



ANNUAL REPORT 2024-2025

**Responsive to our residents,
supporting communities to
be successful**

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Residents at Fun
Day, Clapham
Park, London

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An MTVH resident's home in East Leake, Nottingham retrofitted for energy efficiency



MTVH colleagues Helen and Suzanne at Tooting, London

Board members, executives and advisors

CHAIR



Althea Efunshile
CBE

EXECUTIVE BOARD MEMBERS



Melbourne Barrett
Chief Executive
*Appointed 2nd September 2024**



Ian Johnson
Chief Financial Officer

*Geeta Nanda OBE, resigned 1st September 2024
** Mark Everard, resigned 7th May 2024

NON-EXECUTIVE BOARD MEMBERS



Ingrid Reynolds
Senior Independent
Director



Gary Admans
Treasury Committee
Chair



Davinder Dhillon
Chair of MHT



Nigel Ingram



Gurpreet Gujral



Ofei Kwafo-Akoto



Helen Cope
Customer Services
Committee Chair



Dennis Hone CBE
Audit & Risk
Committee Chair



Trevor Moross

EXECUTIVE DIRECTORS



Guy Burnett
Executive Director,
Development



Helen McTeer,
Executive Director,
Corporate Services



Suzanne Horsley
Executive Director,
Property
*Appointed 8th May 2024***



Kush Rawal
Executive Director,
Customer Services

Secretary
Patricia Etter

Deputy Secretary
Donald Mckenzie

Registered offices
The Grange
100 High Street, Southgate,
London, N14 6PW

Premier House
52 London Road,
Twickenham,
Middlesex, TW1 3RP

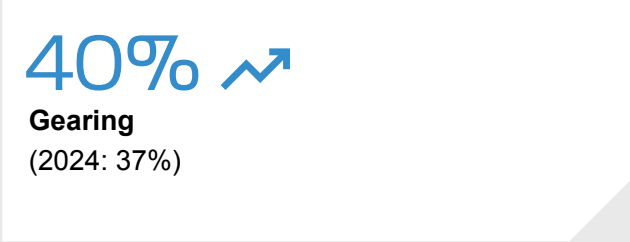
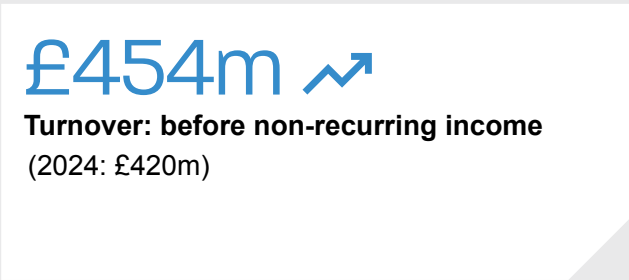
Auditors
BDO LLP
2 City Place,
Beehive Ring Road,
Gatwick,
West Sussex, RH6 0PA

Bankers
Barclays Bank plc
Lloyds Banking Group

Results at a glance



Group figures 2024/2025



544 New homes delivered
(892 homes – 2023/24)
287 for rent, 183 Shared Ownership, 7 Rent to Buy/London Living Rent, and 67 homes for private sale via joint ventures



£165m Investment in existing stock
(2023/24 – £149m)
(maintenance, building safety, compliance and improvements)



4,970 Homes development pipeline
(2023/24 – 5,556)
Reduction due to significant progress on our regeneration schemes.



£419m Invested in acquiring land and building new homes
(2023/24 – £280m)



G2/V2 Governance/ viability rating downgraded from the Regulator of Social Housing: G2/V2
(2023/24 – G1/V2)



£3.4m Total financial support delivered to residents:
(£3m – 2023/24)



79% Employee Engagement Score
(2023/24 – 82%)



76% Satisfaction with repairs service
(2023/24 72%)



68% Overall resident satisfaction
(2023/24-68%)



A- stable Credit rating from Standard & Poors
(2023/24 – A-)



A- stable Credit rating from Fitch
(2023/24 – A)

Chair's foreword

Welcome to our Annual Report for the year to March 2025 outlining how we are delivering on our purpose that “Everyone should have a decent home and the chance to live well.”

We are a partnership organisation. We work together with residents, community organisations, local authorities, Mayors, national government, suppliers, and other sector partners to meet residents’ needs and support communities to be successful.

In common with all housing associations, we have delivered our work this year against a backdrop of multiple pressures – financial, regulatory and social.

While inflation eased somewhat from recent highs, costs are still rising, particularly materials and labour costs for the maintenance of our existing homes. The G15 group of the largest London HAs, of which we are a member, estimates that members collectively spent £1.6bn on repairs and maintenance in 2024 compared to £0.9bn in 2020. These same pressures also impact the cost of building the new homes people desperately need.

Residents’ safety is our priority. We are working with the sector to meet the new building safety regime, including remediating any buildings that require fire or structural safety improvements. While in some cases the original developer of these buildings has stepped up to cover remediation costs, we are often funding the work ourselves — investing £165 million in existing stock, including building safety, this year.

At the same time there is a heightened focus from the government on the sector maintaining service standards and stock condition. This will continue with the introduction of Awaab’s Law from later this year. We welcome these initiatives that secure the safety and wellbeing of our residents, but again there is a financial cost to implementing them.



Research by the National Housing Federation shows that building 90,000 social homes would contribute over £51bn to the economy

Meanwhile, the cost of living crisis hasn’t gone away for many of our residents, and we are increasing investment in their welfare, and our systems to support them.

I am proud of the way that we have responded to these challenges and how every member of our team has contributed.

There is a reality that these financial and operational pressures limit the investment capacity we have to build new homes to help alleviate the country’s housing crisis. Over the year we completed 544 homes compared to 892 the year before.

By scaling back our development programme and limiting operating expenditure growth to below 1%, we have maintained strong financial resilience and key interest cover ratios.

It has allowed us to report FY results for the year in line with expectations with turnover £454m and an operating surplus of £148m that we can reinvest back into developing more homes.



This continued financial resilience was recognised by Standard & Poors credit rating agency who maintained our rating at A- Stable in December 2024, and by our maintaining a V2 financial viability grading from the Regulator of Social Housing (RSH) in May 2025 following a planned inspection.

The RSH also graded us G2 for governance and C2 for consumer standards. While we are pleased to be compliant across each of the RSH’s standards we are focused on further improvement and we are using the inspection insights to enhance how we look after our residents and their homes.

Over the year we continued to work with our industry bodies, the National Housing Federation and G15, to make the case to government that increased funding for housing associations is not only a route to solving the country’s housing crisis, but also an investment in economic growth and successful communities. Therefore, it was pleasing that in June 2025, after our year end, the government announced in its Spring Spending Review a significant increase in funding for affordable housing.

Research by the National Housing Federation shows that building 90,000 social homes could contribute over £51bn to the economy. We believe investment in social housing should not be seen as a cost to the public purse but is an investment in our country’s infrastructure and economic growth.

Thriving communities are built on good quality affordable housing. Through our Community Impact Team, we go further — strengthening neighbourhoods and creating opportunities for residents to succeed.

To enable us to do more of this work we generate additional partnership funding through the Molly Huggins Foundation, our charitable arm launched in summer 2024. The Foundation supports youth partnership programmes, community centres, food banks, wellbeing and mental health activities, money advice and more.

Examples of our activities in the past year include:

- delivery of a Winter Plan to support residents to stay warm and reduce fuel costs,
- refurbishment of the Queensway Pavillion community centre in Cambridge, working in partnership with our supply chain that donated time, skills and materials,
- providing 246 residents with work and skills advice leading to 45 securing employment,
- offering money and debt advice that resulted in £3.4m of financial gain for our residents.

Looking ahead, we are optimistic that by working together with our residents and partners, we will keep delivering meaningful social value – creating quality homes, strengthening communities, and transforming lives through our services. With the right level of financial support from government, we can also play a major role in solving the housing crisis and generating significant long-term economic growth as we do so. ♦

Althea Efunshile CBE
Chair

Welcome

Welcome to your Annual Report for the financial year to the end of March 2025, my first since becoming MTVH’s Chief Executive in September 2024.

It’s been a year of strong performance with investment in the maintenance and improvement of our existing homes increasing to £165m, 544 new homes built and our five-year development pipeline numbering 4,970 homes as at March 31st.

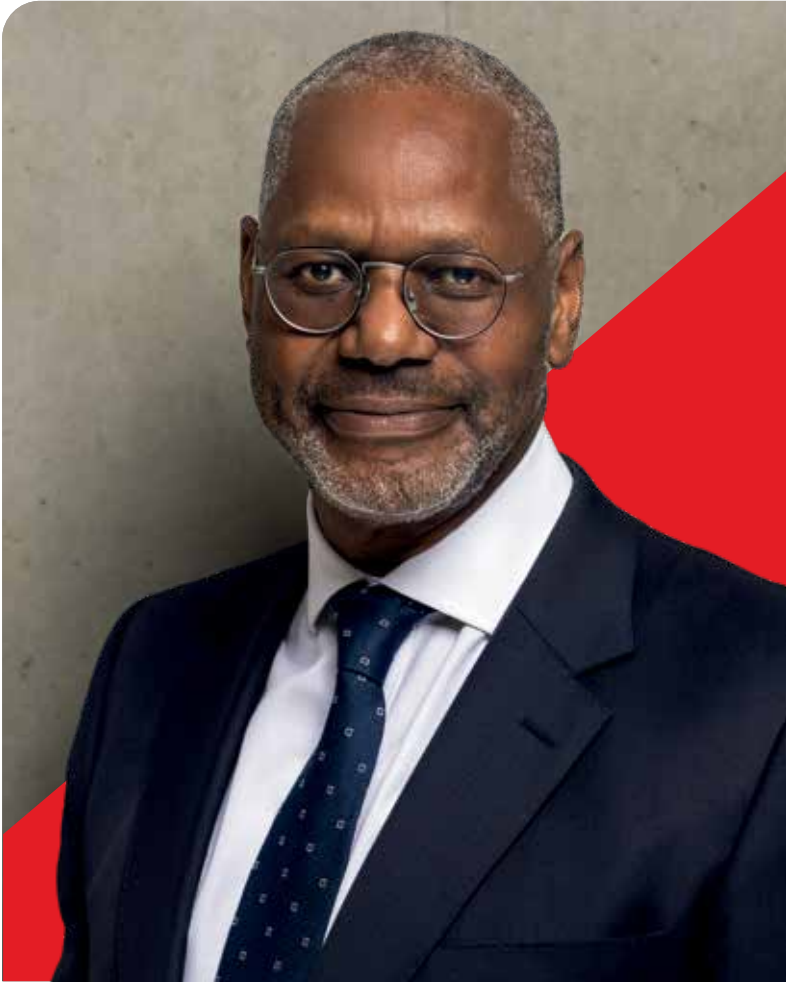
My parents were part of the Windrush generation – the community MTVH was established to help house in the 1950s – and I am honoured to continue our work to provide homes to those in need.

Today we remain driven by the same purpose as our founders: to provide people with a decent home and the chance to live well by offering opportunities that allow more people to achieve their aspirations. We are responsive to our residents. By listening to and understanding their needs we ensure our decisions deliver on their priorities.

For example, over the year, we have collaborated with residents to develop our new Customer Experience Strategy, and refresh our communal repairs management approach and customer communications.

I am focused on putting our residents at the heart of all our decisions and continually improving the services that we provide. In this report, we outline our Tenant Satisfaction Measures (TSMs) scores and the recent Consumer Standards grading from the Regulator of Social Housing (RSH), which provide valuable insights on how we can do even more. You can find more information about the TSMs in our residents’ report on our website.

Central to this is our Customer Experience Strategic Plan 2025-27, designed to create a culture where every one of our colleagues is responsible and accountable to our customers.



The safe, warm and affordable homes we provide are the foundation on which we help build successful communities. Where we have homes, we also act as a long-term community partner, delivering a range of services that create social value and build community success.

Our Clapham Park regeneration project in South London is an example of how resident leadership and collaborative working with partners creates positive social capital that can enhance lives.

In March I was lucky enough to welcome the Rt. Hon Baroness Armstrong of Hilltop, Chair of the Independent Commission on Neighbourhoods (ICON), to Clapham Park to see an example of how a neighbourhood can be transformed by careful master-planning, community partnership and ongoing investment.

Our work at Clapham Park since 2005 shows how housing association-led regeneration can drive better outcomes for individuals, promote successful neighbourhoods and help deliver sustainable economic



We remain committed to enhancing the lives of our residents and supporting successful neighbourhoods wherever we have homes

growth. For example, national census figures show that in 2011 39% of children in Clapham Park were living in poverty, by 2020 this figure had dropped to 23%. In the same period unemployment fell from 5.9% to 3.9%.

Looking ahead, Clapham Park’s masterplan, when completed in 2035, will see 2,532 new homes built, doubling the original number of homes on the estate, and providing all social rent tenants with a new or refurbished home.

We must build more new homes to help alleviate the UK’s severe housing crisis. With private rents rising sharply and home ownership becoming increasingly unattainable, England now faces a crisis where over 160,000 children are growing up in temporary accommodation.

Over the year we built 544 new homes, but this figure was lower year on year as we balance development with investing in our existing homes and meeting building safety legislation. Following the Spring Spending Review and our new government funding agreement, we remain committed to our commitment to deliver 1,000 new homes annually as part of our long-term housing strategy. Building new homes also provides significant growth for the UK economy by supporting the construction value chain, creating employment and prompting investment in the communities where we build.

Once constructed, our social tenancy properties add value for the long term. The latest assessment for 2023/24 reported a total social value from our social tenancies of £718.9m, with £450.1m arising from saved public costs due to better employment and

health outcomes for our residents, and the remainder from construction and maintenance value.

The flexibility to allocate government funding across mixed-tenure developments allows us to deliver more affordable housing options while helping more people achieve their dream of home ownership.

For example, our expertise in Shared Ownership through our SO Resi brand provides an affordable route onto the property ladder for the increasing number of people priced out of outright purchase. Over the year we helped 289 people to start their home ownership journey via SO Resi properties.

I am proud of what the team has achieved over this past year, but we are also ambitious to do more. We will continue to place our residents at the heart of everything we do and will collaborate on solutions through our Customer Voice Framework.

The financial statements that appear in this report are the final set from our current Chief Financial Officer, Ian Johnson, who has built a strong and resilient foundation on which we can deliver a new strategy for MTVH from 2026-31. I would like to thank Ian for ten years of dedicated service to MTVH and wish him well in his retirement. Our new Chief Financial Officer, Duncan Brown, will take up his post in August.

I would also like to thank my predecessor, Geeta Nanda, for her contribution in 2024/25 prior to her departure in September 2024, and to Mark Everard who also stepped down in spring 2024 after serving as Executive Director of Property for six years.

We remain committed to providing safe and warm homes, enhancing the lives of our residents and supporting the communities we serve to be successful. ♦

Melbourne Barrett
Chief Executive

Who we are

MTVH (Metropolitan Thames Valley Housing) is one of the UK's leading providers of affordable housing and support services for communities who need it most. The parent entity is Metropolitan Housing Trust.

We are a housing association built on a simple mission – to provide our residents with a safe, secure and affordable home, and the chance to live well.

This mission remains as vital today as it was in the 1950s, when our founder Molly Huggins established Metropolitan to provide decent homes for Windrush migrants in London, and in the 1980s, when Thames Valley housing pioneered innovative Shared Ownership products, to open the door to affordable homeownership.

Today, we continue to provide support to a range of under-represented groups and aspirant communities in different circumstances and parts of the country.

Our focus is on providing a responsive and caring service to our residents, and we are committed to



MTVH colleagues at Clapham Park, London

listening to, collaborating and co-creating solutions in partnership with them. We are determined to provide the best customer service experience we can to our residents and focus on continuous improvement across every aspect of our homes and services. ♦



Resident at Green Towers Community Centre, Edmonton, London



We promise to:

- listen with respect and empathy
- make things straightforward
- be accountable
- always be there for residents and the communities in which they live

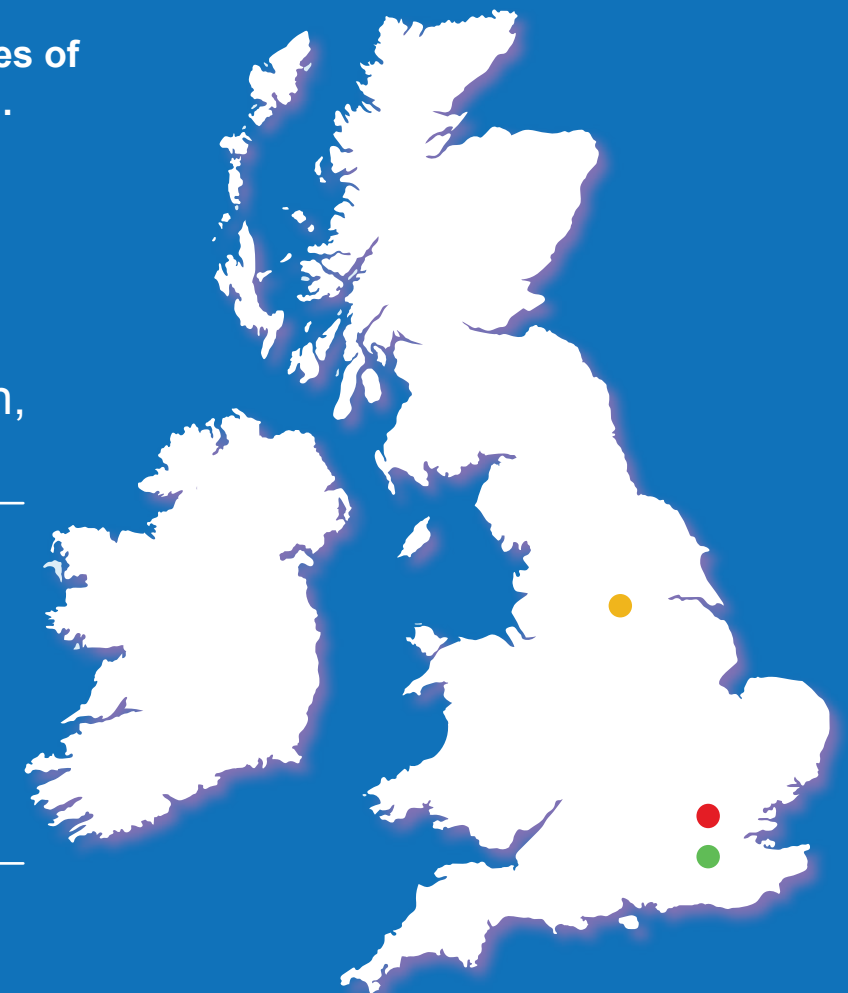
Where we operate

This graphic shows percentages of housing stock by MTVH region.

57,000+

Number of homes we own, manage and administer

- 27% Midlands
- 39% North London and counties
- 34% South London and counties



Empowering residents and communities

We believe that a home is much more than bricks and mortar - it's safety, belonging, and the foundation for a better life. It's where memories are made, families grow, and futures begin.

Home is also the community that residents live in and their surrounding environment. We work hard to ensure that residents can make the most of the place in which they live, giving them real opportunities to flourish by creating integrated systems of support with public and private sector partners.

For those with learning disabilities, mental health needs, the elderly and those requiring extra care and support services are in place to enrich their lives and ensure that they can live as independently as possible.

Meanwhile, our Migration Foundation works with migrants, asylum seekers and refugees arriving in the UK with a variety of challenges. Providing housing opportunities and access to key services, the foundation provides a pathway towards successful participation in society.

We are also committed to addressing the social issues that impact the residents and communities we serve. We strengthen their voices with local and national stakeholders on multiple issues including housing affordability, cost of living pressures and safer streets.

A photograph of two elderly women sitting at a table. The woman on the left is wearing a blue top and has her hands on a large, shiny, metallic gold balloon. The woman on the right is wearing a red turtleneck sweater and is holding a pair of glasses. In front of them on the table are several other balloons, including a large pink one and a white one, and a white disposable cup. The background is a plain, light-colored wall.

Responsive
to residents

How residents have been meaningfully influencing our actions and policies

MTVH residents are at the heart of everything we do.

Our 2021–26 five-year strategy, ‘Serving People Better Everyday’, provides our route-map to continuously improve customer service.

This starts with hearing residents’ needs through our Customer Voice Framework (CVF), which was designed in consultation with

residents and launched in 2022 to provide an effective guide for listening and responding to resident feedback.

The framework ensures residents can meaningfully influence the way our services are delivered and see the impact of their voices reflected across the organisation.

This year, over 1,200 residents participated in more than forty engagement activities – from shaping MTVH services and decisions all the way through to broader strategic issues such as meeting with the government to influence national policy.

At a local level, we have been working with residents at Time Square in Welwyn Garden City to trial block champion roles and explore whether this approach could be rolled out across other MTVH communities. With the support of residents, we have now produced a block champion role profile and gained greater insight into the issues residents want to influence on their estates.

At an organisational level, a diverse range of residents and colleagues have supported the third cycle of our continuous learning scrutiny reviews, which have been looking at three distinct themes selected by our Customer Council. This year we have reviewed and recommended improvements to our anti-social behaviour process, our communal



Pamela Newman, MTVH Customer Council Chair



MTVH colleague Kate with residents at Green Towers Community Centre, Edmonton, London



This year, over 1,200 residents participated in more than forty engagement activities

repairs reporting process, and our Annual Complaints Performance and Service Improvement report.

At national level, two MTVH residents who are members of our Customer Services Committee and part of the G15 Residents’ Group have been contributing their views to help influence government decisions.

We established the G15 Residents’ Group in 2023 while chairing the G15 group of London’s largest housing associations, to give a strong platform to the voices of the most experienced residents across these organisations who are uniquely placed to understand both housing association and resident positions.

During this year, the G15 Residents’ Group has been influencing a range of key sector topics, such as the development of the new National Planning Policy Framework and ongoing development of the Social Tenant Access to Information Requirements (STAIRs) legislation.

In April 2025, the group met with the Ministry of Housing, Communities and Local Government to further influence resident guidance on Awaab’s Law and broader guidance for housing associations on how to involve residents more meaningfully in decision making.

It has been fantastic seeing the government and others proactively

reaching out to the G15 Residents Group in this way, showing how the sector is increasingly seeking resident involvement.

We have been delighted to continue creating opportunities for everyone to get involved in this year and demonstrating how resident voices really do lead to positive change.

Looking forward to the coming financial year, we will review the impact and effectiveness of our Customer Voice Framework with residents and colleagues, making updates as needed, and will relaunch a refreshed Framework in early 2026. ♦

Our plans and priorities to serve our residents better everyday

Our 2025 – 2027 Customer Experience Strategic Plan has been designed to create a culture where everyone at MTVH is responsible and accountable to our residents.

We recognise that our residents are people with unique and individual circumstances, and we aim to build strong, trusting relationships with them, ensuring they feel valued, heard and can feel the difference through improvements to our service delivery.

We also care about providing good quality services to our leaseholders and shared owners. We have listened to them and as a result have markedly improved the quality of information provided on our service charges and this has led to improvements in satisfaction, although there remains more to do.

Our Customer Experience Strategic Plan will work alongside our other

strategic plans, providing guiding principles to support how we achieve our overall strategy.

Our commitments to residents
➔ **Accountability & ownership**
We are committed to a culture of ownership across the organisation, where we will take responsibility for all resident issues.

➔ **Responsive service delivery**
We know the importance of our residents' homes and will work hard to respond efficiently and effectively.

➔ **Communication & transparency**
By listening to understand, not just respond, we will improve our communication to ensure we're direct and clear in our messaging.

Our strategic priorities
We listen to the feedback provided by residents, and while the majority report positive experiences with MTVH, we know there are still areas we need to improve.

During 2025 – 2027, our focus will be on improving:

- **Trust, accountability & confidence**
- **Communication & customer service**
- **Accessibility & diversity**
- **Anti-social behaviour, communal areas & neighbourhood**
- **Rents, service charges & financial strain**
- **Maintenance, repairs & response to emergency repairs**

Housing Ombudsman Complaint Handling Code
A self-assessment against the Housing Ombudsman Complaint Handling Code has been completed and is available for residents to view on our website. This report and the self-assessment have been shared with our Board, confirming that our complaint policy and processes comply with the Code requirements.



MTVH colleague Phoebe and resident Betty at Green Towers Community Centre, Edmonton, London

Our programmes of work



MTVH colleague Kush and residents at Green Towers Community Centre, Edmonton, London



Our 2025 – 2027 Customer Experience Strategic Plan has been designed to create a culture where everyone at MTVH is responsible and accountable to our customers

1. Know our customers

Our vision is to know everyone living in our homes, have a deep understanding of their needs and attributes, and deliver services that respond to these, so our offering is fit for purpose now and in future.

To help us achieve this, during 2025/26 we will establish our Knowing Our Customer Programme and conduct a review of existing resident data, defining what data we capture, why we capture it and how we will use it to personalise service delivery.

As part of our aim to know residents better, we have started a home visit programme over a two-year period, with an initial focus on vulnerable residents and “no access” homes.

Tracking overall resident satisfaction through our Tenant Satisfaction Measures will help us to understand the success of this programme. We achieved a tenant overall satisfaction score this year of 68% which was lower than the target of 70%. We aim to improve this score and the equivalent for shared owners (which was 30%) by at least 2% over the coming two years.

2. Involving residents in decision making

During 2025/26, we will continue to identify new opportunities for residents to have meaningful involvement and influence in the way we deliver our services.

We will review our existing Customer Voice Framework, identifying what's working well and areas for improvement, as well as conducting a review of our existing resident groups to ensure they are representative of our diverse communities and services.

To help keep residents informed about the issues that matter to them, including how they have influenced decisions at MTVH, we will be developing a new communication framework.

The Tenant Satisfaction Measures survey includes questions which will help us monitor the progress of this programme. Satisfaction with how we listen to resident views and act upon them – currently at 56% for rental residents and 21% for shared owners – is an area we are looking to make progress on.

We are also aiming to increase the number of residents shaping MTVH from 1,200 to 2,000 by 2026.

3. OneMTVH

We're currently working on developing a culture of “OneMTVH”, with an organisational focus on fostering strong collaboration, and all teams working together for the benefit of our residents. We want to empower MTVH colleagues to take ownership of resident issues, so they can be proactive in pre-empting and resolving them. In 2025/26, we will conduct a cultural review and renew our people strategy, focusing on building a vibrant organisation with a strong team culture.

Additionally, as part of our ongoing commitment to improving customer experience - particularly by resolving complaints raised by residents as quickly as possible and using those insights to improve our services - we have completed a self-assessment against the Housing Ombudsman Complaint Handling Code.

This report and the self-assessment have been shared with our Board, confirming that our complaints policy and processes comply with the Code's requirements. The report is available for to view on our website. ♦



Residents celebrating VE Day

Delivering specialist support for those in need

Supporting the needs of residents in our communities has remained a core part of our offer this year.

We have continued to provide specialist supported accommodation and services to individuals with a range of needs, including learning disabilities, mental health and experience of homelessness.

During 2024/25, we delivered 5,624 supported homes in total, including 3,347 homes for older people and 2,277 supported housing units.

In early 2025, we launched MTVH Support, renaming our offer to reflect our commitment to supporting residents to develop and maintain the skills needed to live well in their homes.

The past year has seen us launch a number of new support services. In the Midlands, following the loss

of the annual winter fuel payment, we teamed up with our Community Impact to deliver our 2024/25 Winter Plan, which saw the delivery of initiatives such as life skills workshops, one-to-one money advice, and the provision of coats, winter clothing and blankets to help residents reduce fuel costs and stay warm at home.

New supported living accommodation was opened at Longridge Road in Earl's Court, London, to offer services to adults with a wide-range of support needs including former rough sleepers, refugees, victims of domestic violence and others.

Five new properties were opened for formerly homeless people in

Nottingham, using funding from the Rough Sleeping Accommodation Programme and in partnership with P3 Housing, which provides tenancy support.

We have also continued to collaborate with external partners to advocate for supported housing, such as the National Housing Federation National Homelessness Group and the G15 Supported Housing Group, through which we are responding to a range of national policy changes including the Supported Housing (Regulatory Oversight) Act and the Renters' Rights Bill.

Our online platform Nourish remains a key part of MTVH Support, offering a fully digitalised information system for care and support residents and their families. All supported living services will be brought into Nourish during 2025, to provide better insight into residents' progression and support their independent living goals.

Our supported housing and Later Living offer continues to be a vital part of the work that takes place in MTVH communities. We aspire to provide the highest quality accommodation and services, and are committed to ensuring that those with additional needs have the chance to live well. ♦

Creating warm and energy efficient homes

Our commitment to improving energy efficiency has continued this year, and we have already exceeded our interim target of reaching EPC C on 75% of our directly managed residential portfolio by 2026.

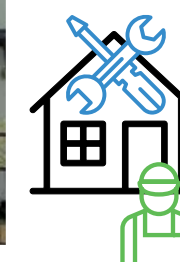


East Leake, Nottinghamshire



£414

The project will help save residents an estimated £414 per year on their fuel bills



75

homes in the Nottinghamshire village of East Leake are benefitting from retrofitting

Our Social Housing Decarbonisation Fund Wave 2.1 programme has played a significant role in this, enabling us to improve the energy efficiency of 433 homes to EPC C or above over the last year.

A total of 25,503 homes are now EPC C or better, representing 81.7% of all properties with certificates.

Upgrades such as loft insulation, cavity wall insulation, high retention storage heaters, solar PV panels and external wall insulation have not only increased the energy efficiency of homes but are improving warmth and affordability for residents.

As at March 25 we are awaiting confirmation of additional grant

funding under wave 3 of the Social Housing Warm Homes initiative which has the potential to bring an additional 400 homes to the minimum rating of EPC C.

Meanwhile, our ongoing partnership with Parity Projects has allowed us to further improve our EPC data, and we are aiming to complete an additional 6,000 EPCs in 2025/26.

This will help us to have up-to-date energy data on homes, identify the homes in need of investment and provide more accurate costs against our decarbonisation targets.

We then match these scenarios with funding opportunities to create a programme of works, focusing on

fabric improvements in line with the PAS 2035 standard.

Furthermore, families living in 75 homes in the Nottinghamshire village of East Leake are benefitting from retrofitting to bring older homes up to modern standards, including external wall and loft insulation, renewal of windows and doors, and ventilation upgrades to improve warmth and affordability. The project will help save residents an estimated £414 per year on their fuel bills.

The standard was updated this year, creating an even greater level of diligence around designing ventilation systems, which are an essential component in providing residents with warm, safe and dry homes. ♦

Helping residents with their energy use and bills

Through the year, we have continued to provide support and advice to residents with their energy use and bills.

In Derby, this year we also provided support to one resident who was struggling with an energy debt of £5,000 whilst caring for her disabled daughter and living on limited income. After installing loft insulation, modern storage heaters and solar panels, our retrofit delivery partner contacted the resident's energy provider, discovering errors in her billing, after she transitioned from a different provider.

We assisted the resident to lodge a complaint, successfully waiving the energy debt. The resident's account was credited £525, and following the completion of the energy saving work, her energy bills reduced from £300 to £113 per month.

In addition, a further £600 was secured towards living condition improvements for the resident and her family. ♦



MTVH colleagues at East Leake, Nottinghamshire



One resident in East Leake, commented:

“A big thank you to the whole team for the improvements to our home. They have been brilliant from start to finish, keeping me updated and working around my family commitments. The contractor has set up in the heart of the community and is doing a fantastic job.”

Putting fire and building safety first

Following the introduction of the new Building Safety Act last year, we have been developing a culture where ‘Fire and building safety is everyone’s business’, underscoring the collective responsibility each individual in our organisation holds in ensuring the safety of MTVH residents.

The past year has seen us launch a number of new fire and building safety initiatives. A new training programme has been developed for colleagues working on safety matters to enhance skills, knowledge, ethics and communication, while a workshop process has been introduced to reduce delays in implementing intrusive surveys to blocks of multiple occupancy.

Our Customer Panel are now involved in the selection process for future contractors and consultants, and changes to our resident engagement strategy are helping us to improve resident experience, ensure we remain responsive to resident views, and continue placing resident needs at the centre of our decision making.

Our programme of remedial works
Despite ongoing external challenges such as the availability of materials and contractors, we have made good progress within the past year and plan to continue delivering our programme of remedial works in line with the government’s Remediation Acceleration Plan.

Over the last year, we have introduced a number of specific policies and processes to help minimise disruption and allow for



Amber House, Bracknell, London

continuity across all schemes, blocks and tenure.

Remedial works have been completed to nine blocks and, following further investigations, 11 blocks were identified where no remedial works were required. We have also committed to starting remedial works at 54 blocks and commenced works at 16 blocks during 2024/25.

This year, our total investment in existing housing – including building safety, maintenance, compliance and improvements – was £165m.

We are continuing to engage with developers and contractors to ensure the remediation works needed for

our homes to comply with statutory legislation are completed at their cost.

In cases where this is not possible, MTVH will fund and carry out the works. However, we are seeing greater impact in cost recovery from developers and contractors, which will in turn reduce our initial estimation of potential costs to MTVH.

Although the costs are considerable, we will not be passing on any cost for building safety remediation works to our qualifying leaseholders in buildings above 11 metres or five storeys in height. We are continuing to review our remediation programme and will accelerate works where possible. ♦

CASE STUDY



Clarence Avenue, Clapham, London

CLARENCE AVENUE FIRE SAFETY REMEDIATION PROGRAMME

Clarence Avenue in Clapham, London, is a 52-apartment block built in 2011.

A number of fire safety issues originating from the time of construction were identified, and we have been working closely with the original contractor to remediate the block at no cost to MTVH or residents.

The works involved the stripping out and refitting of apartments including walls, ceilings, bathrooms and kitchens, as well as the installation of new materials and external cladding to comply with updated building safety regulations.

All residents are being rehomed for the duration of the works, with those requiring care and support facilities moving to suitable accommodation. ♦

Our strong financial foundation

Our underlying financial strength allows us to care for residents and be responsive to their needs. This not only applies to the service we provide to residents every day but also enables us to respond rapidly and effectively when exceptional circumstances arise.

We maintained a strong credit rating during 2024/25, achieving A- from Standard & Poors (A- in 2023/24) and A- from Fitch (A in 2023/24).

Our sustainable business model and proactive financial management allows us to continue building on our strong track-record of delivery and enables us to do the right thing by residents – whether that's maintaining and improving existing homes, meeting safety and quality standards, developing new affordable homes or investing in wider community health.

Our 2024/25 results show strong financial performance across all metrics, with revenue up 7% at £457m (2023/24: £423m) and underlying operating surplus up 17% at £148.2m (2023/24: £126.6m).

This surplus will not only be reinvested into MTVH homes and communities but also support our ability to build even more social housing.

Our secure financial foundation also allows us to make provision for important building safety



Our 2024/25 results show strong financial performance across all metrics, with revenue up 7% at £457m

remediation, and we are currently delivering our programme of remedial works in line with the government's Remediation Acceleration Plan.

Similarly, when we made the decision to decommission Mendip House and Pennie House, two high rise blocks in North London, due to the requirement for very considerable and immediate refurbishment investment, we were able to respond quickly. We are currently re-housing all residents into new homes.

By taking proactive and decisive steps to meet sector and market-place risks and challenges, we look forward to continuing to deliver strong financial performance in 2025/26. ♦



Supporting
communities to
be successful

Residents at the Cube community centre, Clapham Park, London

Home as the foundation to living well

Delivering new homes as the foundation for successful communities

544 new homes delivered in 2024/25	4,970 new homes in our 5-year pipeline	£419m invested in in land acquisition and building new homes in 2024/25
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At MTVH, our vision is to provide everyone with a decent home and the chance to live well.

We understand that safe, warm and affordable housing is the foundation on which people can build their lives, raise families, nurture careers and build successful communities.

That's why, despite ongoing challenging economic conditions, we have continued to create more new, affordable homes in the past year.

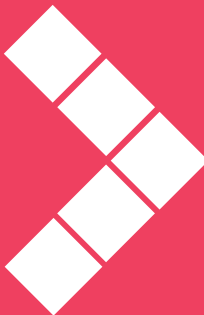
In total, 544 new homes were delivered in 2024/25. These included 287 for rent, 183 shared

ownership, 7 Rent to Buy/London Living Rent, and 67 homes for private sale via joint ventures with other parties.

There are also 4,970 new homes in our 5-year pipeline (5,556 in 2023/24), equating to 1,000 new homes every year.

The pipeline reduction is related to the build out process of our two large regeneration schemes at Clapham Park and West Hendon, where we control multi-phase land parcels.

The total invested in land acquisition and building new homes in 2024/25 was £419m. ♦



The power of regeneration to create community success

Clapham Park

Our Clapham Park development remains one of the most active regeneration projects in the country, delivering high-quality homes at scale and pace through the power of partnership.

