

2030 Sustainable Action Plan (2025 Update)



MTVH

Our Sustainability Vision



Our vision remains, to be an organisation where we not only protect, but enhance and develop our staff, our residents, the environment and ultimately our future.

By forming strategic partnerships with other organisations and key bodies, we aim to continue our commitment as part of an industry-wide push towards sustainable housing for everyone.

The MTVH Board approved the 'Our Sustainable Future' strategy at the start of 2021, these were based on six key themes, which still remain:

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

We believe this strategy remains fit for purpose, it is treated as a living document, with linked objectives updated to reflect changes in the business environment, while still aligning to the themes above.

Ultimately, the strategy continues to deliver value for variety of stakeholders and takes into account their needs and potential contributions, not just financial metrics.

We are confident that the strategy reflects MTVH's strong sense of purpose. This update report outlines specific measurable objectives, assigns them to responsible departments, and ensures they are regularly monitored by senior leadership.

Background

In March 2024, MTVH conducted a benchmarking exercise on the current 2030 Action Plan. This assessment highlighted the need to better align with industry reporting frameworks like the Sustainability Reporting Standards (SRS), as well as regulatory changes that have occurred since the plan was initially published in 2021.

Moreover, we did not clearly define which objectives were essential internally, such as those linked to regulations or bank loan requirements, versus those linked to our organisational values, of which we are the current guardians. Consequently, a decision was made to undertake this 2025 update.

This update is important for several reasons:

1. **Assess progress** - reviewing achievements and areas for improvement.
2. **Refine strategy** - Introducing new objectives while phasing out less effective ones.
3. **Resource allocation** - Evaluate current resource allocation and identify future needs.
4. **Compliance assurance** - Ensuring MTVH is meeting or exceeding regulatory requirements and future proofing for future regulations or reporting standards.
5. **Stakeholder communication** - Highlighting key messages while demonstrating our commitment to transparency and continuous improvement.

Key Changes

13 New objectives

24 Updates Objectives/
Updated Targets

26 Objectives removed

We've introduced 13 new objectives to address emerging sustainability requirements and opportunities.

Additionally, 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 in our organisation.

The MTVH Sustainability Committee has also created a subsection of key strategic objectives that are essential for the success of the 2030 Action plan and wider organisational goals, these will be known as our Tier 1 Objectives.

MTVH Tier 1 Sustainability Objectives



79.4% (TARGET 75%)
HOMES AT EPC C OR ABOVE
BY 2026



SCOPE 1 = 7,016.98 TCO2
SCOPE 2 = 4,097.11 TCO2
SCOPE 3 = 45,373 TCO2

MTVH has established our 'Tier 1' sustainability objectives to give stakeholders a clear view of our progress against our key objectives within the 2030 Action Plan.



69% (MALE)
SENIOR GENDER
DISTRIBUTION
(EXEC, NON-EXEC AND
LEADERSHIP TEAMS)



16.5% (MEAN)
13.2% (MEDIAN)
GENDER PAY GAP



209/ 533
AFFORDABLE HOMES BUILT
AGAINST TARGET



£565K/£2M
SPENT WITH SME'S
(FY 24/25)
AGAINST TARGET



9.5% (MEAN)
0.5% (MEDIAN)
ETHNICITY PAY GAP



983/2398
SOCIAL VALUE POINTS
DELIVERED AGAINST TARGET

Value & Care for Our Colleagues

MTVH has a workforce of 2238 individuals nationwide. Quality employment is crucial for the welfare of individuals, local communities, and the economy. At MTVH, every team member is valued beyond being a mere presence in the office, or a voice on the phone.

1. Building strong people with strong careers

At MTVH we employ individuals, each as diverse as the next, with different strengths and ambitions.

It is our responsibility to utilise individuals' strengths and help them achieve ambitions to pursue a fulfilling career.

We aim to ensure that employees at MTVH don't just have jobs, they have careers with a real purpose.

2. Looking after our colleagues

Our colleagues are the lifeblood of our organisation and it is important that we ensure that they are safe and well, as regard to both their physical and mental health.

