs for them	3.96	3.83	4.15	23
Engaging with our residents on environmental issues	3.67	3.84	4.15	25

We focus on our impact as a landlord, recognising that we are part of something much greater than ourselves. Through this theme, we aim to build sustainable communities, focus on our residents and make sure that we are listening to them consistently.

Although the results show that none of the objectives here are ranked in the top 5 collectively, two objectives remain as part of our Tier 1 objectives (Those identified as important to our organisation due to regulations or bank loan targets for example).

These objectives are detailed below:

Linked Objective	Target	Owner & RAG Status	Comments (Taken from FY 24/25 Q4 Performance Data)
4.1 Reducing and removing barriers for SMEs	£2m spent with SMEs	Procurement	As an organisation we have spent £2.13m with SME's. We are looking to continue to grow this spend area through effective preliminary market engagement and more inclusive tender exercises.
5.1 Social Value from our suppliers for our customers	2284 points	Empowering Future	We have confirmed that over 2500 points will be delivered this FY by our Supply Chain Partners. This increase against the previous year is a result of additional engagement with Procurement, policy reviews and technology support in match my project, connecting our communities to our Supply Chain.

Our emphasis will be on the implementation of ProcureCo (Early Market Engagement Software) and our initial market engagement initiatives with SMEs. In addition, we will collaborate with the Social Value team to enhance Social Value delivery alongside Contract Managers.

Theme 3 - Creating Efficient & Thriving Environments



Question	Colleague Scores	Suppliers and Lenders Scores	Resident Scores	Combined Rank
Reducing the emissions of our MetWorks fleet and working towards the moving of our vehicles to electric vehicles	3.67	3.45	4.15	27
Reducing repairs/property waste when we refurbish and repair our properties	4.31	4.38	4.51	5
Reducing waste from our offices, community centres and other corporate operations	4.31	4.33	4.51	6
Reducing our organisational carbon footprint	3.77	4.67	4.11	14
Reducing our resources such as gas, electricity, water and physical goods across our offices and other corporate operations	3.77	4.51	4.11	19
Developing a technology use waste strategy and renewable technology roadmap	4.57	4.66	4.70	1
Sustainable procurement (requiring organisations within our supply chain to provide their sustainability credentials and practices) to ensure an ethical supply chain.	4.57	4.62	4.70	2

Our emphasis is on fostering internal environments that are both clean and eco-friendly, while simultaneously minimising consumption and waste. Externally, we aim to lower carbon emissions in collaboration with our supply chain partners.

This theme gained considerable attention from all stakeholders, with three objectives ranking among the top five combined. The details of these objectives are outlined below:

Linked Objective	Target	Owner & RAG Status	Comments (Taken from FY 24/25 Q4 Performance Data)
7.3 Monitor and reduce Networks waste from maintenance	Measure by - April 25 Waste Reduction Strategy - Nov 25	Networks	Networks colleagues have been allocated to create a suite of reports to monitor waste produced during their activities. Following this, a monthly report will be produced with targets being set for each region to reduce waste materials.
8.3 Improve accuracy of MTVH's Carbon footprint data	Move to activity-based data from 8 Suppliers	Procurement	Procurement colleagues created their first sustainable procurement policy, making sustainable credentials a possible differentiating factor in tenders. We are also, through our SRM strategy, working with Supply Chain Partners to develop activity-based emission data collection.
8.5 Develop a Technology use waste strategy	Strategy in place by July 25	Technology	There has been no progress on this due to competing priorities requiring completing before April.

A crucial step in this process will involve deepening engagement with the relevant leads and emphasising the significance of these objectives to stakeholders, advancing these areas effectively.

Theme 4 - Creating our Net-Zero Legacy



Question	Colleague Scores	Suppliers and Lenders Scores	Resident Scores	Combined Rank
Improving the energy efficiency of our properties	3.84	3.97	4.13	24
Increasing renewable energy generation	3.84	4.23	4.13	20
Reducing carbon emissions on our new schemes	3.82	4.46	4.43	12
Increasing bio-diversity across our estates	3.82	4.21	4.43	16
Reducing construction and demolition waste at our new developments	3.59	3.99	3.87	26

As we continue to build and manage more homes it is important that we focus on decarbonisation efforts in both existing properties and new developments, working with partners to achieve net-zero.

Although the results show that none of the objectives here are ranked in the top 5 collectively, two objectives remain as part of our Tier 1 objectives (Those identified as important to our organisation due to regulations or bank loan targets for example).

Linked Objective	Target	Owner & RAG Status	Comments (Taken from FY 24/25 Q4 Performance Data)
11.1 To reduce carbon emissions on all new schemes	Net-zero for all schemes by 2030	Development	We are yet to identify a means to collect this data. However, as part of our Supplier Relationship Management roll-out, this will be an area that is explored with our key Supply Chain partners.
11.2 Increase Biodiversity Net Gain (BNG) across new developments	10% increase in BNG from April 2024	Development	Whilst BNG is part of our Development design brief, current data collection in this area is minimal, we are exploring consultant support on this subject to help us track and report this metric moving forwards.

These are clearly complicated areas that need teamwork over several years to make a real difference. By working with Supply Chain Partners and consultants, we will find ways to move these goals forward together.



Theme 5 - Everyone should have the chance to live well

Question	Colleague Scores	Suppliers and Lenders Scores	Resident Scores	Combined Rank
Building new, affordable homes and maintaining social rent	3.59	3.6	3.87	28
Continuing to refurbish existing properties	4.04	3.75	4.40	21

Building homes with varied tenure types to combat various elements of the housing crisis will continue to be our focus, ensuring residents can live well and in good conditions.

Although the results show that neither objective above are ranked in the top 5 collectively, both objectives are core to our organisations mission and continue to receive investment and focus.

Linked Objective	Target	Owner & RAG Status	Comments (Taken from FY 24/25 Q4 Performance Data)
13.1 Continue to build new, affordable homes	533 (FY 24/25)	Development	We completed 544 homes this financial year, with plans to double this number next year, it is a strong area of delivery for our organisation.
13.2 Continue to refurbish our existing properties to meet decent homes standard	£17m annual spend to meet the standard	Property	We spent £18.24m this financial year across bathrooms, kitchens, windows and much more. We continue to invest in our properties and ensuring that people have the chance to live well.

This area is all about keeping the positive momentum going, we will look at ways in which we can stretch targets and over-achieve, linked to making sure we build and refurbish in sustainable ways.



Theme 6 - Effective Financial Management & Governance

Question	Colleague Scores	Suppliers and Lenders Scores	Resident Scores	Combined Rank
Sustainability commitment and strategy	4.04	4.31	4.40	10
Diversity & Inclusion	3.97	4.11	4.36	17

Financial governance objectives were largely removed from our updated 2030 Action Plan, due to the fact that these processes are now fully embedded into our business practices. However, we continue to recognise the importance of these elements in communicating and reporting.

Although neither objective is in our top 5, both remain important to use as an organisation.

Linked Objective	Target	Owner & RAG Status	Comments (Taken from FY 24/25 Q4 Performance Data)
Sustainability Strategy	N/A	Procurement	We recently completed the updating of our 2030 Action Plan (2025 Update), with new objectives that are closely aligned to best practice and industry standards.
3.1/3.2	Various	ED&I	We continue to track core metrics like gender pay and ethnicity pay, but alongside this we have various groups that meet to discuss wider ED&I topics throughout the year.

While this is an area that we no longer track, there is some great initiatives happening around the business which feed into various reports.

Thank you.