By reimagining the site and developing hundreds of new homes, we are supporting people to live better lives and creating a vibrant, successful community.

During 2024/25, 97 homes were completed, with 423 currently under construction having started on site in 2022, and an additional 323 homes started on site this year. A planning application has also been submitted for a further 49 homes.

The 97 social rented homes at Oakfield House, Plummer House and Beaufoy House were the first to be delivered via our joint venture with Countryside. Completed in March 2025, they will enable most residents from the old blocks due for demolition to move into their new homes.

At the largest block at Clapham Park, the homes under construction include 164 homes for affordable rent, 121 homes for market sale, 115 private rented homes and 21 shared ownership homes. The first two buildings in this block, Azores House and Bruce House, completed in April 2025, with the remaining six



buildings forecast to complete before the end of December 2025.

This block represents a major milestone for the regeneration, as it will house the last original MTVH tenants, meaning we will have met our 2006 commitment to provide new or newly refurbished homes for all tenants. In addition, Swan House will be the first block into which the London Borough of Lambeth will be able to nominate new tenants; a further milestone for the development.

The site also houses Clapham Park's main energy centre, which will provide low carbon heat and hot water to all existing and future new builds within the development, simultaneously reducing carbon emissions and maintaining affordability for residents.

The first section of a new park is being built adjacent, housing a multi-use games and picnic area, which is due to open in Summer 2025, providing an attractive outdoor space for the Clapham Park community.



West Hendon

This year we have continued leveraging our joint venture partnerships at West Hendon, creating great places to live across all tenures and delivering much-needed affordable homes.

The long-awaited works to improve traffic flows along West Hendon Broadway and minimise traffic on the estate roads started in late 2024. As well as ensuring quieter, safer roads within the development, this will enable construction of the final 39 homes for shared ownership within phase 4 of the regeneration, which comprises 611 homes in total and is nearing completion.

This final block will complete the regeneration of the eastern half of the development, enabling residents to enjoy the quiet waterside location while construction continues in the western half.

Planning permission has been secured to add a further 350 homes

to the final phases 5 and 6, which will deliver an additional 1,082 homes, including 86 for affordable rent and 243 for shared ownership.

All original tenants and leaseholders have either already moved into their new home within the development or opted to move away. The new rented homes will provide much-needed capacity for nominations from Barnet Council.

Construction is now underway on the first homes in this final phase, with the first 47 new homes for shared ownership expected to complete in mid-2026.

Progress at our other community-led regeneration projects

At **Heston Grange** in Hounslow, we are proposing the redevelopment of a 1960s housing estate. A key milestone was achieved during the year, as we engaged the community of 123 households to establish the principles of regeneration. A resident

ballot was also held in autumn 2024, which confirmed support for the regeneration. The ambition is to provide around 280 new homes for rent and shared ownership, whilst providing a new home for all existing Heston Grange residents.

At **Avenue Park Road**, planning permission has now been granted, which will facilitate the development of 76 new homes for social rent in Lambeth, a key MTVH local authority.

At **Chalkhill** in Wembley, subject to planning, we are looking to repurpose redundant garages to provide 61 new homes for social rent in Brent.

Two properties in **Lambeth** and **Southwark** are also currently being repurposed to provide 14 and 12 en-suite rooms respectively for previously homeless people, accessing grant funding from the Mayor of London's Single Homelessness Accommodation Programme. ♦

CASE STUDY



Residents at Heston Grange, Hounslow, London

RESIDENT ENGAGEMENT AND BALLOT AT HESTON GRANGE

During 2023, we engaged with residents at Heston Grange to understand their views on the estate and potential improvements.

This included door-to-door conversations and inviting residents to complete a survey about their housing conditions and experiences. Drop-in events at the local library provided additional opportunities for residents to share their ideas and any concerns.

Following this initial engagement, we organised a series of consultation events to look at options for change based on the feedback we received. This included pop-up events with a coffee van, a community day, one-to-one meetings, and a resident coach trip to a recently completed MTVH scheme, providing first-hand insight into what regeneration could achieve.

After a year of engagement and based on resident views, we drafted and distributed a Landlord Offer, which set



72% of residents voted in favour of redevelopment, with a 79% voter turnout

out our commitments to residents should they vote in favour of redevelopment.

An independent ballot company was brought in to oversee the voting process, which resulted in 72% of residents voting in favour of redevelopment, with a 79% voter turnout.

Following the positive ballot outcome, we have continued to work with residents and architects to shape the design of the new Heston Grange, with three themed workshops and wider events.

We have also provided regular updates to residents via the Heston Grange website, newsletters, a dedicated email account, and direct phone calls to ensure everyone remains informed and engaged in shaping the future of their estate. ♦



What residents had to say:

“I have been really happy with the level of engagement, there have been lots of events and opportunities to talk to the team about what is going to happen at Heston Grange. Overall, I am really happy with the process and the result.”

“You guys did loads and I’m very happy, driving us down to Clapham Park really helped and I knew what was going on at all times.”



Accelerating positive community impact through partnership

In summer 2024, in honour of MTVH’s founder Lady Molly Huggins, we launched our new charity the Molly Huggins Foundation with the target to invest £75m in community impact projects and partners over the next decade.

Working with local partners, the Foundation will tackle areas like homelessness prevention, education and skills development for young people, mental health and wellbeing and food insecurity to break down the barriers that hold communities back.

Its full charitable status will create access to a wider range of donors and funding sources, allowing us to achieve even more positive outcomes for our residents and communities.

The Foundation will target investment based on detailed socio-economic research and gaps in existing funding from charities, that not only show areas of need but also the type of project that will have the greatest impact.

Focusing on underserved areas, the program will partner with local communities to align their needs with external investment opportunities.

In this way, we will work to break the cycle of poverty by providing people with the support to develop skills, improve mindset, find employment and live well.



The Molly Huggins Foundation will invest £75m in community impact projects and partners over the next decade



MTVH colleagues on Mount Snowdon



Molly Huggins Foundation launch, Wallington, London

Achievements during 2024/25

During its inaugural year, the Molly Huggins Foundation Board was formed, its business plan was developed and its fundraising priorities were shaped by our colleagues and residents.

Its very first fundraising activities have taken place, including a MTVH leadership hike to Mount Snowdon, Directorate Fundraising events and the first donations from corporate partners.

Plans for 2025/26

Next year, we look forward to developing our corporate sponsorship package with a clear link to Social Value expectations and outcomes, as well as our first major fundraising gala and the continuation of fundraising challenge events. ♦



“All the hard work becomes worthwhile when one actually sees the result in human happiness.”

Lady Molly Huggins, founder of Metropolitan Housing Trust

Demonstrating the social value we create

MTVH aims to enhance opportunities for residents by providing secure, affordable homes and focusing on community growth.

Over the past three years, we have partnered with Sonnet Advisory & Impact, a strategic consultancy working with organisations seeking to deliver economic, social or environmental impact, to assess the social value of our tenancies, which has revealed that the economic contributions of the social homes we provide extend far beyond traditional measures.

The latest assessment for 2023/24 reported a total social value of £718.9 million, with £450.1 million attributed to social value per tenancy and significant economic impacts from construction and maintenance.

Key contributions to other stakeholders included £124.94 million in savings to the NHS and a contribution of £174.28 million to the economy, highlighting the critical role social housing is playing in post-pandemic economic recovery.

The social value calculation used MTVH-specific data, including housing stock and resident profiling, to segment tenancies into Comfortable, Squeezed and Struggling profiles, enabling a nuanced understanding of social value.

Next year, we plan to revise the model to include data at individual tenancy level, addressing challenges in data collection and improving outcomes for residents.



Resident at Family Day, Clapham Park, London

These will include more proactive targeting of offers to residents in struggling communities, and the prioritisation of fundraising and funding for communities at risk of being left behind by government and charity investment.

Looking beyond our own social value assessment, this year we partnered with Sonnet Advisory & Impact and the Hyde Group to produce a new report: The Value of a Social Tenancy: Updating and developing the model in 2024, to help grow awareness of the importance of assessing social impact within affordable housing. ♦

New research shows the social value we're adding

A new report has found that the work we do to provide safe, secure and affordable homes to residents is also making a huge contribution to society.

Working with a group of leading social housing providers, MTVH has supported new independent academic research that shows the social homes we provide generate economic growth and save public services like the NHS millions of pounds a year.

In 2023/24 (latest data), our social homes delivered:

- **£124.94m** at least in savings to the NHS
- **£174.28m** at least in economic benefits
- **£53.77m** at least in savings to local councils

The 'Value of a social tenancy' model also shows we create £24,960 in value each year for every social rented home we provide; that's a total of £718.9m.



Volunteers Delores and Sita from Mama's Kitchen, Clapham Park, London

The new report, The value of a social tenancy: Updating and developing the model in 2024, calculates savings to the state and benefits to other public bodies, of someone living in social housing compared to someone living in temporary accommodation or poor-quality private accommodation.

The savings to the NHS, for example, are achieved since people living in social housing are less likely to visit their GP or A&E, because they tend to be healthier.

The report makes clear just how valuable social housing is, not only to the people who live in the homes we provide, but also to wider society. ♦

In 2023/24, our social homes delivered:

£124.9m
at least in savings to the NHS

£174.28m
at least in economic benefits

£53.77m
at least in savings to local councils



SO Resi One Nine Elms, London



Buyers at SO Resi Cambourne, Cambridge.

Increasing access to homeownership

SO Resi, our shared ownership brand, continues to offer an attractive option for people who want to own a home but find an outright purchase prohibitively expensive. Over the past year, we moved in 289 buyers across 14 MTVH schemes.

Recognising the need for buyers to be well informed about the purchase of their home, this year we launched a suite of new educational videos and other materials on our website, www.soresi.co.uk, to help homeowners better understand their responsibilities and what they can expect from us.

A series of educational events has also taken place in 28 schools at 11 locations to engage young people on issues of financial responsibility and homeownership through SO Resi – including general money management issues, monthly and

future budgeting, general savings, planning for deposit savings, associated costs with living away from home amongst others.

This year there was a strong focus on our One Nine Elms development, given its central London location, and we were particularly struck by the diversity of buyers at the scheme, which demonstrates how SO Resi is improving access to home ownership and that the scheme can work even in prime, zone one locations.

Demand for SO Resi remains strong across our operating area,

particularly in London and the south east, where house prices and required deposits are high.

SO Flexi, our rent-to-buy offer, has enjoyed a strong year, with our first three developments providing a platform for 58 people to start their journey to home ownership. Early savings reviews have also taken place for two of the schemes, with most on course to convert to home ownerships and five already having started the assessment process.

Next year, we are looking to deliver 230 SO Resi and 368 SO Flexi homes. ♦

CASE STUDY



SO RESI BRINGS HOMEOWNERSHIP INTO REACH FOR ONE YOUNG FAMILY

When one MTVH resident moved back to the UK from the Caribbean, she was uncertain when she would be able to afford her own property. At the time, she was expecting a child and about to embark on the next stage of her medical training as a junior doctor in the NHS.



Shared Ownership resident at SO Resi Oxshott, Surrey

Three years later, the resident's hard work finally paid off and she purchased her first home, a two-bedroom apartment at SO Resi Oxshott in Surrey.

Now a fully qualified doctor, she says: "Moving back to the UK during the pandemic was a major decision for me. With my partner still living abroad for work and a child on the way, it was difficult to build up a sizeable deposit for a home that would meet our needs.

At the time, we would have needed at least £35,000 for a deposit in our area on the open market, which would have been a really hard task." Whilst temporarily living with family, she continued to dream of a home of her own.

"Towards the end of the pandemic, I started looking at options within my financial reach. The concept of shared ownership kept coming up, so I added myself to an email notification about shared

ownership homes and eventually got an alert for SO Resi Oxshott.

When I went to see the apartment, I realised I couldn't miss this opportunity – I told SO Resi I wanted the property the next day and reserved it the following week."

"Shared ownership proved to be the perfect compromise for us," she adds. "I think about my friends living in fixer-uppers with all their money locked away in a huge deposit and feel very grateful both that I'm in a new build and also not mortgaged to the hilt."

She plans to increase ownership in her home over the years using the SO Resi Plus scheme, which allows homebuyers to increase their stake in the property each year with no legal fees attached. She adds: "I already know this home is a long-term investment for me and will be staircasing each year. My plan is to achieve at least 40% equity over the next few years." ♦

Creating a workforce that is more representative of the communities we serve

Our founding organisation was established to help marginalised communities without a voice - so today we champion diversity and inclusion with that same bold purpose.

The MTVH five-year strategy (2021-2026) makes clear reference to this ambition stating “we aim to have become a more diverse organisation from top to bottom and in all respects, reflecting the communities we serve.” Our work is guided by a Diversity and inclusion Strategic Plan (2025-27) with quarterly milestones and measurable outcomes to track progress.

In 2024-25 we exceeded our targets for senior roles held by both women and ethnically diverse colleagues. 50% of senior roles at MTVH are now held by women (against a target of 35%) and 23% of senior roles are

held by ethnically diverse colleagues (against a target of 20%).

For 2025-27, we have introduced ‘enhanced representation targets’ recognising the apparent “glass ceilings” that still exist in the case of gender and ethnicity for our defined senior populations in the organisation. We have introduced a new target of 26% of Senior Leaders (MTVH directors) to be women by 2027 (against 23% today) and 35% of “Head of and above” role holders to be ethnically diverse by the same year (against 30% today). These targets are based on average turnover rates, and if they

are achieved will narrow the gender and ethnicity representation gap at these levels of seniority between colleagues and our residents. 33% of MTVH residents define as “non-white” and across the country 49% of the population are women (ONS).

Our mean gender pay gap (the difference between men and women’s average pay within the organisation, regardless of role or seniority) has improved this year from 16.5% in 2023/24 to 14% in 2024/25. Our mean ethnicity pay gap (comparing the average of pay of white and non-white colleagues) has improved from 9.5% in 2023/24 to 8% in 2024/25.

In order to increase representation from under-represented groups and further close our pay gaps, we will be taking a number of actions in 2025/26. These include new inclusive recruitment training for managers; updating our exit interview process to invite feedback about discrimination; delivering specialist training for under-represented groups; and undertaking a review of core HR, talent and recruitment processes to ensure our approach is supportive of diversity in our workplace.

In the coming year we will also begin reporting against a greater range of



MTVH colleagues at Eid al-Fitr celebration, Farringdon, London



MTVH colleague Ada with residents at Faith Day, Chalkhill, London

diversity areas, primarily disability and socio-economic background. This will also ensure our reporting is in line with the proposed Equality Bill, which will introduce mandatory ethnicity and disability pay gap reporting and build on the existing Public Sector Equality Duty we already comply with as a social landlord. In the last year, we delivered in person Equality Impact Assessment training to 45 of our managers and will continue to impart this know-how to an increasing number of colleagues.

We enjoy a vibrant and inclusive culture where difference is celebrated.



In 2024-25 we exceeded our targets for senior roles held by both women and ethnically diverse colleagues

In our 2024 anonymised Colleague Engagement Survey, 95% of colleagues agreed with the statement that “our organisation provides support to under-represented groups” and 94% of colleagues agreed that “human difference is viewed as positive and a cause of celebration”.

This culture is supported by four Colleague Network Groups, which encompass disability, ethnicity, gender and LGBTQ+. Over the last year these Groups have held a range of meetings, webinars and activities across different themes and marked key cultural calendar dates including Black History Month, International Women’s and Men’s Days, LGBTQ+ History Month and the International Day for Disability.

As part of our Diversity and Inclusion strategic plan, we have an ambition for MTVH Colleague Network Groups to be consulted on 50% more policies with relevance to Diversity and Inclusion by 2027. We are also supporting our Network Groups to increase their membership and number of events held, by 10% year on year.

Our 2024-25 targets exceeded

50%
of senior roles at MTVH are now held by women (against a target of 35%)

23%
of senior roles are held by ethnically diverse colleagues (against a target of 20%)

This year, we were awarded the highest Certified Sustainability Label by Ritterwald, achieving “frontrunner” status in ESG which includes Diversity & Inclusion.

We are committed to continuing to support diversity and inclusion at MTVH. Not only because our founding mission is based on giving a voice to marginalised people, which remains our purpose today, but because greater diversity and inclusion leads to better decision making, helps to attract top talent and enhances our ability to deliver our vision: providing quality homes, successful communities and opportunities for people to thrive. ♦

Development and training of our team to support our residents' communities

MTVH is committed to empowering colleagues to help them to develop and thrive.

Our People and Organisational Development team bring out the best in our people and drive future efficiency, which is evidenced by clear indicators of a workforce that feels valued and engaged.

During 2024/25, voluntary staff turnover remained low at 10.2%; both long and short-term absence rates were at 1.6%, within our 2% target; and our colleague engagement score was 79%.

Training
This year we delivered 139 different courses with 6,122 training spaces filled. Courses covered a range of topics, such as raising awareness including Autism Awareness and Sharps Awareness; technical training including Working at Height, Moving and Handling of People and Safe use of Power Tools; and personal effectiveness training including Courageous Conversations and Telephone Negotiation Skills.

Dare to Believe and Lead, our talent development programme, was delivered to a further 12 Heads of Service over the past year. It focuses on two core components: job-related learning and personal and leadership growth. The programme provides senior MTVH colleagues with the knowledge and skills needed to develop into a well-rounded leader, and has our core equality, diversity and inclusion principles woven throughout.

In 2024, a further 83 managers completed our Management Development programme. A total of 183 managers are now equipped with the skills, behaviours and technical capabilities to bring out the best in the people within their services areas for the benefit of MTVH residents.



MTVH colleagues Joanne and Jessica at Motorpoint Arena Job Fair, Nottingham



Women in Construction event, Lambeth, London

Our Skills for Care approved development programme has also proved to be a huge success, with positive colleague feedback and further cohorts planned for the coming year.

We have placed significant focus on reviewing, updating and driving completion across our role-specific training framework to ensure colleagues are operating safely and effectively. We started the year at 78.1% and ended at 92.4%, an increase of 14.3%.

Our more experienced colleagues have continued to share their knowledge and expertise through our in-house mentoring programme, which matched 42 mentoring pairs in 2024/25. One mentee commented: "I have found it extremely useful to talk through and 'unpack' specific challenges or scenarios – my mentor has helped me see different perspectives which I've then been able to apply in real life."



Some of our achievements for 2024/25

6,122 training spaces filled



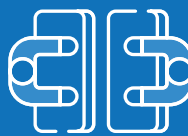
139 different courses delivered this year



83 managers completed our Management Development Programme



42 mentoring pairs matched



103 participants in our apprenticeship programme





MTVH colleague Helen volunteering at Nottingham, Nottinghamshire

Our apprenticeship programme continues to be popular, with 103 participants this year and 28 colleagues gaining qualifications in Housing and Property Management, Adult Care and Property Maintenance.

Work experience is part of our early careers’ initiative and this year saw the completion of 24 placements, giving colleagues the opportunity to gain practical skills, build their professional network and explore career options.

Volunteering is an important way for colleagues to give back to the communities we serve. To enable this, all MTVH colleagues have 2 days paid volunteering leave per year. In 2024/25, 171 MTVH volunteers supported projects such as winter campaigns, food banks and work with young people.

Recruitment

Our recruitment team utilises various ways of attracting new colleagues to MTVH. In 2024/25 we worked with our social value team in local communities, attracted talent via social media and jobs platforms, and attended job fairs.

Over the last 12 months we filled 566 new vacancies, including permanent roles, fixed-term contracts, internal secondments and on call staff to help us continue delivering a reliable service to residents.

Several internal policies have also been refreshed to ensure we embrace changes within employment legislation, such as the Employment Rights Bill 2024, and continue supporting the wellbeing and success of all our colleagues.

Wellbeing

To continue with our focus on wellbeing, colleagues across MTVH attended a number of initiatives throughout the year. This included webinars on topics to support physical, financial, social and mental wellbeing, as well as ‘fruit drop days’ across all our main offices to highlight the importance of healthy eating and how it affects our mood and productivity.



MTVH colleagues Emma and Tanaka at Farringdon, London

A new Mental Health at MTVH programme was developed this year to help increase general awareness about mental health challenges amongst colleagues. Specific training is now available for managers on their role in supporting colleagues experiencing mental health related difficulties, while mental health ambassadors have been established across the business to act as local support and to help with signposting.

In the summer of 2024, many of us were deeply affected by the rioting and social disorder which happened throughout the country. During colleague listening sessions in August 2024, we organised drop-in sessions with counsellors via our Employee Assistance Programme.

In 2024/25, 171 MTVH volunteers supported projects such as winter campaigns, food banks and work with young people

Looking ahead

To help us understand what’s working well at MTVH and what we can do better, an engagement survey was circulated to all colleagues at the end of 2024.

The responses were positive overall, indicating good levels of colleague engagement, and the recommendations and actionable insights will be used to shape our programme for 2025/2026. ♦



Chief financial officer's review

Key highlights this year were:

- ➡ **S&P credit rating retained at A- (Stable).**
- ➡ **Revenue up 8% at £457m (2024: £423m)**
- ➡ **Underlying operating surplus up 17% at £148.2m (2024: £126.6m)**
- ➡ **Underlying operating margin up 2.6% at 32.7% (2024: 30.1%)**
- ➡ **Operating surplus before finance costs £135.5m (2024: £16.8m)**
- ➡ **Surplus before tax £47.8m (2024: Loss before tax of £80.2m)**
- ➡ **Net debt increased to £2.2bn (2024: £1.9bn) with an increase in gearing to 40% (2024:37%).**
- ➡ **£723m of available liquidity and over £400m of security ready to allocate to new funding. Total available security of £1.3bn.**
- ➡ **Strong cash generation from operating activities of £202m (2024: £248m).**

Overview

Total Group turnover was up 8% at £457m (2024: £423m) driven largely by the statutory rent increase of 7.7%. The Group's Social Housing letting income was £377m (2024: £351m), an overall rise of 7.4% year on year. Revenues from our other operations, including Care & Support and the market rent portfolio were stable at £40m (2024: £40m), owing mainly to development agency services growth offset by a withdrawal from some of our Care & Support activity.

Total revenue from home sales was £37m (2024: £30m). In respect of the first tranche share of shared ownership units, we recorded revenue of £37m in the year (2024: £28m). We sold 289 first tranche units (2024: 279 units) achieving a surplus of £10.1m at 27% (2024: £4.0m at 14%). The first tranche share averaged 29% (2024: 31%)

on an average total selling price of £451k (2024: £327k) per unit.

Operating surplus before exceptional costs for the year was £148.2m (2024: £126.6m), up 17%. Underlying Operating expenses exclude one-off costs relating to our fire remediation programme. Underlying Operating expenses (stripping out fire safety costs) were up 3% at £328m (2024: £319m). Key to this increase was the general pay rise of 5%, general inflation on contractor costs along with continued increased investment in our repairs and compliance solution. Operating expenses in the year benefitted from the reversal of £8.6m of impairment costs charged in prior years but now not required. Customer safety remains our top priority; non-recurring fire safety costs were expensed in the year amounting to £12.7m (2024: £109.8m expensed).

Net Property-related operating expenses rose by 16% to £10.4m. This reflects the impact of additional fire safety compliance costs in the year due to the requirement to complete fire risk assessments on all blocks in the year. We also increased our spend year on year on decarbonisation works and damp and mould. Development services performed well in the year with surpluses increasing across each of the key streams; first tranche sales, staircasing and redemptions. Customer services net income benefitted from the rent increase of 7.7% in FY24/25, while the year on year increase in operating expenses was limited to 6.5%.

MTVH is one of the largest providers in the sector of Shared Ownership and Rent to Buy homes (administered through our 'SO Resi' and 'SO Flexi' brands) as well as Homebuy loans. These tenure options remain core to our affordable home solutions. During the year we completed 321 staircasing transactions which delivered £12.3m of operating surplus at a 31% margin (2024: £10.3m at 33% from 263 completions). In addition, we completed 184 Homebuy loan redemption transactions, achieving £5.1m of operating surplus at a 39% margin (2024: £5.0m at a 41% margin from 150 completions). During the year we also sold 112 properties as part of our Strategic

Segmental analysis (Excluding Non-recurring Activities)

	2025 Turnover £m	2025 Operating surplus £m	2024 Turnover £m	2024 Operating surplus £m
Property	39.1	(10.4)	29.9	(9.0)
Development	119.3	71.5	73.3	46.4
Customer Services	404.9	152.6	378.9	142.1
Central Services, non-recurring & consolidated adjustments	(109.6)	(65.5)	(61.6)	(52.9)
	453.7	148.2	420.5	126.6

Asset Management programme, which generated £19.1m surplus (2024:112 homes generating a £24.4m surplus).

The Group recorded a surplus after tax of £48m (2024: loss of £80m) after net interest costs of £91m (2024: £90m). Other comprehensive income includes a credit of £9m (2024: charge of £15m) in respect of our defined benefit pension obligations, and a £10m credit (2024: £3m credit) in respect of the movement in fair value of the Group's financial hedging derivatives.

The accounting deficit on our defined benefit pension schemes (as shown in note 23) has decreased by £13m in the year to £19m, largely due to the effect of a higher discount rate being applied to scheme liabilities. The funding level of the main MTVH scheme on a Technical Provisions basis stands at 87% (up from 82% last year).

Finance costs

External interest receivable amounted to £5m (2024: £8m) and total interest payable was £96m (2024: £98m). Around 19% (2024: 13%) of the group's debt is subject to interest rate fluctuations, which serves to restrict the volatility of our interest charge in times of rising interest rates.

Taxation and Tax Contribution

The tax account for the year showed a £nil charge of the year (2024: £nil). Surpluses from the core rental business are exempt from tax as the Group has charitable status. Generally, where activities are taxable, they are undertaken by subsidiaries who gift aid the surplus to the Group, and the Group invests these tax savings to subsidise the development of affordable homes. Gift Aid payments in the year were £9m (2024: £12m).



MTVH is a very significant contributor to the UK Treasury. The total contributions were approximately £69m (2024: £65m). Our total tax contribution is set out below:

Our total tax contribution is set out below:

	2024/25 £m	2023/24 £m
VAT	32.5	30.0
Employers NI	9.7	8.9
IPT	1.4	1.2
Other (SDLT etc)	2.4	3.2
Direct taxes paid	46.0	43.3
Taxes collected on behalf of others:		
Employees' PAYE	15.5	13.6
Employees' NI	4.2	5.6
VAT collected from customers	2.7	2.5
Other	0.4	0.2
Total taxes collected by MHT	22.8	21.9
Total taxes paid to HMRC	68.8	65.2

Cash generation and utilisation

Net inflow from loan drawings less debt repayments totalled £297m (2024: net outflow of £28m). Group gearing ended the year at 40% on an historic cost of property basis (2024: 37%) and EBITDA interest cover was 2.0 times (2024: 1.8 times). MHT gearing ended the year at 39% on an historic cost of property basis (2024: 36%) and EBITDA interest cover was 1.9 times (2024: 2.0 times).

Balance sheet

The net book value of housing assets was £5.2bn (2024: £4.9bn), with £43m (2024: £40m) of depreciation charged in the year, reflecting the increased levels of investment in our estate. This figure includes assets under construction at 31 March

2025 of £652m (2024: £419m). Development work in progress (WIP) was £47m (2024: £55m) reflecting our investment in assets held for sale, mostly the first tranche element of Shared Ownership properties. Short and long term creditors are £3.1bn (2024: £2.7bn), including £2.1bn of borrowings (2024: £1.9bn) and £123m (2024: £170m) of housing grant repayable. The Group pension schemes' accounting deficit stands at £19m (2024: £31m).

Funding and Treasury

As at 31 March 2025, MTVH had net debt of £2.2bn (2024: £1.9bn) which included £33m of unrestricted cash (2024: £39m). MHT had net debt of £2.1bn (2024: £1.8bn) which included £27m of unrestricted

cash (2024: £35m). We define net debt as debt less cash available to repay lenders. 81% (2024: 87%) of the loan book was fixed at rates of interest ranging from 1.88% to 11.3%, with the remainder at floating rates of interest. Our weighted average cost of debt was 4.7% (2024: 4.8%).

MTVH's S&P Global credit rating remained at A- (stable outlook) although the Fitch rating reduced to A- (stable) from A (negative). As outlined in our Environmental, Social and Governance statement on page 56, we continue to make good progress against our updated suite of 37 sustainability goals. MTVH was an early adopter of the Sustainability Reporting Standards (SRS) and we continue to report on this basis.

As at 31 March 2025 the Group and MHT had committed undrawn facilities of £690m (2024: £807m), which are fully secured and available at 48 hours' notice, in addition to cash and short-term investment balances, totalling £88m (2024: £93m) MHT totalling £74m (2024: £82m). Cash is invested at average returns of 4.5% (2024: 5.1%). The Group remains well funded and has sufficient resources and available security to meet the requirements of its future development plans and fire remediation programme.

Managing treasury risk

Treasury risk management is a key and complex area of financial control and is included here separately from the report of the Board and the statement on internal controls.

Governance and control

MTVH operates a central treasury function under a Director of Corporate Finance who reports to the Chief Financial Officer. Oversight is provided by a Treasury Committee of experienced and qualified non-executives as well as an independent committee member who report, in turn, to the main Board. The activities of the Treasury function are governed by a Treasury Policy and Strategy which are approved each year by the Treasury Committee and Board. The policy is largely based on the CIPFA (Code of Practice for Housing Associations) as well as any Treasury Management Policy Statements and good practice notes issued by the Regulator of Social Housing (RSH).

A risk-based approach is adopted with the overriding objective of managing risk in line with the Board's risk appetite. Risks are regularly assessed and recorded in the Finance risk register, which forms part of the Group's risk register.

Loans and credit structure: maturity risk

The Group's borrowings are funded from a number of sources. This includes long-term loans and bonds. All borrowing is denominated in Sterling; the Group has no foreign exchange exposures.

MTVH has £645m (2024: £398m) of loans maturing in the next five years which represents 29% (2024: 21%) of our total drawn loans. MHT has £594m (2024: £378m) of loans maturing in the next five years which represents 28% (2024: 21%) of its total drawn loans.

The funding sources are split as follows:

% of total	2024/25 Group	2024/25 MHT	2023/24 Group	2023/24 MHT
Banks and building societies	62%	64%	56%	57%
Capital Markets	36%	36%	41%	41%
Local Authorities/Other	2%	0%	3%	2%

Interest rate risk

The Group has entered into a number of hedging contracts in order to mitigate the risks on interest cost volatility arising from its floating rate debt and RPI-based cash flows. At 31 March 2025 81% (2024: 87%) of the Group's and MHT's total debt cost was hedged either by fixed rate loans, floating-fixed swaps or index-linked arrangements. The Group and MHT has a target of keeping the fixed proportion of the debt book between 65% and 85%, but the Committee approved moving outside the upper limit to provide greater budget certainty.

As detailed in note 30 to these accounts, MTVH has £469m (2024: £170m), MHT has £439m (2024: 139m) nominal value of ISDA swaps which hedge interest costs at rates between 4% and 6%. The mark to market exposure is monitored closely and collateralised with a mixture of cash and property assets where required.

Counterparty risk

Surplus cash is invested with approved banks and counterparties with the priority on the preservation of capital rather than on maximising returns. The treasury policy requires that the maximum deposit exposure to any one counterparty is £25m.

Covenant compliance

Loan covenants are based primarily on interest cover and gearing ratios. Covenant ratios are monitored monthly and reported to the Board. Quarterly performance information is provided to our lenders, and we issue regular RNS trading updates and results announcements to bond investors. We hold regular meetings to update our lenders including annual group meetings and we provide covenant certification as part of the annual audit process. 2025 is the second financial year of the 5 year 'carve-out' period with lenders, allowing MHT to exclude certain Fire Safety costs from our interest cover covenant test.

Liquidity risk

We prepare monthly and quarterly cash flow re-forecasts, and we also carry out a budget and long-range forecasting exercise at least annually which ensures we can operate well within our safe limits for covenant tests, even under highly adverse changes in performance and market conditions.

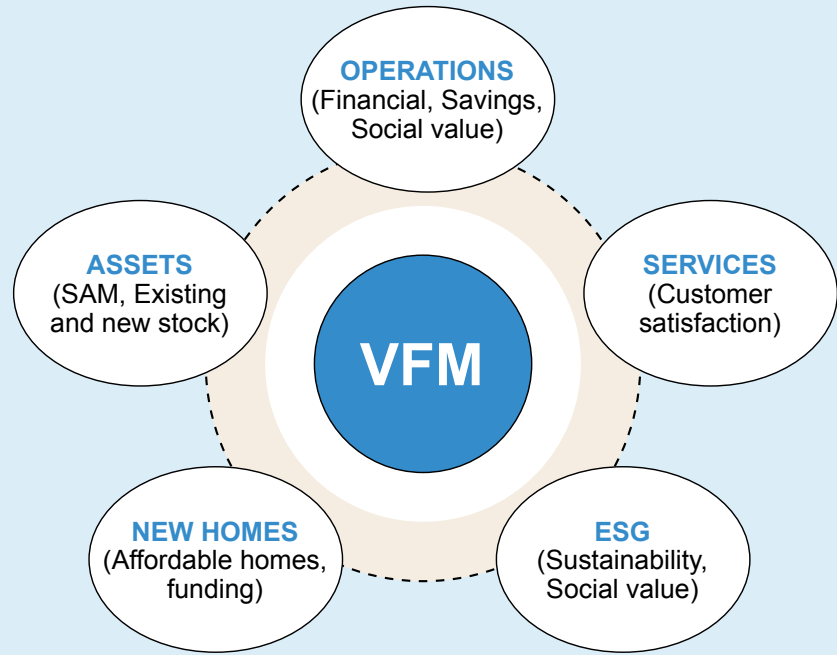
Short-term surplus cash balances are placed on deposit for terms of not more than 364 days, with a number of approved counterparties. Cash balances held are sufficient to fund short-term working capital requirements. ♦

The MTVH approach to value for money

The Board of MTVH has overall responsibility for ensuring that value for money (VFM) is embedded and an integral element of the organisation. Being efficient, effective and economical is acutely important, to enable us to deliver our vision of serving people better every day. VFM is a culture and mind-set that is a standard consideration for every Board, committee and executive decision to direct resources to residents in the optimal manner and enabling them, and the communities in which they reside, to live well.

The 2024/25 financial year saw a continuing challenging financial backdrop, with competing priorities on resource allocation. Through our financial resilience, we continue to invest in service delivery while supporting our residents to ensure they are listened to and treated with fairness and respect. Our fire remediation programme is also progressing within the parameters of the agreed lender covenant carve-out.

Key elements of VFM approach



Governance

VFM implementation is overseen by MTVH's Executive Management Team and Board, who determine strategy and investment priorities and monitor progress against published plans and targets. The Board ensures compliance with regulatory standards. The

oversight of VFM is also supported through the responsibility of various Board sub-committees, including the Development, Property and Customer Services Committees (CSC). This provides an added layer of scrutiny and accountability for customer-related issues where VFM is a key driver.



MTVH Executive Team

Budget/Corporate planning

VFM is firmly entrenched in the 2025/26 budget and Corporate Plan and includes both cost optimisation and revenue growth targets, to generate efficiency across the organisation and remain agile to respond to sector challenges and opportunities.

Performance tracking

A suite of KPIs/metrics are analysed and reported on at all levels of the organisation, to drive performance and identify areas for greater efficiency. This also includes a range of non-financial targets, which provide an enhanced assessment of VFM delivery in future.

Asset returns and efficiency

The Asset Appraisal Model (AAM) which measures both the Strategic Value and Net Present Value of individual assets, blocks and estates within our portfolio has been further refined to include a wider range of measures. This ensures that assets can be graded based on their relative performance to help support strategic decision making. The process of individual asset review to identify whether investment, other intervention, disposal or regeneration best meets organisational objectives has been embedded in the review of all void properties and broader portfolio reviews including Care and Support, Street Properties and Blocks over 11m. The reviews take place with engagement across the operational teams with recommendations reviewed by a focussed Asset Review Group and the Executive Team.

Customer Experience

In line with the customer experience and technology strategies, our digital work to date has focussed on the customer facing elements of our transactional services. Customers are more willing to engage with us through digital channels and their expectations are now higher than ever. MTVH Online provides an improved user experience for customers and staff transacting and creating service requests online. Enabling customers to self-serve for high volume requests will potentially reduce demand on service teams and free up their time to work on more complex services. A full roadmap is in place, including linking into Salesforce CRM to provide a streamlined customer journey. We are also introducing SC Pro, an application that will simplify service charge statements and make them more accessible to customers. →

Corporate Plan

The Corporate Plan sets out the plans for key projects with improvements to our systems, processes and structure helping to further enhance the customer experience across all touchpoints. Underlying this is the desire to realise efficiencies and synergies to shape the long-term VFM agenda. MTVH has responded to the cost-of-living crisis by providing proactive support to both residents and colleagues, whilst navigating delivery against the Corporate Plan to progress the strategic priorities of the organisation. We continue to develop our digital offer and take up has increased. The number of transactions remains high, and we have exceeded the target set for active users this year.