As an organisation with a wide range of roles and responsibilities, it is vital that we protect and support colleagues, to ensure ongoing success and delivery of our services to residents.

3. The right culture – a sustainable culture

At MTVH, our goal is to be progressive and develop our organisational culture.

It is becoming increasingly essential for us as a business to include sustainable thinking in our decision-making.

We want to further this to empower all who work at MTVH to make more sustainable choices and ensure consistency.

1. | Building Strong people with strong careers

Objective	Previous Target	New Target	Key changes	Owner & RAG Status
1.1 Embed our leadership development strategy	Strategy in place by Q1 2021	To increase internal promotion numbers YoY at 'Head of' level	Updated Objective Updated Target	HR and L&OD
1.2 Embed our management development strategy	Strategy in place by Q1 2021	Attain an 82% positive response rate in the colleague engagement survey (Based on 3 questions linked to management)	Updated Objective Updated Target	HR and L&OD

2. | Looking after our colleagues

Objective	Previous Target	New Target	Key changes	Owner & RAG Status
2.1 Embed MTVH employee wellbeing strategy	Strategy in place by Q1 2021	Achieve a short-term and long-term absence target of 2% annually Attain an 82% positive response rate in the colleague engagement survey (2 questions relating to employee wellbeing)	Updated Objective Updated Target	HR and L&OD

3. | Creating a sustainable culture

Objective	Previous Target	New Target	Key changes	Owner & RAG Status
3.1 Gender Pay Gap	N/A	1% point reduction annually	New Objective	ED&I
3.2 Ethnicity Pay Gap	N/A	1% point reduction annually	New Objective	ED&I
3.3 Colleague recognition programme	Implement by October 2021	Attain an 82% positive response rate in the colleague engagement survey	Updated Target	HR and L&OD
3.4 Cultural Development Programme	Roll out of workshops by April 2022	Attain an 82% positive response rate in the colleague engagement survey (2 questions relating to cultural development)	Updated Target	HR and L&OD

Objectives that have been removed since the initial publication

Objective	Comments
<p>Previous Objective 2.2 Increase the use of the Employee Assistance Programme (EAP)</p>	<p>While this is an excellent tool and we continue to encourage colleagues to use as necessary, we will not be reporting on this action to protect the confidentiality of EAP users. We continue to work hard to increase staff awareness of our EAP as part of our wider well-being approach.</p>
<p>Previous Objective 2.3 Increase the use of our Occupational Health (OH) across the business</p>	<p>OH is a vital resource to ensure our colleagues are healthy and fit for work, we are now focusing on employee wellbeing.</p>
<p>Previous Objective 3.1 Implement an MTVH think tank</p>	<p>We continue to have various colleague sessions to discuss relevant and sensitive topics such as menopause, racism, mental health, masculinity, disabilities and hidden illness. However, we see this as business as usual.</p>

Linked UN Sustainable Development Goal

SDG					
1.1 Embed our leadership development strategy		✔	✔	✔	
1.2 Embed our management development strategy		✔	✔	✔	
2.1 Embed MTVH employee wellbeing strategy	✔				
3.1 Gender Pay Gap		✔	✔		
3.2 Ethnicity Pay Gap		✔			
3.3. Colleague recognition programme	✔			✔	
3.4 Cultural Development programme	✔	✔	✔	✔	✔

Empowering residents and Communities

At MTVH, we recognise that we are part of communities much greater than ourselves. We want to be a good landlord, one that takes steps to actively empower our residents to make the decisions that will have a positive impact on their lives and on their communities.

4. Building sustainable communities

At MTVH we don't just build houses, we build communities that are strong, supportive and inclusive.

We want to make sure that our presence within a community makes a positive impact, not only for our residents but for the wider community.

5. Always customer focused

Our customers are at the heart of everything we do and we need to ensure that we do all in our power to look after our residents.

We know that we are here for our residents and we simply wouldn't be the organisation that we are without them.

6. Listening to our residents

Our residents have a voice and we will make sure we listen to them and use their feedback to shape our sustainable future.

Our residents will have the opportunity to provide their sustainability opinions and contribute to ideas.

