MTVH

Community Impact and Sustainability Report 2026



At MTVH our sustainability vision is to be an organisation where we not only protect, but enhance and develop our colleagues, our residents, the environment and ultimately our future.

This report details the actions we have taken towards this goal over the year to end March 2026 through our sustainability action plan ‘Our Sustainable Future’.

ABOUT MTVH

MTVH is one of the UK’s leading housing associations. We provide affordable homes and support services for over 130,000 residents, owning, managing and administering more than 57,500 homes across London, the South East, the East Midlands and the East of England.

Our purpose is simple: to provide decent homes and the chance to live well. As a not-for-profit organisation, we reinvest our surplus into homes, services and communities to improve the lives of our residents.

Our roots go back to the 1950s, when Molly Huggins founded Metropolitan to help Windrush migrants in London access decent homes. That social purpose still defines MTVH today.

Our focus is on safe, well-maintained homes; reliable, responsive services; communication and collaboration with our residents, and partnerships with local councils and others that help residents and communities thrive.



MTVH colleague at Clapham Park Fun Day, London

Contents

Chief Executive’s introduction	**4**
Our 2025/26 highlights	**6**
Our sustainability approach	**8**
Everyone should have a decent home and the chance to live well	**10**
Empowering our residents and communities	**17**
Creating efficient and thriving environments and our net zero legacy	**29**
Value and care for our colleagues	**35**
Governance and financial management	**40**
Appendices - policies and procedures	**43**

Introduction

Mel Barrett,
Chief Executive, MTVH



Welcome to our Community Impact and Sustainability Report 2026.

Our approach is to invest for the long term in the communities where our residents live. Working in partnership with local councils, Mayoral teams and others we deliver on shared goals to maintain safe and comfortable homes, reduce housing waiting lists, tackle homelessness, promote well-being and create employment.

Our MTVH 2030 strategy “Pride in every home a future shaped by you” outlines in detail how we will achieve this over the next four years. It outlines how by working with residents and partners we will provide safe and comfortable homes, deliver excellent customer service, build new homes to solve the housing crisis and create opportunities for residents to live well.

MTVH 2030 works alongside ‘Our Sustainable Future’ MTVH’s sustainability strategy and action plan that drives our ambition to be more sustainable across all areas of our organisation. This report outlines our progress against the objectives in ‘Our Sustainable Future’ to build homes for those in need, strengthen communities, lower our environmental impact and develop our own teams.

The importance of home

At MTVH we share the Government’s view that a secure, comfortable and quality home is the foundation of living well. We also recognise the scale of the challenge to deliver more affordable homes when two million people are on housing waiting lists, and over 175,000 children are living in temporary accommodation. This challenge requires both councils and housing associations to increase building rates. We will support our local authority partners as they start to build greater numbers of social rent homes again, whilst also maintaining our own development programme.

In 2026 we secured £3.7m of financial savings for residents through our money advice.

In our conversations with residents, we hear that affordable paths into housing matter more than ever. That’s why we are proud to have built 1,318 homes over the past year, 90% of which were affordable. We are targeting 6,000 more new homes over the next decade as we play our part to relieve the housing crisis in partnership with Government, local authorities and development partners. You can read about the positive impact of a new home for one of our Clapham Park residents on page 16.

For us providing a decent home is just the start of supporting our residents. Our local housing teams, money advisors and community impact teams then provide the ongoing support that delivers good growth in every neighbourhood where we operate.

One of the most significant achievements this year has been the active involvement of our residents in the development of the refreshed Customer Voice Framework.

In 2026 we secured £3.7m of financial savings for residents through our money advice, helped over 50 residents into employment and inspired our suppliers to volunteer their time and resources to 60 community projects with us.

Creating neighbourhoods that provide residents with opportunities, wellbeing and a strong sense of community takes time. That’s why we commit to neighbourhoods for the long term, sustaining significant investment over decades.

At Clapham Park in London, we have worked in partnership with Lambeth Council since 2005 to look after local residents and their homes while creating new housing through an ambitious resident-led regeneration. When completed in the 2030s, the regenerated Clapham Park will have over 4,000 homes compared to 2,000 in 2005, 4.8 hectares of green space, a low-carbon district heat scheme and a community centre co-designed with residents.

Sustainable growth

We have set ourselves the challenge to reduce our greenhouse gas (GHG) emissions while simultaneously building thousands of new homes. This year we have successfully reduced our operational (Scope 1 & 2) emissions thanks to our strategy to move to cleaner energy supplies. Looking forward, we are making progress to improve all our social rent homes to EPC C or better by 2030, and low carbon district heating schemes are considered across all new developments. These are the longer-term investments that will reduce emissions from our homes while lowering bills for our residents.

Investing in our people

The delivery of Our Sustainable Future and MTVH 2030 is only possible thanks to the energy and commitment of our 2,000 colleagues. Over the next two years we are investing in an organisational development programme to update how we work and support one another so colleagues can deliver even more effectively for residents. As new systems, processes and technologies are introduced we will evaluate how each innovation supports our sustainability targets.

Valuing and listening to our customers

Our most important partnership will always be with our residents. Every decision we make is influenced by their needs, wishes and ideas which we gather through our Customer Council, Regional Panels, surveys and feedback and direct engagement through local meetings and community visits. We’re truly working in collaboration.

One of the most significant achievements this year has been the active involvement of our residents in the development of the refreshed Customer Voice Framework. Residents worked alongside colleagues to help create a more inclusive and meaningful way of engaging residents, ensuring that resident feedback is heard, actively influences decisions and drives improvement.

Everything starts with listening to our residents and providing meaningful opportunities for them to shape the decisions we make. This has been the case with our MTVH 2030 strategy where residents were consulted every step of the way.

Working in partnership

Finally, I’d like to thank all our partners, local councils, suppliers, Mayoral teams and community organisations for their continued commitment over the year. Our supply chain has contributed to more social impact projects than ever before, our development partners are collaborating with us to build homes that meet future standards, and political stakeholders across national, regional and local government have backed our ambition.

We look forward to further progress in 2026/27 as we work with our partners to deliver hope, homes and good lives for our residents. ■

Community impact and sustainability highlights 2025/26

HOMES AND ENERGY

1,318

new homes built to help solve the housing crisis



97%
of new homes built to EPC B or better

85%
of directly managed homes now EPC C or better

317
homes upgraded though warm homes programmes

RESIDENT SUPPORT AND COMMUNITY

£3.7m

of financial gains delivered for residents through money advice



£808,000
paid through our Tenant Welfare Fund

1,125
residents supported to tackle energy poverty

282
residents advised on work and skills, helping

over 50
helped into employment

23,900
attendances across nine community centres

5,100
individuals engaged at community centre events

Our sustainability approach

Our mission, to provide affordable homes to those in need as a foundation to living well, is at the heart of the ‘Our Sustainable Future’ Corporate Sustainability Strategy launched in 2021.