Community Impact

Our Community Impact strategy continues to deliver a strong financial impact on residents and the business. £3.4m (2023/24 £3.0m) of financial improvement delivered for residents following MTVH support (target: £2.5m) and 5,264 residents provided with support for additional needs. We seek the best possible value for money for our customers whenever we buy goods or services, in the face of increasing costs, and 2,600 social value points have been created in the MTVH supply chain, a key element of our sustainability strategy.

MTVH provided support to customers where most required, to both aid residents and preserve the financial capacity of MTVH. Total

arrears are at 4.9% (5.20% target) at year-end, and the full Tenant Welfare Fund was increased to £850k.

As noted earlier in this report, we have integrated our Migration Foundation into the new Molly Huggins Foundation which has full charitable status and will enable us to apply for funds from large donors and organisations e.g. the National Lottery and ramp up the community impact work we deliver and support further. We will prioritise places that lack funding and work with local people to connect their experiences with external investment.

For the third consecutive year, we have partnered with Sonnet Advisory & Impact to apply their assessment model. This is combined

Reporting performance

Three key (budget) targets were given prominence at Board and executive level to monitor our performance in maintaining VFM by serving our customers, building new homes and operating efficiently as follows:

Table1:

	2024/25 Actual	2024/25 Target	2023/24 Actual	2023/24 Target	2022/23 Actual	2022/23 Target
Operating Margin	29.7%	28.6%	4.0%*	30.2%	28%	35.2%
New Homes (inc JVs)	544	533	892	887	657	664
Customer Satisfaction	67%	70%	70%	72%	71%	75%

Operating margin of 4.0% includes the impact of one-off/non-recurring items. “Adjusted operating margin” for FY24 stands at 30.1%



MTVH colleagues Mel and Pav at Amber House, Bracknell

- with data and informed assumptions about MTVH tenancies, including LSOA (neighbourhood) level stock profiles, rent arrear levels, tenant profiling data, ASB data, socio-economic datasets, the community strength index, and average public, trust, and charitable spend. This research quantifies the economic contribution and savings to public sector organisations generated by MTVH social tenancies. The model has previously been used by similar types of housing associations and is a proven and transparent way of measuring social value.

• **Social Value Calculation**
The assessment utilises MTVH-specific data, including stock and resident profiling, to segment tenancies into Comfortable, Squeezed, and Stressed profiles, enabling a nuanced understanding of social value.
- **Recent Findings**
The latest assessment for 2023/24 reported a total social value of £718.9 million, with £450.1 million attributed to social value per tenancy and significant economic impacts from construction and maintenance.

• **Stakeholder Contributions**
Key contributions to stakeholders included £124.94 million to the NHS and £174.28 million to the economy, highlighting the critical role of social housing in economic recovery post-pandemic.

• **Future Directions**
For 2025/26 MTVH plans to revise the VOST model to assess data at the individual tenancy level, addressing challenges in data collection while aiming for improved outcomes.
- **Operating margin at 29.7%** is 1.1% above the budget target, driven by improved performance across a number of areas as outlined in the CFO section. Operating margin is expected to remain stable into FY26 at 31.2%.

• **New homes delivery (incl. JVs)** at 544 beat the target by 11 homes.

• **Customer Satisfaction**
The overall satisfaction level of 68% (Rented 12m rolling) is below the target of 70%. Customer satisfaction remains a challenge across the sector, and while we remain below our target of 70%, this will be a primary focus for the Board in FY26.

Internal targets are supplemented by other strategic indicators deemed appropriate to assess the overall effectiveness of VFM. →

KPIs and Strategic Indicators	2024/25 Target	2024/25 Performance	2025/26 Target
Development Strategy			
Number of new homes (incl.JVs)	533	544	1,242
New contractual commitments (units)	1,000	915	1,000
Unsold stock value over 90 days	£20m	£8.4m	£20m
Customer Experience Strategy			
Overall customer rented satisfaction	70%	68%	70%
% of customer complaints responded to within HOS code compliance (stage 1)	95%	98.6%	97%
Satisfaction with new home (Shared ownership)	85%	87%	85%
Average re-let times for all social rented dwellings (Days)	28	48	35
Tenant arrears	5.2%	4.9%	5.2%
Property compliance			
Properties with a valid gas safety certificate	99.5%	100%	100%
Managed Blocks with a fire risk assessment	99.5%	100%	100%
Managed blocks with a valid electrical safety EICR certificate	99.5%	100%	100%
Properties with an EPC rating of C or above	85%	81.7%	100%
Lifts serviced within 12 months **	99.5%	100%	100%
MTVH Way			
Operating Margin*	28.6%	31.2%	31.2%
Colleague absence rate (short term, 12 month rolling)	2%	1.6%	1.6%
Colleague voluntary turnover (perm, 12 month rolling)	15%	10.2%	13%
% colleague engagement	82%	79%	80%

Development

We plan to create 11,396 homes over the next 10 years, delivering social value by delivering the affordable housing the country requires. This is evidenced by the investment of £419m in the development of new homes. The Board continues to review the group's commercial assets within the group and opportunities to realise value through asset disposals in conjunction with the Strategic Asset Management Plan and emerging Investment

Strategy, which will provide a clearer basis for the retention, regeneration or disposal of our property portfolio going forwards. Our annual Treasury strategy is designed to maintain a diverse and balanced loan book that efficiently funds the operational and growth capital of the business in line with our overall risk appetite.

Customer Experience

In line with the customer experience and technology strategies, our digital work to date has focussed on the

customer facing elements of our transactional services. Customers are more willing to engage with us through digital channels and their expectations are now higher than ever. MTVH Online provides an improved user experience for customers and staff transacting and creating service requests online. Enabling customers to self-serve for high volume requests will potentially reduce demand on service teams and free up their time to work on more complex

services. The level of active users has reached 47% against the target of 42% for 2023, with 90% payment processes via MTVH online. A full roadmap is in place, including linking into Salesforce CRM to provide a streamlined customer journey.

A key milestone in our journey has been to build our own digital capability. We now have a multi-disciplinary digital team, made up of product managers, developers, designers and researchers. More importantly, we have the skills and knowledge that will enable us to become a digitally agile organisation which is more responsive to the needs of our customers.

We drive performance across a range of measures to be effective and value driven. Performance for re-lets at an average of 48 days for the year, remains significantly above the target of 28-day target, and is reflective of the increased number of voids the business has witnessed and isolated issues with subcontractor performance. This is an area of heightened focus and renewed collaborative working to review and optimise the “key to key” process so that we can identify opportunities for improvement. Total Year to Date tenant arrears ended the year at 4.9%, below the target of 5.2%. This is a positive result against the backdrop of intensifying external pressures for residents, with homeowner arrears ended at 4.5% which is below the target of 5.0%. Our target of right first-time repairs reached 86.3%, above the target of 85%, reflecting consistent and improved performance throughout

the year. While we did not hit our targets in FY25 for moving our estates towards full EPC C rating we are satisfied that our plans will see us achieve full compliance before the 2030 deadline.

Property compliance

The level of total spend on the existing estate of £165m (2024: £149m), which includes planned component replacements programme of £48m (2024: £33m), is reflective of the challenging financial environment that housing associations face.

Consistent progress has been made in property compliance throughout the year, achieving levels in line with the targets.

MTVH Way

Significant people and organisational development highlights have been achieved in the year to drive future operating efficiencies and create a people powered organisation underpinned by the MTVH way. This is evidenced by the 1.6% staff absence rate achieved for the year, within the target of 2%.

Colleague engagement is of paramount importance, and we intend to report on this going forward, to align with service delivery for our customers. Using scores from our Colleague Engagement Survey we attained a 79% colleague engagement score in 24/25, which is marginally below target but not altogether unexpected due to the broader range of survey questions this year.

ESG

As Environmental, Social and Governance (ESG) reporting increasingly becomes a key driver for investors and stakeholders, we are developing our reporting against key metrics and most notably the Sustainability Reporting Standard (“SRS”). This will provide access to wider funding opportunities and ensure goal congruence between ESG, VFM and social value initiatives.

The implementation of the MTVH sustainability strategy, coupled with the adoption of a sustainable financing framework, demonstrates the long-term VFM commitment to deliver fair, affordable and sustainable housing for future generations to enjoy. MTVH has an innovative approach to sustainability for the housing sector. Suppliers are required to provide details of their approach in the delivery of MTVH’s requirements with initiatives and practices to reduce environmental impacts in key areas such as carbon footprint, water, energy use and waste.

MTVH’s commitment to sustainable procurement is highlighted by a Sustainable Procurement Policy, which outlines several key guiding principles. These principles are understood and adhered to by MTVH colleagues and increasingly so by MTVH’s suppliers, stakeholders, and other interested parties. The policy provides a framework for how MTVH will procure at different values, ranging from a sustainable impact level of 1 to 5, requiring different information from suppliers, as well as different monitoring and audit →

requirements.

Through our robust procurement processes, and with regular project updates being communicated via our monthly newsletter, we continue to demonstrate the ongoing commitment to achieving value for money for our customers, while driving efficiencies and reducing its

negative impact on environment and communities. From 24th February 2025, a New Procurement regime has come into force. The new transparency obligations will require a step-change to how we manage contracts and suppliers, which in turn should offer opportunities for further cost savings and efficiencies. A robust Supplier Relationship &

Contract Management strategy is also in progress to ensure we focus our time and energy on our most important suppliers & contracts.

Regulator of Social Housing (RSH) VFM metrics

Our 2024/25 performance on the regulator’s VFM metrics and against the 2024 G15 benchmark is reported below:

	Based on RSH guidance published June 2025	MTVH 2025	MTVH 2024	G15 Median 2024	MTVH 2023	MTVH 2022
Investment Driven	Reinvestment %	8.7%	6.6%	6.0%	4.4%	3.9%
	New supply delivered % (Social housing units)	1.1%	1.9%	1.1%	1.1%	0.7%
	New supply delivered % (Non-social housing units)	0%	0.0%	0.1%	0.3%	0.7%
	Gearing	40.5%	37.1%	47.0%	36.9%	38.0%
Efficiency and Economy Driven	EBITDA MRI interest cover	92.9%	90.4%	79.6%	105.6%	114.9%
	Headline social housing cost per unit (£)	6,581	5,820	6,844	5,142	5,191
	Operating margin (SHL only)	27.1%	27.4%	23.0%	26.7%	29.3%
	Operating margin (overall)	21.8%	18.2%	17.0%	19.4%	23.5%
	ROCE	2.8%	2.5%	1.9%	2.4%	2.8%

Investment Driven

● **Reinvestment:** This metric looks at the investment in properties (existing stock as well as new supply) as a percentage of the value of total properties held. Reinvestment of 8.7% is above the G15 median for FY24, reflecting the uptick in investment following the pause in development activity during, and after, the COVID-19 pandemic, higher planned and fire remediation investment.

● **New supply delivered % (social and non-social):** These metrics set out the number of new units (social or non-social) that have been acquired or developed in the year as a proportion of the total units owned at period end. This remains in line with the G15 median, with the reduction year-on-year in line with the updated development pipeline.

● **Gearing:** This metric measures net loans (including finance lease obligations) as a percentage of the value of housing properties. We remain well below the G15 median at 40.5%, although this is expected to rise as we deliver our development and wider business plan commitments.

Efficiency and economy metrics are driven by the I&E account (including capitalised repairs spend for EBITDA MRI and Headline Social Housing Cost). They have broadly the same drivers and reflect the same trends. The FY2024/25 results across these metrics illustrate the continued investment we make in our existing stock and communities, and the increasing pressure on the allocation of our resources. Projection across these metrics illustrate the continued investment we make in our residents and communities, and the increasing pressure on the allocation of our resources. Despite the headline social housing cost per unit increasing from £5,820 to £6,581 per unit it remains below the G15 median of £6,844.

● **EBITDA MRI:** This measures the level of operating surplus (including expenditure on capitalised major repairs and excluding depreciation and amortisation) compared to total interest payable. It also includes profits on first tranche and outright sales, which can be more volatile. Note this is not our covenant test but a group entity, accounting–driven, ratio. This metric for FY24 compares favourably to the G15 median, highlighting the resilience and capacity in the financial plan to deal with a potential range of adverse stress scenarios.

● **Headline social housing cost** per unit assesses the costs that MTVH incurs to manage social housing properties divided by the number of units managed by the Association. This is a key metric

	Based on RSH guidance published June 2025	MTVH 2025	MTVH 2026	MTVH 2027	MTVH 2028
Investment Driven	Reinvestment %	8.7%	6.5%	8.2%	8.0%
	New supply delivered % (Social housing units)	1.1%	2.1%	1.7%	2.8%
	New supply delivered % (Non-social housing units)	0.0%	0.0%	0.0%	0.0%
	Gearing	40.5%	44.4%	46.1%	47.9%
Efficiency and Economy Driven	EBITDA MRI interest cover	92.9%	85.6%	92.9%	89.8%
	Headline social housing cost per unit (£)	6,581	6,526	6,912	7,085
	Operating margin (SHL only)	27.1%	26.2%	28.7%	30.8%
	Operating margin (overall)	21.8%	21.0%	23.8%	25.3%
	ROCE	2.8%	2.6%	3.3%	3.0%

to measure regional performance since it very largely reflects their controllable costs and efficiency. At £6,581 for FY25 we are circa 3.8% below the G15 median.

● **Social Housing operating margin:** This measures the profitability of social housing lettings (SHL) activity, based on surplus on SHL income as a percentage of SHL turnover. At 27.1% margin we are higher than the G15 average, and continue to be a top performer.

● **Operating margin:** This measures the profitability of operating assets as a percentage of turnover. Note that the RSH excludes surplus on disposal of fixed assets (i.e. staircasing) from the calculation. Like EBITDA MRI, this is therefore very much affected by the volume and profitability of first tranche sales and outright sales. We have witnessed an increase from 18.2% to 21.8% year-on-year, reflective of the increased first tranche sales in the year.

● **Return on capital employed (ROCE):** This metric compares operating surplus to total assets less current liabilities and is used to assess the efficient investment of capital resources. The 2.8% compares favourably to the G15 median of 1.9%.

In terms of the VFM metrics for FY26-FY28 the table above outlines future trajectory in line with the latest business plan. Reinvestment averages 7.6% over the next three years, which is above the G15 median. EBITDA MRI interest cover is stable at 89.4%, in line with our commitment to maximise investment in existing stock and new social housing. Operating margin is projected to average 23.4% over FY26-F28, again demonstrating stable performance above the latest G15 median. ♦

Environmental, Social and Governance Statement

Environmental, Social and Governance (ESG) reporting is an important requirement for investors and other stakeholders. A separate Environment and Social Value statement is not required for the MHT group as the parent is incorporated under the CCBA 2014. This statement has been included here as it applies to group entities that are incorporated under CA2006.

To help us focus on what is most important for MTVH, we continue to report against the Sustainability Reporting Standards (SRS) and Use of Proceeds (UoP) Report requirements. In addition, we have developed an internal suite of KPIs, used to support Sustainability Linked Loans (SLL) ensuring alignment between our funding and our ESG, Value for Money and social value goals.

Our long-term commitment to delivering fair, affordable and sustainable housing for future generations is strengthened by our Corporate Sustainability Strategy (see below), coupled with the adoption of a sustainable financing framework. MTVH has an innovative approach to sustainability. Suppliers are required to provide details of their approach and how they comply with our Sustainable Procurement Policy, particularly in key areas such as carbon footprint, water, energy use and waste.

The policy provides a framework for how MTVH will procure, using a sustainable impact range of 1 to 5 for each procurement event, requiring different information from suppliers including details of monitoring and auditing. The information from suppliers is used to assess their sustainability maturity to help us identify opportunities to improve.

Our ongoing commitment to sustainability

We are now over half-way through our five-year strategy and our priority continues to be on becoming a more sustainable and transparent organisation. Our reports disclose our sustainability performance in a format that can be compared to our peers in the social housing sector, demonstrating our progress and providing a foundation on which we can make further improvements against the three ESG criteria, aligned to specific United Nations Sustainable Development Goals.

Recognition for our ESG performance

We continue to be awarded the prestigious Ritterwald Sustainable Housing Accreditation and in 2024, were upgraded to Frontrunner for all Environmental, Social and Governance criteria, making us the first English housing association to achieve this key milestone.

Streamlined Energy and Carbon Reporting ('SECR')

This report summarises the energy usage, associated emissions, energy efficiency actions and energy for MTVH. . Our SECR report for 2024/25 can be found on page 60.



MTVH colleagues at East Leake, Nottinghamshire

Our Corporate Sustainability Strategy and supporting Action Plan

MTVH aims to become a Net Zero organisation by 2050 and our Corporate Sustainability Strategy, 'Our Sustainable Future', is supported by our 2030 Action Plan. This year, the 2030 Action Plan has undergone a series of structured reviews across all Directorates to analyse intentions, content and deliverables. We also took the opportunity to review the plan against our organisational strategies and Sustainable Reporting Standards, to ensure we continue to meet requirements, improve our data and ensure compliance with regulatory changes.

Through this process, we have introduced 13 new objectives to address emerging sustainability requirements and opportunities. In addition, 24 existing objectives have been updated with new targets, ensuring our goals remain ambitious and relevant. To streamline our focus and efforts, we have removed 26 objectives that are either no longer relevant or have become standard practice within our operations. We are now continuing to work on these 37 objectives to make MTVH a more sustainable organisation.

The MTVH Sustainability Committee

Comprising of senior leaders from across MTVH and the Board Sustainability Champion, the MTVH Sustainability Committee meets regularly to address sustainability challenges, ensure we continue to push ourselves to hit our targets, and that our targets remain relevant. Any targets that have been achieved will be replaced, or new targets will be introduced based on current requirements →

Through the 2030 Action Plan review, the Sustainability Committee identified the following key themes, which comprise our Tier 1 objectives:

Carbon Reduction

1 Net-Zero Operational Carbon for all schemes

Our new target is to achieve Net-Zero for all schemes by 2030 and we will be working towards this in partnership with our strategic and preferred suppliers. As part of this, we are transitioning toward the use of air-source heat pumps and targeting no gas for all new schemes going to planning.

2 EPC Programme

Our target is for 100% of MTVH homes to reach a minimum of EPC C by 2030. A total of 25,503 homes are now EPC C or above, representing 81.7% of all properties with certificates. We are aiming to complete an additional 6,000 EPCs in 2025/26.

3 Scope 3 Emissions

Working with sustainability consultant Equipoise, we gathered our Scope 3 emission data for the first time in 2023, which totalled 45,373 TC02. We used the spend-based method, which allows us to better understand areas of focus for our decision making. We are now looking to improve the accuracy of this data across our key relationships and move towards activity-based data collection from our eight strategic and preferred suppliers.

Sustainable Housing

1 Biodiversity Net Gain (BNG)

Our new target is to achieve 10% BNG across all schemes from 2024 and we are currently identifying consultants to support us with this process.

2 Meeting Decent Homes Standard (DHS)

During 2024/25, we spent £18.24m on planned works including bathrooms, communal areas, doors, windows, kitchens, roofs and structural works. The Business Plan includes an additional £17m to meet the standards and this will be reviewed once the government clarifies the requirements for DHS+ later in 2025.

Our People

1 Wellbeing Focus

We are now targeting 1.2% for short/long-term absence and a positive colleague response on wellbeing of 82%. Through embedding our wellbeing strategy this year, we have met and exceeded both these targets, demonstrating our ongoing commitment to colleague wellbeing.

2 Gender Pay Gap

While we are now targeting a gender pay gap reduction of 1% annually, this year we achieved a reduction of 0.2%. Our gender pay gap exists because there are a higher number of men in senior roles, and a disproportionate number of women working in our care and support operation (an industry that tends to attract more women but is one where market rates of pay are lower compared to other areas).

3 Ethnicity Pay Gap

Our new target is a 1% reduction annually. We have been monitoring our ethnicity pay gap for several years which has given us a tangible way to benchmark performance and measure progress. Using data provided by 88% of our colleagues, this year our mean ethnicity pay gap across the MTVH group has reduced from 9.5% to 8%. Our median ethnicity pay gap has also seen a slight increase from 0.3% to 0.4%, making the median pay of ethnically diverse colleagues in the sample closer to white colleagues.

Community Impact

1 Reducing and Removing barriers for SMEs

MTVH has a new target is to spend £2m with SMEs annually and our Procurement team is working closely with early market engagement specialist ProcureCo, to improve our pre-tender approach. A new platform will offer SMEs training materials and access to additional resources, to help them through public procurement tender processes. The team is also focusing on our preliminary market engagement process internally, to ensure SMEs are given equal opportunities and access to our tenders. MTVH exceeded our target this year with £2.2m worth of SME spend, we will continue to target this upward trajectory over the coming years.

2 Increased engagement with our resident groups

MTVH is targeting structured engagement with residents through our biannual resident bulletin, which includes important information about sustainability. We are also working closely with our Customer Voice team to ensure that residents have their say on sustainability issues. MTVH recently completed a materiality assessment to understand what is most important to different stakeholders both internally and externally. Over 50 residents took part, which has helped us to understand their priority objectives.



3 Social Value delivered

MTVH has set a target of a minimum 2,400 points annually and had another strong year in terms of Social Value, delivering 2600 points. The continued roll-out of 'Match my Project' enabled MTVH to connect over 60 community projects to our Supply Chain Partners. The Social Value policy continues to mature, and the increased social value points and these reflect a range of themes from financial donations, community refurbishments, skills share programmes, training sessions and more.

Sustainability Linked Loans (SLL)

Wherever possible, the group's preference is to link its borrowing to its sustainability objectives. We work with lenders to agree suites of KPIs targeting key issues of importance to MTVH, including a reduction in loan margins if we achieve our ambitious targets.

At 31st March 2025, £575m (2024: £350m) of our bank debt is linked to Environmental, Social and Governance metrics. These are measured annually against performance on a number of different criteria which form part of the MTVH sustainability strategy. ♦

SECR highlights:

Year on Year changes
(compared to FY2023/24)

- ➡ Scope 1 Gas emissions increased by 26.6% and Scope 2 Electricity emissions increased by 5.4% as result of the colder winter and increased landlord supply.
- ➡ Overall emissions increased by 20%.

Energy saving projects

MTVH continues to seek new opportunities to increase energy savings in terms of consumption and CO2 emissions. In FY25 this has included:

- ➡ Tree planting to offset CO2 emissions from the Networks van fleet
- ➡ Supply chain emissions identification and reduction
- ➡ Introduction of Air Source Heat Pumps
- ➡ Move to low carbon electricity generation from October 2024

Streamlined Energy and Carbon Reporting (SECR) for FY 2024/25

SECR reporting is an important requirement for investors and other stakeholders. A separate SECR statement is not required for the MHT group as the parent is incorporated under the CCBA 2014. This statement has been included here as it applies to group entities that are incorporated under CA2006.

Table 1: Energy source breakdown for total location-based emissions

	Natural gas	Electricity	Transport	Total
FY2025 Carbon & energy consumption				
kWh	43,741,289	20,869,514	5,911,785	70,522,587
tCO ₂ e	8,008.28	4,321.03	1,390.92	13,712.23
FY2024 Carbon & energy consumption				
kWh	33,720,952	19,784,170	4,822,352	58,327,474
tCO ₂ e	6,168.54	4,096.79	1,134.80	11,400.13
YoY % change (tCO ₂ e)	+29.96%	+5.47%	+22.57%	+20.28%

Table 2: Emission intensity breakdown for total location-based emissions

	Natural gas	Electricity	Transport	Total
Carbon intensity metrics				
FY2025 tCO ₂ e per turnover (£m)	17.62	9.52	3.06	30.20
FY2024 tCO ₂ e per turnover (£m)	14.69	9.75	2.70	27.14
YoY % change (tCO ₂ e)	+19.96%	-2.38%	+13.47%	+11.29%

Executive summary

This report summarises Metropolitan Thames Valley Housing Group’s (MTVH) energy usage, associated emissions, energy efficiency actions and energy performance under the government policy Streamlined Energy & Carbon Reporting (SECR). This is implemented by the Companies (Directors’ Report) and Limited Liability Partnerships (Energy and Carbon Report) Regulations 2018.

Reporting Year: April 2024 - March 2025
MTVH Scope 1 direct and Scope 2 and 3 indirect emissions (combustion of natural gas and transportation fuels, including electricity)w for this reporting year are 9,391.20 tCO₂e, resulting from the direct consumption of 49,653,074 kWh of fuel. This represents a carbon increase of

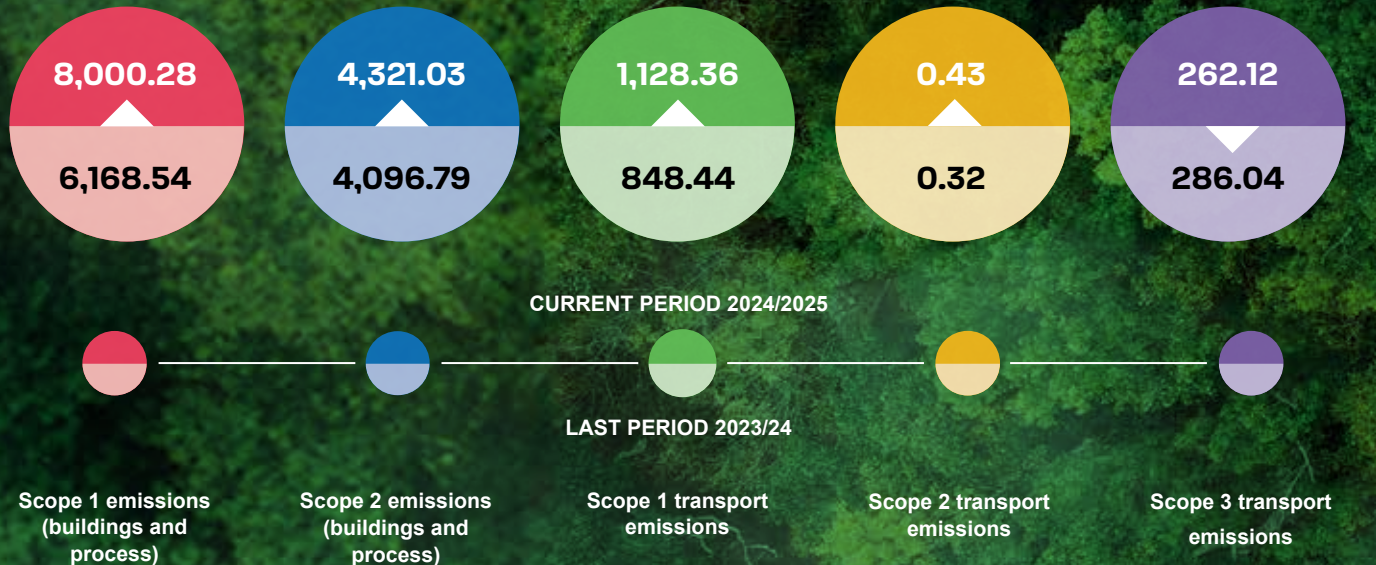
28.59% from last year ending March 2024 (Table 1).

Scope 2 indirect emissions (purchased electricity) for this reporting year are 4,321.03 tCO₂e, resulting from the consumption of 20,869,514 kWh of electricity purchased and consumed in day-to-day business operations. This

represents a carbon increase of 5.47% from last year ending March 2024 (Table 1).

MTVH’s operations have an intensity metric of 30.20 tCO₂e per £m revenue for this reporting year. This represents an increase in the operational carbon intensity of 11.29% from last year ending March 2024 (Table 2).

Figure 1:
Scope 1, 2* and 3 emissions (tCO2e): this reporting period vs the previous reporting period



Annual Reporting figures: Consumption and Location-Based Emissions

The following tables show the consumption and associated emissions for financial years ending March 2025 and March 2024 for all operations.

Total consumption and location-based emissions are reported in Tables 4 and 5.

- **Scope 1** consumption and emissions include direct combustion of natural gas, and fuels utilised for transportation operations, for example, company vehicle fleets.
- **Scope 2** consumption and emissions cover indirect emissions related to the consumption of purchased electricity and in day-to-day business operations.
- **Scope 3** consumption and emissions cover emissions resulting from sources not directly owned by MTVH i.e., grey fleet business travel undertaken in employee-owned vehicles only.

Table 3: Metropolitan Thames Valley Housing Group Total Emissions Intensity Metrics

Intensity metrics	Location-based tCO ₂ e		Market-based tCO ₂ e	
	FY2025	FY2024	FY2025	FY2024
Total Turnover (£m)	454	420	454	420
All Scopes tCO ₂ e per £m Turnover	30.20	27.14	26.42	22.03
% change	+11.29%		+19.95%	
EBITDA (£m)	177.1	156	177.1	156
All Scopes tCO ₂ e per EBITDA (£m)	77.43	73.08	67.74	59.32
% change	+5.95%		+14.19%	
FTE	2,000	2,007	2,000	2,007
All Scopes tCO ₂ e per FTE	6.86	5.68	6.00	4.61
% change	+20.71%		+30.12%	

Table 4: Metropolitan Thames Valley Housing Group FY2025 Total Energy Consumption (kWh)

Utility and Scope	FY2025 Consumption kWh	FY2024 Consumption kWh
Scope 1 Total	48,474,915	37,269,922
Residential Natural Gas and Other Fuels (Scope 1)	43,164,940	32,905,169
Office Natural Gas and Other Fuels (Scope 1)	576,348	815,783
Transportation (Scope 1)	4,733,626	3,548,971
Scope 2 Total	20,871,604	19,785,712
Residential Grid-Supplied Electricity (Scope 2)	20,330,255	19,234,569
Office Grid-Supplied Electricity (Scope 2)	539,258	549,601
Transportation (Scope 2)	2,090	1,542
Scope 3 Total	1,176,069	1,271,839
Transportation (Scope 3)	1,176,069	1,271,839
Total	70,522,587	58,327,473

Table 5: Metropolitan Thames Valley Housing Group FY2025 Total Location-based Emissions (tCO₂e)

Utility and Scope	FY2025 Consumption (tCO ₂ e)	FY2024 Consumption (tCO ₂ e)
Scope 1 Total	9,128.64	7,016.98
Residential Natural Gas and Other Fuels (Scope 1)	7,704.61	6,019.31
Office Natural Gas and Other Fuels (Scope 1)	86.64	149.23
Transportation (Scope 1)	1,128.36	848.44
Scope 2 Total	4,321.47	4,097.11
Residential Grid-Supplied Electricity (Scope 2)	4,209.38	3,982.98
Office Grid-Supplied Electricity (Scope 2)	111.65	113.81
Transportation (Scope 2)	0.43	0.32
Scope 3 Total	262.12	286.04
Transportation (Scope 3)	262.12	286.04
Total	13,712.23	11,400.13

Additional Reporting – Voluntary Market Based Emissions

MTVH dual-report on location-based and market-based emissions factors. Market-based emissions demonstrate the carbon reduction achieved by renewable electricity procurement. Market-based emissions are reported in tCO₂ only and reflect the specific emissions associated with a supplier-specific fuel mix or residual grid factor. Refer to the appendix for market-based methodology. Total market-based emissions are reported in Table 6.

Supplier fuel mix disclosures displayed an increase in the carbon emissions factors from FY24 to FY25, which has counteracted the demonstration of emissions reductions achieved by MTVH through the procurement of renewable electricity, undertaken at the mid-point of the reporting year. It is expected that in FY26, market-based emissions for MTVH will demonstrate a significant decrease, with the majority of supplies having zero CO₂ emissions associated with consumption.

Table 6: Metropolitan Thames Valley Housing Group
Total UK Market-based* Electricity Emissions

Utility and scope	FY2025 Consumption tCO ₂ e	FY2024 Consumption tCO ₂ e
Residential Grid-Supplied Electricity (Scope 2)	2,570.17	1,927.29
Office Grid-Supplied Electricity (Scope 2)	35.29	24.05
Scope 2 Total	2,605.47	1,951.34

* Market based emissions are reported in tCO₂ only, and reflect the specific emissions associated with a supplier-specific fuel-mix/residual grid factor. Please see the methodology in the appendix for further details.

Energy Efficiency Narrative

MTVH is committed to year-on-year improvements in its operational energy efficiency. A register of energy efficiency measures has been compiled, with a view to implementing these measures in the next five years.

1 Tree Planting – SG Fleet

MTVH over this financial year has continued the partnership with SG Fleet Solutions UK to supply branded vehicles to deliver the Networks repairs service. Within this agreement, SG Fleet are undertaking projects to plant trees on behalf of MTVH, contributing to their environmental conservation efforts. This tree planting initiative reflects MTVH's dedication to reducing carbon emissions associated with their operations and promoting eco-friendly practices in their service delivery. The continued collaboration with SG Fleet Solutions UK underpins MTVH's commitment to incorporating environmental considerations into their business practices, striving for a more sustainable future.

2 Supply chain emissions identification and reduction

MTVH are continuing on the workstreams to collect data surrounding the operations of their supply chain, on a spend based approach initially, in order to identify the largest contributors to supply chain emissions. An engagement plan for those suppliers will then be created, in order to share best practice being demonstrated by MTVH and support the reduction of emissions in the supply chain moving forwards.

3 Continued roll-out and implementation of energy saving initiatives

Through the reporting year, MTVH have, and will continue to, maintain the completion of reviews of the portfolio's energy efficiency and operation in order to continue to improve the environmental performance of the business.

4 Air-source Heat Pumps

MTVH continues to benefit from two new office spaces equipped with an air-source heat pump heating system. Employee training on the operation of the heating and cooling system, including the recommended optimum temperature settings has minimised wasted heat generation. This initiative delivers on the business' enhanced energy efficiency strategy and promotes a more sustainable workplace environment.



5 Electrical Energy Generation
MTVH moved to purchasing electricity generated through nuclear means from the end of September, in an effort to further reduce CO2 emissions. This sustainable procurement initiative has been embedded into a new long term supply contact from FY25 based on the procurement of 100% renewable energy across the portfolio.

6 Clapham Park District Heating Network
MTVH has installed and is testing an array of Air Source Heat Pumps to supply the District Heat Network (DHN) for the regenerated Clapham Park estate. The heat pumps have the capacity to heat over 3,300 homes on the estate. These heat pumps will replace the initially planned gas boilers and are forecast to reduce total CO2 emissions by 70%.

Compliance Responsibility
This report has been prepared by the ESG division of Inspired PLC for Metropolitan Thames Valley Housing Group by means of interpreting the Companies (Directors' Report) and Limited Liability Partnerships (Energy and Carbon Report) Regulations 2018 as they apply to information supplied by Metropolitan Thames Valley Housing Group and its energy suppliers.

Metropolitan Thames Valley Housing Group's registered CEO and CFO are responsible for complying with the Regulations. They must be satisfied that to the best of their knowledge, all relevant information concerning Metropolitan Thames Valley Housing Group's organisation structure, properties, activities and energy supplies has been provided to Inspired PLC.

This includes details of any complex ownership structures (for example, private equity funds, franchises for private finance initiatives) and electricity/gas usage that is covered by the EU Emissions Trading Scheme (ETS) or Climate Change Agreements (CCA) scheme generated on- site (including Combined Heat and Power (CHP)) or supplied to/from a third party (i.e. not a licenced energy supplier or a landlord/tenant).

Reporting Methodology
The report (including the Scope 1, 2 and 3 kWh consumption and CO2e emissions data) has been developed and calculated using the GHG Protocol – A Corporate Accounting and Reporting Standard (World Resources Institute and World Business Council for Sustainable Development, 2004); Greenhouse Gas Protocol – Scope 2 Guidance (World Resources Institute, 2015); ISO 14064-1 and ISO 14064-2 (ISO, 2018; ISO, 2019); Environmental Reporting Guidelines: Including Streamlined Energy and Carbon Reporting Guidance (HM Government, 2019).

Government Emissions Factor Database 2024 version 1.1 has been used, utilising the published kWh gross Calorific Value (CV) and kgCO2e emissions factors relevant for the reporting period 01/04/2024 – 31/03/2025.

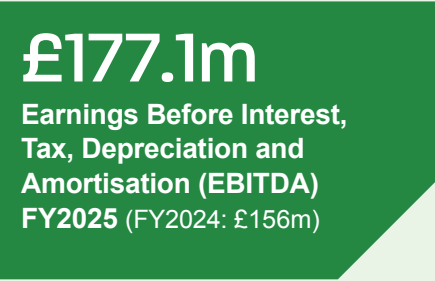
Estimations were undertaken to cover missing billing periods for properties directly invoiced to Metropolitan Thames Valley Housing Group. These were calculated on a kWh/day pro-rata basis at the meter level.