4. | Building sustainable communities

Objective	Previous Target	New Target	Key changes	Owner & RAG Status
4.1 Reducing and removing barriers for SMEs	£500k FY 21/22	£2m FY 24/25 £2.5m FY 25/26 £3m FY 26/27	Updated Objective Updated Target	Procurement
4.2 Ensure we make it easier for residents to do business with MTVH	N/A	50 residents through a business startup programme by March 2026 (100 by 2030) By 2030 every MTVH Community Investment Programme will have a resident business or charity delivery service	New Objective	Community Impact

5. | Always customer focused

Objective	Previous Target	New Target	Key changes	Owner & RAG Status
5.1 Social Value from our suppliers for our customers	200 points FY 21/22 300 points FY 22/23 500 points FY 23/24	2398 points (FY 24/25) 2518 points (FY 25/26) 2669 points (FY 26/27)	Updated Target	Community Impact
5.2 Keeping our residents informed	Information/ communication plan by Q3 FY 21/22	Information/ Communication plan by Q1 FY 24/25 News bulletin with sustainability information released 2 times per year	Updated Targets	Corporate Affairs
5.3 Work and skills outcomes for our customers	N/A	Engage 225 residents Create 75 jobs for residents with 50% sustained over 6 months	New Objective	Community Impact
5.4 Financial gain to residents from our support	N/A	£2.5m annually	New Objective	Community Impact

6. | Listening to our residents

Objective	Previous Target	New Target	Key changes	Owner & RAG Status
6.1 Engage with our customers through our customer groups on Sustainability topics	Initial engagement - July 2021 Regular meetings - October 2021	First meetings June 2025 Regular meetings held bi-annually thereafter	New Target	Customer Voice

Objectives that have been removed since first publication

Objective	Comments
Previous Objective 4.2 Engage with our customers through our customer groups	Duplication of Objective 6.1.
Previous Objective 5.1 Engage with Energy-switching firms	MTVH will continue to encourage residents to use switching services, but this will no longer be tracked as part of our sustainability action plan.
Previous Objective 5.2 Increasing Opportunities for our residents	The 'MTVH academy' concept on which this objective was based, has been replaced by a new 'Work and Skills' offer for residents. This will now be covered under objective TBC.

Linked UN Sustainable Development Goal

SDG					
4.1 Using local firms to boost local communities		✓	✓		
4.2 Engage with our customers through our customer groups		✓	✓	✓	✓
5.1 Social Value from our suppliers for our customers				✓	✓
5.2 Keeping our residents informed	✓	✓		✓	✓
5.3 Work and skills outcomes for our customers	✓	✓		✓	
5.4 Financial gain to customers from our support		✓		✓	✓
6.1 Engage with our customers through our customer groups				✓	✓

Creating efficient & thriving environments

We will create environments that allow our people to work sustainably, promoting the effective use of materials and resources and therefore reducing waste.

7. Creating clean and environmentally friendly workspaces

MTVH is committed to leaving our environments in a condition where they can be enjoyed by future generations.

Having clean and safe workspaces is important, but we also acknowledge our requirements to reduce the environmental impacts of these workspaces.

8. Reducing consumption & waste

After COVID, like many organisations, we have adapted our workspaces as necessary, whilst ensuring they still thrive.

We continue to focus on reducing the amount of materials used to ensure less carbon is running through our Supply Chain and we use less embodied water, energy and fossil fuels.

9. Driving sustainability and removing carbon from our supply chain

It is important we consider what we are using, addressing our organisation's resource usage (waste, electricity, gas & consumables).

By benchmarking our waste, investigating circular economy initiatives and setting waste reduction targets we look to continue to improve sustainable performance.