Its accompanying Our Sustainable Future Action Plan provides clear objectives and KPIs to drive change between 2020 and 2030 across four areas:

1. Everyone should have a decent home and the chance to live

Reflecting our core roles, to build new affordable homes and to maintain the decency of our existing portfolio of homes, to create the foundation for successful lives and communities.

2. Empowering our residents and communities

How we provide our residents and communities with the tools and support to be successful and fulfil their potential.



4. Creating efficient, thriving and sustainable corporate environments, and delivering our net zero legacy

Sets out our responsibility to use our resources efficiently, lower the environmental impact of our operations and the homes we build and maintain.

3. Value and care for our colleagues

How we look after colleagues and create a fair and supportive workplace where everyone’s potential can be fulfilled.

Integrating sustainability across the organisation

Over the past year we have continued to integrate sustainability into our funding, policies, services and actions in our communities to embed it into our organisation. We use the following five levers to drive sustainable outcomes for our residents, colleagues and other stakeholders.



MTVH colleagues reviewing a Home Improvement Plan, Nottingham

LEVER	OUR WORK	FUTURE PLANS
01. Money invested in MTVH	Sustainability Linked Loans (SLL). At March 31st, 2026, £572m (2025: £575m) of our bank debt is linked to Environmental, Social and Governance (ESG) metrics.	**New loans will be sustainability linked where this supports business objectives and delivers financial benefit.**
02. Procurement spend	Sustainable Procurement Policy in place.	**Supplier Relationship Management (SRM) strategy rolled out.**
03. Directorate main efforts	Sustainability Action Plan targets to be coordinated by each of our Directorates.	**Development team focused on Future Homes Standard and Property team on decarbonising existing homes.**
04. Frontline services	Investment in resident support services that promote sustainable outcomes. E.g. retrofitting homes to EPC C standard.	**Continued investment in homes and services.**
05. Money invested in Community Impacts	Community Investment Programmes, work and skills programmes, community centres (assets), external partnerships and fundraising to extend impact. We engage with our residents and invite them to share their views on how we can best support their communities.	**Our Molly Huggins Foundation charity will expand external funding opportunities and impact.**

Everyone should have a decent home and the chance to live well

Our ambition
To build 6,000 homes over the next decade to help combat the housing crisis, ensuring residents can live in secure, comfortable and decent homes.



MTVH colleagues visiting the Clapham Park construction site, London

2025/26 performance vs Action Plan

Objective	Action plan target	FY 2025/26 outcome
Continue to build new, affordable properties	**593** new homes to be built each year	**1,318**
Continue to refurbish our existing properties to meet the Decent Homes Standard	**£17m** spent on meeting Decent Homes Standard annually	**£23.4m**

UN Sustainable Development Goals (SDG) supported



Our progress in 2025/26

Building new homes
Safe, comfortable, and affordable homes are the foundation for people to live well. In 2025/26 we delivered a record-breaking 1,318 homes, beating our Action Plan target by over 120%.

Over 90% of these homes were affordable with 598 for social rent, 384 shared ownership, 233 Rent to Buy/London Living Rent and 103 in joint ventures with other parties.

Our long term and positive partnerships with Homes England, the GLA, local authorities, funders and housebuilders are the key to this strong performance and our future ambitions.

Our goal over the next decade is to build 6,000 homes and our pipeline of 5,641 homes at the end of 2025/26 positions us well to meet this objective. ▶

Our key partnerships delivering homes for the UK

HOMES DELIVERED

Westhorpe Gardens & Mills Grove
Barnet, London

IMPACT:

251 new affordable homes

Replaced 102 outdated homes.
Project completed in March 2026.

PARTNERS: GLA, Barnet Council, Hill Group

HOMES DELIVERED

Clapham Park
Lambeth, London

IMPACT:

520 new homes

Completed since the joint venture with Countryside formed in 2022. Over 2,500 new homes in the masterplan.

PARTNERS: GLA, Lambeth Council, Countryside (part of Vistry)

PLANNED DELIVERY

Watnall Road
Nottingham

IMPACT:

83 social rent homes

To be built by March 2027.

PARTNERS: Homes England, Harper Crew

PLANNED DELIVERY

Finchwood Park
Wokingham, Berkshire

IMPACT:

256 homes

To be built by the end of 2027, with a mix of social rent, shared ownership and Rent to Buy.

PARTNERS: Homes England, Vistry

PLANNED DELIVERY

Twelve Trees Park
West Ham, London

IMPACT:

426 affordable homes

To be built by 2030.

PARTNERS: GLA, London Borough of Newham, Berkeley Homes



Maintaining our homes



Metworks colleague with a resident, Slough

A home to be proud of. This is our goal for every resident, and our investment in repairs, maintenance and capital improvements such as new roofs, kitchens, windows and bathrooms, increased to £197m (2025: £173m).

Over the year we have also increased investment in the data, systems and processes to meet the requirements of both the Decent Homes Standard and Awaab's Law.

Our plan to meet the Decent Homes Standard

This year we exceeded our Action Plan target to spend £17m meeting the Decent Homes Standard, investing £23.4m over the year. However, we still have over 1,500 non-decent homes and we have put in place a comprehensive plan to improve our understanding of the condition of our homes and our targets for decency over the coming years.

In 410 cases we know the reason for the shortfall, and all of these homes are included in our investment programme for the current year. The remaining properties are categorised as non-decent due to a lack of data, or the age of data, about their condition. In response we have initiated an 18 month, multi-million pound project to update the property condition data for every MTVH home, prioritising those with missing or older data.

The data project provides a current, evidence based view of property condition across our entire portfolio allowing us to shape the future programme to meet the Decent Homes Standard across every home.

This improved data allows better decision making and prioritisation of our repair and maintenance programmes. Repairs are increasingly under the responsibility of our in-house Metworks team rather than contractors, which has resulted in more residents (70.6%) reporting they are satisfied their homes are well maintained. ▶

Our response to Awaab's Law
The first phase of Awaab's Law, setting strict legal timeframes for landlords to respond to and fix damp and mould hazards, came into force in October 2025. Our preparations included: training all customer-facing colleagues how to identify signs and causes of damp and mould and a new automated reporting method for contractors.