For properties where Metropolitan Thames Valley Housing Group is indirectly responsible for utilities (i.e. via a landlord or service charge) and no data is available for the meter, the median consumption for properties with similar operations was calculated at meter level and applied to the properties with no available data.

These full-year estimations were applied to 46 electricity supplies and 12 gas supplies. All estimations equated to 9.40% of reported consumption.

For the market-based reporting methodology, emissions associated with electricity supplied to Metropolitan Thames Valley Housing Group from April to March 2025 were calculated based on the average fuel mix disclosure, specific to each supplier and generation mix within the reporting year. This includes emissions associated with EDF supplies, where energy was generated via renewable means as of 01/10/2024. Supplier-specific emission factors have been applied to these electricity supplies. ♦

Intensity metrics have been calculated using total tCO2e figures and the selected performance indicator agreed with Metropolitan Thames Valley Housing Group for the relevant report period:



Glossary

Scope 1: Emissions associated with gas usage and transportation fuels (under the company's control).

Scope 2: Emissions associated with the consumption of purchased electricity are presented on both a location-based (using country average electricity emission factors) and market-based (considering any purchased renewable generated electricity) approach.

Scope 3: Company's value chain emissions, divided into 15 categories, as established by the Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting & Reporting Standard. Under SECR this is limited to emissions resulting from sources not directly owned by the company. For example, grey fleet business travel undertaken in employee-owned vehicles only.

Location-based emissions: Methodology to calculate Scope 1 and 2 emissions using the average grid emissions factor of a region.

Market-based emissions: Methodology to calculate Scope 1 and 2 emissions using emissions factors specific to the contractual instruments in place.

tCO₂: Tonnes of carbon dioxide gas released into the atmosphere. This metric is often used when reporting electricity market- based emissions factors.

tCO₂e: Greenhouse gases have different global warming potentials and are converted to a carbon dioxide equivalent to ease comparison and reporting.

Stakeholder Engagement

The Section 172 statement is not required for MHT as the parent is incorporated under CCBA 2014. This statement has been included as it applies to group entities that were incorporated under CA2006.

The S172 statement sets out the Board's approach to fulfilling the section 172 requirement of the Companies Act 2006, and how the Directors:

- ➡ have engaged with key stakeholders during the year to understand underlying issues
- ➡ understood the issues relevant to key decisions, the need to act fairly between all members of the company and balance this with the likely consequences of any decision in the long term
- ➡ the outcomes and key decisions made in the year

The interaction, views and objectives of our diverse range of stakeholders are integral to the formation of MTVH's long-term strategic approach to creating value, and ensuring that we serve people better every day, work hard for our residents and create opportunity.

Engagement underpins good governance, which is embedded throughout the organisation. A series of planned engagements are conducted throughout the year, at various levels, for which the Board either directly participates in or has visibility through the corporate governance process. Sufficient visibility of relevant stakeholder engagement activities in the boardroom is paramount to inform decision-making and delivery of strategy, ever more so in a challenging operating environment for both our residents and MTVH.

The ability to utilise and learn from the feedback of stakeholders is vital to dealing with periods of uncertainty and change, moreover to ensure a balanced approach is taken to the S.172 statement. This emphasis on working in a considered, collaborative manner with

stakeholders is evidenced through the work of MTVH as a member of the G15 and recent lobbying of the government around the long-term financial viability of the sector and efforts to secure Recycled Capital Grant Funding (RCGF) towards fire safety investment.

The progress towards delivery of our strategic priorities approved by the Board, sets the agenda to foster deep, collaborative relationships with the key stakeholders as we move forward as an organisation over the long-term. The Corporate Plan is reflective of the co-ordinated approach to stakeholder engagement and the need to optimise customer, employee, community and supplier expectations against the backdrop of our evolving ESG agenda and existing stock investment requirements.



Residents at Fun Day, Clapham Park, London



MTVH residents are at the heart of everything we do.

Customer Services Committee and part of the G15 Residents' Group have been contributing their views to help influence government decisions. Further information about the impact they've been having can be found in our 2024/25 Residents' Report.

STAKEHOLDER GROUPS

Customers

the residents who we provide housing solutions for, across a range of tenures, geographical areas and needs. Progress continues towards creating a customer-centric organisation with truly great and consistent customer experiences – we remain on a journey to implement the service improvements and operational models to be able to deliver this in a sustained manner.

Engagement

MTVH residents are at the heart of everything we do.

Our 2021–26 five-year strategy, 'Serving People Better Everyday', provides our route-map to continuously improve customer service.

This starts with hearing residents' needs through our Customer Voice Framework (CVF), which

was designed in consultation with residents and launched in 2022 to provide an effective guide for listening and responding to resident feedback.

The framework ensures residents can meaningfully influence the way our services are delivered and see the impact of their voices reflected across the organisation.

At an organisational level, a diverse range of residents and colleagues have supported the third cycle of our continuous learning scrutiny reviews, which have been looking at three distinct themes selected by our Customer Council. This year we have reviewed and recommended improvements to our anti-social behaviour process, our communal repairs reporting process, and our Annual Complaints Performance and Service Improvement report.

At national level, two MTVH residents who are members of our

Today MTVH Online covers core landlord services. There is a secure onboarding process and 47% of our resident households are now actively using MTVH Online. Once registered, a resident can service their account by viewing their account balance and history, make and schedule payments, or update their contact details. When there's a problem the resident can report a repair with photos and view the status of existing repairs. Residents can also directly contact us by creating an enquiry.

Outcomes

This year, over 1,200 residents participated in more than forty engagement activities – from shaping MTVH services and decisions all the way through to broader strategic issues such as meeting with the government to influence national policy.

At a local level, we have been working with residents at Time Square in Welwyn Garden City →



MTVH colleague and residents at Windrush Day Party, Herne Hill, London

to trial block champion roles and explore whether this approach could be rolled out across other MTVH communities. With the support of residents, we have now produced a block champion role profile and gained greater insight into the issues residents want to influence on their estates.

In 2023, we established the G15 Residents' Group while chairing the G15 group of London's largest housing associations, to give a strong platform to the voices of the most experienced residents across these organisations who are uniquely placed to understand both housing association and resident positions.

During this year, the G15 Residents' Group has been influencing a range of key sector topics, such as the development of the new National Planning Policy Framework and ongoing development of the Social Tenant Access to Information Requirements (STAIRs) legislation.

In April 2025, the group met with the Ministry of Housing, Communities

and Local Government to further influence resident guidance on Awaab's Law and broader guidance for housing associations on how to involve residents more meaningfully in decision making. It has been fantastic seeing the government and others proactively reaching out to the G15 Residents Group in this way, showing how the sector is increasingly seeking resident involvement.



Resident at Fun Day, Clapham Park, London

Employees

As a people-powered organisation, our employees are essential to delivering on all our stakeholder obligations. Strong foundations are in place to enable us to build a solid customer-centric organisation where colleagues feel engaged and valued, and are able to constantly improve our customers' experience – this is reflected in the MTVH way that underpins the principal strategies.



MTVH colleagues Scott and Francesca at Health and Wellbeing event, Clapham Park, London

Engagement

Colleague engagement is a key driver in our People and Organisational development strategy. Our overall engagement score was 79% which is relatively consistent year-on-year, albeit a broader set of questions were pitched this year. Key themes have subsequently been identified and improvement action plans are under development.

The commitment to diversity and inclusion is central to the company, with helps to promote a culture that embraces innovation. The employee network groups continue to progress, with new levels of involvement to ensure that consistent participation is achieved.

Outcomes

The adoption of the MTVH way is testament to how the Board is seeking to grow an inclusive and diverse environment where people can innovate, develop and work together to constantly improve our customers' experience. Our network includes groups for LGBTQ+, BAME and female colleagues, as well those

who work flexibly, have disabilities or who wish to be allies. We also have a group dedicated to raising awareness of mental health and wellbeing.

A key element to enable employees to achieve their full potential is creating a conducive environment that promotes a collaborative and flexible working culture. We have made great progress on improving our offices to create comfortable, healthy, accessible and adaptable work spaces to inspire colleagues to live, work and breathe People Powered Living. We continue to review our office footprint as we emerge from the pandemic, address the challenging operating environment and consider the optimum model for hybrid working.

Communities

Developing strong community links is vital to supporting our customers in the most effective manner. Aligned to this, is the need to build communities through a partnership approach and as a regeneration specialist, we believe in supporting communities to grow and develop sustainably.

Engagement

Community Impact is the MTVH Community Investment department. Community Impact exists to play our part in removing barriers that prevent people from living well.

Engagement with residents and local communities has been conducted formally and informally. Examples include the online senate survey, focus groups, customer satisfaction surveys and informal feedback from residents as part of everyday interactions.

We have a strong track record of working in partnership with other organisations to deliver our development ambitions, as evidenced by our well-established joint ventures with Vistry Partnerships and Barratt London.

Our Clapham Park development remains one of the most active regeneration projects in the country, delivering high-quality homes at scale and pace through the power of partnership.





Young peer researchers from Young Residents in Partnership

Outcomes

The value of a social tenancy figure is calculated at the end of the financial year. A total annual social value of £719m was generated to the UK economy for FY24. This considers potential savings to government departments from our social homes, construction & maintenance economic gains. This equates to £25k per MTVH social home. These results are significantly higher than FY23 numbers (£577m and £19k respectively).

MTVH provided support to customers to help residents and preserve the financial capacity of MTVH. To meet demand, MTVH increased the budget to £1.04m. £489k funded 2,555 residents to receive hardship support with food, fuel, essential household items, and support services. £581k funded 1,171 residents to receive support with alleviating rent arrears as part of a supported rent plan.

Creating sustainable communities is essential to deliver homes and



A total annual social value of £719m was generated to the UK economy for FY24

services people want. The year, we delivered 544 new homes, continuing to work alongside a range of public and private sector partners, and we have a plan to build circa 11,500 new homes over the next 10 years.

We will invest our money wisely and select our partners carefully to create a balanced development programme which reflects our ambition and risk appetite. With our Joint Venture partner Barratt London, we are now 9 years into a regeneration programme with LB Barnet at West Hendon, which continues to deliver hundreds of new homes and we have formed a Shared Ownership JV vehicle with Legal & General

Affordable Homes, which continues to identify suitable opportunities.

At the largest block at Clapham Park, the homes under construction include 164 homes for affordable rent, 121 homes for market sale, 115 private rented homes and 21 shared ownership homes. The first two buildings in this block, Azores House and Bruce House, completed in April 2025, with the remaining six buildings forecast to complete before the end of December 2025.

At **Heston Grange** in Hounslow, we are proposing the redevelopment of a 1960s housing estate. A key milestone was achieved during the year, as we engaged the community of 123 households to establish the principles of regeneration. A resident ballot was also held in autumn 2024, which confirmed support for the regeneration. The ambition is to provide c.280 new homes for rent and shared ownership, whilst providing a new home for all existing Heston Grange residents.

Suppliers

Sustainable business relationships are at the core of interaction with suppliers, to maintain the company's reputation which is built on high standards of business conduct.

Engagement

MTVH spends around £641 million with over 1,600 suppliers. Those suppliers assist the company to develop and maintain its property portfolio, ensuring customers receive the quality of housing they expect, and the high standards the company aspires to.

The Supplier Relationship & Category Management Handbook also includes a consideration of:

- appropriate relationship interfaces, for example, including senior management attendance at meetings with key members of the company's supply chain
- identification & ongoing management of critical supplier relationships to ensure Strategic & Preferred suppliers are managed through bespoke, measurable plans
- senior management review of supplier feedback to determine how well the relationship is operating
- risk management and risk arising from the suppliers to the suppliers (fourth party risk)

Outcomes

MTVH continues with its Supplier Relationship & Contract Management (SRCM) Handbook, which describes how the company selects and manage its suppliers, how it deals with performance issues, and how it works with suppliers to continually improve performance and identify new and

better ways of delivering services. The handbook also sets out clear procedures for assessing the criticality of supplier relationships, and the governance & management approach adopted for the different levels of criticality to ensure the required levels of performance are delivered by suppliers across the MTVH housing portfolio.

MTVH operates a strategic Category Management approach to procurement. This approach segments supplier spend which delivers similar or related products & services. Category Management techniques are then used to enhance market knowledge, improve supplier relationships to fully leverage supplier negotiations, and to correctly manage suppliers in alignment with corporate objectives. This approach also contributes towards economies of scale and creates opportunities for delivering value for money whilst gaining an in depth understanding of how each category contributes to risk management.

The procurement plans that are outputs from category planning highlight key considerations including:

- an overview of the full range of suppliers available to the company
- knowledge of supplier performance and methods to tackle under-performing suppliers
- identification of reputational exposure in the supply chain
- identification of where there is risk in the supplier eco-system
- supplier values, and climate policies of suppliers
- assurances on supplier compliance with all relevant laws and

regulations through the selection questionnaire processes

- where the business is exposed to dependency on a few large suppliers and to the health/viability of those suppliers
- the commercial planning and goal setting for each category to drive improvements
- strategic alignment to company & directorate goals

Social Value

Since June 2020 MTVH has had a Social Value Policy that supports suppliers/contactors to manage and monitor their Social Value obligations which aims to deliver maximum social impact for our residents and communities. Through working collaboratively with Procurement, Social Value is now embedded into all competitive tender processes where the contract value is expected to be over £100,000. It explains how expectations are built into the pre-procurement process; how suppliers will be assessed on their social value responses during the tender evaluation process; and how social value contributions are formally embodied and monitored. The approach offers a fair process by which MTVH request Social Value from MTVH's supply chain, encouraging them to think about how they can contribute their capacity and resources to ultimately benefit our communities through a range of options:

- Financial donations
- Closed recruitment rounds
- Refurbishment and improvement of community spaces
- Training and workshops
- Skills share programmes. →

This has led to some fantastic results since the policies creation, most notably in the last financial year, where 2,500 points were delivered. Thanks to MTVH's supply chain £192,151 has been secured in kind contribution; 11,462 residents have engaged in community activities, 32 suppliers have delivered against their social value commitments, over 85 projects have been delivered and nearly £97,000 received in cash donations, all through Social Value.

Sustainability

MTVH has an innovative approach to sustainability for the housing sector. Suppliers are required to provide details of their approach in the delivery of MTVH's requirements with initiatives and practices to reduce environmental impacts in key areas such as carbon footprint, water, energy use and waste. MTVH's commitment to sustainable procurement is highlighted by a Sustainable Procurement Policy, which outlines several key guiding principles. These principles are understood and adhered to by MTVH



11,462 residents have engaged in community activities

colleagues and increasingly so by MTVH's suppliers, stakeholders, and other interested parties. The policy provides a framework for how MTVH will procure at different values, ranging from a sustainable impact level of 1 to 5, requiring different information from suppliers, as well as different monitoring and audit requirements.

Through active engagement with key suppliers, MTVH have facilitated the collection of Sustainability Impact Questionnaires, giving suppliers the opportunity to provide information on their existing sustainability practices and commitments. The information collected is used to assess the

sustainability maturity to ultimately identify where procurement can work with suppliers to reduce the negative impact areas.

Frameworks

MTVH has developed internal frameworks for Professional Services Consultancy in Development and Planned & Compliance Works & Services in Property Services in line with our five-year strategy to build and improve homes. These frameworks include methods to improve contractor performance by establishing a long-term corporate sustainability plan in line with MTVH's aim of becoming carbon neutral by 2050. These frameworks offer a consistent approach to supplier engagement and replaced numerous smaller historic contractual arrangements with specifications developed to meet our changing needs. This investment in maintaining our homes will help our customers to live well and drive continuous improvement in the delivery of warm, safe, and dry homes. ♦



MTVH colleagues and external partners at Queensway Pavilion, Cambridge

Statement on corporate governance

MTVH has adopted and complies with the 2020 National Housing Federation's (NHF) Code of Governance.

Governance

On 31st December 2024 a change in the corporate structure of the Metropolitan Thames Valley Group (MTVH) was completed and acknowledged by the Financial Conduct Authority. This change resulted in Metropolitan Housing Trust Limited (MHT) becoming the Group Parent and Thames Valley Housing Association Limited (TVH) becoming a subsidiary of MHT. This change recognises that MHT is the main property-owner and borrower as well as employing the majority of staff. The MTVH Group is governed by a board, which has overall responsibility for Group strategy, policies and oversight.

MHT and TVH have several subsidiaries (listed in note 31 of these accounts), which are governed by MTVH policies. The MTVH Board has nomination rights to each of the subsidiary boards and approves all subsidiary director appointments. All subsidiary boards include Executive Directors or Senior Leadership Team members and each subsidiary reports to the MTVH Board annually. The Group also includes several

joint ventures and associated undertakings which operate through limited liability partnerships. MTVH has member representatives on all joint venture boards, appointed by the MTVH Board.

The MTVH Board is satisfied that MTVH complies with the Regulator of Social Housing's Governance and Financial Viability Standard for the year and to the date of approval. Following a Regulatory Inspection carried out in Quarter 4 the Group has been graded G2/V2/C2 - refer to the Chair's introduction for more information regarding this outcome.

During the year MTVH held six in person Board and Committee meetings and two Strategy Days and each Committee held quarterly Meetings. Board and Committee member attendance has been good throughout the year and is shown at note 10 to the accounts.

The roles of Chair of the MTVH Board and the Chief Executive reflect their different responsibilities. The roles and responsibilities of the Chair, Senior Independent Director,

Committee Chair, Board Member and Chief Executive are set out in their role descriptions, and each member of the Board is bound by an agreement for services, the code of governance, code of conduct, board terms of reference and other agreed policies and documents. The Secretary maintains a register of Board members' interests, which is updated on a regular basis and is published on the website with a brief biography of each Board Member and Executive.

The Board continued to monitor MTVH's performance against its Strategic Plan and its services and financial performance. The current Strategic Plan will come to an end in March 2026 and the Board and Executive are working towards the creation of a new Plan for April 2026 including drawing input from customers, colleagues and stakeholders.

The risk-based fire safety remediation programme is progressing, with acceleration facilitated by the completion of covenant carve out.





MTVH colleagues Nick and Mel at Tooting, London

Board, committee and executive succession

During the year board membership has been stable, as has independent committee membership. A new Customer Member of the Customer Services Committee was appointed in January 2025, bringing customer representation up to three.

The MTVH Board comprises ten non-executive members and two executive members (the Chief Executive and the Chief Financial Officer). Further details about their skills, knowledge and experience can be found on the MTVH website.

Our succession plan indicates that our next board recruitment will commence in late 2025 with two new board members in place by spring 2026.

In September 2024 MTVH bid farewell to Geeta Nanda, who had been the Group Chief Executive since 2017 and had led the Group through the merger between MHT and TVHA and through a challenging financial and reputational period for the sector. Geeta chaired the G15 for two years and represented MTVH on a number of government forums. Mel Barrett was appointed Group Chief Executive in September 2024 and is pushing forward greater customer engagement, improvement in our services to our customers and external focus on support for the sector.

Group Board Sub Committees
The Board has six sub committees which meet on a quarterly basis and report their discussions to the following board meeting.


All committees include three non-executive board members and are chaired by a non-executive board member. All except the Remuneration & Nominations Committee have an independent committee member and the Customer Services Committee also includes three resident members.

Audit and Risk Committee
The Audit and Risk Committee is responsible for ensuring that internal controls are adequate and effective and that MTVH’s approach to risk management is commensurate with the Board’s risk appetite and addresses the external environment in which we operate. The committee approves the internal audit plan and reviews internal audit findings. It considers significant issues relating to financial planning and

the financial statements, including review and approval of the stress tests and accounting policies. It also recommends the appointment of internal and external auditors to the Board.

Customer Services Committee
The Customer Services Committee oversees the performance of our services to all our customers and provides assurance to the board on these services. The customer governance structure links directly into the committee via Chair and the Vice-Chair of the Customer Council who are two of the committee members. This direct link provides valuable customer insight. Strategic initiatives which impact on our customers are considered by the committee in advance of approval by the MTVH Board.

Development Committee
The Development Committee has delegated authority to approve new developments and provides oversight and assurance in relation to them, including any new or innovative proposals, and has an understanding of funding mechanisms. Its remit includes oversight and assurance of regeneration activity, strategic asset management activity and key metrics for development finance and appraisal assumptions. It receives a detailed quarterly report on investment and development activity, including the activities carried out within our market sales subsidiary and joint venture operations.


As a social business we believe corporate responsibility and sustainability should be embedded across our organisation

Property Committee
The Property Committee provides governance oversight and assurance to the MTVH Board about property health and safety compliance and maintenance services to its customers and communities. This covers building safety, property compliance, reactive maintenance, servicing and asset investment works. It has a full programme to maintain oversight of these areas which are crucial to keeping MTVH customers warm, safe and dry. The Committee has specific oversight of MTVH’s fire safety remediation programme and its compliance with Safer Buildings legislation.

Remuneration and Nominations Committee
The Remuneration and Nominations Committee considers and recommends to the Board the appointment, remuneration and removal of MTVH Board and

Committee members and the Chief Executive. The Committee also provides assurance to the MTVH Board regarding the collective performance and effectiveness of the MTVH Board and its committees. It reviews the succession plan and knowledge matrix and has delegated authority to approve bonus payments to staff based on the achievement of financial and customer services targets. The Committee is Chaired by the Senior Independent Director and includes the Chair of MTVH.

Treasury Committee
The Treasury Committee provides an expert focus on the management of the Group’s loans and investments portfolio. It has delegated authority to approve a range of treasury transactions.

Corporate and social responsibility
As a social business we believe corporate responsibility and sustainability should be embedded across our organisation. This includes working with suppliers to uphold sustainable practices that are most important to colleagues, residents, and our supply chain partners. The MTVH Board monitors progress bi-annually against our Sustainability Strategy and the associated 2030 action plan, which was updated in 2025 to align with evolving regulations and lender KPIs. Our strategy and action plan remain widely aligned to the Sustainability Reporting Standards and our sustainability data is audited by Ritterwald, an independent 3rd party.





West Hendon Waterside, Barnet, London

In line with The Modern Slavery Act 2015, MTVH published its annual Modern Slavery Statement which disclosed information relating to the steps MTVH has taken to prevent, identify and manage the risk of modern slavery in its own business or supply chains. The risk of slavery and human trafficking is avoided and mitigated by policies and procedures relating to Procurement, HR and Customer Services. As a Contracting Authority, we are regulated by the Procurement Act 2023 and as part of our continued commitment to identify and mitigate risk, we adopt central government documents & processes which seek to address modern slavery, and we have a proactive approach with our Supply Chain. Our procurement

documents request transparency in relation to working conditions, including Health & Safety, fair remuneration, non-discrimination & forced, cheap labour. We expect our incumbent and new suppliers to have up-to-date, suitable anti-slavery policies and processes. We also reserve the right to exclude suppliers from public procurements if they are found to have made certain modern slavery offences under the Modern Slavery Act.

MTVH maintains a zero-tolerance approach to fraud, bribery and corruption and has robust policies and procedures in place to address identified instances of such behaviour.

Non-executive Board membership

All non-executive Board members are required by the Rules of each association to be shareholders. All members of the MTVH Board - executive and non-executive, have the same legal status and share responsibility equally for decisions taken by the MTVH Board.

Board Induction, Development, Performance Management and Remuneration

All new Board and Committee Members complete a full induction programme including sessions with executives, committee chairs and other senior colleagues to familiarise them with the operations and governance of MTVH.



Shared Ownership resident Enister at SO Resi Cambourne, Cambridge

On-going development is achieved through subscription to industry publications and updates, Government and stakeholder updates, attendance at conferences, webinars and seminars and internally organised pre-board briefings and tours to update and inform Members about current and emerging issues.

Individual non-executive Board member and Committee member appraisals generally take place annually with the Chair, and each Board member sets clear objectives for the year. The Chair is also appraised by the Senior Independent Director following feedback from all Board members. There are mechanisms in place for members

who fall short of the required standards. The effectiveness of the MTVH Board and its committees is reviewed annually. This effectiveness review was carried out externally by 'Board Measures' in autumn 2024.

Non-executive Board and Committee members' remuneration levels are benchmarked against comparable businesses; this takes account of the need to attract, retain and motivate members who have the required levels of skill and experience. Board and Committee Remuneration is generally reviewed every other year. It was last reviewed in early 2024 and remuneration levels were increased in line with the market. The next

review will be in early 2026. MTVH follows robust, transparent and independent processes to recruit Board and Committee members. Search and advertising for new members is sufficiently broad to ensure that equal opportunities and diversity standards are met and the recruitment process is governed by principles of transparency, openness and accountability.

Note 10 in the notes to the accounts shows the salaries paid to Board and Committee Members for the discharge of their duties during 2024/25. ♦

Board statement on internal control and risk assurance

Internal control and risk

The MTVH Board has reserved certain matters to itself, including determining long-term business objectives and financial planning and material decisions. The Board also has overall responsibility for the delegation and systems of internal control and risk and for reviewing its effectiveness on an annual basis.

A formal scheme of delegation and financial regulations sets a framework for the Board, Committees, the Chief Executive and the Executive team. Board committees provide assurance to the Board on key areas of activity such as service delivery, property compliance, safeguarding, finance and treasury. The Chair of each committee provides an update to the subsequent Board meeting, highlighting any matters of importance or concern to the Board. All Committee packs are available to all Board Members.

The internal control framework is designed to manage and reduce the risk of failing to achieve our business objectives, although it can only provide reasonable, not absolute, assurance against material misstatement or loss.

While minor improvements in controls are consistently being developed, there are no control deficiencies which the Board is aware of which would adversely impact on its conclusion regarding the effectiveness of the internal control environment.

Risk management is firmly embedded across the group. Our risk management policy clearly sets out Board, Committee, Executive and Management responsibility for the identification, evaluation and control of significant risks. This includes the review of strategically important risks at quarterly meetings of the Audit and Risk Committee and the Board. The Strategic Risk Register is reviewed by the Executive team prior to submission to the Audit and Risk Committee and the Board. Operational risk is reviewed with directorate risk leads at their Senior Leadership Team meetings.

The Board regularly reviews its risk appetite and its approach to strategic risk mitigation, assessment and management. The risk register addresses the current internal and external risk environment and those risks within our control that can be managed internally, and external

risks where we have put mitigations in place. The Board last reviewed its risk framework, including its risk appetite, investment policy and golden rules in February 2025. The risks associated with the Strategic Plan, including a STEP and SWOT were reviewed in February 2025. PWC has reviewed our strategic risk register and has taken account of this in developing our internal audit programme for 2025/26.

Key risks and mitigations

The Strategic Risk Register represents a combination of risks that may negatively affect our ability to achieve our strategic objectives, as well as those that may have an impact on our operations, our customers, our financial stability and reputation. A summary of our strategic risks and the measures to mitigate them is set out in the following table. This includes those strategic risks which remain ‘amber’ following the introduction of control measures. Our strategic risk relating to Property Compliance remains ‘red’ following the implementation of mitigation measures. This Property Compliance Risk is controlled but will not be brought into ‘amber’ or ‘green’ until December 2025.◆

A glossary of ‘starred’ terms is included at the end of the table

Strategic risks			
Area of strategic risk	Possible causes	Potential consequences	Control measures and residual risk score
Property Compliance	<ul style="list-style-type: none">Residential homes not complying with fire safety legislative requirements and building regulations. Servicing or maintenance of assets associated with fire, gas, electrical safety, asbestos, legionella, lifts and site safety not compliant. Failure to maintain properties in a safe way.Failure to address fire risk assessment actions including fire stoppingFailure to maintain good property data and to be able to evidence completion of required compliance activitiesLack of required fire safety signage within properties	<ul style="list-style-type: none">Death or injury; reputational damage; regulatory downgrade due to breach of consumer standards; prosecution due to breach of health & safety legislation; Increased operating costs arising from poor compliance may result in negative impact on key viability ratios (eg SHIC) and loss of attractiveness to investors	<ul style="list-style-type: none">Compliance reporting monthly within Directorate, and to Exec and quarterly to Property Committee. Quarterly Safety and Quality Standard report to PC and Board includes all safety information and KPIs*External specialist safety consultants provide quality assuranceProperty Compliance is part of the internal audit continuous auditing carried out by PWCDedicated Contract Managers nominated to each workstream who hold monthly meetings with external contractorsCombined Property Compliance Policy and Procedures in place and followedSystem control within True Compliance and Risk Base - phase 1 completeAsset Servicing programmes in placeQuality assurance audit team in place and carrying out rolling internal audit of the controls relating to each specific linked risk for the compliance workstreams in placeAll safety risks linked have individual controls and will flag back into this risk should their specific controls ratings change for action and reportingCustomer engagement around access for safety checks, and providing fire safety information annually - ensure customers are aware and proactive regarding their safety and risks in their homes <p>Residual Score = 16 (red)</p>
Worldwide, geopolitical or local catastrophic event which would affect our services and estate	<ul style="list-style-type: none">A catastrophic local event or a worldwide eventClimate change eventChange in geopolitics which impacts MTVH services or financial situation	<ul style="list-style-type: none">Complete failure of services to customersMultiple deaths of customers and staffFailure of buildingsReduction in availability of labour and/or materials due to worldwide events	<ul style="list-style-type: none">Regular monitoring of government and parliamentary activity and mediaBusiness Continuity Plan in place - which should be updated every 6-months and which is linked to disaster recovery plan and incident response plansGold, Silver and Bronze command groups in place to take action as required. Communications plan in place, and clear contact details available for all senior colleagues <p>Residual Score = 12 (amber)</p>
Investment in and Maintenance of our Homes and Estates	<ul style="list-style-type: none">Insufficient investment into existing homes.Poor systems to identify damp, mould and other property condition issues.Insufficient data about the condition of our homes and about any specific vulnerability of customers.Poor management and implementation of property repairs and maintenance.Homes reaching end of life which need decommissioning.Lack of robust, funded planned maintenance programme	<ul style="list-style-type: none">Condition of properties worsens over time and more properties breach the decent homes standard.Damp, mould and other conditions not identified and resolved leading to poor outcomes for customers.Regulatory intervention due to breaching the consumer standards for not evidencing robust data about our homes and associated needs of our customers	<ul style="list-style-type: none">Long term planning includes investment in existing homes.Regular reporting against decent homes standard, cases and resolution of damp and mould, planned maintenance, property health and safety risks.Stock condition survey programme regularly monitored and reflects current regulationMTVH's Asset Management Strategy provides one version of our property data <p>Residual Score = 12 (amber)</p>

Strategic risks			
Area of strategic risk	Possible causes	Potential consequences	Control measures and residual risk score
Implementation of the new Building Safety Act and Remediation Programme	<ul style="list-style-type: none">• Failure to implement the requirements of the new Building Safety Act and failure to fully comply within the required timeframes.	<ul style="list-style-type: none">• Prosecution or regulatory intervention due to noncompliance with new legislation and safer building regulator; Increased costs of operation arising from remediation costs may result in negative impact on key viability ratios (e.g. SHIC*) and reputation.• Inability to sell / rent homes that are not built to any future / prevailing guidance.• Financial losses, regulatory and HSE investigations. Lack of information to support recovery from developers. Reputational damage and negative media associated with resident safety, costs and EWS1 form implications. Claims from residents and claims against developers / Freeholders.• Additional costs to MTVH through mitigating and interim measures and increased burden on residents and resident safety	<ul style="list-style-type: none">• Board, Property Committee and Executive Team scrutinise programme on a quarterly basis• External review and challenge by specialists.• Have set a clear building safety culture• Building Safety is audited as part of the annual plan• Development procedures aligned with golden thread gateways with increased emphasis on third party assurance during development and remediation activity• Technical capacity and competence is maintained• Obtaining Building Assessment Certificates for all High Risk Buildings <p>Residual Score = 12 (amber)</p>
Use of open source/ ungoverned Artificial Intelligence (AI) tools and models	<ul style="list-style-type: none">• Uncontrolled use of externally available AI tools• Lack of control of incoming and outgoing communications• Lack of training in the use of AI or in recognising when AI has been used• Not exploiting opportunities of using AI• Ability for AI to mimic human behaviour or other humans	<ul style="list-style-type: none">• Damage to our customers - stigmatisation, incorrect messaging• Exposure to data breaches and data leaks• Being 'behind the curve' and therefore missing out on the advantages that the correct use of AI can bring to MTVH	<ul style="list-style-type: none">• AI Policy approved and adopted• Selective and controlled use of AI tools, external access to AI models is restricted. All other use of AI is managed and controlled through Technology Governance & Service Delivery Team• Development of new SaaS* framework (policy and procedure and associated operational controls) is in progress• Monitoring tools deployed to identify non-compliance• Technology Business Partnering function available to engage with and understand business need (AI adoption) and channel through the required governance and approvals <p>Residual Score = 9 (amber)</p>
Mendip House & Pennine House Decommissioning	<ul style="list-style-type: none">• Failure to decommission by September 2026 (as directed by structural engineer)	<ul style="list-style-type: none">• Building Safety Regulator could order the closure of the buildings, thus requiring emergency decants to take place	<ul style="list-style-type: none">• Project Board created with Executive and Board membership to track and monitor key workstreams, communications and budgets• Project Director appointed to oversee key workstreams.• Reporting to Project Board on a monthly basis and addressing the issues that arise• Housing Needs Surveys being carried out to inform decant programme and related acquisition requirements• Team in place to deliver the project/undertake the Housing Needs Assessments - act as the project team <p>Residual Score = 9 (amber)</p>

Strategic risks			
Area of strategic risk	Possible causes	Potential consequences	Control measures and residual risk score
Protect MTVH's attractiveness for new money from investors to deliver more homes	<ul style="list-style-type: none">• SHIC* dropping below 0.9x• Credit rating downgraded below A- Stable outlook (base limit for Investment Grade debt)• Negative media output on the sector as a whole damages reputation of MTVH• Reduction in profitability due to increased costs• Lack of accurate information provided for Board level decision-making around investment options• Breach of a bank covenant• Dilution of key credit metrics• Non-compliant Governance/Viability grading received from the Regulator	<ul style="list-style-type: none">• Not being able to deliver targets against our strategic objective to provide new homes for our customers to live in• Inability to achieve funding at an attractive rate resulting in lack of funding and liquidity crisis• Reputational damage reduces MTVH's investability• Not being able to invest in customers homes in accordance with Strategic Objectives• Poor decisions around investment in existing homes and new development	<ul style="list-style-type: none">• Annual budget process and Board approval of budget• Financial planning and stress testing of long term plan, along with considered Mitigation Plan, reporting to Board on a 6 monthly basis and submission of FFR* to Regulator• Regular liaison with rating agencies to gather intelligence around changes in assessment methodologies• Quarterly forecasting against budget and financial report to Board• Loan agreements have carve-outs for impairment and pension losses• Maintaining sufficient levels of reserves in TVH to enable material gift aid support to the MHT EBITDA MRI* loan covenant <p>Residual Score = 9 (amber)</p>
Damage to reputation due to service failures or targeted activity by activists, the media, government messaging and positioning of MTVH	<ul style="list-style-type: none">• Unclear messaging internally and with customers on use of surplus to invest in our properties and services• The sector's poor reputation following media spotlight and Ombudsman, this is particularly targeted at large housing associations.• Government and media encouragement to customers to complain to their housing association regarding services, damp and mould etc• Repeated poor press in national, local and sector media• Major incident which reaches the press such as major fire, fraud, cyber-attack, data breach, undiscovered customer death, discrimination claim, poor property condition, poor behaviour, H&S incident, unethical behaviour• Issue identified and publicised within our supply chain such as evidence of modern slavery, fraud or unsafe working practices• Significant service failure by MTVH which has not been managed in accordance of policy	<ul style="list-style-type: none">• Increased demand by residents, greater media activity, poor morale amongst front line staff leading to a responsive rather than a proactive service.• Regulatory and stakeholder reputational impact leading to potential regulatory action or damage to ratings, financial market confidence and funder relationships• Colleague morale is affected by the sector-wide targeting	<ul style="list-style-type: none">• Monitoring of complaint stats, types of complaint and reporting to Exec and CSC• Responding to the new regulatory regime and upcoming legislation like the implementation of Awaab's law to provide assurance that we are addressing the failures being targeted by the media. We have delivered a communications plan specifically relating to the Regulatory Inspection• Using insight from complaints, ombudsman rulings, and customer surveys to pro-actively manage messaging• Crisis communication plan in place and leaders in business trained to understand roles and responsibilities• Clearly defined position statements against key issues or areas of contention to effectively manage messaging• Corporate Affairs Team responds to individual media contacts and monitors government and media activity which can impact on MTVH's reputation <p>Residual Score = 9 (amber)</p>