7. | Creating clean, safe and environmentally friendly workspaces

Objective	Old Target	New Target	Key Changes	Owner & RAG Status
7.1 Reduce emissions of Metworks fleet	5% April 2021 10% by April 2022 15% by April 2023	To reduce average CO2 emissions from fleet by 20% in FY 24/25	New Target	Metworks
7.2 Investigate EV options for Metworks fleet	Appraisals undertaken Jan 2022	To conduct EV appraisals when ordering every batch of fleet vehicles	New Target	Metworks
7.3 Monitor and reduce Metworks waste from maintenance to landfill	N/A	Measure by April 2025 Waste Reduction Strategy by November 2025	New Objective	Metworks

8. | Reducing Consumption & waste

Objective	Old Target	New Target	Key Changes	Owner & RAG Status
8.1 Identify raw material consumption at MTVH offices	Benchmark established by October 2021	Identify areas of influence by April 2025 Proactive campaign around colleague behaviours by April 2025	Updated Target	Workspace Services
8.2 Identify waste and wastewater at MTVH offices	Benchmark established by October 2021	Create a waste management strategy by April 2025	Updated Objective Updated Target	Workspace Services
8.3 Improve accuracy of MTVH's Carbon footprint data	Baseline Carbon Footprint by April 2022	Activity-based data from 8 Strategic suppliers by October 2026	Updated Objective Updated Target	Procurement
8.4 Reduce emissions from our office and landlord's energy suppliers	3% down by April 21 6% down by April 22 9% down by April 23	5% YoY reduction	Updated Target	Workspace Services
8.5 Develop a Technology use waste strategy	Strategy in place by July 2022	Strategy in place by July 2025	Updated Target	Tech

9. | Driving sustainability and removing carbon from our supply chain

Objective	Old Target	New Target	Key Changes	Owner & RAG Status
9.1 Launch sustainable procurement policy	75% of new suppliers submitting sustainability info by April 2023	All £100k+ suppliers submitting sustainability information by November 2025	Updated Target	Procurement
9.2 Continue to collect Sustainability Impact Questionnaire (SIQ) information from suppliers	100% of £1m+ by April 2022 80% of £100k+ by April 2023	80% of £100k+ suppliers by November 2025	Updated Target	Procurement

Objectives that have been removed since first publication

Objective	Comments
<p>Previous objective 7.1 Establish a workspace services sustainability group</p>	<p>This objective was removed as the group has now been created.</p>
<p>Previous objective 9.3 Produce & Publish Supply Chain carbon footprint</p>	<p>Removed due to being a similar objective to that of 8.3, which will continue to measure and improve our SC carbon footprint data.</p>

Linked UN Sustainable Development Goal

SDG					
7.1 Reduce emissions of Networks fleet				✔	✔
7.2 Investigate EV options for Networks fleet		✔		✔	✔
7.3 Monitor and reduce Networks waste from maintenance to landfill				✔	✔
8.1 Identify raw material consumption at MTVH offices				✔	✔
8.2 Identify waste and wastewater at MTVH offices	✔			✔	✔
8.3 Improve accuracy of MTVH's Carbon footprint data		✔	✔	✔	✔
8.4 Reduce emissions from our office and landlord's energy suppliers		✔		✔	✔
8.5 Develop a Technology use waste strategy			✔	✔	✔
9.1 Launch sustainable procurement policy			✔	✔	✔
9.2 Continue to collection Sustainability Impact Questionnaire (SIQ) information from suppliers			✔	✔	✔

Creating our Net Zero Legacy

As we develop more homes and continue to manage our existing properties, we will address the complexities associated with the decarbonisation of our existing housing stock, while we build new, low-carbon housing developments.

10. Decarbonisation of our existing housing stock

We will continue to focus on safety and quality of our housing stock, with a renewed focus on how we can decarbonise these properties.

Our commitment to affordable housing remains, but we will strive to build sustainable housing through a Fabric First approach, ensuring that our properties have the capacity to become more energy efficient.

11. Development of new low-carbon homes

Increasing the number of homes we build while also building more low-carbon homes, that are affordable to build, buy or rent and are affordable to live in.

We recognise the impact of our development programme on the climate and may require radical thinking and innovation to make a tangible difference. We are confident that through innovation we will deliver the right homes.

12. Strategic partnerships to achieve net-zero

Net-Zero targets are ambitious and there is still a need to better understand the partnerships and support that is available to MTVH, we cannot do this alone.