Phase 2 of Awaab's law, covering a wider range of hazards including electrical hazards, structural concerns and fire risks, comes into effect in November 2026. In preparation we have trained our teams to identify this wider range of hazards, increased surveyor visits and reviewed and improved our work in response to phase 1. ■

1,132
kitchens and bathrooms replaced



774
windows replaced



1,146
fire doors replaced



125
roofs replaced



1,481
boilers replaced



461
properties where cyclical repairs and decorations were completed



Regeneration of Clapham Park

An example of our long-term partnership approach is Clapham Park in south London, one of the UK's largest regeneration schemes.

We have committed to work with residents throughout this multi-decade project to deliver a revitalised neighbourhood co-designed with them. Residents' views shape every stage of the project via resident committees, surveys and ongoing feedback.

WHEN COMPLETED IN THE 2030S CLAPHAM PARK WILL HAVE:

4,200
new high quality homes, doubling its original size

4.8 hectares
hectares of green spaces designed for all ages to enjoy



Lower energy bills
from a low carbon District Heat Network



A dedicated community centre
acting as a hub for well-being and social activities



A resident-led Community Land Trust
funded by a share of commercial rents taking investment decisions on behalf of the community

Clapham Park embodies the mission of MTVH 2030

Pride in every home, a future shaped by you.

RESIDENTS WHO CHOSE TO STAY

Every existing social tenant who wished to remain at Clapham Park has now moved into a new or refurbished home. These residents are now benefitting from high quality, comfortable homes in the heart of the community many have called home for decades.

CASE STUDY

The last existing Clapham Park resident moves into their new home

Earlier this year Kristina, a resident of Clapham Park for 20 years, moved into a new home that reflects her family's needs and her hopes for the future.

A proud mother of two daughters - aged 22 and 12 - Kristina has lived in three different Clapham Park blocks over the past two decades and contributes to the area as co-Chair of community networking group Our Local Social.

Kristina is the last of 1,500 existing tenants to move into a new or refurbished home created by the Clapham Park regeneration. She now has a three bedroom flat in a newly built block to replace her previous two bedroom home.

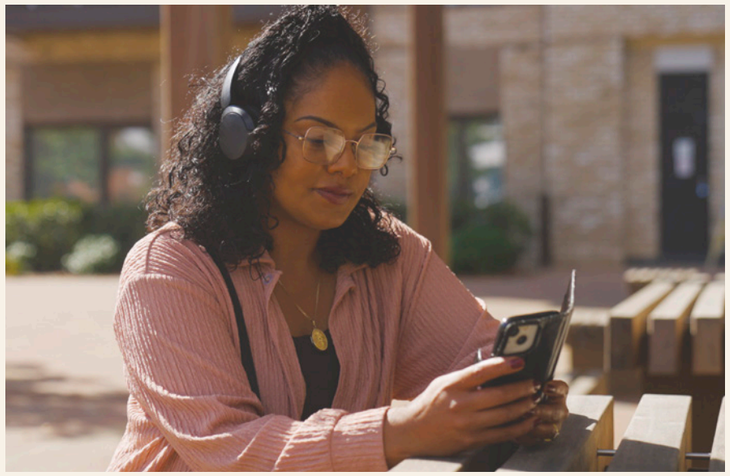
With her eldest daughter graduating and her youngest approaching her teenage years, the need for space and independence had become urgent. "Our previous place had become slightly overcrowded," she says. "We had to divide the room between me and my youngest, while my eldest had the other bedroom."

For Kristina, the new home provides not only greater space but the foundation to build a new chapter suited to her interests and needs.

"The old property didn't have great storage, and the outdoor space was limited. Now I'm on the first floor with access to the community garden, which is perfect because my youngest can play there and I know she is completely safe. She has started making new friends and that is wonderful to see."

Kristina is also excited about the plans for extensive green spaces across Clapham Park. "I'm really excited. I love nature and wildlife. When it's ready, I think it'll be a lovely area for everyone to gather, meet neighbours, do arts and crafts or have a community picnic. It'll really shape the community."

Kristina's story of transformation is typical of many existing residents who have moved into their new or refurbished homes at Clapham Park. While it's the beginning of a new chapter, built on listening to residents' needs, the existing community remains vibrant and in place to support families like Kristina's. ■



Kristina at Clapham Park, London

> **I'm really excited. I love nature and wildlife. When it's ready, I think it'll be a lovely area for everyone to gather, meet neighbours, maybe do arts and crafts or have a community picnic. It'll really shape the community.**

Empowering our residents and communities

Our ambition

Working in long-term partnership with our residents, communities and like-minded organisations to provide residents with support and services to live well.



MTVH colleagues and community partners at a Community Catalyst event, London

2025/26 performance vs Action Plan

Objective	Action plan target	FY 2025/26 outcome
Social Value from our suppliers for our customers	**2,518** Social Value points	**2,688** Social Value points
Work and skills outcomes for our customers	Engage **225** residents Create **75** jobs for residents with 50% sustained over six months	**282** residents engaged **44** jobs created and **10** residents participating in business start-up
Financial gain to residents from our support	**£2.5m** annually	**£3.7m**

UN Sustainable Development Goals (SDG) supported



Our progress in 2025/26

Our community impact work improves the economic and social wellbeing of our residents promoting good growth in the neighbourhoods where we have homes. We ask residents to share with us what services and support have the most positive impact on their lives and ensure we deliver what's needed. These services are delivered directly through our own expert teams and in partnership with public sector, charitable and community organisations with aligned purpose.

By supporting our residents to live well we also sustain tenancies and minimise rent arrears, allowing us to deliver on our business plan to invest in existing homes, improve customer service and build new homes.

To increase our impact, we launched the Molly Huggins Foundation (MHF), MTVH's charitable arm, in 2025 to open up new sources of funding and partnership.

Our goal is to invest more in community impact projects over the next decade delivering: homelessness prevention, safe streets, career opportunities for young people, progress and promotion when in work, physical and mental health support, solutions to energy and food poverty and more.

A new Chair of the MHF Board of Trustees, Qadeer Kiani OBE, was appointed in January 2026 to drive forward the foundation's work. ■



CASE STUDY

Promoting wellbeing in our communities

A partnership between MTVH and Macmillan to encourage Lambeth residents to talk about cancer symptoms and access support made a significant impact in its first year.