Strategic risks			
Area of strategic risk	Possible causes	Potential consequences	Control measures and residual risk score
Supply Chain Resilience	<ul style="list-style-type: none">Contractor default, contractor closure, adverse weather, availability of materials & labour due to wider market demand issues, affordability, rising cost of materials and labour and recessionInflation causing volatility in cost of materials and labour and service provisionReduction in funding for new homes, reduction in investment in existing homes due to business plan constraints	<ul style="list-style-type: none">Delay in delivering new homesAdverse impact on sales programme, affecting liquidity and scheme viabilityDelay and increase in cost of delivery of repairs and planned maintenance programmesBusiness interruption (link to Business Continuity Plan)Reduction in planned maintenance work leading to worsening condition of homes and failure of Decent Homes StandardReduction in customer satisfaction levels	<ul style="list-style-type: none">Performance of the development programme is carefully monitored with monthly cashflow updating and monitoring delivery profile. Regular progress/ performance reports presented to Executive, Development Committee as well as Board.Regular performance reporting of day to day and planned maintenance programme to quarterly business reviews, Executive, Committee and BoardRegular monitoring of construction programmes. Any slippage is closely monitored, with budgets readjusted accordingly. Where total scheme costs exceed 3% of the approved total scheme costs they will be reported to Executive, Board and Development committeeHE and GLA are regularly updated in regards to our delivery timetableRegular discussions with site teams and senior individuals at our contractor and Developer partners. And regular site visits by Clerks of Works, Development Managers and H&S inspectorsRegular contract review meetings with maintenance contractors to monitor delivery of programme and quality of worksMaintenance procurement rates for fixed periods and increasing Networks stocks to reduce impact of material shortagesRegular liaison with contracting parties (local authorities etc)Standardised approach to supplier & contract management <p>Residual Score = 9 (amber)</p>
IT Systems and Data Quality	<ul style="list-style-type: none">Inefficient IT systems, poor digital offer and poor data quality and availabilityInsufficient data coordination and poor quality data regarding property data and customer data	<ul style="list-style-type: none">Failure to operate effectively and efficiently; Implementation of new services delayed, prolonged business outages, significant disruption to service, segregated customer experiencePoor decision making leading to financial losses, reputational damage and regulatory interventionFailure to comply with Consumer Service StandardsService failures - Repairs Failures - increased responsive repairs	<ul style="list-style-type: none">Tech Strategy regularly reviewed to ensure progress is being made against the strategic measuresApproved Corporate Plan in place with an investment commitment to build a new enterprise architecture and decommission where possibleOne version of good quality and accurate data stored in a system which facilitates easy retrieval and reporting.Business / department level target operating modelEnterprise Architecture in place incorporating the Business reference model, Data reference model, Technology reference model and integrationsBudgets and controls in place with ongoing managementDedicated Service Delivery function and team that monitor, manage and control the performance and stability of the EnterpriseCustomer Experience Strategy in place with clear tech and data milestones regularly measuredAsset Information Project in train <p>Residual Score = 9 (amber)</p>

Strategic risks			
Area of strategic risk	Possible causes	Potential consequences	Control measures and residual risk score
Information & Data Security	<ul style="list-style-type: none">Appropriate measures not in place to ensure MTVH is protected against the misuse or unauthorised access to systems or dataSuccessful cyber attackData breach	<ul style="list-style-type: none">Financial, media criticism, legal action; ICO action; regulatory downgradeBusiness interruptionLoss of customer trust	<ul style="list-style-type: none">Maintain up to date data protection and information management policies which can be adapted to mitigate new risks and maintain complianceAll colleagues required to carry out mandatory information security training and compliance monitored centrallyMaintain robust tools to monitor security risks across the enterpriseAnnual PCI* accreditation reviewMM appointed Data Protection Officer (DPO) and manage the end-to-end compliance of personal data through data protection team. (GDPR)Annual penetration tests identify any vulnerabilities within our infrastructure - carried out by third partiesCommunications plan in place to action in the event of a data breach <p>Residual Score = 9 (amber)</p>
Failure to keep our residents and customers safe in line with our obligations regarding duty of care within all of our customers' homes	<ul style="list-style-type: none">Inadequate training and control mechanisms; poor operating processesLocal authority decisions to reduce funding of customers care packagesLocal authority decisions to exit from care and support service provisionPoor management of antisocial behaviour (ASB) cases, including gang violence and county linesPoor customer services by colleagues	<ul style="list-style-type: none">Death or injury arising from failure to care for customers, in particular vulnerable customers in our care and support facilities and general needs homes; Damage to reputation.Downgrade due to regulatory non-complianceInability to provide service following withdrawal of local authority support	<ul style="list-style-type: none">Assessment & Support team assess, provide oversight on, and give guidance to case owners regarding all instances of vulnerability, customer risk or possible safeguarding concernMonitoring of mandatory and role specific training completion for all colleagues; reporting available to all line managersExternal inspections (Care Quality Commission (CQC) and commissioning authority) of MTVH Support servicesQuarterly reporting of risk indicators (Early Warning Signs), controls and notable activity to Safeguarding & Care Quality Panel to provide assurance on effectiveness of controls and oversight of risk levelsPWC internal audit programme covers safeguarding, domestic abuse, ASB and hate crime, one-to-one support services, CQC complianceMonthly Performance Check regime conducted in MTVH Support Services to monitor compliance and service qualityInternal quality assurance audits completed for all commissioned services in MTVH Support in line with the Quality Assurance Framework and CQC standards.Relevant policies, procedures and colleague guidance are in place, detailing our responsibilities and arrangements for identifying and responding to customer needs; colleagues are trained on these.Programme of training on customer risk for relevant operational colleagues covering vulnerability and diverse needs, safeguarding adults and children, mental health, domestic abuse and related topicsAll new colleagues who qualify are DBS* checked upon engagement and the check is regularly updatedHome Visits Programme being delivered to all customers (both rented and home ownership) provides an additional key opportunity for customer need to be identified and responded to. Specific training delivered to operational teams to deliver this <p>Residual Score = 9 (amber)</p>

Strategic risks			
Area of strategic risk	Possible causes	Potential consequences	Control measures and residual risk score
Government policy, legislation and regulation relating to housing	<ul style="list-style-type: none">Change in focus of the new Ministry of Housing, Communities & Local Government, including support for shared ownership, and policy relating to grant and RCGF*Changes in government policy, legislation or regulation, in particular building and fire safety, Decent Homes Standard, regulatory standards, Ombudsman codeRent Policy - government plans currently unclear plus potential cap on service charges.Government focus on customer complaints, damp and mould, housing association quality of service and property maintenanceIncrease in cost of regulation - both increasing regulatory fees and level of sanctions, such as fines and Ombudsman compensationBreach of regulatory standard or legislation relating to social housing	<ul style="list-style-type: none">Regulatory downgrade or unlimited finesReduction in rental income and loss of staircasing income leads to greater pressure on SHIC*Increase in cost of regulation adversely affects business planReduction in grant levels, change of RCGF rules or stance towards shared ownership will reduce ability to develop new homes	<ul style="list-style-type: none">Headroom in business plan, which is financially robust; Key financial indicators within target; multi-variant scenario testing within long term financial planAnnual STEP/SWOT* carried out to identify changes on the horizonCommittee oversight on building and fire safety requirements and compliance, Board performance reporting and briefingsSelf-assessment against economic and consumer standards, regulatory and Legal Compliance carried out annually, and monitored throughout the year - includes TSMS*, Ombudsman reporting etcActive monitoring of regulatory and legislative changes on the horizon via regulatory and legal updates, provider panel attendance, subscribing to relevant sites etc. Board advised via quarterly Governance reporting and Chief Executive updatesEnsure that Management Agreements with joint venture partners include relevant regulatory obligationsPolicy Steering Group oversees updating of Policies in line with changes and regulatory requirements, including customer influence and publishing on our website for customer relevant policiesExternal Affairs team input to public policy debate, responding to regulatory and statutory consultations (shared with Board), and assessment of impact of policy change on residents and communitiesMaintenance of good relationship with Regulator and Ombudsman leading to early formal and informal discussion around policy, regulatory and legislative changes <p>Residual Score = 9 (amber)</p>
Sustainability - ESG Compliance	<ul style="list-style-type: none">Failure to set realistic targets and failure to achieve targets in relation to sustainability and decarbonisationIncrease in insurance premiums relating to climate change implications	<ul style="list-style-type: none">Regulatory and statutory penalties. Increase in funding costs. Failure to contribute to the climate challenge and achieve group Sustainability objectives. Fuel poverty for residents living in heat inefficient properties. Increased costs of operation arising from additional property costs may result in negative impact on key viability ratios (e.g. SHIC*)Increased property costs due to flood or fire damage, excessive heat or cold and other climate change effects	<ul style="list-style-type: none">Annual reporting to Board on performance against the Sustainability Action Plan monitors performance against targetsSECR* reporting within the Annual ReportQuarterly energy procurement update to Treasury CommitteeSustainability Committee meets quarterly and, includes a Board MemberRetaining our Ritterwald accreditation requires us to report regularly to demonstrate auditable progress towards sustainability goalsSubmission of the 'Use of Proceeds Report' to bond holders to confirm that we are meeting the sustainability framework obligations which require annual reporting against the 3-year targetsProgress against the programme to achieve EPC C* target for 75% of properties by 2026 and 100% of properties by 2030 included in monthly reporting to Exec and quarterly to the Property Committee and Board <p>Residual Score = 6 (amber)</p>

Strategic risks			
Area of strategic risk	Possible causes	Potential consequences	Control measures and residual risk score
Customer Experience	<ul style="list-style-type: none">Complex arrangements for customers to access our services and poorly defined approach, roles and processesInconsistent and disjointed customer experience when accessing services in different parts of MTVHIncreased customer and stakeholder expectations and Government and legal and regulatory requirements.Restricted spend due to requirements to keep within required financial metrics. Mismatch between investment decisions and customer perceived priorities - manage customer expectations.Pace of adoption of new technology and systems fails to support customer demand and expectations.Poor positioning of shared ownership and leaseholder products within the marketFailing to meet lease obligations across a broad and varied portfolio of leases	<ul style="list-style-type: none">Poor services to customers, leading to low customer satisfaction and negative reputation	<ul style="list-style-type: none">Regular review of complaint stats at Executive and Customer Services Committee (CSC)Regular reporting on customer satisfaction to CSC and BoardSystems and Technology - Change/implementation programme(s) in place including CRM*, combining housing management systems, allow tracking of all enquires.Governance and Decision Making Structures in placeOperational Risk Management Framework in place and related risks actively monitoredCustomer Service Standards published on the websiteCustomer Experience Strategic Plan approve and in processPositive Complaints Culture promoted throughout the business including within training and objective setting <p>Residual Score = 6 (amber)</p>

Glossary			
FFR	Regulatory Financial Forecast Return	SECR	Streamlined Energy and Carbon Reporting
KPI	Key Performance Indicator		
SHIC	Social Housing Interest Cover	EBITDA MRI	Financial ratio - earnings before interest, tax, depreciation, amortisation and major repairs
SWOT	Strengths, weaknesses, opportunities, and threats		
STEP	Strategic method used to understand four major external environmental factors of the business landscape	DBS Check	Disclosure and Barring Service check
		RCGF	Recycled capital grant fund
SaaS	Software as a Service	TSM	Tenant Satisfaction measure
CMDB	Configuration Management Database (storage of information about MTVH's IT assets)	CRM	Customer relationship management system
		EPC C	Energy performance certificate showing moderate energy efficiency
PCI	Payment Card Industry		

Information and financial reporting systems

Our Financial Plan is monitored regularly by management, the Executive and the MTVH Board to ensure that the business remains financially healthy and that targets for financial growth and strategic objectives are met to enable the delivery of our social objectives. The Financial Plan is stress-tested against a range of challenging regulatory, investment, economic, financial and business performance scenarios, including the Bank of England stress tests. The 2024/25 Plan was approved by the Board in May 2024 for submission to the Regulator and was reviewed and updated in November 2024. The Audit and Risk Committee and Board agreed which stress tests would be most appropriate.

Fraud, Anti-bribery and whistleblowing

Fraud is an ever-present threat to resources and our customers and may occur from outside or from within the organisation. MTVH has an approved anti-fraud, bribery and corruption policy and a fraud response procedure that covers the prevention, detection, investigation and reporting of fraud, including considering learning from investigations and remedial action to prevent a recurrence. Cases of fraud and attempted fraud are recorded on the fraud register and reported to the Executive Team and to the Audit and Risk Committee. The Fraud Register is submitted to the Regulator each year. Our anti-fraud, bribery and corruption policy makes clear that we have zero tolerance of any form of fraud, bribery or corruption. The resulting actions taken following the discovery of any such instances are shared internally to reinforce learning.

The Group has appointed a Money Laundering Compliance Principal and a Nominated Officer as part of its compliance with anti-money laundering legislation.

MTVH values its reputation and is committed to maintaining the highest possible ethical standards in all its business activities. The organisation has a whistleblowing policy and associated procedure which encourages staff and others to express any serious concerns confidentially regarding suspected misconduct or malpractice going on within the organisation. Whistleblowing events are recorded and investigated and are reported to the Audit and Risk Committee.

Monitoring, control environment and control procedures

A process of control, self-assessment and regular management reporting on control issues provides hierarchical assurance to successive levels of management and the Board, together with an auditable trail of accountability. The certification is tailored to reflect the potential risks and the control environment of the business. This enables corrective action to be taken where appropriate and provides assurances to management and the Board. The Chief Executive provides an annual assurance report to the Board, which includes assurance that key legislative and regulatory requirements have been met.

The Code of Conduct sets out MTVH's expectations of Board members, staff and involved residents with regard to quality of service, business disciplines, honesty and

integrity. It is supported by a framework of policies and procedures with which Board members and staff must comply. These cover matters such as delegated authority, segregation of duties, accounting, treasury management, health and safety, data and asset protection and fraud, bribery and corruption prevention and detection and the management of conflicts of interests. Policies are periodically reviewed in accordance with a prescribed timetable.

Audit assurance

The internal audit function is outsourced and reports directly to the Audit and Risk Committee. The internal audit programme of work is aligned to strategic objectives and risk. The Audit and Risk Committee meets four times a year and considers internal control and strategic risks and their management at each meeting. The Committee provides an annual report to the Board and the Chair of Audit and Risk provides feedback to the Board following each of its meetings. The work of the external auditors provides further independent assurance on the financial control environment as described in their audit report. MTVH receives a letter from the external auditors identifying any weaknesses in internal control in the preparation of the financial statements with recommendations for improvement. This letter is considered by the Audit and Risk Committee, together with a detailed action plan to address any issues. The internal and external auditors meet with the Audit and Risk Committee without officers present as requested. A review of the effectiveness of the internal and external auditors takes place annually.

Going concern

The Board and senior management have determined that MTVH has adequate resources to continue in operational existence for the foreseeable future and therefore that the business is a going concern. They have been presented with the possible impacts from numerous multi-variant adverse scenarios and options for mitigation to ensure the business can continue in the short and longer term. Mitigations exist for all scenarios and some have already been partially implemented, as a precaution to ensure compliance with all covenant and regulatory requirements. Periodic updates to the financial business plan, management accounts and internal reporting enable continuous monitoring of the business and pre-determined internal triggers have been set to ensure prompt appropriate mitigating actions are undertaken in a timely manner.

MTVH has available cash and borrowing facilities which are sufficient to meet its ongoing obligations for the next two years. With regard to the longer-term plan and the ability to meet loan agreement obligations, all covenants and liquidity requirements are met throughout the ten-year plan period. Consequently, the Board does not see a requirement to deviate from business as usual, however, will continue to monitor performance closely. The Board therefore has a reasonable expectation that MTVH has adequate resources to continue in operational existence for the foreseeable future. For this reason, the Board continues to adopt the going concern basis in preparing the Group's financial statements. ♦

Statement of responsibilities of the board

The Board members are responsible for preparing the report of the Board, which for MTVH comprises the Chair's foreword and Chief Executive's introduction, About MTVH, Working hard for residents, Creating opportunity, Chief Financial Officer's review, Value for money statement, Environment, Social and Governance statement, Carbon emissions statement, Section 172 statement, Statement on corporate governance, Board statement on internal control and risk assurance and this Statement of responsibilities of the Board; and the financial statements in accordance with applicable law and regulations.



Co-operative and Community Benefit Society law and social housing legislation require the Board members to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

In preparing these financial statements, the Board members are required to:

- **Select suitable accounting policies and then apply them consistently;**
- **Make judgements and accounting estimates that are reasonable and prudent;**
- **State whether applicable UK Accounting Standards and the Statement of Recommended Practice: Accounting by Registered Social Housing Providers 2018 have been followed, subject to any material departures disclosed and explained in the financial statements; and**
- **Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Group and the Association will continue in business.**

The Board members are responsible for keeping adequate accounting records that are sufficient to show and explain the Group and the Association's transactions and disclose with reasonable accuracy at any time the financial position of the Group and the Association and enable them to ensure that the financial statements comply with the Co-operative and Community Benefit Societies Act 2014, the Co-operative and Community Benefit Societies (Group Accounts) Regulations 1969, the Housing and Regeneration Act 2008 and the Accounting Direction for Private Registered Providers of Social Housing 2022.

They are also responsible for safeguarding the assets of the Group and the Association and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Board is responsible for ensuring that the report of the Board is prepared in accordance with the Statement of Recommended Practice: Accounting by Registered Social Housing Providers 2018.

Financial statements are published on the Group and the Association's website in accordance with legislation in the United Kingdom governing the preparation and dissemination of financial statements, which may vary from legislation in other jurisdictions. The maintenance and integrity of the Group and the Association's website is the responsibility of the Board members. The Board members' responsibility also extends to the ongoing integrity of the financial statements contained therein.

Provision of information to the auditor

All of the current Board members have taken all the steps that they ought to have taken to make themselves aware of any information needed by the auditor for the purposes of their audit and to establish that the auditors are aware of that information. The Board members are not aware of any relevant audit information of which the auditors are unaware.

Signed on behalf of the Board

Althea Efunshile CBE, Chair
21st August 2025

Opinion on the financial statements

In our opinion:

- the financial statements give a true and fair view of the state of the Group's and of the Trust's affairs as at 31 March 2025 and of the Group's and the Trust's surplus for the year then ended;
- the financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- the financial statements have been properly prepared in accordance with the requirements of the Co-operative and Community Benefit Societies Act 2014, the Co-operative and Community Benefit Societies (Group Accounts) Regulations 1969, the Housing and Regeneration Act 2008 and the Accounting Direction for Private Registered Providers of Social Housing 2022.

We have audited the financial statements of Metropolitan Housing Trust Limited ("the Trust") and its subsidiaries ("the Group") for the year ended 31 March 2025, which comprise the Consolidated statement of comprehensive income, the Trust statement of comprehensive income, the Consolidated statement of financial position, the Trust statement of financial position, the Consolidated statement of changes in reserves, the Trust statement of changes in reserves, the Consolidated statement of cash flows and notes to the

financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion. Our audit opinion is consistent with the additional report to the Audit & Risk Committee.

Independence

Following the recommendation of the Audit & Risk Committee, we were initially appointed by the Board to audit the financial statements for the year ending 31 March 2011 and subsequent periods. Following the listing of the debt in 2016 we were re-appointed. The period of total uninterrupted engagement including retenders and reappointments since the listing of debt is 9 years, covering the years ending 31 March 2016 to 31 March 2025 and 15 years in total.

We remain independent of the Group and the Parent Trust in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard as applied to listed public interest entities, and we have fulfilled our other ethical responsibilities in accordance with these requirements. The non-audit services prohibited by that standard were not provided to the Group or the Parent Trust.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Board's use of the going concern basis of accounting in the preparation of the financial statements is appropriate. Our evaluation of the Board's assessment of the Group and the Parent Trust's ability to continue to adopt the going concern basis of accounting included:

- **Assessment of the internal forecasting process to confirm the projections are prepared by appropriate personnel who are aware of the detailed figures in the forecast but also have a high-level understanding of the entity's market, strategy and profile in the customer base.**
- **Obtaining and assessing the availability of financing facilities, including the nature of facilities, repayment terms and financial covenants. We considered management's financial covenant compliance calculations covering for a period of at least 12 months from the date of sign off and concluded on the consistency of such calculations with the ratios stated in the relevant lender agreements.**

- **Consideration of the forecasts prepared by management and challenge of the key assumptions based on our knowledge of the business. As referred to in the going concern accounting policy note, management have performed stress testing on the financial plan. We have reviewed the stress testing scenarios and reperforming sensitivities on the Board's base case and considered the likelihood of these occurring and understood and challenged the mitigating actions the Board would take under these scenarios.**

- **We considered the adequacy of the disclosures in the financial statements against the requirements of the accounting standards and consistency of the disclosure against the forecasts and stress test scenarios.**

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Group and the Parent Trust's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

In relation to the Trust's reporting on how it has applied the UK Corporate Governance Code, we have nothing material to add or draw attention to in relation to the Board's statement in the financial statements about whether the Board considered it appropriate to adopt the going concern basis of accounting.

Our responsibilities and the responsibilities of the Board with respect to going concern are described in the relevant sections of this report.



Overview

Key audit matters	The recoverable amount of properties held for sale	2025 ✓	2024 ✓
Materiality	Group financial statements as a whole £86m (2024: £72m) based on 1.5% of total assets		

An overview of the scope of our audit

Our Group audit was scoped by obtaining an understanding of the Group and its environment, the applicable financial reporting framework, country of operation and the Group’s system of internal control. On the basis of this, we identified and assessed the risks of material misstatement of the Group financial statements, including with respect to the consolidation process. We then applied professional judgement to focus our audit procedures on the areas that posed the greatest risks to the group financial statements. We continually assessed risks throughout our audit, revising the risks where necessary, with the aim of reducing the group risk of material misstatement to an acceptable level, in order to provide a basis for our opinion.

We also addressed the risk of management override of internal controls, including assessing whether there was evidence of bias by management that may have represented a risk of material misstatement.

Components in scope

There are 10 entities within the Group, including the Parent entity. The nature of the entities in the Group is as follows:

- 2 entities, including parent entity, are the Registered providers of social housing;
- 1 entity is the development vehicle, which provides services to Group members only;
- 1 entity is the funding vehicle, which borrow externally and on lends to group members;

- 1 entity is the registered charity but has no material transaction in the year;
- 1 entity is the holding company of another entity (also the part of this group) which is establish to oversee the management and maintenance of affordable homes under a PFI arrangement;
- 1 entity is engaged in the development and sale of homes;
- 1 entity trades exclusively with its parent company and provide routine repairs services; and
- 1 entity is dormant

In addition to above, Group also has investment in 7 joint ventures where they have shares from 25% - 50% with different entities.

We performed risk assessment procedures to identify areas in the Group’s financial statements that may be at risk of material misstatement. We used both qualitative and quantitative factors to perform this assessment including evaluating the size, complexity, and nature of each entity’s activities, reviewing significant transactions or estimates and any changes in the business environment. The Group is centrally managed, with the Group Finance team controlling the processes and controls for all entities within the Group.

We identified the specific areas that could lead to a material misstatement at Group level.

As part of our Group audit, we assessed each component against the risks of material misstatement identified.

Procedures performed at the component level

For components in scope, we used a combination of risk assessment procedures and further audit procedures to obtain sufficient appropriate evidence to support the Group opinion. We performed procedures to respond to group risks of material misstatement at the component level that included the following:

Component	Component name	Entity	Group Audit Scope
1	MHT	Metropolitan Housing Trust	Statutory audit and procedures on the entire financial information of the component.
2	TVHA	Thames Valley Housing Association	Statutory audit and procedures on the entire financial information of the component.
3	MF PLC	Metropolitan Funding Plc	Statutory audit and procedures on the entire financial information of the component.
4	MLL	Metropolitan Living Limited	Procedures on one or more classes of transactions, account balances or disclosures

Procedures performed centrally

We considered there to be a high degree of centralisation of financial reporting and commonality of controls as well as similarity of the group’s activities in relation to:

- Impairment of housing assets;
- Recoverable amount of properties held for sale;
- Consolidation, financial statement preparation and cash flow statement;
- Going concern; and
- Laws and regulations

We therefore designed and performed procedures centrally in these areas.

The group operates a centralised IT function that supports IT processes for all components. This IT function is subject to specified risk-focused audit procedures, predominantly the testing of the relevant IT general controls and IT application

controls. The Group engagement team has performed all procedures and has not involved component auditors in the Group audit.

Key audit matters

Key audit matters are those matters that, in our professional judgement, were of most significance in our audit of the financial statements of the current period and include the most significant assessed risks of material misstatement (whether or not due to fraud) that we identified, including those which had the greatest effect on: the overall audit strategy, the allocation of resources in the audit, and directing the efforts of the engagement team. These matters were addressed in the context of our audit of the financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters. →

Key audit matter	How the scope of our audit addressed the key audit matter
<p>The recoverable amount of properties held for sale</p> <p>This relates to items included in note 16 of the financial statements.</p> <p>This area also represents a key judgement made by management as described on page 111</p>	<p>Our response included the following:</p> <p>Having obtained management’s assessment of the recoverable amount of properties developed for sale, we selected a sample on which to perform detailed testing. Our samples were chosen from the populations of items that represented shared ownership and outright sales properties both completed and under construction schemes at year-end.</p> <p>For the schemes selected, we performed one or a combination of the below, based on the risk attached to each scheme selected:</p> <p>1. For forecast sales price:</p> <ul style="list-style-type: none">• Units sold during or post year end – we agreed proceeds to completion statement• Completed units not sold during or post year end and schemes still under construction – we obtained one or more of: third party formal valuation and performed an assessment of the management expert’s competence and objectivity; sales prices achieved for similar units in the year; or valuation of properties based on the market data and challenge these valuation based on presumably recent empirical discounts to marketed value. We enquired and assessed what management plans are for unsold properties. <p>2. For costs to complete (performed one or a combination of the following):</p> <ul style="list-style-type: none">• Obtained the latest cost consultant report or build contractor’s invoice and compared construction costs against total contract value, taking into account latest contract variations.• Obtained details of the expected costs to complete from the scheme budget and agreed the budgeted contract costs of the development to the latest contract documentation and considered the appropriateness of any estimates used.• Assessed the accuracy of cost forecasting by looking at the outturn of costs compared to budget on schemes completed in the year.• For development schemes in progress, discussed with the development manager whether there was any indication of any potential cost issues in relation to:<ul style="list-style-type: none">○ Price inflation○ Contractor solvency○ Variations, including contractor requests to increase the price of a fixed price contract. <p>3. For costs to sell:</p> <ul style="list-style-type: none">• Reviewed computations of selling costs and compared against known selling costs that were incurred in the year. <p>Key observations:</p> <p>Based on the work performed and evidence obtained, we concluded that no impairment was required beyond the amount already recognised in the financial statements.</p>

Our application of materiality

We apply the concept of materiality both in planning and performing our audit, and in evaluating the effect of misstatements. We consider materiality to be the magnitude by which misstatements, including omissions, could influence the economic decisions of reasonable users that are taken on the basis of the financial statements.

In order to reduce to an appropriately low level the probability that any misstatements exceed materiality, we use a lower materiality level, performance materiality, to determine

the extent of testing needed. Importantly, misstatements below these levels will not necessarily be evaluated as immaterial as we also take account of the nature of identified misstatements, and the particular circumstances of their occurrence, when evaluating their effect on the financial statements as a whole.

Based on our professional judgement, we determined materiality for the financial statements as a whole and performance materiality as follows:



	Group financial statements		Parent Trust financial statements	
	2025	2024	2025	2024
Financial statement materiality				
Materiality	£86.0m	£80.0m	£68.8m	£72m
Basis for determining materiality	1.5% of total assets	1.5% of total assets	1.5% of total assets	1.5% of total assets
Performance materiality	£60.2m	£56m	£48.1m	£50.4m
Basis for determining performance materiality	75% of materiality	75% of materiality	75% of materiality	75% of materiality
Specific materiality				
Specific materiality	£6.0m	£6.0m	£4.8m	£5.4m
Basis for determining specific materiality	1.75% of revenue	1.75% of revenue	1.75% of revenue	1.75% of revenue
Specific performance materiality	£4.2m	£4.2m	£3.4m	£3.78m
Basis for determining specific performance materiality	75% of materiality	75% of materiality	75% of materiality	75% of materiality

Rationale for the benchmarks applied

A registered provider of social housing's key stakeholders are primarily focused on the value of the stable, rented asset portfolio, as their debt is secured on these assets. Total assets is therefore considered to be the appropriate benchmark for determining overall materiality. However, we also determined that for those classes of transactions within the statement of comprehensive income that are used in covenant calculations and sector benchmarking metrics, as well as other financial statement areas, such as property for sale and rent arrears, that are subject to greater scrutiny by key stakeholders, a misstatement of less than materiality for the financial statements as a whole could influence the economic decisions of the users of the financial statements. As a result, we applied a specific materiality calculated using revenue as the benchmark to these balances and transactions.

We have determined that 75% of materiality is an appropriate basis for performance materiality based on our previous experience of the audit and factors such as the low levels of misstatements previously identified, partially offset by some areas of the financial statements being subject to significant estimation uncertainty. We increased performance materiality to reflect our updated assessment of risk, and the limited errors identified in the prior year and expected in the current year.

Reporting threshold

We agreed with the Audit and Risk Committee that we would report to them all individual audit differences in excess of £3.4m (2024: £3.2m) in relation to financial statement materiality and £0.24m (2024: £0.24m) in relation to specific materiality. We also agreed to report differences below this threshold that, in our view, warranted reporting on qualitative grounds.

Other information

The Board are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where we are required by the Co-operative and Community Benefit Societies Act 2014 to report to you if, in our opinion:

- the Trust has not kept proper books of account;
- the Trust has not maintained a satisfactory system of control over its transactions;
- the financial statements are not in agreement with the Trust's books of account; or
- we have not received all the information and explanations we need for our audit.

Responsibilities of the Board

As explained more fully in the Statement of the Board's responsibilities, the Board is responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Board members determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Board are responsible for assessing the Group and the Trust's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board either intend to liquidate the Group or the Trust or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Extent to which the audit was capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Non-compliance with laws and regulations

Based on:

- our understanding of the Group and the industry in which it operates;
- discussion with management and those charged with governance; and
- obtaining an understanding of the Group's policies and procedures regarding compliance with laws and regulations. →

We considered the significant laws and regulations to be the Co-operative and Community Benefit Societies Act 2014, the Co-operative and Community Benefit Societies (Group Accounts) Regulations 1969, the Housing and Regeneration Act 2008 and the Accounting Direction for Private Registered Providers of Social Housing 2022.

The Group is also subject to laws and regulations where the consequence of non-compliance could have a material effect on the amount or disclosures in the financial statements, for example through the imposition of fines or litigations. We identified such laws and regulations to be employment law, tax legislation, the Regulator of Social Housing’s Regulatory Standards, data protection, building safety and health and safety legislation.

Our procedures in respect of the above included:

- review of minutes of meetings of those charged with governance for any instances of non-compliance with laws and regulations;
- review of correspondence with regulatory and tax authorities for any instances of non-compliance with laws and regulations;
- review of financial statement disclosures and agreeing to supporting documentation;
- involvement of tax specialists in the audit; and
- review of legal expenditure accounts to understand the nature of expenditure incurred.

Fraud
We assessed the susceptibility of the financial statements to material misstatement, including fraud. Our risk assessment procedures included:

- enquiry with management and those charged with governance regarding any known or suspected instances of fraud;
- obtaining an understanding of the Group’s policies and procedures relating to:
 - detecting and responding to the risks of fraud; and
 - internal controls established to mitigate risks related to fraud;
- review of minutes of meetings of those charged with governance for any known or suspected instances of fraud;
- discussion amongst the engagement team as to how and where fraud might occur in the financial statements;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud; and
- considering remuneration incentive schemes and performance targets and the related financial statement areas impacted by these.

Based on our risk assessment, we considered the areas most susceptible to fraud to be management override of controls, including the posting of inappropriate journals to manipulate financial results, and management bias in accounting estimates.

Our procedures in respect of the above included:

- testing journal entries throughout the year that met defined risk criteria, as well as a random sample, by agreeing to supporting documentation; and
- assessing significant estimates made by management for bias in particular in relation to recoverable amount of properties developed for sale (see Key Audit Matter) and impairment of tangible fixed assets by challenging estimates made by management.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members, who were all deemed to have appropriate competence and capabilities, and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Our audit procedures were designed to respond to risks of material misstatement in the financial statements, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery, misrepresentations or through collusion. There are inherent limitations in the audit procedures performed and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it.

A further description of our responsibilities is available on the Financial Reporting Council’s website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor’s report.

Use of our report
This report is made solely to the members of the Trust, as a body, in accordance with the Housing and Regeneration Act 2008 and the Co-operative and Community Benefit Societies Act 2014. Our audit work has been undertaken so that we might state to the Trust’s members those matters we are required to state to them in an auditor’s report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Trust and the members as a body, for our audit work, for this report, or for the opinions we have formed.

Philip Cliftlands (Senior Statutory Auditor)

For and on behalf of **BDO LLP**,
Statutory Auditor, London, UK

BDO LLP is a limited liability partnership registered in England and Wales (with registered number OC305127).

Financial statements



West Hendon Waterside, Barnet, London

Consolidated Statement of Comprehensive Income and Expenditure for the year ended 31 March 2025

	Note	2025 £'000	2025 Building Safety & Non- Recurring £'000	2025 Total £'000	2024 £'000
Turnover	2	453,712	2,834	456,546	423,060
Cost of sales	2	(26,242)	-	(26,242)	(24,712)
Operating costs	2	(328,412)	(15,555)	(343,967)	(431,527)
Surplus on disposal of fixed assets	2 / 6	37,752	-	37,752	41,141
Share of operating surplus in joint ventures and associates	2 / 31	11,417	-	11,417	8,796
Operating surplus	5	148,227	(12,721)	135,506	16,758
Revaluation of investments	32	(856)	-	(856)	1,819
Interest receivable	7	5,337	-	5,337	8,112
Interest and finance costs	8	(96,043)	-	(96,043)	(97,767)
Movement in fair value of financial instruments	7	2,575	-	2,575	2,699
Movement in fair value of investment property	12	2,189	-	2,189	(11,036)
Movement in fair value of financial assets	17	(896)	-	(896)	(827)
Surplus/(deficit) before tax		60,533	(12,721)	47,812	(80,242)
Taxation	11	-	-	-	-
Surplus/(deficit) for the year		60,533	(12,721)	47,812	(80,242)
Actuarial gain/(deficit) on defined benefit pension scheme liability	23	8,658	-	8,658	(14,701)
Change in fair value of hedging instrument	8	10,130	-	10,130	3,056
Total comprehensive income/ (expenditure) for the year		79,321	(12,721)	66,600	(91,887)

All amounts relate to continuing activities.

The notes on pages 110 to 155 form part of these financial statements.

Trust Statement of Comprehensive Income and Expenditure for the year ended 31 March 2025

Trust	Note	2025 £'000	2025 Building Safety & Non- Recurring £'000	2025 Total £'000	2024 re-stated £'000
Turnover	2	433,441	2,195	435,636	403,348
Cost of sales	2	(25,655)	-	(25,655)	(22,479)
Operating costs	2	(315,395)	(15,889)	(331,284)	(416,577)
Surplus on disposal of fixed assets	2/6	27,322	-	27,322	39,883
Operating surplus	5	119,713	(13,694)	106,019	4,175
Gift aid received	38	8,725	-	8,725	12,283
Revaluation of investments	32	(856)	-	(856)	1,819
Interest receivable	7	12,380	-	12,380	11,843
Interest and finance costs	8	(92,820)	-	(92,820)	(93,267)
Movement in fair value of financial instruments	7	2,575	-	2,575	2,699
Movement in fair value of investment property	12	2,189	-	2,189	(11,036)
Surplus/(deficit) before tax		51,906	(13,694)	38,212	(71,484)
Taxation	11	-	-	-	-
Surplus/(loss) for the year		51,906	(13,694)	38,212	(71,484)
Actuarial gain/(deficit) on defined benefit pension scheme liability	23	6,948	-	6,948	(11,509)
Change in fair value of hedging instrument	8	9,291	-	9,291	2,598
Total comprehensive income/ (expenditure) for the year		68,145	(13,694)	54,451	(80,395)

All amounts relate to continuing activities.

The notes on pages 110 to 155 form part of these financial statements.