We will look at partnerships with researchers in this space to develop new techniques and technologies to reduce home emissions.

10. | Decarbonisation of our existing housing stock

Objective	Old Target	New Target	Key Changes	Owner & RAG status
10.1 All MTVH directly managed properties to have an EPC rating of C or better by 2030	75% by 2026	Target remains for 2030	No Change	Property Services
10.2 Improve EPC rating of new homes built	N/A	80% of new homes built at EPC B or better	New Objective	Development
10.3 Improve the thermal efficiency of our existing stock	Eradication of hard to heat homes by 2030	To benchmark our space heating demand across in scope properties by April 2026	Updated Objective Updated Target	Property Services
10.4 Benchmark our low carbon heat generation	Benchmark by April 2022	Review and confirm all properties in scope with low-carbon heating systems in place by April 2025	New Objective	Property Services
10.5 Benchmark our low carbon energy generation	Benchmark by April 2022	Review all properties in scope that have renewable energy systems installed by April 2025	New Objective	Property Services

11. | Development of new low-carbon homes

Objective	Old Target	New Target	Key Changes	Owner & RAG status
11.1 Reduce carbon emissions on all new schemes	N/A	Net-Zero Operational Carbon for all schemes by 2030	New Objective	Development
11.2 Increase Biodiversity Net Gain (BNG) across new developments	N/A	Demonstrate BNG of 10% from April 2024	New Objective	Development
11.3 Update MTVH Employers' requirements document	Updated by April 2024	Published by April 2025	Updated Target	Development
11.4 Benchmark current demolition waste and construction waste	Benchmark by Jan 2022 Improvement target by April 2021	Pilot Scheme identified by April 2025	Updated Target	Development

12. | Strategic partnerships to achieve net-zero

Objective	Old Target	New Target	Key Changes	Owner & RAG status
12.1 Development of renewable technology roadmap	Investigate Jan 2022 Deliver roadmap April 2025	Delivery of roadmap by December 2025	Updated Target	Technology

Objectives that have been removed since first publication

Objective	Comments
Previous objective 10.3 Benchmark no. of properties with valid EPCs	This objective is an output measure of 10.3 and thus will be tracked as part of this objective moving forward.
Previous objective 10.4 Benchmark our current valid EPC rating bands	This objective is an output measure of 10.3 and thus will be tracked as part of this objective moving forward.
Previous objective 11.4 Adoption of Future Homes standard at one or more sites	This objective remains important, but has been incorporated into 11.3.
Previous objective 12.1 Form Strategic and mutual partnerships with industries, regulators and research groups	Whilst we recognise that partnerships are an important part of our delivery, they are not a tangible measure of success and are considered business as usual.

Linked UN Sustainable Development Goal

SDG					
10.1 All MTVH directly managed properties to have an EPC rating of C or better by 2030		✓	✓		
10.2 Improve EPC rating of new homes built		✓	✓		
10.3 Improve the thermal efficiency of our existing stock		✓	✓		
10.4 Benchmark our low carbon heat generation	✓	✓	✓		
10.5 Benchmark our low carbon energy generation	✓	✓	✓		
11.1 Reduce carbon emissions on all new schemes		✓	✓		✓
11.2 Increase Biodiversity Net Gain (BNG) across new developments		✓	✓	✓	
11.3 Update MTVH Employers' requirements document		✓			✓
11.4 Benchmark current demolition waste and construction waste			✓	✓	✓
12.1 Development of renewable technology roadmap			✓		✓

Everyone should have a chance to live well

Creating environments that allow our people to work sustainably, whilst promoting the use of materials and resources that reduce waste.

13. Homes for all

As a G15 Housing Association, we continue to fulfil our obligations in tackling the housing crisis by providing new homes for all.

We promise that our new developments will have multiple tenure types to combat the varied elements of the housing crisis.

14. Warm, safe & dry

We will ensure that our residents are can live well and have the support of MTVH, should they need it.

MTVH promises to continue to work with residents who are in fuel poverty and collaborate with energy companies to end fuel poverty.