MACMILLAN CANCER SUPPORT

By bringing together our trusted resident relationships with Macmillan's expertise in cancer education and care we co-designed a community based programme with local people. The result is a programme of awareness events designed to reach underrepresented communities that are typically identifying symptoms later, and accessing medical help later, than average.

Over its first twelve months the project: reached 900 Lambeth residents, 81% of whom said they were more likely to speak to a GP, 72% said they felt more informed about cancer, and 86% rated the events 'very helpful'. ■



Talks delivered during a community event for residents, Clapham Park, London

This is the first time I've been able to talk about cancer without feeling judged.
Participant at a Macmillan event in Stockwell.

I used to be scared to even say the word cancer. Now I talk about it with my sister.
Resident, Clapham Park

People can have natural conversations about cancer (with this programme) – nothing is forced. I know that this approach is going to save lives.
Resident, Brixton

Tackling the cost of living crisis

We know how deeply many of our residents are impacted and worried by the cost of living crisis, so we provide wide-ranging services to help them.

Our secure and affordable homes provide foundational support with the average length of an MTVH social tenancy standing at 11.5 years and our social rents at an average 57% discount to private rented sector average rents.

To further support our residents, we provide comprehensive advice and support to help them manage budgeting, utility costs, benefits claims, debt, and other money matters. The work of our own advisers and our partnerships with other charities resulted in £3.7m of financial gain for residents in 2025/26 (2024/254 - £3.4m).

For those residents who, through a change in circumstances, suddenly find it hard to afford their rent or essential items, our Tenant Welfare Fund is available. Over 2025/26 the fund paid out £808,000 (2024/25 - £1.1m) split between rent adjustments for 1,074 residents and food and essential items to over 2,750 residents.

Over the year we helped 1,125 residents address energy poverty, exceeding our target of 1,000. We delivered the majority of our support (748 cases) through our Tenant Welfare Fund, partnered with specialist energy costs advice service Pocket Power to help 172 residents, 127 were supported by HACT Fuel Fund, and a further 78 by local community partners.

Tenancy sustainment

Due to cost of living pressures, we often see complex cases where residents face a combination of emotional, social and financial problems that mean they are at risk of not fulfilling the terms of their tenancy.

This is where our tenancy sustainment service steps in. This multi-disciplinary team, including in-house money advisors, provides expert advice, temporary funds and practical support to alleviate any immediate crisis and find a long-term solution. As a result, over 99% of the 5,000 tenancy sustainment referrals to the team in 2025/26 were resolved successfully. As a result, these residents remain within one of our secure and comfortable homes with access to our support services preventing homelessness or ill health that put pressure on other public services. ■

CASE STUDY

Supporting a vulnerable resident with rent arrears

One of our older residents in South London faced a number of personal challenges that had seen him fall into historic rent arrears.

Living alone with no close family or friends to turn to for support our resident was unable to read or write and was experiencing memory loss as he got older. Everyday tasks such as dealing with letters, managing payments and understanding housing-related information were particularly challenging.

Our team stepped in to provide extra support to put his tenancy back on a secure footing and support him going forward. The first step was to complete an Additional Customer Requirements (ACR) assessment to ensure his needs were formally recorded and understood. Then working in collaboration with the resident's care team we supported him to understand the arrears, settle these, and set up a direct debit for future payments. This involved our team visiting the resident every other day to review not only correspondence related to rent but other bills and personal administration that required action and provide support and companionship.

This support has enabled our resident to live independently and securely in his home, and he reports he is much happier and thankful for the support he has received. ■





Community Catalyst event, Manchester



MTVH colleagues and residents at Windrush Day lunch event, Moorlands, Brixton

Delivering positive community impact

Supporting local charities
In winter 2025, to build the capacity of charities in our neighbourhoods, we launched a three-year Community Catalyst Programme in partnership with four other housing associations. By supporting the funding and organisational capacity of these local organisations we build resilience into the network of support our residents use.

Of 13 organisations referred to the programme so far, five have secured capacity building funding averaging £10,000 each. These organisations ranged from an e-sports youth club for young people, to a community garden, and a counselling service.

Working with our supply chain
All larger suppliers are required to deliver social value to our communities as part of our contracting process.

A Social Value Plan is co-created, and suppliers have 12 months to deliver an agreed number of Social Value Points via support projects ranging from employment and skills, to building community facilities. In 2025/26 2,688 social value points were delivered, exceeding target.

Our Match My Project online portal, which allows supply chain partners to easily identify and support community projects that align with their expertise and resources, enjoyed its third successful year with over 60 projects matched.

Providing community hubs
Community centres and hubs are a vital part of the UK's social infrastructure, supporting social connection, health and wellbeing, community cohesion, and local resilience.

As a long term investor and partner in our communities, we have invested in community spaces across London, The East Midlands and East of England. We are responsible for nine centres or hubs which are valued places that enable the delivery of employment, financial inclusion, health and wellbeing, youth and community development programmes in locations that residents know and trust.

Across our nine community centres we saw an estimated 23,900 attendances in 2025/26 with 5,100 individuals engaged through our own or partners' events. Attendees report improved personal and social relationships, increased resilience, reduced isolation and feeling included in the community. ■

CASE STUDY

Reopened community hub gives residents a boost

Community spaces play a vital role in bringing people together, reducing isolation and helping residents access activities and support close to home.

By transforming and reopening Church Street Community Hub in Derby after four years of closure, we've created a welcoming, accessible and multi-functional community room where residents can connect, access local support and take part in community events and activities.

Located in the heart of the Normanton and Arboretum communities, close to our homes, the local high street and a mosque, the completely refurbished spacious hub is the only one of its kind in the neighbourhood.

This was a pivotal project, delivered collaboratively through social value resources led by Community Impact and supported by internal budgets from Workspace Services and Community Impact, Travis Perkins funding and Planned Works colleagues using their volunteering days. New lighting, heating and flooring have been installed, with a walk-in cupboard, and a modern kitchen supplied and installed by the Planned Works team. There's also WiFi and an outdoor patio area.

The updated facilities will serve as a focal point for community engagement, fostering increased social interactions for the community, stakeholders and MTVH colleagues to deliver services.



MTVH colleagues at Church Street Community Centre opening event, Derby



MTVH colleagues at Church Street Community Centre opening event, Derby

The transformation has turned a tired, under-utilised space into a vibrant community asset. Importantly, residents have been invited to get involved, shape and personalise the space so it reflects local needs and aspirations. It will provide a lasting base for activities, events and local partnerships that help residents feel connected, supported and proud of where they live. The hub reflects MTVH's commitment to creating thriving communities through partnership working and investment in places that matter. ■

The reopening of the much-improved Church Street Community Hub was a joyful moment, filled with energy and connection. It's an uplifting space that the whole community is benefitting from and making it their own, and it's testament to the importance of partnership working.