	Note	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
FIXED ASSETS					
Housing properties	12	5,241,848	4,894,612	5,079,261	4,764,058
Investment properties	12	57,290	55,129	53,709	51,548
Other tangible fixed assets	13	19,358	19,601	18,448	18,123
Intangible fixed assets	13	17,628	18,382	15,331	16,028
Total fixed assets		5,336,124	4,987,724	5,166,749	4,831,757
INVESTMENTS					
HomeBuy loans	14	105,366	113,350	105,366	113,351
Other investments	15	8,918	9,441	8,817	8,305
Investments in subsidiaries	31	-	-	50	50
Investments in joint ventures and associates	31	93,285	52,205	-	-
Total fixed assets and investments		5,543,693	5,162,720	5,280,982	4,953,463
CURRENT ASSETS					
Stock	16	47,404	55,533	46,343	39,227
Debtors	17				
- due within one year		63,736	54,010	150,019	140,812
- due after more than one year		34,426	27,021	2,646	11
Cash and cash equivalents		87,899	92,970	74,346	82,326
		233,465	229,534	273,354	262,376
Creditors falling due within one year	18	(418,851)	(376,090)	(391,998)	(354,216)
Net current (liabilities)/assets		(185,386)	(146,556)	(118,644)	(91,840)
Total assets less current liabilities		5,358,307	5,016,164	5,162,338	4,861,623
Creditors falling due after more than one year	19	2,660,033	2,373,098	2,548,769	2,295,032
Pension liability	23	18,814	31,922	15,463	26,018
Provision for liabilities	24	71,414	69,698	69,543	66,461
CAPITAL AND RESERVES					
Income and expenditure reserve		1,571,207	1,493,286	1,511,520	1,445,185
Restricted reserve		19,627	20,472	19,627	20,472
Revaluation reserve		1,009,766	1,030,372	991,215	1,011,545
Cashflow hedge reserve		7,446	(2,684)	6,201	(3,090)
Total reserves		2,608,046	2,541,446	2,528,563	2,474,112
Share Capital	25	-	-	-	-
Total reserves and long term debt		5,358,307	5,016,164	5,162,338	4,861,623

The financial statements were approved and authorised for issue by the Board on 31st July 2025 and were signed on its behalf by:

• **Althea Efunshile CBE, Chair** • **Ian Johnson, Executive Director, Finance** • **Patricia Etter, Company Secretary**

	Note	Group 2025 £'000	Group 2024 £'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Surplus/(deficit) for the year		47,812	(80,242)
Adjustment for:			
Surplus on disposal of fixed assets	6	(37,752)	(41,141)
Share of operating surplus in joint ventures	2	(11,417)	(8,796)
Interest receivable	7	(5,337)	(8,112)
Interest and finance costs	8	96,043	97,767
Movement in fair value of financial instruments	7	(2,575)	(2,699)
Movement in fair value of investment property	12	(2,189)	11,036
Movement in fair value of financial assets	17	896	827
Depreciation	5	53,338	49,962
Amortised grant	3	(7,001)	(7,633)
Impairment	5	(8,657)	37,931
Decrease/(Increase) in stock		(11,188)	4,781
Decrease/(Increase) in debtors		(14,528)	8,187
Increase in creditors		9,584	3,424
Increase in provisions		1,716	66,949
Pension costs less contributions payable		(5,843)	(4,917)
Proceeds from sale of properties as operating activities		86,010	108,703
Proceeds from sale of fixed asset investments as operating activities		13,102	12,036
Cash generated from operations		202,014	248,063
Tax (paid)/refunded		-	-
Net cash from operating activities		202,014	248,063
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of housing properties		(394,751)	(289,851)
Purchase of fixed assets - other		(7,154)	(11,463)
Proceeds from other investments		9,379	17,165
Purchase of fixed asset investments		(38,519)	(1,980)
Interest received		4,718	7,512
Dividend received		619	600
Grant repaid		(23,318)	-
Grant receipts		49,265	64,103
Net cash used in investing activities		(399,761)	(213,914)
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds from borrowings	34	440,367	92,000
Repayment of borrowings	34	(143,230)	(119,650)
Capital element of finance lease payments	34	(41)	(38)
Interest paid		(102,991)	(107,986)
Finance costs		(1,429)	1,037
Net cash used in financing activities		192,676	(134,637)
Net movement in cash and cash equivalents		(5,071)	(100,488)
Cash and cash equivalents brought forward		92,970	193,458
Cash and cash equivalents carried forward	34	87,899	92,970

	Note	Trust 2025 £'000	Trust 2024 £'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Surplus/(deficit) for the year		38,212	(71,484)
Adjustment for:			
Surplus on disposal of fixed assets	6	(27,322)	(39,882)
Interest receivable	7	(12,380)	(11,843)
Interest and finance costs	8	92,820	93,267
Movement in fair value of financial instruments	7	(2,575)	(2,699)
Movement in fair value of investment property	12	(2,189)	11,036
Depreciation	5	49,301	45,578
Amortised grant	3	(6,848)	(7,478)
Impairment	5	(8,657)	31,150
Decrease/(Increase) in stock		(14,712)	(1,329)
Decrease /(Increase) in debtors		(8,768)	319
Decrease/(Increase) in creditors		(1,818)	18,574
Increase in provisions		3,082	66,199
Pension costs less contributions payable		(4,743)	(3,960)
Proceeds from sale of properties as operating activities		68,991	106,727
Proceeds from sale of fixed asset investments as operating activities		13,102	12,036
Cash generated from operations		175,496	246,211
Tax (paid)/refunded		-	-
Net cash from operating activities		175,496	246,211
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of housing properties		(383,020)	(281,895)
Purchase of fixed assets - other		(6,418)	(9,608)
Proceeds from other investments		(512)	(709)
Capital contribution from parent		-	5,000
Interest received		11,761	11,243
Dividend received		619	600
Grant repaid		(23,318)	-
Grant receipts		49,265	75,510
Net cash used in investing activities		(351,623)	(199,859)
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds from borrowings	34	404,820	82,000
Repayment of borrowings	34	(137,080)	(117,589)
Capital element of finance lease payments	34	(41)	(38)
Interest paid		(98,123)	(110,319)
Finance costs		(1,429)	-
Net cash used in financing activities		168,147	(145,946)
Net movement in cash and cash equivalents		(7,980)	(99,594)
Cash and cash equivalents brought forward		82,326	181,920
Cash and cash equivalents carried forward	34	74,346	82,326

Group	Income and expenditure reserve £'000	Cashflow hedge reserve £'000	Restricted reserve £'000	Revaluation reserve £'000	Total reserves £'000
Balance at 1 April 2023	1,566,462	(5,740)	18,571	1,054,040	2,633,333
Deficit for the year	(80,242)	-	-	-	(80,242)
Actuarial gain on defined benefit pension scheme liability	(14,701)	-	-	-	(14,701)
Change in fair value of hedging instruments	-	3,056	-	-	3,056
Revaluation gains released	21,767	-	1,901	(23,668)	-
Balance at 31 March 2024	1,493,286	(2,684)	20,472	1,030,372	2,541,446
Surplus for the year	47,812	-	-	-	47,812
Actuarial gain on defined benefit pension scheme liability	8,658	-	-	-	8,658
Change in fair value of hedging instruments	-	10,130	-	-	10,130
Revaluation gains released	20,606	-	-	(20,606)	-
Transfer of restricted income to restricted reserve	845	-	(845)	-	-
Balance at 31 March 2025	1,571,207	7,446	19,627	1,009,766	2,608,046

Trust	Income and expenditure reserve £'000	Cashflow hedge reserve £'000	Restricted reserve £'000	Revaluation reserve £'000	Total reserves £'000
Balance at 1 April 2023	1,514,813	(5,688)	18,571	1,021,811	2,549,507
Deficit for the year	(71,484)	-	-	-	(71,484)
Actuarial loss on defined benefit pension scheme liability	(11,509)	-	-	-	(11,509)
Change in fair value of hedging instruments	-	2,598	-	-	2,598
Capital contribution in the form of gift aid from parent	5,000	-	-	-	5,000
Revaluation gains released	10,266	-	-	(10,266)	-
Transfer of restricted income to restricted reserve	(1,901)	-	1,901	-	-
Balance at 31 March 2024	1,445,185	(3,090)	20,472	1,011,545	2,474,112
Surplus for the year	38,212	-	-	-	38,212
Actuarial gain on defined benefit pension scheme liability	6,948	-	-	-	6,948
Change in fair value of hedging instruments	-	9,291	-	-	9,291
Revaluation gains released	20,330	-	-	(20,330)	-
Transfer of restricted income to restricted reserve	845	-	(845)	-	-
Balance at 31 March 2025	1,511,520	6,201	19,627	991,215	2,528,563

The notes on pages 110 to 155 form part of these financial statements.

1A. ACCOUNTING POLICIES

Legal status

Metropolitan Housing Trust Limited ('the Trust') is an exempt charity registered in England under the Co-operative and Community Benefit Societies Act 2014 (Registered Number 16337R) and is a registered provider of social housing with the Regulator of Social Housing (Registered Number L0726). It trades in GBP and is a public benefit entity and its registered address is The Grange, 100 High Street, Southgate, London N14 6PW.

The Trust was a subsidiary of Thames Valley Housing Association Limited (the Association) up to 31st December 2024 and a subsidiary in the MTVH Group which was created from a merger between Thames Valley Housing Association Limited and Metropolitan Housing Trust Limited in 2018. On 1st January 2025 the Trust became the parent of the Group and the Association became a subsidiary. The legal mechanism for making the Association a subsidiary of the Trust (and the Trust the Group parent) was to amend both of the Association's and the Trust's Rules, based on the latest version of the National Housing Federation Model Rules (2015), and for the Association to cease being a shareholder of MHT and MHT to instead become a shareholder of the Association. The Trust and MTVH Group are public benefit entities (PBE).

Basis of preparation

These financial statements are prepared in accordance with UK Generally Accepted Accounting Practice (UK GAAP), including the financial standard applicable in the UK and Republic of Ireland (FRS 102), Housing SORP: 2018 update (Statement of Recommended Practice for registered social housing providers) (2018) and the Accounting Direction for private registered providers of social housing 2022.

The preparation of the financial statements requires the Group management to make estimates and assumptions that affect the amounts reported for assets and liabilities as at the statement of financial position date and the amounts reported for revenues and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates. It also requires Group management to exercise judgement in applying the Group's accounting policies. The impact that potential variations in these judgements may have on the financial statements are explained in the accounting policies below.

Areas where a degree of significant judgement has been applied are shown in boxes in the accounts.

Going concern

In May 2025 the Board was presented with the MTVH Group Financial Plan 2025/26 (the Plan). This contained a ten-year outlook for MTVH from which (i) the regulatory Finance Forecast Return (FFR) due 30th June 2025 was determined, (ii) financial assessments by lenders, auditors, and annual credit ratings will be made; (iii) MTVH demonstrates it is a going concern by reference to both its immediate viability and the resilience of its long-term Plan to stress; and (iv) strategic plans and options, including funding options, can be evaluated.

The Board was presented with the possible impacts from numerous multi-variant adverse scenarios and options for mitigation to ensure the business can continue in the short and longer term. Mitigations exist for all scenarios and some have already been partially implemented, as a precaution to ensure compliance with all covenant and regulatory requirements. Periodic updates to the financial business plan, management accounts and internal reporting enable continuous monitoring of the business and pre-determined internal triggers have been set to ensure prompt appropriate mitigating actions are undertaken in a timely manner. The Board approved the Plan and determined that MTVH has adequate resources to continue in operational existence for the foreseeable future. The Plan also demonstrated that MTVH has available cash and borrowing facilities which are sufficient to meet its ongoing obligations for the next two years. For this reason, the Board continues to adopt the going concern basis in preparing the Group's financial statements.

Segmental reporting

Operating segments: there are publicly traded securities within the group and therefore a requirement to disclose information about Group operating segments under IFRS 8. Segmental information is disclosed in note 2(b) and as part of the analysis in note 12. Information about income, expenditure and assets attributable to material operating segments are based on the nature and function of assets held rather than geography. This is appropriate based on the similarity of the services, nature of risks, type of customer and nature of regulatory environment across all geographical locations in which the Group operates. Operating segments are analysed along the lines of information presented to the Chief Operating Decision Maker who for the purpose of these accounts is determined to be the Board.

1A. ACCOUNTING POLICIES CONTINUED

Basis of consolidation

The consolidated financial statements include TVH and its subsidiaries (together 'the Group').

Non-exchange transactions where there is a clear gift of control are accounted for as business combinations. Control is achieved where the Group has the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities. The results of the subsidiaries are included in the consolidated statement of comprehensive income from the date of their formation or gift in to the Group. All intra-group transactions, balances, surpluses and deficits are eliminated in full on consolidation. Investments in subsidiaries are accounted for at cost less impairment in the individual financial statements.

The Group has entered into a number of contractual arrangements that are classified as jointly controlled entities. Jointly controlled entities are accounted for using the equity method, which reflects the Group's share of the profit or loss, other comprehensive income and equity of the jointly controlled entity.

Disclosure exemptions

The individual accounts of the Association have adopted the following disclosure exemptions as these are reported as part of the consolidated accounts:

- The exemption under FRS 102 33.1(A) to disclosing transactions entered into between the Association and its wholly-owned subsidiaries unless if those entities are unregulated entities.
- The exemptions relating to financial instruments disclosures including of items of income, expenses, gains or losses relating to financial instruments and exposure to and management of financial risks.

Joint ventures, associated and jointly controlled entities

In the Group accounts, interests in joint ventures and associates are accounted for using the equity method. The consolidated statement of comprehensive income includes the Group's share of the joint ventures' and associate's profit after tax for the year. In the consolidated statement of financial position, the investment is initially shown at cost, adjusted each year by the share of retained profits. In the individual association accounts, the Group's loans to joint ventures are disclosed as debtors on the statement of financial position and interest receivable and dividends received are disclosed as interest receivable and turnover respectively in the statement of comprehensive income.

The Group participates in a regeneration partnership with another Registered Provider. These arrangements involve jointly controlled assets and the Group's share of these controlled assets, any related liabilities and any income or expenditure in relation to those jointly controlled assets are included in the result of the Group, in proportion to its share in those assets.

Investments in subsidiaries, joint ventures and associates

In the individual accounts of Thames Valley Housing Association Limited and Metropolitan Housing Trust, investments in subsidiaries, joint ventures, associates and jointly controlled assets are shown at cost (less accumulated impairment).

VAT

The Group charges Value Added Tax (VAT) on some of its income and is able to recover part of the VAT it incurs on expenditure. The financial statements include VAT on expenditure to the extent that it is incurred by the Group and not recoverable from HM Revenue and Customs. Recoverable VAT on overheads arises from partially exempt activities and is credited to the Statement of Comprehensive Income.

Revaluation reserves

On transition to FRS 102 MTVH elected to adopt deemed cost as a proxy for historical costs. The group revalued the social housing assets portfolio to EUV-SH (Existing Use Value – Social Housing), as a result a revaluation reserve was created to account for the difference between the historical costs and deemed costs.

On disposal of properties carried at deemed cost the group releases these reserves from the revaluation reserves to the income and expenditure account. Both the revaluation reserve and the income and expenditure are part of income and expenditure reserves.

Valuation of investment properties

Investment properties are valued on an annual basis, internally and externally. Commercial properties are revalued internally based on the leases agreements and market rental properties revalued internally are based on information from the Office of National Statistics market rent index.

At 31 March 2025 valuations indicated an increase in value of £982k (2024: increase of £128k) for commercial properties, an increase of £1,207k (2024: £11,164k decrease) for market rental properties.

1B. KEY JUDGEMENTS AND ESTIMATES IN THE PREPARATION OF THESE ACCOUNTS

Preparation of the financial statements requires management to make significant judgements and estimates about complex transactions or those involving uncertainty about future events. The items in the financial statements where these judgments and estimates and the effect of those judgements might have on the financial statements are discussed below.

i. Significant management judgements

The Group makes certain key judgements about complex transactions or those involving uncertainty about future events while preparing these financial statements. The following are the significant management judgements made in applying the accounting policies that have the most significant effect on the financial statements.

Merger Accounting

The original structure of the MTVH Group was created at the time of the Metropolitan and Thames Valley Partnership in 2018. This structure has been regularly reviewed for efficiency and as such a change has been enacted in the financial year ending 31 March 2025 to switch the group parent from Thames Valley Housing Association “TVHA” to Metropolitan Housing Trust “MHT”. On 1st January 2025 MHT became the parent of the MTVH Group and TVHA became a subsidiary. The legal mechanism for making TVHA a subsidiary of MHT (and MHT the Group parent) was to amend both of TVHA's and MHT's Rules, based on the latest version of the National Housing Federation Model Rules (2015), and for TVHA to cease being a shareholder of MHT and MHT to instead become a shareholder of TVHA. This was a reconstruction of the MTVH Group.

As a result, management’s judgement is that it is appropriate to apply merger accounting to this reconstruction of the MTVH Group as:

- There is no company law or other relevant legislation preventing the use of merger accounting.
- The ultimate equity holders remained the same and the rights of each equity holder relative to others remained unchanged.
- No non-controlling interests in the net assets of the group were altered as part of the transfer.

The application of merger accounting sees MHT reporting the current year and prior year consolidated results of the MTVH Group. The carrying values of the assets and liabilities of the parties to the reorganisation are not required to be adjusted to fair value and the accounting policies across the group are already consistent and therefore no adjustments are required for this.

Originally, TVHA held a £1 share in MHT, this has now been reversed and MHT now holds a £1 share in TVHA. On this basis there is no difference in the nominal values and no adjustments are required to the MTVH Group financial statements. The individual financial statements of MHT include the share movements within the SOCE and respective notes.

Reconstruction expenses of £71k have been charged to the SOCI.

Determining whether an impairment review is required

Tangible fixed assets (mainly housing properties) are assessed for indicators of impairment at each reporting date in accordance with FRS 102 27.7. Indicators include changes in government policy, a reduction in the market value of properties where the occupant has the right to acquire, a reduction in the demand for a property, losses from operating that property, obsolescence of a property or contamination of a site. Impairment is tested at income generating unit level which is at scheme level. Indicators for properties under construction include any unforeseen additional costs that do not add value. Where no such indicators of impairment are identified to have occurred at the reporting date, it is assumed that there is no impairment.

1B. KEY JUDGEMENTS AND ESTIMATES IN THE PREPARATION OF THESE ACCOUNTS CONTINUED

Capitalisation of property development costs

Distinguishing the point at which a development scheme is more likely than not to continue, allowing capitalisation of associated development costs requires judgement. After capitalisation management monitors the developed asset and considers whether any changes indicate existence of impairment and if an impairment charge is required.

Allocation of costs for mixed tenure and shared ownership developments

Costs are allocated to the appropriate tenure where it is possible to specify which tenure the expense relates to. For mixed tenure schemes costs to a specific tenure are allocated on a floor area or unit basis depending on the appropriateness to each development scheme.

Capitalised overhead on developments

Overheads are capitalised up to a maximum of 3.5% of works and acquisitions costs or 100% of development salaries and related overheads. The Group has adopted a policy of capitalising overheads into the development costs of properties. The management is satisfied that this capitalisation is appropriate as these are costs of bringing these assets into existence and habitable use for which the economic benefits will flow for more than one year. The management has made the judgement that overheads are capitalised up to a maximum of 3.5% of works and acquisitions costs or 100% of development salaries and related overheads. Management is satisfied that the capitalisation of overheads does not lead to carrying these developments in the statement of financial position at above their net realisable values as impairment reviews are undertaken annually to safeguard against overstatement of carrying costs.

ii. Estimation uncertainties

The Group make estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. Information about estimates and assumptions that have the most significant effect on recognition and measurement of assets, liabilities, income and expenses is provided below.

Useful economic life of housing properties structure

The useful economic life of housing structure is estimated to be 125 years and therefore depreciated over that period. If the life was reduced to 100 years, this would increase the charge to £3,260k to the comprehensive income statement. If the life of components excluding land and structure should reduce by 10%, it would lead to £2,211k increase charge to the to the comprehensive income statement.

Stock

Net realisable value is based on the estimated selling price less selling costs. Estimated selling prices were provided by external valuers and by reference to actual selling prices for completed developments. For scheme under construction the estimated costs to completion are based on approved budgets and forecasts.

Recoverability of trade debtors

The Group makes an estimate of the recoverable value of trade and other debtors. When assessing impairment of trade and other debtors, management considers factors including the current credit rating of the debtor, the ageing profile of debtors and historical experience.

Government grant

Government grant is amortised over the useful economic life (UEL) of the asset apart from grant on shared ownership properties which is amortised over 20 years. If the amortised years were reduced to 15 years, this would increase income in the comprehensive income statement by £858k

Assumptions made when considering impairment

Assumptions made when considering impairment are disclosed in note 12.

Assumptions in respect of MTVH and Notts LGPS

Assumptions in respect of the Metropolitan Thames Valley Housing (MTVH) pension scheme are disclosed in note 23(a). Assumptions in respect of The Nottinghamshire County Council Pension Fund (Notts LGPS) are disclosed in note 23(b). Pension figures in these accounts are prepared by independent actuaries. In preparing the figures the actuaries use a number of judgements based on information provided to them by the Institute and Faculty of Actuaries.

1B. KEY JUDGEMENTS AND ESTIMATES IN THE PREPARATION OF THESE ACCOUNTS CONTINUED**Provision for fire safety remediation for leaseholders**

The Building Safety Act 2022 (BSA) came into force on 1st April 2023. Under the BSA landlords have certain responsibilities for buildings over 11 metres in height or five storeys with historical safety defects. In April 2023 MTVH confirmed that we would protect leaseholders in buildings over five storeys or 11 metres high from having to pay building safety remediation costs, either historic or ongoing. Up to the period ending 31st March 2025 MTVH has conducted fire risk assessments and completed surveys on the majority of relevant buildings. From these surveys we have been able to identify the levels of work required to bring our buildings to compliance with the BSA. Management is satisfied that the requirements of FRS section 21.4 – Provisions and Contingencies have been met and that conditions exist where an accounting provision for the costs of fire safety work for leaseholders is required.

In order to calculate the level of provision we required we needed to make a number of estimates. We only considered the provision for property where MTVH is the freeholder of the building and landlord and therefore has responsibility for building safety under the act, but where individual long leaseholders own the individual units within the building. Another estimate we needed to make was how much of the work on each block we could expect the developer to perform and fund directly and how much MTVH could expect to have to pay for. We used past experience working with each developer and experience to date on fire safety to inform that estimate. Management is satisfied that a reliable estimate of the cost to the business has been calculated and a provision of £66,438k has been reported for the period ending 31st March 2025 (2024: £63,709k), note 24.

2A. PARTICULARS OF TURNOVER, COST OF SALES, OPERATING COSTS AND OPERATING SURPLUS

Income is measured at the fair value of the consideration received or receivable. Turnover comprises rental and service charges income receivable (net of any voids), income from first tranche sales, sales of properties built for sale and other services at the invoiced value (net of VAT where recoverable), income from HomeBuy activities, income from non-social activities from joint ventures and associates, amortisation of deferred capital grants, and other grants receivable. Rental income is recognised from the point when properties under development reach practical completion or otherwise become available for letting. Income from first tranche sales and sales of properties built for sale is recognised at the point of legal completion of the sale. Care and support income is recognised when the contract condition is fulfilled.

The Group adopts the variable method for calculating and charging service charges to leaseholders and will review the years costs for tenants in order to set the following year's service charges for them. Expenditure is recorded when a service is provided and charged to the relevant service charge account or to a sinking fund. Income is recorded based on the estimated amounts chargeable. Sinking funds are monies held on behalf of leaseholders for future maintenance or major repairs; they are recorded in creditors in the balance sheet and the monies are held in separate bank accounts to comply with legislation. Where we manage units that are owned by others, management fees receivable and reimbursed expenses are shown as income and included in management fees receivable. Costs of carrying out the management contracts and rechargeable expenses are included in operating costs. Where schemes are managed by agents, Income is shown as rent receivable and management fees payable to agents are included in operating costs.

2A. PARTICULARS OF TURNOVER, COST OF SALES, OPERATING COSTS AND OPERATING SURPLUS CONTINUED

Group	Turnover 2025 £'000	Cost of sales 2025 £'000	Operating costs 2025 £'000	Operating Results 2025 £'000	Operating Results 2024 £'000
SOCIAL HOUSING ACTIVITIES					
Social housing lettings (Note 3)	376,656	-	(274,525)	102,131	96,155
OTHER SOCIAL HOUSING ACTIVITIES					
First tranche sales	37,473	(26,242)	(1,109)	10,122	3,954
First tranche Impairment	-	-	8,657	8,657	(6,780)
Supporting people	11,527	-	(13,429)	(1,902)	(1,816)
Community investment	910	-	(4,564)	(3,654)	(3,540)
Registered care homes	1,875	-	(2,733)	(858)	(794)
Development overhead	-	-	(17,871)	(17,871)	(14,688)
Total other social housing activities	51,785	(26,242)	(31,049)	(5,506)	(23,664)
NON-SOCIAL HOUSING ACTIVITIES					
Development of properties for sale	-	-	-	-	230
Market renting	4,620	-	(2,343)	2,277	2,201
Other	20,651	-	(20,494)	157	1,740
Total non-social housing activities	25,271	-	(22,837)	2,434	4,171
Total	453,712	(26,242)	(328,412)	99,058	76,662

	Note		
Surplus on RTB / RTA	6	1,211	1,468
Surplus on staircasing	6	12,340	10,302
Surplus on HomeBuy redemptions	6	5,074	4,955
Surplus on other fixed assets	6	19,127	24,416
Share of operating surplus in joint ventures and associates	31	11,417	8,796
Adjusted Operating surplus		148,227	126,599
Building Safety & Non - recurring income		2,834	2,566
Building Safety & Non - recurring costs		(15,555)	(112,407)
Operating Surplus		135,506	16,758

The table below analyses the Building Safety & Non-recurring items

	Income 2025 £'000	Costs 2025 £'000	Net costs 2025 £'000	Net costs 2024 £'000
Building Safety				
Fire safety remediation works	2,834	(13,743)	(10,909)	(78,455)
Non-recurring				
Buildings being decommissioned	-	(1,348)	(1,348)	(34,073)
Worcester Park	-	(464)	(464)	2,687
	2,834	(15,555)	(12,721)	(109,841)

2A. ARTICULARS OF TURNOVER, COST OF SALES, OPERATING COSTS AND OPERATING SURPLUS CONTINUED

Other income from non-social housing activities is comprised of income from leaseholders, commercial properties and garages.

Net fire safety remediation costs of £10,909k (2024: £78,455k) include cost recovery of £2,834k, a net increase of £2,729k (2024 £63,706k) in the provision costs for remedial work required for leaseholder properties and £11,014k (2024: £14,746k) of net costs comprised of our dedicated Safer Buildings Team, building safety surveys carried out and interim measures, such as temporary alarm installations and waking watch services.

Non-recurring costs totalling £1,348k (2024: £34,073k) reported for two social housing tower blocks being decommissioned. These are the project costs of managing the decommissioning of these blocks.

Non-recurring costs of £464k reported for Worcester Park are property costs that could not be capitalised.

Trust	Turnover 2025 £'000	Cost of sales 2025 £'000	Operating Costs 2025 £'000	Operating Results 2025 £'000	Operating Results 2024 restated £'000
SOCIAL HOUSING ACTIVITIES					
Social housing lettings (Note 3)	362,464	-	(264,587)	97,877	93,183
OTHER SOCIAL HOUSING ACTIVITIES					
First Tranche Sales	35,667	(25,655)	(1,032)	8,980	4,053
Impairment release	-	-	8,657	8,657	(6,780)
Supporting people	11,527	-	(14,694)	(3,167)	(3,438)
Community investment	894	-	(4,410)	(3,516)	(3,354)
Registered care homes	1,875	-	(2,939)	(1,064)	(1,264)
Development overhead	-	-	(15,038)	(15,038)	(11,989)
Total other social housing activities	49,963	(25,655)	(29,456)	(5,148)	(22,772)
NON-SOCIAL HOUSING ACTIVITIES					
Market renting	3,002	-	(1,886)	1,116	982
Other	18,012	-	(19,466)	(1,454)	972
Total non-social housing activities	21,014	-	(21,352)	(338)	1,954
Total	433,441	(25,655)	(315,395)	92,391	72,365

	Note		
Surplus on RTB/RTA	6	1,211	1,470
Surplus on staircasing	6	11,618	9,042
Surplus on redemptions	6	5,074	4,955
Surplus on other fixed assets	6	9,419	24,416
Adjusted Operating surplus		119,713	112,248
Building Safety & Non-recurring income		2,195	2,566
Building Safety & Non-recurring costs		(15,889)	(110,639)
Operating Surplus		106,019	4,175

2A. PARTICULARS OF TURNOVER, COST OF SALES, OPERATING COSTS AND OPERATING SURPLUS CONTINUED

The table below analyses the Building Safety & Non-recurring items

	Income 2025 £'000	Costs 2025 £'000	Net costs 2025 £'000	Net costs 2024 £'000
Building Safety				
Fire safety remediation costs (note 36)	2,195	(14,035)	(11,840)	(72,489)
Fire safety remediation costs	-	(33)	(33)	(4,198)
Non-recurring				
Buildings being decommissioned	-	(1,348)	(1,348)	(34,073)
Worcester Park	-	(473)	(473)	2,687
	2,195	(15,889)	(13,694)	(108,073)

2B. GROUP MANAGEMENT SEGMENTAL ANALYSIS

	Asset management and Metworks £'000	Development £'000	Customer services £'000	Central services £'000	Consolidation adjustments £'000	2025 Total £'000	2024 Total £'000
Turnover	39,116	119,258	404,912	9,120	(118,694)	453,712	420,494
Cost of sales	(22,035)	(87,638)	-	-	83,431	(26,242)	(24,712)
Operating costs	(27,445)	(3,064)	(253,532)	(60,147)	15,776	(328,412)	(319,120)
Surplus on disposal of fixed assets	-	31,555	1,209	-	4,988	37,752	41,141
Surplus on joint ventures	-	11,417	-	-	-	11,417	8,796
Adjusted operating (deficit)/surplus	(10,364)	71,528	152,589	(51,027)	(14,499)	148,227	126,599
Non recurring one-off costs	(10,900)	(473)	(1,348)	-	-	(12,721)	(109,841)
Operating (deficit)/surplus 31 March	(21,264)	71,055	151,241	(51,027)	(14,499)	135,506	16,758
Operating (deficit)/surplus 31 March 2024	(87,505)	46,447	110,686	(40,714)	(12,156)	16,758	

3. PARTICULARS OF INCOME AND EXPENDITURE FROM LETTINGS

Group	General needs 2025 £'000	Supported housing 2025 £'000	Other housing 2025 £'000	Shared ownership 2025 £'000	Total 2025 £'000	Total 2024 £'000
INCOME FROM LETTING						
Rent receivable net of identifiable service charges	221,353	31,795	19,687	49,581	322,416	297,105
Service charges receivable	16,839	13,537	1,073	13,040	44,489	42,545
Net rental income	238,192	45,332	20,760	62,621	366,905	339,650
Amortised grant	1,998	67	19	4,917	7,001	8,130
Revenue grant	1,300	-	-	-	1,300	1,751
Management fees	370	-	-	1,080	1,450	1,176
Total income from lettings	241,860	45,399	20,779	68,618	376,656	350,707
EXPENDITURE ON LETTING ACTIVITIES						
Service charge costs	31,950	13,723	4,085	16,291	66,049	64,484
Management	52,020	5,374	6,398	18,007	81,799	71,888
Routine maintenance	33,832	5,755	1,257	1,852	42,696	38,373
Planned maintenance	16,291	3,387	1,630	1,099	22,407	21,295
Major repairs	1,146	781	1	28	1,956	1,189
Bad debts	1,778	(92)	(20)	(60)	1,606	2,931
Lease charges	3,065	1,455	102	50	4,672	4,963
Depreciation (notes 12/13)	42,865	4,162	4,121	-	51,148	48,142
Accelerated depreciation	1,759	308	125	-	2,192	1,820
Impairment	-	-	-	-	-	(533)
Total expenditure	184,706	34,853	17,699	37,267	274,525	254,552
Surplus on social housing	57,154	10,546	3,080	31,351	102,131	96,155
Rent loss through voids	(263)	(4,260)	(774)	(289)	(5,586)	(5,472)

3. PARTICULARS OF INCOME AND EXPENDITURE FROM LETTINGS (CONTINUED)

Trust	General needs 2025 £'000	Supported housing 2025 £'000	Other housing 2025 £'000	Shared ownership 2025 £'000	Total 2025 £'000	Total 2024 £'000
INCOME FROM LETTING						
Rent receivable net of identifiable service charges	218,681	31,795	11,342	47,680	309,498	284,447
Service charges receivable	16,573	13,537	1,004	12,499	43,613	41,623
Net rental income	235,254	45,332	12,346	60,179	353,111	326,070
Amortised grant	1,843	67	19	4,917	6,846	7,975
Revenue grant	1,300	-	-	-	1,300	1,751
Management fees	127	-	-	1,080	1,207	881
Total income from lettings	238,524	45,399	12,365	66,176	362,464	336,677
EXPENDITURE ON LETTING ACTIVITIES						
Service charge costs	31,174	13,722	2,184	15,391	62,471	61,073
Management	53,378	5,374	3,606	17,585	79,943	69,590
Routine maintenance	34,534	5,756	889	2,091	43,270	38,537
Planned maintenance	16,217	3,387	1,127	1,085	21,816	20,707
Major repairs	1,130	781	1	28	1,940	1,201
Bad debts	1,798	(92)	(43)	(60)	1,603	2,813
Lease charges	2,737	1,455	2	48	4,242	4,528
Depreciation (notes 12/13)	40,777	4,162	2,258	-	47,197	43,783
Accelerated depreciation	1,751	308	46	-	2,105	1,795
Impairment	-	-	-	-	-	(533)
Total expenditure	183,496	34,853	10,070	36,168	264,587	243,494
Surplus on social housing	55,028	10,546	2,295	30,008	97,877	93,183
Rent loss through voids	(228)	(4,357)	(850)	(3)	(5,438)	(5,404)

4. MOVEMENT IN HOUSING UNITS - GROUP

	1 April 2024	Units developed or newly built units acquired	Units sold/demolished	Transfers and acquisitions (to)/from other RPs	Other movements	31 March 2025
General needs rented - Social	27,200	36	(86)	-	(8)	27,142
General needs rented - Affordable	2,567	241	-	-	65	2,873
Housing for Older People rented	3,191	-	-	-	(34)	3,157
Shared Ownership	8,853	183	(213)	-	(16)	8,807
Supported rented - Social	2,353	-	(38)	(50)	(65)	2,200
Supported rented - Affordable	39	10	-	-	-	49
Total Social Housing Units	44,203	470	(337)	(50)	(58)	44,228
Intermediate rent	367	7	(3)	-	(1)	370
Keyworker accommodation	1,806	-	-	-	3	1,809
Rent to HomeBuy	36	-	-	-	-	36
Total Social Housing - Other	2,209	7	(3)	-	2	2,215
Market rent	395	-	-	-	6	401
Student accommodation	-	-	-	-	-	-
Leaseholders	7,211	-	-	-	341	7,552
HomeBuy/MyChoice - HomeBuy	2,596	-	(182)	-	(116)	2,298
Total Non-Social Housing	10,202	-	(182)	-	231	10,251
Total	56,614	477	(522)	(50)	175	56,694

53,103 (94%) units are owned and 3,591 (6%) are managed or administrated.

Units under construction

Group Total 2025	Group Total 2024
2,434	2,143

4. MOVEMENT IN HOUSING UNITS - TRUST

	1 April 2024	Units developed or newly built units acquired	Units sold/demolished	Transfers and acquisitions (to)/from other RPs	Other movements	31 March 2025
General needs rented - Social	26,894	36	(86)	-	(8)	26,836
General needs rented - Affordable	2,567	241	-	-	65	2,873
Housing for Older People rented	3,191	-	-	-	(34)	3,157
Shared Ownership	8,600	183	(211)	-	(16)	8,556
Supported rented - Social	2,353	-	(38)	(50)	(65)	2,200
Supported rented - Affordable	39	10	-	-	-	49
Total Social Housing Units	43,644	470	(335)	(50)	(58)	43,671
Intermediate rent	355	7	(3)	-	(1)	358
Keyworker accommodation	954	-	-	-	3	957
Rent to HomeBuy	36	-	-	-	-	36
Total Social Housing - Other	1,345	7	(3)	-	2	1,351
Market rent	395	-	-	-	6	401
Student accommodation	-	-	-	-	-	-
Leaseholders	7,139	-	-	-	341	7,480
HomeBuy/MyChoice - HomeBuy	2,596	-	(182)	-	(116)	2,298
Total Non-Social Housing	10,130	-	(182)	-	231	10,179
Total	55,119	477	(520)	(50)	175	55,201

51,610 (93%) units are owned and 3,591 (7%) are managed or administrated.