13. | Homes for all

Objectives	Old target	New Target	Key Changes	Owner & RAG status
13.1 Continue to build new, affordable properties	1000 new homes 21/22	593 (FY 25/26) 1,180 (FY 26/27) 1,203 (FY 27/28)	Updated Targets	Development
13.2 Continue to refurbish our existing properties to meet the decent homes standard	1500 new kitchens/ bathrooms 21/22	17m spent on meeting the decent homes standard annually	Updated Objective Updated Target	Property

14. | Safe, Warm & Dry

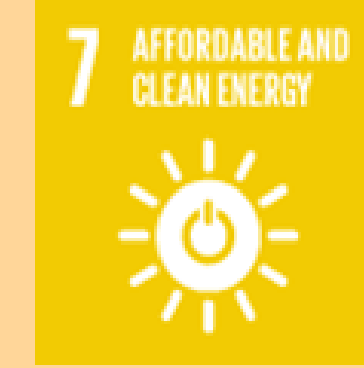
Objectives	Old target	New Target	Key Changes	Owner & RAG status
14.1 Supporting Fuel costs for our residents	N/A	To offer support to 1000 residents (Advice, access to tenant welfare and money saving)	New Objective	Community Impact

Objectives that have been removed since first publication

Objectives	Comments
14.1 Managed properties with a valid gas safety certificate	This objective is tracked at board level due to keep homes safe strategy, removing to avoid duplication of work.
14.2 Managed blocks with a fire risk assessment	This objective is tracked at board level due to keep homes safe strategy, removing to avoid duplication of work.
14.3 Managed blocks with a valid legionella safety certificate	This objective is tracked at board level due to keep homes safe strategy, removing to avoid duplication of work.
14.4 Managed blocks with a valid electrical safety certificate	This objective is tracked at board level due to keep homes safe strategy, removing to avoid duplication of work.

Linked UN Sustainable Development Goal

SDG



13.1 Continue to build new, affordable properties



13.2 Continue to refurbish our existing properties to meet the decent homes standard



14.1 Supporting Fuel costs for our residents



EFFECTIVE FINANCIAL MANAGEMENT AND GOVERNANCE

Our financial objective is to maintain the organization's strength and stability, irrespective of external influences, enabling us to construct and manage homes in the future. MTVH financing will be linked to sustainability whenever it is appropriate, as we confront the challenges presented by MTVH - Our Sustainable Future.

15. Embrace ESG reporting

MTVH continues to embrace environmental, social and governance reporting (ESG) and use these reports to highlight our successes and failures since we released MTVH - Our Sustainable Future.

In doing so, we will identify and monitor our improvement areas across MTVH and assess ourselves against an agreed benchmark.

16. Sustainable investment

We continue to build new properties, as well as manage existing properties at significant investment.

Investment continues to play a key role in our success and shape the future of our organisation and the future of our residents.

17. Public policy, tax and investment management

As an ethical organisation, we will use our influence to share policy and strategy whilst demonstrating ethical business practice.

Objectives that have been removed since first publication

Objective	Comments
15.1 Link new Borrowing to ESG criteria	Removed as this is business as usual at MTVH.
15.2 Issuance of green and sustainable bonds	Removed as this is business as usual at MTVH.
15.3 Management of ESG relations	Removed as this is business as usual at MTVH.
15.4 Annual SECR Report included in MTVH Annual Report	This is standard practice now, focus needs to be on how we work with Inspired Energy to develop this report.
16.1 Investment in new homes	Removed as investment in new homes doesn't effectively tell the story, we will be tracking this measure through no. of new homes built.
16.2 Investment in Property Portfolio	Removed as this will now be tracked through objective 13.2.
16.3 Investment in Low-Carbon Homes	Removed as investment in Low-Carbon homes doesn't tell the story effectively, we will be tracking this measure through no. of new homes built
17.1 Contributing to the debate and consultation on the future of social housing	Removed as this is business as usual at MTVH.
17.2 Collection and payment of tax due	Removed as this is business as usual at MTVH.
17.3 DB Pension Scheme - responsible investment based on ESG criteria	Removed as this is business as usual at MTVH.