Dominic Briant,
Director of Community Impact

Employment and skills

MTVH Works is a national work and skills service providing advice and guidance on how to find, sustain and progress in work.

Embedded in our wider resident support offer MTVH Works provides one-to-one advice, sector-based academies, job clubs and business and enterprise assistance for those seeking to become self-employed.

This year we engaged with 282 residents (2024/25: 246 residents) providing each with a bespoke service dependent on personal circumstances and career history. Where a resident has been economically inactive for some time, appropriate support could include confidence coaching, wellbeing interventions, counselling, and digital skills. For those actively job-hunting or seeking a career change, interview skills, support with sourcing opportunities, completing applications, mindset and confidence coaching and vocational qualifications are available.

Of the 282 residents supported, 44 found work during the year and a further 10 participated in business start-ups or enterprise programmes. ■



Women in Construction Event, Lambeth, London

CASE STUDY

Rebuilding confidence and finding the right role

Community spaces play a vital role in bringing people together, reducing isolation and helping residents access activities and support close to home.



Personalised employment support helped Natalie (not real name) navigate redundancy, financial hardship and a crisis of confidence, and move into a senior communications role.

Natalie, a shared owner at Clapham Park, was referred to MTVH's Work and Skills team in June 2025 after unexpectedly losing her job as an internal communications manager. Redundancy brought months of rejection, stress and mounting bills. As her unemployment continued, she struggled to pay for food and other day-to-day costs after essential bills. She feared she might lose her home and, at her lowest point, felt unable to get out of bed.

Support shaped around the whole person

Through intensive weekly one-to-one coaching, Natalie and her adviser Jasmine Dorsett explored her career goals and the organisations she wanted to work for, then developed a focused job-search plan. Jasmine helped her tailor her CV and applications, identify opportunities, prepare presentations and assessment exercises, and learn from interview feedback.

Competency-based interviews were a particular hurdle. Together they used the STAR method to turn Natalie's experience and achievements into a bank of strong examples that could be adapted for different roles. Just as importantly, the regular sessions offered Natalie encouragement, structure and a safe space to rebuild her confidence and self-belief.

The support extended beyond employability. Her adviser helped her explore repayment arrangements with creditors and connected her with help for food and fuel costs, easing some immediate pressure. A positive outcome alongside the job search saw Natalie completing her master's degree in communications. Achieving this gave her renewed focus and a valuable sense of progress during a difficult period.

A sustainable outcome

After months of perseverance, interviews and assessments, Natalie secured a role as a senior internal communications consultant, a job she feels genuinely excited about. The outcome restored her financial stability, but its impact went further: she regained confidence, strengthened her interview skills and rediscovered belief in what she could offer. "More than anything, you helped rebuild my confidence, mindset and self-belief. You believed in me when I couldn't believe in myself. I am so grateful for everything you've done for me." ■

Value of a Social Tenancy (VOST)

For the past four years we have worked with five other leading housing associations to pioneer a methodology to measure the wider economic benefits social tenancies bring to society.

The VOST methodology calculates the savings to the state, and benefits to other public bodies, of residents living in secure, comfortable and affordable social housing compared to those in temporary accommodation, or poor quality private accommodation. It also calculates the economic contribution of the investment we make in building and maintaining homes.

Our VOST figures for 2025 showed that our social tenancies generated over £1bn of social value through savings to public services like the NHS and social care, and the economic contribution of our construction and maintenance.

We are currently developing our methodology to measure social value creation and enable us to understand our impact on an individual household level. We will use this data to understand where to invest for maximum social impact and improve our resident services and support. ■

The Migration Foundation

The Migration Foundation is a charity run by MTVH and funded by an independent trust. Its mission is to reduce migrant destitution.

In 2025/26 it continued its work to support a range of organisations that provide housing, education, information and advice to refugees and migrants in the UK.

Grant support was maintained for the Chartered Institute of Housing (CIH) Housing Rights website, Migration Exchange, and the No Accommodation Network (NACCOM).

It also co-funded the Asylum Devolution Project, a research-led collaboration conducted by the Good Faith Partnership, Housing Festival and NACCOM, to explore devolved alternatives to the UK's privatised asylum accommodation system and reliance on unsuitable hotel accommodation.

With the Migration Foundation's support, the Asylum Devolution Project established two regions in the UK to pilot alternative place-based asylum accommodation solutions delivered by local/regional government, housing providers and asylum support organisations.

Creating efficient, thriving and sustainable environments and our net zero legacy

Our ambition

To achieve net zero by 2050 and create more energy efficient and comfortable homes for our residents. We are focused on driving down the greenhouse gas emissions (GHG) of our operations, supply chain and the homes we build and manage.



MTVH colleagues at a decarbonisation scheme in East Leake, Leicestershire

2025/26 performance vs Action Plan

Objective	Action plan target	FY 2025/26 outcome
Reduce emissions from our office and landlord's energy suppliers	**5%** YoY reduction	**Gas - Decrease of 8.2%** to 7,346.2 tCO2e (2024/25 – 8,000.3 tCO2e) **Electricity - Decrease of 17.2%** to 3,578 tCO2e (2024/25 – 4,321.5 tCO2e)
All MTVH directly managed properties to have an EPC rating of C or better by 2030	**100%** by 2030	**85%**
Improve EPC rating of new homes built	**80%** of new homes built at EPC B or better	**97%**