Units under construction

Trust Total 2025	Trust Total 2024
2,434	2,143

5. OPERATING SURPLUS IS STATED AFTER CHARGING/(CREDITING)

	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
DEPRECIATION				
Tangible fixed assets - housing properties	43,329	40,035	40,719	37,452
Other fixed assets	7,819	8,107	6,478	6,331
Accelerated depreciation on components - tangible fixed assets	2,192	1,820	2,105	1,795
Impairment charge	-	37,931	-	37,930
Impairment release	(8,657)	-	(8,657)	-
OPERATING LEASES CHARGES				
Offices	2,948	2,970	2,618	2,637
Other buildings non-office	1,680	1,923	1,580	1,815
Leases non-buildings	44	70	44	76
AUDITOR'S REMUNERATION (EXCLUDING VAT)				
Audit of financial statements	460	395	-	-
In respect of other services	9	6	-	-

6. SURPLUS ON DISPOSAL OF FIXED ASSETS

	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
RTB/RTA				
Disposal proceeds	2,551	3,069	2,551	3,070
Cost of disposals	(1,071)	(1,270)	(1,071)	(1,269)
Transfer to RCGF	(269)	(331)	(269)	(331)
	1,211	1,468	1,211	1,470
STAIRCASING				
Disposal proceeds	39,988	31,181	39,493	30,463
Cost of disposals	(23,715)	(17,468)	(24,139)	(18,199)
Transfer to RCGF	(3,933)	(3,411)	(3,736)	(3,222)
	12,340	10,302	11,618	9,042
REDEMPTIONS				
HomeBuy redemption income	13,102	12,036	13,102	12,036
HomeBuy redemption cost of disposals	(7,984)	(7,052)	(7,985)	(7,052)
HomeBuy marketing costs	(44)	(29)	(43)	(29)
	5,074	4,955	5,074	4,955
SURPLUS ON OTHER ASSET DISPOSALS				
Disposal proceeds	45,475	70,969	29,845	70,969
Cost of disposals	(23,715)	(43,601)	(17,793)	(43,601)
Transfer to RCGF	(2,633)	(2,952)	(2,633)	(2,952)
	19,127	24,416	9,419	24,416
Total surplus on disposal of fixed assets	37,752	41,141	27,322	39,883

Other asset disposals are comprised of disposals of housing property assets. These are mainly assets that are part of the Strategic Asset Management Programme.

7. INTEREST RECEIVABLE AND RELATED INCOME

	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
Bank interest	262	194	135	194
Interest on deposits	1,643	4,523	1,550	4,040
MyChoice Homebuy interest	1,387	1,275	1,382	1,271
Subsidiary companies	-	-	7,591	4,639
Interest receivable from joint ventures	323	450	-	3
Interest receivable from parent	-	-	-	26
Regeneration partners *	1,103	1,070	1,103	1,070
Dividend income	619	600	619	600
	5,337	8,112	12,380	11,843
Gain on derivative instruments recognised in profit & loss	2,575	2,699	2,575	2,699

* Regeneration partners relates to interest receivable from Canalside Housing Partnership: a partnership between MHT and Riverside Housing Partnership.

Gain of £2,575k (2024: £2,699k) relates to a gain of £3,413k (2024: £4,058k) due to ineffectiveness element of our hedged financial derivatives and a loss of £838k (2024: £1,359k) due to the movement in the assessment of the counterparty risk.

8. INTEREST AND FINANCE COSTS

Finance costs are charged to the Statement of Comprehensive Income over the term of the debt using the effective interest rate method so that the amount charged is at a constant rate on the carrying amount. Issue costs are recognised as a reduction in the proceeds of the associated capital instrument.

Where a development project is financed by the borrowings of the Group, finance costs are capitalised during the period of construction (see Note 12). Interest is capitalised to developments costs using the weighted average cost of capital of 4.7% (2024: 4.8%). Capitalisation ceases on practical completion.

	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
Interest on loans repayable	100,094	92,608	95,027	87,846
Net interest on pension fund (Note 24)	1,392	900	1,135	755
Interest on finance leases	29	32	29	32
Interest on intra group borrowing	-	-	279	-
Interest on recycled capital grant fund (RCGF) (Note 21)	7,645	8,143	7,645	8,143
Less: interest capitalised	(18,905)	(10,219)	(16,925)	(9,665)
	90,255	91,464	87,190	87,111
Amortised loan fees and commitment fees	5,788	6,303	5,630	6,156
Total interest and finance costs	96,043	97,767	92,820	93,267
Change in fair value of hedged financial instruments recognised in other comprehensive income	(10,130)	(3,056)	(9,291)	(2,598)

9. EMPLOYEES

Short-term employee benefits are recognised as an expense in the period in which they are incurred. The Group allows a maximum of 5 days annual leave / holiday entitlement to be carried over at the end of the calendar year and an accrual is only raised if it is material. The charge in the year is £1,642k (2024: £1,619k) and was accrued for.

Average monthly full-time equivalent (FTE) number of employees.

	Group 2025 Number	Group 2024 Number	Trust 2025 Number	Trust 2024 Number
Senior managers and executives	36	32	8	6
Office staff	1,372	1,285	1,308	1,212
Scheme staff	304	449	304	449
In-house contractors	288	241	-	-
	2,000	2,007	1,620	1,667
	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
Staff costs (for employees above):				
Wages and salaries	89,479	83,778	71,380	68,950
Social security costs	8,944	8,451	7,075	6,829
Pension costs	4,650	4,212	3,713	3,436
	103,073	96,441	82,168	79,215
Capitalised salaries	(3,776)	(4,811)	(3,131)	(3,988)
Staff costs	99,297	91,630	79,037	75,227

9. EMPLOYEES (CONTINUED)

Number of staff paid over £60,000 in the year (including pension contributions):

	2025 Number	2024 Number
£60,000 - £70,000	140	106
£70,001 - £80,000	69	48
£80,001 - £90,000	49	43
£90,001 - £100,000	33	35
£100,001 - £110,000	22	24
£110,001 - £120,000	22	10
£120,001 - £130,000	8	5
£130,001 - £140,000	7	5
£140,001 - £150,000	7	6
£150,001 - £160,000	3	6
£160,001 - £170,000	5	1
£170,001 - £180,000	3	1
£180,001 - £190,000	1	2
£190,001 - £200,000	2	1
£200,001 - £210,000	1	2
£210,001 - £220,000	4	-
£230,001 - £240,000	-	1
£250,001 - £260,000	1	-
£260,001 - £270,000	-	1
£270,001 - £280,000	-	2
£280,001 - £290,000	1	-
£300,001 - £310,000	1	-
£340,001 - £360,000	-	1
	379	300

The increase in the number of people earning over £60k pa in 2024/25 was the result of structural changes in the business, including expansion of the Building Safety team and Networks. Overall employee numbers fell slightly as we exited some Care & Support contracts.

10. EXECUTIVE DIRECTORS AND BOARD MEMBERS**Executive directors**

The executive directors comprised six posts as outlined on page 4 of the report and financial statements.
MTVH does not make any further contribution to an individual pension arrangement for the Chief Executive.

	2025 Gross pay £	2025 Pension £	2025 Total £	2024 Total £
The aggregate emoluments payable to directors	1,681,714	69,187	1,750,901	1,697,799
Highest paid executive director *	301,218	9,684	310,902	352,482

* The highest paid executive director in the current year was the Chief Financial Officer and prior year was the Chief Executive.
The Chief Executive changed during 2024/25 such that neither office-holder was paid more than the Chief Financial Officer.

Board members and other committees

The table below shows salaries paid to non-executive board members, expenses incurred during the discharge of their duties and their attendance during the year:

	2025 Attendance MTVH board	2025 Attendance of other committees	2025 Salary £	2025 Expenses £	2024 Salary £	2024 Expenses £
Gary Admans	8 (89%)	8 (100%)	19,000	-	14,000	-
Ingrid Reynolds	9 (100%)	9 (100%)	25,000	317	15,000	288
Althea Efunshile	9 (100%)	3 (100%)	35,000	110	30,000	163
Gurpreet Gujral	8 (89%)	6 (86%)	17,000	-	12,500	-
Davinder Dhillon	9 (100%)	12 (100%)	17,000	-	12,500	496
Nigel Ingram	8 (89%)	10 (100%)	17,000	390	12,500	118
Ofei Kwafo-Akoto	8 (89%)	9 (90%)	17,000	-	12,500	-
Dennis Hone	8 (89%)	8 (100%)	19,000	-	14,000	-
Trevor Moross	9 (100%)	4 (100%)	19,000	-	14,000	274
Helen Cope	9 (100%)	12 (100%)	19,000	463	14,000	611
			204,000	1,280	151,000	1,950

The Board members' remuneration and Board meeting attendance details disclosed above is for the full financial year.

11. TAX ON SURPLUS ON ORDINARY ACTIVITIES

The charge for taxation is based on the surplus for the year and takes into account taxation deferred. Deferred tax is provided for on differences between the treatment of certain items for accounting and taxation purposes. It is accounted for to the extent that a liability or asset is expected to be payable or recoverable in the foreseeable future.

Deferred tax is not recognised on timing differences arising on revalued properties unless the Group has entered into a binding sale agreement and is not proposing to take advantage of rollover relief.

The recognition of deferred tax assets is limited to the extent that the Group anticipates making sufficient taxable surpluses in the future to absorb the reversal of the underlying timing differences.

Deferred tax is calculated using the tax rates and laws that have been enacted or substantively enacted by the reporting date that are expected to apply to the reversal of the timing difference.

	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
Profit/(deficit) for the year	47,812	(80,242)	38,212	(71,484)
Current tax on profits for the year	-	-	-	-
Adjustments in respect of prior periods	-	-	-	-
Total current tax/(credit)	-	-	-	-
Deferred taxation				
Movement in the period	-	-	-	-
Adjustment in respect of previous period	-	-	-	-
Tax on surplus on ordinary activities	-	-	-	-
	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
Reconciliation of current tax				
Profit/(deficit) on ordinary activities before taxation	47,812	(80,242)	38,212	(71,484)
Profit/(deficit) on ordinary activities at the standard rate of corporation tax in the UK of 25%	11,953	(20,061)	9,553	(17,871)
Expenses not deductible for tax purposes	2,298	2,519	-	-
Income not taxable for tax purposes	(3,322)	(4,121)	-	-
Chargeable gains	2,977	-	-	-
Difference between accounting and tax adjusted profits from JVs	-	-	-	-
Gift aid	(4,689)	(1,164)	-	-
Deferred tax not recognised	(490)	(208)	-	-
Use of tax losses brought forward not recognised as deferred tax asset	(1,355)	1,576	-	-
Charitable exemption from tax	(7,372)	21,459	(9,553)	17,871
Total tax charge/(credit) for the period	-	-	-	-

11. TAX ON SURPLUS ON ORDINARY ACTIVITIES (CONTINUED)

Analysis of tax charge/(credit) on other comprehensive profit/ (loss) before taxation for the period

	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
Other comprehensive profit/(deficit) before tax for the year	19,067	(11,759)	16,239	(8,911)
UK Corporation tax				
Total current tax charge/(credit)	-	-	-	-
Deferred taxation				
Movement in the period	279	(114)	-	-
Total deferred tax	279	(114)	-	-
Taxation charge/(credit) on other income before taxation	279	(114)	-	-
Other comprehensive income after taxation	18,788	(11,645)	16,239	(8,911)

Factors impacting the tax charge/ (credit) on other comprehensive profit/ (loss) before taxation for the period

The tax charge/ (credit) is lower (2024: lower) than the standard rate of corporation tax for the UK for the year ended 31 March 2025 of 25% (2024: 25%)

	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
Other comprehensive profit/(deficit) before tax for the year	19,067	(11,579)	16,239	(8,911)
Profit/(deficit) on other comprehensive income at the standard rate of corporation tax in the UK of 25%	4,767	(2,940)	4,060	(2,228)
Deferred tax not recognised	(428)	-	-	-
Impact of change in tax rate	-	27	-	-
Surplus covered by charitable exemption	(4,060)	2,799	(4,060)	2,228
Total tax charge/(credit) for the period	279	(114)	-	-

Group

The unrecognised deferred tax asset at 31 March 2025 is £2,404k (2024: £1,606k).

12. FIXED ASSETS – HOUSING PROPERTIES

Housing properties

Social housing properties are properties held for social benefits purposes in line with the requirements of FRS 102 section 17. These properties include general needs properties, affordable homes and shared ownership properties. Properties not held for social benefit purposes are accounted for in line with FRS 102 section 16 and these include market rented properties.

Housing properties constructed or acquired (including land) on the open market since the date of transition to FRS 102 are stated at cost less depreciation and impairment (where applicable). Housing properties constructed or acquired (including land) on the open market before the date of transition are stated at either historical cost or deemed cost net of depreciation and impairment.

The cost of housing land and property represents their purchase price and any directly attributable costs of acquisition which may include an appropriate amount for staff costs and other costs of managing development.

Directly attributable costs of acquisition includes capitalised interest calculated, on a proportional basis, using the interest on borrowing which has been drawn in order to finance the relevant construction or acquisition. Where housing properties are in the course of construction, interest cost is only capitalised where construction is ongoing and has not been interrupted or terminated.

If housing properties are being developed on behalf of other associations outside the Group under agency arrangements, the costs concerned are dealt with under current assets as properties held for resale.

Separate disclosure of a valuation of the housing properties based on Existing Use Value for Social Housing (EUV-SH) and Market Value (MV) is also provided.

The portion of shared ownership property retained or expected to be retained is not depreciated on account of the high residual value. Neither the depreciable amount nor the expected annual depreciation charge for such assets is considered material, individually or in aggregate.

Assets in the course of construction are not depreciated until they are completed and ready for use to ensure that they are depreciated only in periods in which economic benefits are expected to be consumed.

Housing properties are split between the structure and the major components which require periodic replacement. The costs of replacement or restoration of these components are capitalised and depreciated over the determined average useful economic life as follows:

Component	Economic useful life in years
Structure	125
Roofs (pitched)	70
Energy efficiency	50
Electrics	40
External windows	40
Bathroom	30
External doors	30
Communal	20
Kitchen	20
Lifts	20
Mechanical systems	20
Outside space	20
Solar panels	20
Roofs (flat)	20
Boiler	15
Aids and adaptations	5

Depreciation of housing property

Housing land and property is split between land, structure and other major components that are expected to require replacement over time. Freehold land is not depreciated as it is considered to have an indefinite useful economic life.

No depreciation is charged in the period of acquisition and depreciation is charged in the period of disposal.

12. FIXED ASSETS – HOUSING PROPERTIES (CONTINUED)

Leasehold properties are depreciated over the length of the lease except where the expected useful economic life of properties is shorter than the lease, when the lease and building elements are depreciated separately over their expected useful economic lives.

It is the Group's policy to maintain shared ownership accommodation, and it is responsible for keeping its part of the shared ownership in a continuous state of sound repair. The Group considers that the lives of properties are so long, and residual values based on current open market value are so high that any depreciation would be insignificant. Any impairment in the value of such properties is charged to the Statement of Comprehensive Income.

Any difference between the annual depreciation charge on revalued assets and the annual depreciation charge on a historical cost basis is transferred from the revaluation reserve for the asset concerned until that reserve is depleted. When an asset is disposed of, the revaluation reserve is transferred to revenue reserve, where applicable.

Allocation of costs for mixed tenure and shared ownership developments

Costs are allocated to the appropriate tenure where it is possible to specify to which tenure the expense relates. Where it is not possible to relate costs to a specific tenure, costs are allocated on a floor area or unit basis depending on the appropriateness for each scheme.

Infrastructure assets

Infrastructure assets are infrastructure for public services, such as roads and bridges. Such expenditure is capitalised within property, plant and equipment (PPE) and is depreciated over 30 years.

Donated land and other assets

Land and other assets donated by local authorities and other government sources are added to cost at the fair value of the land at the time of the donation. Where the land is not related to a specific development and is donated by a public body an amount equivalent to the increase in value between fair value and consideration paid is treated as a non-monetary grant and recognised in the Statement of Financial Position as a liability. Where the donation is from a non-public source the value of the donation is included as income.

Investment properties

Investment properties consist of commercial properties and other properties not held for social benefit or for use in the business. Investment properties are measured at cost on initial recognition and subsequently at fair value at the statement of comprehensive income date, with changes in fair value recognised in income and expenditure. On recognition of a new investment property, a professional valuation is obtained by appropriately qualified external valuers. The valuation is derived from current market rents and investment property yields for comparable properties, adjusted if necessary, for any difference in the nature, location or condition of the specific asset. No depreciation is provided on investment properties. Fair value is determined annually through a desktop valuation.

Market rented properties

Market rented properties held as investments are carried at fair value and revalued annually. Changes in fair value are recognised in profit & loss. No depreciation is provided in respect of market rented properties.

Pre-contract costs

Pre-contract costs are recognised as an asset only if they are directly attributable to specific contracts, can be separately identified, measured reliably and when there is virtual certainty that a contract will be obtained and is expected to result in future net cash inflows.

Land

Where land has been acquired it is accounted for either as a fixed asset under property, land and equipment (where land is acquired for social housing purpose) or as an investment property (where land is acquired for other purposes) and measured initially at the cost of the land. For investment property land will be subsequently valued at fair value, with surpluses or deficits recognised in the Statement of Comprehensive Income.

RTB/RTA

Under Right to Buy (RTB) and Right to Acquire (RTA) arrangements the Group sells properties to qualifying tenants. Surpluses and deficits arising are included in the surplus on sale of fixed assets in the Statement of Comprehensive Income.

12. FIXED ASSETS – HOUSING PROPERTIES (CONTINUED)

Government grant

Grants received in relation to assets that were recorded at deemed cost at the date of transition to FRS 102 have been accounted for using the performance model as required by the Housing SORP: 2018 update. In applying this model, such grant has been presented as if it were originally recognised as income within the Statement of Comprehensive Income and expenditure in the year it was receivable and is therefore included within brought forward reserves.

Grant received since the transition date in relation to newly acquired or existing housing properties is accounted for using the accrual model set out in FRS 102 and the Housing SORP: 2018 update. Grant is carried as deferred income in the statement of comprehensive income and released to the income and expenditure account on a systematic basis over the useful economic lives of the asset for which it was received. In accordance with Housing SORP: 2018 update the useful economic life of the housing property structure has been selected.

Where social housing grant (SHG) funded property is sold, the grant becomes recyclable and is transferred to a recycled capital grant fund until it is reinvested in a replacement property. If there is no requirement to recycle or repay the grant on disposal of the assets any unamortised grant remaining within creditors is released and recognised as income within the income and expenditure account.

Grants relating to revenue are recognised in income and expenditure once performance related conditions have been met.

Grants due from government organisations or received in advance are included as current assets or liabilities.

Housing properties impairment

The housing property portfolio for the Group is assessed for indicators of impairment at each reporting date. Where indicators are identified then a detailed assessment is undertaken to compare the carrying amount of assets or cash generating units for which impairment is indicated to their recoverable amounts. An option appraisal is carried out to determine the option which produces the highest net realisable value. Valuations on rental return or potential sale proceeds are obtained and used to inform the options.

Housing properties impairment continued

The recoverable amount is taken to be the higher of the fair value less costs to sell or value in use of an asset or cash generating unit. The assessment of value in use may involve considerations of the service potential of the assets or cash generating units concerned or the present value of future cash flows to be derived from them appropriately adjusted to account for any restrictions on their use.

The Group defines cash generating units as schemes except where its schemes are not sufficiently large or where it is geographically sensible to group schemes into larger cash generating units. Where the recoverable amount of an asset or cash generating unit is lower than its carrying value an impairment is recorded through a charge to the statement of comprehensive income and expenditure.

An impairment release of £2.7m (2024: charge of £31.2m) is reported for completed housing properties. £2.5m of the release relates to a development scheme that had encountered delays and unforeseen works. A 100% affordable rented scheme with an uplift from 42 to 76 units and grant received planning during the period. Consequently, the impairment previously recognised has been reversed. The 2024 net charge included a £31.7m impairment in respect of two tower blocks in North London following a decision to decommission both blocks. The resulting impact was to reduce the book value of these blocks to £Nil.

Capitalised interest

Additions to housing properties in the course of construction during the year included capitalised interest of £18,905k (2024: £10,219k) for the Group. The weighted average cost of capital was 4.7% (2024: 4.8%). The aggregate amount capitalised is £166.5m (2024: £147.6m). For MHT the capitalised interest for the year is £16,925k (2024: £9,665k). The weighted average cost of capital was 4.7% (2024: 4.7%). The aggregate amount capitalised is £163.1m (2024: £146.2m).

Properties held for security

The Group had property with a net book value of £3,362m pledged as security at 31 March 2025 (2024: £3,245m).

Freehold/leasehold

The Group held long leasehold and freehold housing properties at the following net book value.

12. FIXED ASSETS – HOUSING PROPERTIES (CONTINUED)

	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
Long leasehold	462,019	478,134	399,947	407,233
Finance leases	21,472	21,924	-	-
Freehold	4,758,357	4,394,554	4,679,314	4,338,825
	5,241,848	4,894,612	5,079,261	4,746,058

Finance leases

The net carrying amount of assets held under finance leases included in housing properties, for mechanical systems, is £382k (2024: £423k). There is one significant finance lease which is related to an agreement with EnviroEnergy to supply and install heating and heating equipment as part of the Nottingham district heating scheme. At the end of the lease term the risk and responsibility of the heating equipment will be transferred to the Group. The remaining lease term is 8 years as at 31 March 2025.

Group	Housing properties under construction		Completed housing properties				
	Rented properties £'000	Shared ownership £'000	Rented properties £'000	Key worker accomm- odation £'000	Shared ownership £'000	Community properties £'000	Total £'000
COST/VALUE							
At 1 April 2024	290,719	130,663	3,667,978	123,674	1,015,469	2,113	5,230,616
Schemes completed in year	(96,083)	(48,075)	96,083	-	48,075	-	-
Transfer to Investment Properties	-	-	-	-	(34)	-	(34)
FA Transfer (to)/ from stock	25,414	(38,867)	-	-	(173)	-	(13,626)
New developments	269,709	138,880	-	-	-	-	408,589
Component replacements	-	-	33,142	3,073	-	-	36,215
Fire Safety Remediation works - RCGF funded	-	-	2,128	-	543	-	2,671
Decarbonisation Grant funded works	-	-	4,399	-	-	-	4,399
Fire Safety Remediation works	-	-	3,678	-	508	-	4,186
Other additions	-	-	-	-	809	-	809
Disposals	(13,124)	(7,405)	(13,442)	(298)	(25,226)	-	(59,495)
At 31 March 2025	476,635	175,196	3,793,966	126,449	1,039,971	2,113	5,614,330
DEPRECIATION							
At 1 April 2024	-	-	263,863	37,519	-	254	301,636
Charge for year	-	-	35,798	7,500	-	31	43,329
Eliminated on disposal	-	-	(4,000)	(165)	-	-	(4,165)
At 31 March 2025	-	-	295,661	44,854	-	285	340,800
IMPAIRMENT							
At 1 April 2024	-	2,560	31,682	-	126	-	34,368
Charge/(reversal)	-	(2,560)	-	-	-	-	(2,560)
Released on disposals	-	-	-	-	(126)	-	(126)
At 31 March 2025	-	-	31,682	-	-	-	31,682
NET BOOK VALUE							
At 31 March 2025	476,635	175,196	3,466,623	81,595	1,039,971	1,828	5,241,848
At 31 March 2024	290,719	128,103	3,372,433	86,155	1,015,343	1,859	4,894,612

12. FIXED ASSETS – HOUSING PROPERTIES (CONTINUED)

Trust Housing Properties	Housing properties under construction		Completed housing properties			
	Rented properties £'000	Shared ownership £'000	Letting £'000	Shared ownership £'000	Community £'000	Total £'000
COST/VALUE						
At 1 April 2024	268,236	126,126	3,698,457	963,647	2,005	5,058,471
Reclassification	-	-	-	(34)	-	(34)
Schemes completed in year	(96,083)	(48,075)	96,083	48,075	-	-
FA Transfer from/(to) current asset	13,693	(38,867)	-	796	-	(24,378)
Properties under construction	260,502	137,325	-	-	-	397,827
Component replacements	-	-	34,704	-	-	34,704
Fire Safety Remediation works (note 36)	-	-	3,563	508	-	4,071
Fire Safety Remediation works RCGF funded (note 36)	-	-	2,128	543	-	2,671
Decarbonisation Grant funded repairs	-	-	4,399	-	-	4,399
Other additions	-	-	-	659	-	659
Disposals	(13,124)	(168)	(13,417)	(25,905)	-	(52,614)
At 31 March 2025	433,224	176,341	3,825,917	988,289	2,005	5,425,776
DEPRECIATION						
At 1 April 2024	-	-	277,831	-	214	278,045
Charge for year	-	-	40,688	-	31	40,719
Eliminated on disposal	-	-	(3,931)	-	-	(3,931)
At 31 March 2025	-	-	314,588	-	245	314,833
IMPAIRMENT						
At 1 April 2024	-	2,560	31,682	126	-	34,368
Charge/(reversal)	-	(2,560)	-	-	-	(2,560)
Released on disposals	-	-	-	(126)	-	(126)
At 31 March 2025	-	-	31,682	-	-	31,682
NET BOOK VALUE						
At 31 March 2025	433,224	176,341	3,479,647	988,289	1,760	5,079,261
At 31 March 2024	268,236	123,566	3,388,944	963,521	1,791	4,746,058

12. FIXED ASSETS – HOUSING PROPERTIES (CONTINUED)**Investment properties**

	Group Completed Valuation £'000	Group Under Construction £'000	Group Total £'000	Trust Completed Valuation £'000	Trust Under Construction £'000	Trust Total £'000
At 1 April 2024	55,118	11	55,129	51,548	-	51,548
Additions	34	-	34	34	-	34
Reclassification	11	(11)	-	-	-	-
Gain in Revaluations	2,189	-	2,189	2,189	-	2,189
Disposals	(62)	-	(62)	(62)	-	(62)
At 31 March 2025	57,290	-	57,290	53,709	-	53,709

Investment properties are carried at fair value and valued on an annual basis. Commercial properties are revalued internally after considering any changes on the leases in place for these. Market rental properties are revalued using the Office of National Statistics market rent index.

Internal desktop valuations carried out for investment properties at 31 March 2025 indicated an increase in value of £982k (2024: £128k increase) for commercial properties, an increase of £1,207k (2024: £11,164k decrease) for market rental properties

13. OTHER FIXED ASSETS

Depreciation and amortisation is charged on a straight-line basis over the expected useful economic lives of the other fixed assets at the following annual rates:

Furniture and equipment	5 years
Offices	Length of lease
Computer hardware and software	5 years

No depreciation or amortisation is charged in the period of acquisition and depreciation and amortisation is charged in the period of disposal. Impairment charged during the year is £nil (2024:£nil).

Group	Offices £'000	Tangible Furniture and equipment £'000	Computer hardware £'000	Total Tangible £'000	Intangible Computer software £'000	Total £'000
COST						
At 1 April 2024	26,148	4,864	42,266	73,278	30,559	103,837
Additions	-	244	3,287	3,531	3,589	7,120
Disposals	(30)	-	-	(30)	(788)	(818)
At 31 March 2025	26,118	5,108	45,553	76,779	33,360	110,139
ACCUMULATED DEPRECIATION AND AMORTISATION						
At 1 April 2024	11,364	3,735	38,578	53,677	12,177	65,854
Depreciation and amortisation charge	1,570	482	1,692	3,744	4,075	7,819
Disposals	-	-	-	-	(520)	(520)
At 31 March 2025	12,934	4,217	40,270	57,421	15,732	73,153
NET BOOK VALUE						
At 31 March 2025	13,184	891	5,283	19,358	17,628	36,986
At 31 March 2024	14,784	1,129	3,688	19,601	18,382	37,983

13. OTHER FIXED ASSETS (CONTINUED)

	Offices £'000	Tangible Furniture and equipment £'000	Computer hardware £'000	Total Tangible	Intangible Computer software £'000	Total £'000
Trust						
COST						
At 1 April 2024	20,398	3,582	16,498	40,478	26,605	67,083
Additions	-	244	3,196	3,440	2,944	6,384
Disposals	(30)	-	-	(30)	(693)	(723)
At 31 March 2025	20,368	3,826	19,694	43,888	28,856	72,744
ACCUMULATED DEPRECIATION AND AMORTISATION						
At 1 April 2024	6,565	2,475	13,315	22,355	10,577	32,932
Depreciation and amortisation charge	1,402	478	1,205	3,085	3,393	6,478
Disposals	-	-	-	-	(445)	(445)
At 31 March 2025	7,967	2,953	14,520	25,440	13,525	38,965
NET BOOK VALUE						
At 31 March 2025	12,401	873	5,174	18,448	15,331	33,779
At 31 March 2024	13,833	1,107	3,183	18,123	16,028	34,151

14. HOMEBUY LOANS**HomeBuy**

Under the HomeBuy scheme and the Key Worker Living Initiative, the Group received social housing grant (SHG) representing a percentage of the open market purchase price of a property in order to advance interest-free loans to a home buyer. When loans are redeemed the carrying value of the loan is charged to cost of sales and the grant is recycled through the recycled capital grant fund.

MyChoice HomeBuy

Under the MyChoice HomeBuy scheme, the Group has issued interest-bearing loans representing a percentage of the open market purchase price of the properties. Half of these loans are funded from the Group's own resources and the other half funded by SHG. When loans are redeemed the carrying value of the loan and the carrying value of our investment is charged to cost of sales and the grant is recycled through the recycled capital grant fund.

	Group £'000 2025	Group £'000 2024
At 1 April 2024	113,350	120,254
Redeemed during the year	(7,984)	(7,052)
Loans previously redeemed	-	148
At 31 March 2025	105,366	113,350

HomeBuy loans have been classified as concessionary loans in line with FRS 102 section 34 as TVH is a PBE and carried at transaction price. HomeBuy loans are receivables to the Group and Trust.

15. OTHER INVESTMENTS

	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
Loan related sinking funds	7,648	8,168	7,648	7,133
Property investments	1,248	1,248	1,147	1,147
Other	22	25	22	25
	8,918	9,441	8,817	8,305

16. STOCK

Stock represents materials held for use for repairs and maintenance work, construction work in progress and completed properties held for sale, including housing properties developed for transfer to other registered providers; properties developed for outright sale; and shared ownership properties. For shared ownership properties the value held as stock is the estimated cost to be sold as a first tranche.

Stock is stated at the lower of cost and net realisable value. Cost comprises materials, direct labour and direct development overheads. Net realisable value is based on estimated sales proceeds after allowing for all further costs to completion and selling costs.

The stock figures below includes capitalised interest of £1,039k (2024: £2,080k).

In 2024 an impairment charge of £6,780k was recognised in Work in progress, Shared Ownership. The impairment was in respect of 224 shared ownership units in a 3 phase scheme. In 2025 £5,974k of this impairment has been released as the tenure for phases 2 and 3 will change to an all rented scheme.

The stock figures below includes capitalised interest of £1,039k (2024: £2,080k).

	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
Materials	161	126	-	-
PROPERTIES DEVELOPED FOR SALE				
Work in progress, Shared ownership	37,566	33,192	37,609	33,228
Completed properties, Shared ownership	7,961	11,916	7,531	10,770
Work in progress, outright sales developments	-	11,726	-	-
Completed properties, outright sales	513	3,344	-	-
Land held for sale	3,500	3,500	3,500	3,500
Impairment on stock/land	(2,297)	(8,271)	(2,297)	(8,271)
	47,243	55,407	46,343	39,227
	47,404	55,533	46,343	39,227

None of the stock has been pledged as collateral against borrowing by either the Group or the Trust (2024: £nil).

17. DEBTORS

	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
DUE WITHIN ONE YEAR:				
Rental debtors	31,554	29,801	30,756	28,973
Less: bad debt impairment	(8,948)	(9,078)	(8,805)	(8,110)
Net rental debtors	22,606	20,723	21,951	20,863
Amounts owed by subsidiary undertakings	-	-	89,900	88,200
Amount due from other group members	-	-	5,004	2,975
Prepayments and accrued income	9,520	9,778	9,030	9,113
VAT debtor (Capital Goods Scheme)	3,515	375	3,344	-
Derivative financial instruments	650	592	444	-
Leaseholder debtors	11,335	10,708	11,331	10,707
Other debtors	16,110	11,834	9,015	8,954
	63,736	54,010	150,019	140,812
DUE AFTER MORE THAN ONE YEAR				
Right to receive asset	15,320	18,236	-	-
Staff loans	18	11	18	11
Deferred consideration	14,948	8,407	-	-
Due from subsidiary undertakings	-	-	-	-
Property mortgages	59	66	-	-
Derivative financial instruments	4,081	301	2,628	-
	34,426	27,021	2,646	11

The right to receive asset represents the present value of receipts relating to the agreement between Evolution (Woking) Ltd and Woking Borough Council dated 15 November 2013. The concession period runs for 25 years from the date of handover of the last housing unit.

An amount of £896k has been recognised in profit and loss in relation to this asset (2024: £827k).

Deferred consideration of £14,948k (2024: £8,407k) due after more than one year is in respect of the sale of land by Metropolitan Living Limited to Clapham Park (Metropolitan Countryside) LLP. The LLP is a 50:50 joint venture between Metropolitan Living Limited and Countryside Homes. The land will be used for the regeneration development activity of the joint venture.

18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
Debt (Note 22)	156,069	41,071	154,951	35,007
Derivative financial instruments	248	364	248	364
Trade creditors	10,582	17,611	5,346	16,753
Due to subsidiary undertakings	-	-	5,538	6,951
Amounts owed in respect of housing properties under development	22,756	21,493	20,823	18,245
Other taxation and social security	2,614	2,550	2,553	2,007
Other creditors	9,176	37,823	5,336	32,433
Obligations under finance leases (Note 28)	44	41	44	41
Accruals and deferred income	100,797	91,721	81,613	79,806
Recycled Capital Grant Fund (Note 21)	78,391	128,493	78,391	128,493
Rent and service charge paid in advance	20,006	18,863	19,712	18,500
Deferred government grant (Note 20)	17,753	15,925	17,443	15,616
Deferred Tax Liability	415	135	-	-
	418,851	376,090	391,998	354,216

19. CREDITORS: AMOUNTS FALLING DUE AFTER ONE YEAR

	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
Debt (Note 22)	1,551,866	1,368,391	1,438,131	1,289,078
Corporate bond (Note 22)	500,537	500,382	500,537	500,382
Derivative financial instruments	3,177	12,207	3,177	11,855
Obligations under finance leases (Note 28)	338	382	338	382
Due to subsidiary undertakings	-	-	8,000	5,500
Intercompany payable	-	-	38	38
Amounts owed in respect of housing properties under development	10,951	8,136	10,429	6,732
Recycled Capital Grant Fund (Note 21)	44,794	41,185	44,794	41,185
Other creditors	29,247	-	26,583	-
Deferred government grant (Note 20)	519,123	430,587	516,742	439,880
Major repairs grant	-	11,828	-	-
	2,660,033	2,373,098	2,548,769	2,295,032

20. DEFERRED GOVERNMENT GRANT (DGG)

	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
At 1 April	446,512	394,814	455,496	381,506
Opening balance adjustment	-	(10,305)	-	-
Re-classification (creditors-DGG)	11,828	-	-	-
Movement in RCGF	(1,026)	(1,883)	(1,026)	(1,882)
Decarbonisation grant released to income	(1,300)	-	(1,300)	-
Decarbonisation grant – capital works	4,508	-	4,508	-
SHG received / (repaid)	49,265	61,921	49,265	73,751
Utilised on safer build	2,671	-	2,671	-
Utilised on new build	38,200	15,494	38,200	15,494
Amortised in current year	(7,001)	(7,633)	(6,848)	(7,477)
HomeBuy repaid/recycled on redemptions	(6,781)	(5,896)	(6,781)	(5,896)
At 31 March	536,876	446,512	534,185	455,496
Due in one year	17,753	15,925	17,443	15,616
Due after one year	519,123	430,587	516,742	439,880
	536,876	446,512	534,185	455,496

21. RECYCLED CAPITAL GRANT FUND (RCGF)

We recognise and recycle capital grant in accordance with guidance from Homes England and Greater London Authority (GLA). As at 31 March 2025, £59.8m (2024: £109.8m) is over three years old and we are in discussion with the GLA about recycling this expired element.