UN Sustainable Development Goals (SDG) supported



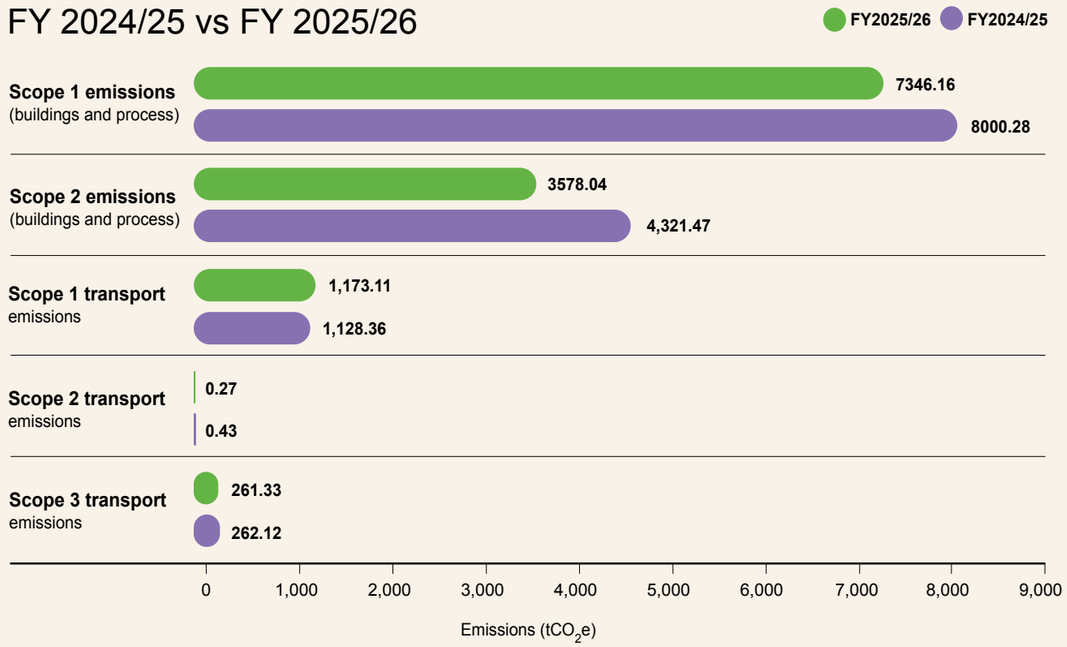
Our progress in 2025/26

Tackling our Scope 1 and 2 emissions
Scope 1 GHG emissions result from the operations we own and directly control such as using natural gas in our buildings for heating, or fuel in our vehicles. Scope 2 GHG emissions are the indirect emissions from the generation of power we purchase, primarily electricity.

Our Scope 1 GHG emissions decreased 8.2% in 2025/26. This was due to a milder winter resulting in lower gas consumption in buildings such as supported housing and key worker accommodation, where we manage the gas supply contracts directly.

Our Scope 2 GHG emissions decreased 17.2% in 2025/26, driven by a reduction in the grid supplied electricity emissions factor, following a shift to purchase more nuclear generation compared to the prior year.[1]

Scope 1,2 and 3 emissions (tCO2e):
FY 2024/25 vs FY 2025/26



Tackling our Scope 3 emissions
Scope 3 emissions are all indirect emissions that occur in our value chain, both upstream (for example, the goods and services we buy) and downstream (for example, use of energy in our homes, transportation and distribution).

Transport emissions increased slightly by 3.15% compared to FY2025, totalling 1,434.71 tCO2e in FY2026. This is due to increased consumption of petrol and diesel as fleet size expanded. To tackle this, we are piloting EV charging points at our offices in Beeston, Nottingham, to encourage employees and contractors to use EVs. ▶

[1] A grid-supplied electricity emissions factor represents the amount of greenhouse gas emissions produced per unit of electricity consumed from the grid. It reflects the average carbon intensity of the electricity mix used to generate power on a national or regional grid.

Supply chain emissions identification and reduction

Over the year we continued to collect environmental data from those supply chain partners responsible for the greatest proportion of our Scope 3 emissions. Our next step is to engage with selected suppliers to promote best practice and support ongoing emissions reductions.

Our supply chain also contains potential environmental risks related to the use of resources and nature impacts, and social risks e.g. workers' rights.

Our Sustainable Procurement Policy (SPP) aligns the procurement of goods and services with our corporate sustainability aspirations. During the contracting process suppliers are required to commit to how they will support our sustainability goals in the delivery of the contract, and we conduct regular audits and performance reviews against agreed sustainability criteria.

Improving energy efficiency, saving residents money

Improving the energy efficiency of our homes keeps residents warmer in cold weather and cooler when it's hot. Our residents tell us how much this matters to them, especially when they see savings on their energy bills. It also lowers the carbon emissions of our portfolio of homes.

2025/26 was another year of strong progress towards our target for every directly managed MTVH home to have an Energy Performance Certificate (EPC) of C or better. Backed by the government's Social Housing Decarbonisation Fund (SHDF) and Warm Homes: Social Housing Fund, 317 MTVH homes were upgraded during the year. Work included cavity wall insulation, high heat retention storage heaters, solar panels, windows, doors, and external wall insulation.

Since this programme started in 2021, 3,856 individual energy efficiency improvements have been completed and 85% of directly managed homes with a certificate are now EPC C or better. Together these actions are reducing residents' energy bills by £553,789 per year, equivalent to £268 per home annually, and cutting carbon emissions by 1,785 tonnes per year, or 0.87 annual tonnes of CO_2 per home.

One resident in Derby reported that energy use had decreased to such an extent due to solar panel and other improvements that their energy supplier contacted them to check all was ok.

When the sun is shining and it's cold, I can throw things in the tumble dryer and it doesn't cost me a penny. So much so that after it was installed my energy company wrote to me to check in, they saw that my energy use had dropped so much they were worried about me!

MTVH resident, Derby

Over the past 12 months we have prepared for future upgrades by improving the property data we hold. We completed 6,500 EPC surveys resulting in EPC coverage of 95% at year end. A further 6,000 surveys are planned for 2026/27.

Looking ahead in collaboration with our residents

In 2025/26, we engaged with over 2,000 households to gather feedback on their experiences as part of our decarbonisation programmes and received hundreds of responses. This valuable feedback is being used to inform improvements to future delivery, and we will maintain and further develop this customer engagement, enabling a responsive and agile approach to programme design.

Building new energy efficient homes

Of the 1,318 homes built in 2025/26 97% were built to EPC B or better, lowering emissions and providing energy cost savings for our residents.

Where we are regenerating or constructing larger sites, we will always consider if low carbon district heat schemes can provide heat and hot water to homes with lower GHG emissions.



Energy efficient homes in East Leake, Leicestershire

At our Clapham Park regeneration project, a low carbon energy centre has been installed within the largest residential block using air-source heat pumps, 96 evaporators in place on the roof, and a 1000m3 hot water tank.

Such is the scale of the energy centre it will be able to provide low carbon heat and hot water to more than 3,000 new build homes, and residents will benefit from energy prices at a 10% discount to the price cap.

New development schemes, including Hazelwood Drive Sunbury, Bollo Lane, and Royal Gateway in London, will be delivered with air-source heat pumps instead of gas boilers to support our commitment to achieving EPC B ratings across all new builds by 2030.