	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
At 1 April	169,678	157,380	169,678	157,379
Utilised on new build	(42,708)	(3,025)	(42,708)	(3,025)
Utilised on major repairs	-	(7,266)	-	(7,266)
Utilised on safer build	(2,671)	-	(2,671)	-
Repaid to GLA	(23,318)	-	(23,318)	-
Grants recycled upon relevant events:				
HomeBuy	6,781	5,926	6,781	5,926
Recycled from DGG	1,026	1,882	1,026	1,882
Recycled from reserves	6,836	6,703	6,639	6,503
Grant admin charge	(84)	(65)	(84)	(65)
Transfer within group	-	-	197	201
Interest accrued	7,645	8,143	7,645	8,143
At 31 March	123,185	169,678	123,185	169,678
RCGF creditor falling due in one year	78,391	128,493	78,391	128,493
RCGF creditor falling due after one year	44,794	41,185	44,794	41,185
	123,185	169,678	123,185	169,678

22. DEBT ANALYSIS

	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
LOANS				
Within one year	156,069	41,071	154,951	35,007
Between one and two years	78,597	123,712	41,362	128,144
Between two and five years	412,106	233,271	406,031	220,125
In more than five years	1,061,163	1,011,408	998,738	946,309
	1,707,935	1,409,462	1,601,082	1,329,585
CORPORATE BONDS				
In more than five years (note 34)	500,537	500,382	500,537	500,382
	2,208,472	1,909,844	2,101,619	1,829,967

Corporate bonds within the Trust are made up of £250m (£245.6m net of discount and fees) issued directly by the Trust and £250m (£254.9m including premium and fees) issued by Metropolitan Funding Plc which is on-lent to the Trust.

Security

Loans and Corporate Bonds are predominantly secured by fixed charges on individual properties.

The Group had undrawn loan facilities of £690m (2024: £807m).

Obligations under finance leases are disclosed in Note 28. Further information on financial instruments is given in Note 30.

Terms of repayment and interest rates

As at 31 March 2025, the Group's debt has a weighted average maturity of 11 years (2024: 12 years) and a weighted average cost of 4.7% (2024: 4.8%). The debt is repayable in accordance with lender agreed profiles at fixed rates of interest ranging from 1.88% to 11.3% (2024: 1.88% to 11.3%). Our Corporate Bonds have fixed coupon rates of 1.875% and 4.125%.

We have £575m (2024: £350m) of our bank debt that is linked to Environmental, Social and Governance, (ESG), metrics. These are measured annually against performance on a number of different criteria which form part of the MTVH sustainability strategy.

23. PENSIONS

The Group participates in two funded schemes, the Metropolitan Thames Valley 2019 Pension Scheme (The MTVH Scheme) and the Nottinghamshire County Council Local Government Pension Scheme (Notts LGPS). The Group also participates in a defined contribution scheme, the MTVH DC Scheme.

Under Defined Benefits Accounting, the current service cost and costs from settlements and curtailments are charged against operating surplus. Past service costs are recognised in the current reporting period. Interest is calculated on the net defined benefit liability. Re-measurements are reported in other comprehensive income.

Management’s estimates relating to the defined benefit schemes are based on a number of critical underlying assumptions such as standard rates of inflation, mortality, discount rate and anticipation of future salaries. Variation in these assumptions may significantly impact the defined benefit obligation and annual expense as shown in this note. These assumptions and calculations are prepared by an independent actuary.

With defined contribution pensions schemes the Group does not have further future obligations other than those disclosed in the statement of financial position within Creditors falling due within one year which are paid a month following deductions on each payroll processing.

The MTVH Scheme

The scheme was established on 26 June 2019 and provides benefits that were originally accrued in the Pensions Trust – Social Housing Pension Scheme (SHPS) which were subsequently transferred to the scheme on 4 October 2019. The scheme is closed to new members and is not open to accrual, although some members retain a salary-link on some of their benefits.

The initial results of the latest triennial valuation as at 28 February 2023 have been taken into account in the calculations for the scheme as at 31st March 2025.

23A. THE MTVH SCHEME

The liabilities in respect of the Scheme at 31 March 2025 have been calculated using the projected unit method and by rolling forward the results of the 28 February 2023 technical provisions using actuarial techniques, allowing for cashflows and interest over the period, and differences between the assumptions used to set the technical provisions and those selected for accounting under FRS 102.

The Social Housing Pension Scheme

The Pensions Trust (TPT) is involved in a current court case regarding the administration of its defined benefit pension schemes, including the Social Housing Pension Scheme (SHPS). TPT are asking the court to determine whether changes made to the scheme rules in the past were in accordance with the trust deed and rules, and if not, whether certain amendments are invalid. If the court determines that historic amendments have resulted in amendments that are invalid, this could result in increased pension liabilities.

When the case was first brought to court in 2022, TPT estimated the worst-case scenario for MTVH would be additional liabilities of 3.9% however this was calculated on a technical provision basis and not on an accounting basis. Since 2022 additional matters have been added to the case following rulings in other court cases, including Virgin Media, these elements are not included in the 3.9% estimate and management does not have sufficient information from the trustees to be able to estimate the potential impact of the additional matters added to the case. It is currently expected that the court will make its ruling in late 2025. We will provide updates in future reports as more information becomes available.

Taking into account MTVH is no longer a member of SHPS having left the scheme under a S75 agreement in 2019, management have concluded that the best estimate of benefits due at the balance sheet date should be based on the assumption that no additional material liabilities will arise as a result of this legal case. As such, the pension liability recognised has been valued using this assumption.

The Nottinghamshire County Council Pension Fund (Notts LGPS)

The Notts LGPS is a multi-employer defined benefit pension scheme, and is accounted for using Defined Benefits Accounting. Scheme assets are measured at fair values. Scheme liabilities are measured on an actuarial basis using the projected unit credit method and are discounted at appropriate high quality corporate bond rates. The net surplus or deficit is presented separately from other net assets on the Statement of Financial Position.

It is important to note that the estimated liability will not reflect all differences in demographic experience since the triennial valuation date from that assumed. However, we are satisfied that this approach should not introduce any material distortions provided that the actual experience has been broadly in line with the assumptions, and that the structure of the liabilities is not materially different from the triennial valuation date.

23A. THE MTVH SCHEME (CONTINUED)

This method will not produce identical results to those which would be obtained by performing a full valuation at 31 March 2025. However, FRS 102 allows the use of estimates and actuarial techniques to make a reliable estimate of the liabilities recorded under FRS 102. As a result, we believe this to be an acceptable approach.

Under defined benefit accounting the Scheme assets are measured at fair value. Scheme liabilities are measured on an actuarial basis using the projected unit credit method and are discounted at appropriate high quality corporate bond rates. The net surplus or deficit is presented separately from other

net assets on the Statement of Financial Position. The current service cost and costs from settlements and curtailments are charged to operating surplus. Past service costs are recognised in the current reporting period. Interest is calculated on the net defined benefit liability. Re-measurements are reported in other comprehensive income.

The sections below outline the key assumptions underpinning the actuarial valuations, the analysis of the scheme deficit, analysis of the pension obligation and scheme’ asset and the subsequent impact to the statement of comprehensive income (SOCi) and the other comprehensive income statement (OCI).

					The mortality assumptions adopted at 31 March 2025 imply the following life expectancies:	
Assumptions	MHT 2025	MHT 2024	TVH 2025	TVH 2024		Years
Discount Rate	5.65%	4.80%	5.65%	4.80%	Male (current age 45)	87.0
RPI assumption	3.20%	3.27%	3.20%	3.27%	Male (current age 65)	86.0
CPI assumption	2.80%	2.87%	2.80%	2.87%	Female (current age 45)	89.7
Salary Growth	3.00%	4.00%	3.00%	4.00%	Female (current age 65)	88.6

NET PRESENT VALUE OF PENSION LIABILITY

	MHT 2025 £'000	MHT 2024 £'000	TVH 2025 £'000	TVH 2024 £'000	Group 2025 £'000	Group 2024 £'000
Fair value of plan assets	107,823	115,383	25,109	26,944	132,932	142,327
Present value of defined benefit obligation	(123,286)	(141,044)	(28,460)	(32,848)	(151,746)	(173,892)
Deficit in plan	(15,463)	(25,661)	(3,351)	(5,904)	(18,814)	(31,565)

RECONCILIATION OF OPENING AND CLOSING PENSION LIABILITY

	MHT 2025 £000	MHT 2024 £000	TVH 2025 £000	TVH 2024 £000	Group 2025 £000	Group 2024 £000
At 1 April	141,044	136,796	32,848	32,393	173,892	169,189
Interest expense	6,641	6,274	1,553	1,476	8,194	7,750
Actuarial loss / (gain) due to scheme experience	(1,279)	7,195	(282)	952	(1,561)	8,147
Actuarial loss / (gain) due to changes in demographic assumptions	(81)	(2,133)	(16)	(504)	(97)	(2,637)
Actuarial loss / (gain) due to changes in financial assumptions	(17,585)	(1,569)	(4,639)	(28)	(22,224)	(1,597)
Benefits paid	(5,454)	(5,519)	(1,004)	(1,441)	(6,458)	(6,960)
At 31 March	123,286	141,044	28,460	32,848	151,746	173,892

23A. THE MTVH SCHEME (CONTINUED)**RECONCILIATION OF OPENING AND CLOSING PENSION ASSETS**

	MHT 2025 £000	MHT 2024 £000	TVH 2025 £000	TVH 2024 £000	Group 2025 £000	Group 2024 £000
At 1 April	115,383	119,359	26,944	28,724	142,327	148,083
Interest income	5,521	5,567	1,296	1,331	6,817	6,898
Experience on plan assets excluding interest income	(12,349)	(8,722)	(3,227)	(2,772)	(15,576)	(11,494)
Contributions by the employer	5,187	5,084	1,208	1,192	6,395	6,276
Administration expenses	(465)	(386)	(108)	(90)	(573)	(476)
Benefits paid	(5,454)	(5,519)	(1,004)	(1,441)	(6,458)	(6,960)
At 31 March	107,823	115,383	25,109	26,944	132,932	142,327
Return on plan assets	(5.9%)	(2.6%)	(7.2%)	(5.0%)	(6.2%)	(3.1%)

IMPACT ON INCOME & EXPENDITURE

	MHT 2025 £000	MHT 2024 £000	TVH 2025 £000	TVH 2024 £000	Group 2025 £000	Group 2024 £000
Expenses	465	386	108	90	573	476
Net interest expense	1,120	707	257	145	1,377	852
	1,585	1,093	365	235	1,950	1,328

OTHER COMPREHENSIVE INCOME IMPACT

	MHT 2025 £000	MHT 2024 £000	TVH 2025 £000	TVH 2024 £000	Group 2025 £000	Group 2024 £000
Loss on plan assets in excess of interest income	(12,349)	(8,722)	(3,227)	(2,772)	(15,576)	(11,494)
Actuarial gain/loss on experience adjustment	1,279	(7,195)	282	(952)	1,561	(8,147)
Actuarial gain on demographic assumptions	81	2,133	16	504	97	2,637
Actuarial gain on financial assumptions	17,585	1,569	4,639	28	22,224	1,597
	6,596	(12,215)	1,710	(3,192)	8,306	(15,407)

ASSETS ANALYSIS

	MHT 2025 £000	MHT 2024 £000	TVH 2025 £000	TVH 2024 £000	Group 2025 £000	Group 2024 £000
Diversified growth	19,282	20,825	4,490	4,863	23,772	25,688
Absolute return	34,119	24,075	7,945	5,623	42,064	29,698
Alternative risk	12,177	11,279	2,836	2,634	15,013	13,913
Liability driven investment	39,334	32,586	9,160	7,609	48,494	40,195
Net current assets	2,911	26,618	678	6,215	3,589	32,833
Total assets	107,823	115,383	25,109	26,944	132,932	142,327

23B. THE NOTTINGHAMSHIRE COUNTY COUNCIL PENSION FUND (NOTTS LGPS)

The Nottinghamshire County Council Pension Fund, which is administered by Nottinghamshire County Council, is a defined benefits scheme based on final pensionable salary, contributions being charged to the income and expenditure account over employees' working lives with the Group. The Contributions are determined by a qualified actuary on the basis of triennial valuations using the projected unit method.

The most recent valuation of the whole fund was at 31 March 2022. To assess the value of the Employer's liabilities at 31

March 2025, the value of the Employer's liabilities calculated for the funding valuation as at 31 March 2022 have been rolled forward, using financial assumptions that comply with FRS 102.

The calculation is performed by a qualified actuary using the projected unit credit method. Where the calculation results in a net asset, recognition of the asset is limited to the extent to which the entity is able to recover the surplus either through reduced contributions in the future or through refunds from the plan.

ASSUMPTIONS

	2025	2024
Discount rate	5.75%	4.90%
Pension increases	2.90%	2.90%
Salary increases	3.90%	3.90%

NET PENSION LIABILITY

	31 March 2025 £'000	31 March 2024 £'000
Present value of defined benefit obligation	8,173	9,149
Fair value of fund assets (bid value)	(8,173)	(8,792)
Net liability in statement of financial position	-	357

IMPACT ON INCOME AND EXPENDITURE

	2025 £'000	2024 £'000
Service cost	53	57
Net interest on the defined liability	15	48
Administration expenses	4	4
Total	72	109

RE-MEASUREMENT IN OTHER COMPREHENSIVE INCOME

	2025 £'000	2024 £'000
(Loss)/Return on fund assets in excess of interest	(656)	511
Other actuarial gains/(losses) on assets	-	-
Change in financial assumptions	990	128
Change in demographic assumptions	19	117
Experience gain/(loss) on defined benefit obligation	8	(50)
Re-measurement of defined liability	352	706

RECONCILIATION OF OPENING AND CLOSING ASSETS

	2025 £'000	2024 £'000
Opening fair value of scheme assets	8,792	8,305
Interest on assets	422	389
Return on assets less interest	(665)	511
Other actuarial gains / (losses)	-	-
Administration expenses	(4)	(4)
Contribution by employer including unfunded benefits	77	78
Contributions by scheme participants	20	21
Estimated total benefits paid (net of transfer in)	(469)	(508)
Fair value of scheme assets at end of period	8,173	8,792

23B. THE NOTTINGHAMSHIRE COUNTY COUNCIL PENSION FUND (NOTTS LGPS) (CONTINUED)**RECONCILIATION OF OPENING AND CLOSING OBLIGATIONS**

	2025 £'000	2024 £'000
Opening defined benefit obligation	9,149	9,337
Service cost	53	57
Interest cost	437	437
Change in financial assumptions	(990)	(128)
Change in demographic assumptions	(19)	(117)
Experience (gain)/loss on defined benefit obligation	(8)	50
Estimated funded benefits paid (net of transfers in)	(469)	(508)
Contributions by scheme participants	20	21
Closing defined benefit obligation	8,173	9,149
Return on plan assets	(2.8%)	10.8%

24. PROVISION FOR LIABILITIES

Where the effect of the time value of money is material the amount expected to be required to settle the obligation is recognised at the present value using a discount rate. The unwinding of the discount is recognised as finance cost in income and expenditure in the period it arises.

Restructure provision: The provision represents restructures approved by management, not yet been actioned.

Vehicle maintenance provision: The provision relates to company vans leased by in-house contractor company, Metworks.

Onerous lease provision: The provision relates to the downsizing of floors at the Premier House office.

Home loss provision: The provision relates to amounts payable to residents in properties that are being decommissioned.

Remedial works: The provision relates to costs in respect of fire safety remediation work required for leaseholder properties.

The Group has recognised provisions for liabilities of uncertain timing or amounts including those for major repairs on vehicle maintenance, onerous lease, and restructuring. Provisions are measured at the best estimate of the expenditure required to settle the obligation at the Statement of comprehensive income and expenditure date.

Group	Restructure provision £'000	Home loss Provision £'000	Remedial works £'000	Onerous lease £'000	Vehicle maintenance £'000	Total £'000
At 1 April 2024	1,105	2,389	63,709	2,170	325	69,698
Additions	654	319	6,549	-	117	7,638
Amounts used	(1,105)	(210)	(3,820)	(649)	(138)	(5,922)
At 31 March 2025	654	2,497	66,438	1,521	304	71,414

Trust	Restructure provisions £'000	Average provision £'000	Remedial works £'000	Total £'000
At 1 April 2024	1,105	2,389	62,967	66,461
Additions	654	319	7,223	8,196
Amounts used	(1,105)	(211)	(3,798)	(5,114)
At 31 March 2025	654	2,497	66,392	69,543

25. SHARE CAPITAL

	2025 Number £	2024 Number £
At 1 April 2024	11	11
Shares issued during year	5	-
Shares cancelled during year	(1)	-
At 31 March 2025	15	11

The issued shares are £1 each and are fully paid. The nominal value of each share is £1. No shares were issued or cancelled during the year.

During the period MHT became the parent of Thames Valley Housing Association Limited (TVHA). TVHA held a £1 share in MHT and this has now been cancelled. Five shares were issued to previous TVHA shareholders. See Note 37 for further information.

26. CAPITAL COMMITMENTS

Group	2025 £'000	2024 £'000
Capital expenditure that has been contracted for	366,827	346,768
Capital expenditure that has been authorised by the Board but has not yet been contracted for	378,839	196,325
	745,666	543,093

The Group expects to finance the above commitments by:

	£'000	£'000
Social Housing Grant receivable	89,414	19,110
Loan facilities	446,430	377,639
Operating cash flows	209,822	146,344
	745,666	543,093

Trust	2025 £'000	2024 £'000
Capital expenditure that has been contracted for	366,104	344,153
Capital expenditure that has been authorised by the Board but has not yet been contracted for	378,839	196,326
	744,943	540,479

The Trust expects to finance the above commitments by:

	£'000	£'000
Social Housing Grant receivable	89,414	19,110
Loan facilities	445,707	375,025
Operating cash flows	209,822	146,344
	744,943	540,479

The amount contracted for at 31 March 2025 will be funded from cash reserves, borrowing, Social Housing Grant and the proceeds of sales. The Board expects the expenditure it has authorised to be fully financed in this way. Under regulations approved by the Board, appropriate officers and employees may authorise expenditure to certain levels, and such authorised expenditure is included above.

The Group has a number of financing options available including undrawn loan facilities, private placements and bank loan financing. At 31 March 2025 the Group had £690m (2024: £807m) in undrawn facilities therefore has sufficient headroom to fund its capital commitments.

27. CONTINGENT ASSETS/LIABILITIES

The Group receives grant from Homes England and from the Greater London Authority, which is used to fund the acquisition and development of housing properties and their components. The Group has a future obligation to recycle such grant once the properties are disposed of. At 31 March 2025, the value of

grant received in respect of these properties that had not been disposed of was £1,384m (2024: £1,250m).

As the timing of any future disposal is uncertain, no provision has been recognised in the financial statements.

28. LEASING COMMITMENTS

The Group's future minimum finance lease payments are as follows:

	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
Within one year	44	41	44	41
Between one to five years	209	195	209	195
In more than five years	129	187	129	187
	382	423	382	423

Leases

Leases are classifieded as finance leases whenever the terms of the lease transfer substantially all the risks and rewards of ownership of the leased asset to the Group. All other leases are classified as operating leases. Rentals paid under operating leases are charged to the Statement of Comprehensive Income and Expenditure on the accruals basis.

had been purchased outright. The amount capitalised is the present value of the minimum lease payments (or if lower the fair value of the leased asset) and is depreciated in accordance with the Group's normal policy for that class of assets. The corresponding liability to the lessor is included in the Statement of Financial Position as a finance lease obligation. Lease payments are apportioned between finance charges and reduction of the lease obligation using the effective interest method so as to achieve a constant rate of interest on the remaining balance of the liability.

Where assets are financed by leasing agreements that give rights approximating to ownership they are treated as if they

The Group's future minimum operating lease payments are as follows:

	2025 Land and buildings £'000	2025 Other £'000	2024 Land and buildings £'000	2024 Other £'000
Less than one year	3,484	2,004	3,480	1,189
Between one to five years	8,942	5,414	11,736	3,781
More than five years	5,571	1,520	6,260	78
	17,997	8,938	21,476	5,048

The Groups future minimum operating lease receivables are as follows:

	2025 Shared Ownership £'000	2025 Commercial £'000	2024 Shared Ownership £'000	2024 Commercial £'000
Less than one year	47,220	1,728	43,013	1,631
Between one to five years	167,441	5,394	152,521	5,314
More than five years	484,134	4,757	440,997	5,042
	698,795	11,879	636,531	11,987

29. RELATED PARTIES

Board members and key management personnel are related parties. During the year Metropolitan Housing Trust Limited (the Trust) conducted no transactions with such related parties. None of the Board members are either tenants or leaseholders therefore rent received from tenant and leaseholder board members across the Group during the year are £nil (2024: £nil). Rent arrears of the Group's tenant and leaseholder board members as at 31 March 2025 was £nil (2024: £nil).

The Trust provides central management services to its subsidiaries including Thames Valley Housing Association Limited (the Association). In addition, the Association also provides services to its own subsidiaries. Charges are allocated as follows:

Department	Allocation basis
Finance	Turnover
Facilities	Headcount
Human resources	Headcount
Board	Headcount/Turnover
Communications	Headcount/Turnover
Executive team	Headcount/Turnover
Health and safety	Headcount/Turnover
Procurement	Headcount/Turnover
Information technology	Number of computers

The quantum of the 2025 charges applied for these services to private subsidiaries is as follows:

	2025 £'000	2024 £'000
EM Property Service Limited (Metworks)	314	314
Metropolitan Development Service Limited (MDSL)	263	204

MHT has joint regeneration partnerships with the following partners, and the relevant share of ownership is included in the statements:

Joint Regeneration Partnership	Partner	MHP share %
Canalside	Riverside Housing Partnership	50.00%

MHT provides central management service to its regeneration partnerships, on the same allocation basis as it provides to subsidiaries. The amount of charges to each partnership is as follows:

	2025 £'000	2024 £'000
Canalside	493	493

The Trust has provided on lending to intra group entities. These receivables are repayable on demand and no guarantees are in place on either loan. Interest is payable on the loan balances. Below is an analysis of the on lending to intra Group counterparties.

29. RELATED PARTIES (CONTINUED)

Entity Granting loan	Entity Receiving loan	1 April 2024 £'000	Movement £'000	31 March 2025 £'000
TVH	MHT	5,500	2,500	8,000
MHT	MDSL	21,850	6,450	28,300
MHT	MLL	66,350	(4,750)	61,600
MF Plc	MHT	256,123	(294)	255,829
		349,823	3,906	353,729

The Trust was charged £10.0m interest by MF Plc for the intercompany loan (2024: £10m). As at 31 March 2025, the loan was £255.8m (2024: £256.1m).

Aggregate emoluments paid to key management personnel of the Group are disclosed in Note 10. The Trust transacts with non-registered entities with the Group. EM Property Services Limited (EMPS) provides property maintenance services to and

trades exclusively with Trust. At 31st March 2025 EMPS has reported turnover of £37,812k (2024: £28,739k).

Metropolitan Development Services Limited (MDSL) undertakes commercial activities including residential-led property development and the provision of end-to-end construction services to the Trust. At 31st March 2025 MDSL has reported turnover of £48,884k (2024: £33,557k).

30. FINANCIAL INSTRUMENTS

Under FRS 102 there are three options for accounting for financial instruments and they are: applying the recognition, de-recognition and measurement requirements of IFRS 9 or FRS 102 sections 11 and 12. The group elected to apply FRS 102 sections 11 and 12. On intercompany loans and staff loans the group has applied FRS 102 section 34 as it is a public benefit entity.

Debtors and creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price less impairment. Any losses arising from impairment are recognised in the income statement in other operating expenses. Trade debtors are recognised with the revenue, other debtors are recognised when they become receivable. Creditors are recognised when payment becomes probable.

Loans, investments and short-term deposits

Loans, investments and short-term deposits held by the Group, meet the criteria for basic financial instruments as set out in FRS 102. These instruments are initially recorded at the transaction price less any transaction costs (historical cost). FRS 102 requires that basic financial instruments are subsequently measured at amortised cost, however the Group has calculated that the difference between the historical cost and amortised cost basis is not material and so these financial instruments are stated on the statement of comprehensive income at historical cost. Loans and investments that are payable or receivable within one year are not discounted.

Cash and cash equivalents

Cash and cash equivalents in the Group's Consolidated Statement of Financial Position consists of cash at bank, in hand, deposits and short-term investments with an original maturity of three months or less.

The Group has also identified some investments, which meet the definition of cash and cash equivalents but are restricted in their use; these investments have been classified as restricted cash equivalents.

Derivative instruments and hedge accounting

The Group holds floating rate loans which expose the Group to interest rate risk: to mitigate against this risk the Group uses interest rate swaps. These instruments are measured at fair value at each reporting date. They are carried as assets when the fair value is positive and as liabilities when the fair value is negative.

The Group has designated each of the swaps against either existing drawn floating rate debt or against highly probable future floating rate debt. To the extent the hedge is effective, movements in fair value adjustments, other than adjustments for own or counterparty credit risk, are recognised in other comprehensive income and presented in a separate cash flow hedge reserve. Any movements in fair value relating to ineffectiveness and adjustments for our own or counterparty credit risk are recognised in income and expenditure. The effectiveness relationships between a loan and a swap are subject to qualitative tests at designation and should not require any further tests thereafter.

30. FINANCIAL INSTRUMENTS (CONTINUED)

Concessionary loans

Concessionary loans are those loans made or received by the Group that are made:

- To further its public benefit objectives,
- At a rate of interest which is below the prevailing market rate of interest,
- Not to be repayable on demand.

Loans made under HomeBuy are concessionary loans. These loans are measured at the amount advanced at the inception of the loan less amounts received and any provisions for impairment. Any associated grant is recognised as deferred income until the loan is redeemed.

Cash flow hedge (derivative financial instruments)

MTVH uses interest rate swaps to reduce exposure to interest rate risk on its debt portfolio. These hedges consist of swaps with a notional value of £469m at 31 March 2025 (2024: £170m) with interest rates ranging between 3.8% and 5.7% (2024: 5.0% and 5.7%) and maturities between 1 and 23 years (2024: 7 and 24 years).

The swaps represent a liability owing to the counterparty if they were to be closed out at their fair value. The fair value of this liability as at 31 March 2025 was £0.9m (2024: £12.9m). This liability is secured with property charged to the counterparty or with cash deposits. As at 31 March 2025 the Group had £nil (2024: £nil) in cash lodged to cover this liability with the remaining balance being covered by credit limits or property pledged.

Any future change in the SONIA and / or RPI forward swap curves will result in a change to the fair value of our derivative financial instruments. An adverse movement in the forward swap curves will result in an increase to the current level of liability. An adverse move would also lead to further cash or property being required to be pledged with the derivative counterparties.

The fair values of all of MTVH's standalone swaps are shown on the statement of comprehensive income at their mid-market Mark to Market ("MTM") value (the "mid-market" value is considered to be a close proxy for the "bid" or "offer" value, as appropriate, which are necessarily more subjective). All curves and market data used in the valuations are sourced from Refinitiv and applied in determining the fair value for each class of derivative instrument as follows:

- Interest rate swaps have been valued using the Sterling SONIA swap curve, compounded over 3-month or 6-month periods where relevant. Discounting is on a SONIA swap curve basis.
- LPI Swaps have been valued using the RPI swap curve, LPI option prices and the Sterling SONIA swap curve compounded over 3-month periods. Discounting is also on a SONIA swap curve basis.

Restricted cash and cash equivalents

As at 31 March 2025, £54.4m (2024: £53.5m) is classified as restricted cash and cash equivalents due to restrictions and controls on how we spend this cash. Restricted cash includes the Migration Foundation funds (see Note 32), leaseholder sinking funds, and loan related bank accounts and deposits.

FINANCIAL INSTRUMENTS

	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
Financial liabilities measured at fair value:				
Derivative financial instruments	(1,306)	11,768	353	11,855

31. JOINT VENTURES, ASSOCIATES AND SUBSIDIARIES

The Trust was a subsidiary of Thames Valley Housing Association Limited (the Association) up to 31st December 2024 and a subsidiary in the MTVH Group which was created from a merger between Thames Valley Housing Association Limited and Metropolitan Housing Trust Limited in 2018. On 1st January 2025 the Trust became the parent of the Group and the Association became a subsidiary. See Note 37 for further information.

The following managed undertakings are subsidiaries by virtue of either ownership of their share capital or the ability of the Trust to control the composition of their Board or the strategic direction of these entities. The MTVH Group is a vertical Group as the Association, the subsidiary of Trust has its own subsidiaries. The Association's subsidiaries are also disclosed in this section and they form part of the consolidated accounts of the Group.

MHT SUBSIDIARIES

Name of undertaking	Share held	Registered in	Principal activity
EM Property Service Limited	100%	England	Property maintenance
Longsdale Limited	Limited by guarantee	England	Dormant
Metropolitan Development Services Limited	100%	England	Development Services
Metropolitan Funding Plc	100%	England	Financing vehicle
Metropolitan Home Ownership Limited	100%	England	Dormant
Metropolitan Living Limited	100%	England	Property development
Time Square Estate Management Co Limited	Limited by guarantee	England	Dormant
Spiritagen Limited	100%	England	Dormant

TVH SUBSIDIARIES

Name of undertaking	Share held	Registered in	Principal activity
Evolution (Woking) Holdings Limited *	100%	England	Investment holding company
Thames Valley Charitable Housing Association Limited	100%	England	Dormant
MTVH Foundation Limited	100%	England	Community investment fund

*Evolution (Woking) Holdings Limited has its own subsidiary Evolution (Woking) Limited.

The MTVH group participates in the following active joint ventures to carry out development projects.

Entity	Partner	Interest	Voting rights
Barratt Metropolitan LLP ('BMMLLP')	Barratt	25%	50%
Bovis Homes Cambourne West LLP (CBW)	Bovis	50%	50%
Grange Walk LLP	Galliford Try	50%	50%
Linden (Enfield) LLP	Galliford Try	50%	50%
Opal (Earlsfield) LLP	Galliford Try	50%	50%
Opal (Silvertown) LLP	Galliford Try	50%	50%
Opal (St Bernards) LLP	Galliford Try	50%	50%
Opal Land LLP	Galliford Try	50%	50%
West Bridgford LLP ('WBF')	Galliford Try	50%	50%
SO JV LLP	Legal & General	50%	50%
Westleigh Cherry Bank LLP ('WCB') (dormant)	Westleigh	50%	50%
Clapham Park (MTVH CPUK) LLP	Countryside	50%	50%

31. JOINT VENTURES, ASSOCIATES AND SUBSIDIARIES (CONTINUED)

Group	BMM 2025 £'000	CBW 2025 £'000	WBF 2025 £'000	Opal 2025 £'000	Clapham Park 2025 £'000	Total joint ventures 2025 £'000	Total joint ventures 2024 £'000
Investment at 1 April 2024	21,571	10,118	27	2,386	18,103	52,205	60,338
Additions	-	-	-	-	38,519	38,519	1,981
Disposals	(4,358)	(3,580)	-	(918)	-	(8,856)	(18,910)
Share of profits/(losses)	1,163	2,981	-	(154)	7,427	11,417	8,796
As at 31 March 2025	18,376	9,519	27	1,314	64,049	93,285	52,205

In November 2022 Metropolitan Living Limited entered into a joint venture agreement with a subsidiary of Legal and General and the SOJV LLP was incorporated. No investments have been made in SOJV LLP as at 31st March 2025.

32. CAPITAL AND RESERVES

The restricted reserve relates to the donated fund of the Migration Foundation. The donor specified the use of the fund. The surplus fund is currently invested, and fair value of the investment is accounted for in the restricted reserve.

There has been a downward revaluation of the assets held in respect of the Migration Foundation of £856k (2024: upward revaluation £1,819k). £19.3m (2024: £20.1m) of assets are reported in Cash and cash equivalents, and access to these assets is restricted.

Revaluation reserves were created on transition to FRS 102 when MTVH elected to adopt deemed cost as a proxy for historical costs. The group revalued the social housing assets portfolio to EUV-SH (Existing Use Value – Social Housing), as a result a revaluation reserve was created to account for the difference between the historical costs and deemed costs.

Any difference between the annual depreciation charge on revalued assets and the annual depreciation charge on a historical cost basis is transferred from the revaluation reserve for the asset concerned until that reserve is depleted. When an asset is disposed of, the revaluation reserve is transferred to revenue reserve, where applicable. £20,606k was transferred in 2025 (2024: £23,668).

33. GOVERNMENT GRANTS

Government grants included in the Statement of Financial Position:

	Note	Group 2025 £'000	Group 2024 £'000	Trust 2025 £'000	Trust 2024 £'000
Creditors due within one year:					
Recycled Capital Grant Fund	21	78,391	128,493	78,391	128,493
Deferred government grant	20	17,753	15,925	17,443	15,616
Creditors due after one year:					
Recycled Capital Grant Fund	21	44,794	41,185	44,794	41,185
Deferred government grant	20	519,123	442,415	516,742	439,880
Reserves:					
Income and expenditure reserve		1,571,207	1,492,304	1,511,520	1,445,185
		2,231,268	2,120,322	2,168,890	2,070,359

34. RECONCILIATION OF NET CASH FLOW TO MOVEMENTS IN DEBT

	01 April 2024 £'000	Cashflow £'000	Non cashflow £'000	31 March 2025 £'000
Analysis of net debt				
Cash in hand and bank	92,970	(5,071)	-	87,899
Restricted Cash	(53,515)	(904)	-	(54,419)
Total Unrestricted cash	39,455	(5,975)	-	33,480
Debt	(1,909,844)	(295,783)	(2,845)	(2,208,472)
Finance leases	(423)	41	-	(382)
	(1,910,267)	(298,587)	-	(2,208,854)
Derivatives financial instruments	(11,678)	-	12,984	1,306
	(1,921,945)	(298,587)	12,984	(2,207,548)
	(1,882,490)	(304,562)	12,984	(2,174,068)

35. SUBSEQUENT EVENTS

No subsequent events were identified between 1st April 2025 and the date of signing of these accounts.

36. FIRE SAFETY REMEDIATION COSTS

We have agreed with our lenders, where necessary, that the net costs in relation to fire safety remediation works will be excluded from interest cover calculations over the five-year period ending March 2028. This is the time frame where we expect to incur the bulk of the costs required to complete the identified fire safety remediation works.

Our specialist building remediation team are working closely with government to access grant funding available for the works required. They are also negotiating with developers and contractors to maximise recovery of costs we incur for remediating defective works.

	2025 £'000	2024 £'000
Included in Operating Surplus (Note 2) - Trust		
Costs	(14,035)	(73,335)
Income	2,195	846
Net Operating Costs	(11,840)	(72,489)
Included in Capitalised Expenditure (Note 12) and Recycled capital grant fund (Note 21) - Trust		
Costs	(6,742)	(2,791)
Income	2,671	-
Net Capitalised Costs	(4,071)	(2,791)
Total Net Fire Safety Remediation Costs	(15,911)	(75,280)

37. MTVH GROUP RECONSTRUCTION

The original structure of the MTVH Group was created at the time of the Metropolitan and Thames Valley Partnership in 2018. This structure has been regularly reviewed for efficiency and as such a change has been enacted in the financial year ending 31 March 2025 to switch the group parent from Thames Valley Housing Association “TVHA” to Metropolitan Housing Trust “MHT”.

On 1st January 2025 MHT became the parent of the MTVH Group and TVHA became a subsidiary. The legal mechanism for making TVHA a subsidiary of MHT (and MHT the Group parent) was to amend both of TVHA’s and MHT’s Rules, based on the latest version of the National Housing Federation Model Rules (2015), and for TVHA to cease being a shareholder of MHT and MHT to instead become a shareholder of TVHA. This was a reconstruction of the MTVH Group.

Originally, TVHA held a £1 share in MHT, this has now been reversed and MHT now holds a £1 share in TVHA. On this basis there is no difference in the nominal values and no adjustments are required to the MTVH Group financial statements. The individual financial statements of MHT include the share movements within the SOCE and respective notes.

As a result, management’s judgement is that it is appropriate to apply merger accounting to this reconstruction of the MTVH Group as:

- There is no company law or other relevant legislation preventing the use of merger accounting.
- The ultimate equity holders remained the same and the rights of each equity holder relative to others remained unchanged.
- No non-controlling interests in the net assets of the group were altered as part of the transfer.

The application of merger accounting sees MHT reporting the current year and prior year consolidated results of the MTVH Group. The carrying values of the assets and liabilities of the parties to the reorganisation are not required to be adjusted to fair value and the accounting policies across the group are already consistent and therefore no adjustments are required for this.

Reconstruction expenses of £71k have been charged to the SOCI.

38. PRIOR YEAR ADJUSTMENT

A prior year adjustment has been made in the statement of comprehensive income and expenditure for Metropolitan Housing Trust Limited to correct the treatment of gift aid received from subsidiary undertakings. Gift aid received included in Turnover for 2024 has been disclosed separately and is now reported outside of the Operating Surplus reported

for the period. The impact is that Turnover reported for 2024 has been reduced by £12,283k and restated as £403,348k (2024: £415,631k) , the Operating surplus for 2024 has been restated as £4,175k (2024: £16,458k). The deficit before and after tax reported in 2024 is unchanged.