The installation of solar panels presents a further opportunity to achieve energy efficiency. Schemes, including Twelve Trees Park in West Ham, London, and Woodfields in Cambourne, Cambridgeshire, will include solar panels, delivering long-term energy-efficiency through renewable energy generation and reduced reliance on grid electricity. ■

The impact of energy efficiency improvements

£553,789

saved on residents' energy bills each year

£268

annual saving per home

1,785

tonnes of carbon emissions saved per year

CASE STUDY

Bollo Lane, Ealing: building sustainable homes at scale

At the Bollo Lane development in the London Borough of Ealing, 215 new affordable homes for MTVH will combine energy-efficient design and air source heat pumps to deliver lower energy costs for residents.

When completed in 2029 Bollo Lane is expected to be Europe's largest housing development certified to Passivhaus standards with 900 homes, workspaces, shops and public spaces. Passivhaus is an approach to building highly energy-efficient homes, using excellent insulation, draught prevention and ventilation that retains heat to keep homes comfortable with very little energy required.

Each home will also have its own air source heat pump, providing residents with low carbon energy and reducing carbon emissions. The Passivhaus standards and heat pumps are expected to save 370 tonnes of carbon dioxide each year for the 455 homes in phase 2 of the development during which MTVH's 215 homes will be built.

The project is being led by the West London Partnership, a joint venture between Transport for London and Barratt, and at completion half the homes will be affordable. ■



Breaking Ground ceremony at Bollo Lane, London

Value and care for our colleagues

Our ambition

Create a culture where every colleague can achieve their potential, develop their career and deliver positive impact for residents. Diversity and inclusion are embedded into how we work to bring better decision making from diverse perspectives and attract from the broadest pool of talent.

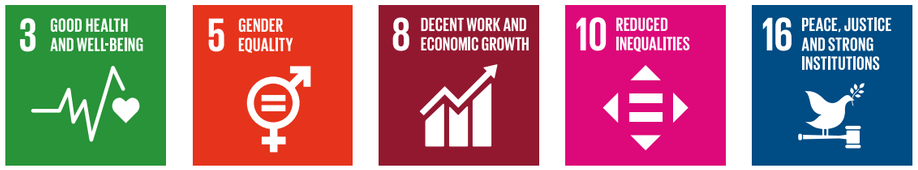


MTVH colleague at Eid celebrations, The Johnson Building, London

2025/26 performance vs Action Plan

Objective	Action plan target	FY 2025/26 outcome
Gender Pay Gap	**1%** point reduction annually	**0.2%** reduction
Ethnicity Pay Gap	**1%** point reduction annually	**1.6%** reduction
Colleague recognition programme	Attain an **82%** positive response rate in the colleague engagement survey	**79%**

UN Sustainable Development Goals (SDG) supported



Our progress in 2025/26

MTVH 2030
Investing in our colleagues is a core enabler of the MTVH 2030 strategy. We commit to being an employer of choice with fair and equitable pay and benefits alongside competitive training and development. We provide colleagues with the systems, processes and skills which make it easier for them to deliver the level of service residents expect.

Diversity and inclusion
Our commitment to diversity, equity and inclusion is rooted in our founding story. Metropolitan was established in 1957 to help Windrush generation migrants find decent homes in the face of discrimination and live better lives. We remain committed to giving a voice to those who are often unheard.

By building an inclusive culture across MTVH, we enable our diverse workforce to do their best work and better support residents whose needs and experiences reflect the communities we serve.

At year end, gender and ethnicity representation across MTVH was as follows. Women represented 51% of all roles, including 52% of manager positions and 59% of business leadership roles. At Director and Executive Director level, representation had increased slightly to 36% (+1% year-on-year), and at Board level, women represented 30%.

Ethnically diverse colleagues represented 40% of roles, including 42% of manager positions and 26% of business leadership roles (+3pp year-on-year). At Director and Executive Director level, representation had decreased to 11% (-12pp year-on-year), reflecting movement within a small population. At Board level, ethnically diverse representation was 40%.

Further details on workforce representation can be found in our Annual Report, while our annual Pay Gap Report sets out our pay gap figures for Gender, Ethnicity and Disability and the work we are doing to address them. ▶



MTVH colleagues at the G15 Ethnicity in Housing Awards, London

We recognise that diversity encompasses much more than gender, ethnicity and disability, and this understanding drives our wider approach to diversity, equity and inclusion.

Amplifying every voice

Our colleague network groups (CNGs) are important partners in shaping an inclusive MTVH. They bring colleagues' voices and lived experiences into conversations about our policies, culture and day-to-day decisions, helping us understand barriers and identify opportunities for improvement. By consulting with our networks and co-creating solutions, we can develop approaches that better reflect the experiences and needs of our colleagues and residents.

Our CNGs also bring people together, creating opportunities to learn from one another, build connections and strengthen a sense of belonging. Their contribution helps turn our commitment to diversity, equity and inclusion into practical action, with benefits that extend beyond the workplace. By sharing insights and challenging assumptions, our networks can help us identify barriers in how we communicate with residents, design services and engage with communities. Alongside residents' own voices, these perspectives can inform more accessible and responsive services, help build trust and support a stronger sense of inclusion and belonging in the communities we serve. ■

Our four CNGs are:

- **RISE** helps create an open, supportive working environment for ethnically diverse colleagues, strengthening colleague voice, wellbeing and equality of opportunity. It brings colleagues and allies together to share experiences and deepen understanding, helping inform policies and services that better support residents, families and communities.
- **PROUD** advocates for policies and practices that support the well-being and rights of LGBTQ+ people in the workplace and creates a safe and welcoming space for LGBTQ+ colleagues. This group also celebrates the LGBTQ+ community and provides a platform for allies to learn and to understand how they can advocate for the community.
- **RESPECTABILITY** creates a supportive environment for disabled and neurodivergent colleagues, those with caring responsibilities and allies. It raises awareness of barriers and access needs, helping inform practical improvements for colleagues, residents and their families, including those who provide care and support.
- **A:GENDER** provides a supportive space for colleagues and allies to discuss gender-related experiences, raise concerns and identify barriers to equality. It helps build understanding of how these issues affect people at work and in everyday life, informing approaches that better support colleagues, residents and families.

CASE STUDY

Bringing people together to celebrate diversity

When MTVH colleague Pa Manneh talks about Diversity, Equity and Inclusion, he doesn't begin with policies or programmes, he talks about people. "We are all different, but in that difference, we can form a better society.

It's a philosophy that shapes his involvement in MTVH's Rise ethnicity colleague network. Through celebrations of Black History Month, Windrush, Diwali, Ramadan and other cultural events, Rise encourages colleagues to learn from one another and celebrate the diversity that makes MTVH stronger.

Bringing colleagues together through music

One initiative that Pa started with colleague Kieran King, Rise & Shine, has become a particular favourite across the organisation. Originally launched during Black History Month, Rise & Shine is an interactive virtual event combining music, quizzes and conversation. Hosted online, colleagues come together to celebrate different cultures, discover new artists and enjoy a fun, welcoming start to the day. What began as a small idea has grown into a popular event attracting around 70 colleagues and has since been adopted by other colleague network groups across MTVH.



Pa pictured (left) with MTVH colleague

For Pa, initiatives like Rise & Shine demonstrate that inclusion doesn't have to be complicated. "Sometimes it simply starts by bringing people together, encouraging conversation and creating opportunities to understand one another a little better. If people feel empowered, trusted and happy at work, our customers will naturally benefit too." ■

> **We are all different, but in that difference, we can form a better society.**
> Pa Manneh, MTVH colleague

Financial management and governance

Financial management

Our Sustainable Finance Framework
We introduced our Sustainable Finance Framework (SFF) in 2021 to support the issue of a £250m 1.99% 2036 bond, which was validated by a Second Party Opinion (SPO) from imug rating.

The SFF supports the raising of future own-name debt, demonstrating our commitment to sustainability and ESG.

Use of Proceeds Report
The 2021 bond issued under the SFF required the completion of a Use of Proceeds Report, demonstrating how the deployment of the £250m contributes to the International Capital Market Association (ICMA) sustainable finance criteria and the UN Sustainable Development Goals (SDGs).

Sustainability Linked Loans (SLL)
Our Treasury Strategy is for new loans to be sustainability-linked where this supports business objectives and delivers financial benefit. We work with lenders to agree suites of KPIs targeting key issues of importance to us, including a reduction in loan margins if we achieve our ambitious sustainability targets.

At 31st March 2026, £572m (2025: £575m) of our bank debt is linked to Environmental, Social and Governance metrics. These are measured annually against performance on different criteria which form part of our sustainability strategy.

Existing KPI structure
We have agreed KPIs with our lenders under the SLL heading:

1. EPC C - increase in number of existing properties achieving EPC C
2. Gender Pay Gap - annual reduction in mean gap in male vs female rate of pay
3. Social Value Points - annual increase in points gained from our supply chain
4. Scope 1 and 2 emissions - decreasing annually

Compliance with the KPI targets (normally two of the four KPIs) will result in reductions in the loan margin of up to 0.05% on the drawn loan balance. The failure to meet the targets has a limited impact on debt costs with only one loan generating a cost increase which is donated to charity by the lender bank.

Third Party Accreditation and Second Party Opinion
To maintain consistency of disclosure with our peer group we are an early adopter of the Sustainability Reporting Standards for Social Housing (SRS), using its criteria to inform our Action Plan objectives.

We also hold the Ritterwald Sustainable Housing Certificate, achieving the highest 'Front Runner' grading for the Social and Governance categories, and 'Ambassador' grading for Environmental in 2026. The data submitted to Ritterwald is also subject to an SPO on a rolling three-year basis, with the latest SPO completed by imug rating in 2024.

Impact of climate change on Finance and Treasury risk management
Climate change will take a number of forms and can have varying levels of material impact on both Finance and Treasury.

We need to ensure that the Action Plan and Strategy encompasses as many of the known issues as possible and identifies the mitigations available e.g.:

- **changes to the climate causing less frequent but heavier rainfall resulting in flooding; risk to property assets used as security.**
- **>1.5 degrees global warming resulting in increased sea levels and consequential floods on a temporary or permanent basis; homes become uninhabitable and unable to secure future loans.**
- **>1.5 degrees global warming results in existing homes exceeding safe habitable, internal temperature limits; risk to property assets used as security.**

Climate change risks and the journey to 2050 Net Zero are included on our Corporate Risk Map and are reviewed on a rolling basis to ensure that our Board is aware of risks and has a strategy in place to mitigate against the adverse impacts of such risks crystalising.

Governance



MTVH's Chief Financial Officer (CFO)
Duncan Brown, is our Sustainability Executive Sponsor responsible for delivering our sustainability performance against the 'Our Sustainable Future' 10 year strategy and 2030 Action Plan.

Non-Executive Board Director
Davinder Dhillon is the Sustainability Non-Executive Sponsor and alongside the CFO is accountable for reporting to the Board on the progress of the strategy and the risks and opportunities related to sustainability.

The Sustainability Committee, comprising senior leaders and the Board Sustainability Executive Sponsor, meets regularly to oversee delivery and review progress. Its priority themes are carbon reduction, sustainable housing, people, community impact and sustainability-linked funding.

Disclosures and reporting
To update our lenders and stakeholders on our sustainability progress we use this report and the following disclosures:

- **Streamlined Energy and Carbon Reporting (SECR)**
- **ESG Statement in our Annual Report**
- **Ritterwald Sustainable Housing Certificate**

Our relevant policies and procedures

The table below provides an overview of the most relevant policies and procedures we use to manage our sustainability performance. It is not an exhaustive list of all our policies.

POLICY	PURPOSE	AVAILABILITY
Social Value Policy	To outline our approach to social value, including our expectations of suppliers and how we will measure their commitment.	**MTVH Intranet**
Sustainable Procurement Policy	To outline our approach to sustainable procurement, including our expectations of supply chain partners and how we will measure their commitment through the contract.	**MTVH Intranet**
Code of Conduct	To outline our expectations and commitment from our supply chain partners.	**MTVH Intranet**
Modern Slavery and Human Trafficking Statement	To outline our approach and commitment towards the eradication of modern slavery from our supply chain.	**MTVH Website**
2030 Action Plan	To outline our 37 sustainability objectives across environmental, social and governance criteria.	**MTVH Website**



SO Resi Hendon Waterside, London

mtvh.co.uk

Metropolitan Thames Valley is the trading name for the Metropolitan Housing Trust (MHT) Limited group.
MHT is registered society for the benefit of the community and is regulated by the Social Housing Regulator. MHT is authorised and regulated by the Financial Conduct Authority. MHT is an exempt charity.
Registered office: The Grange, 100 High Street, Southgate, London, N14 6PW