

# How we're doing: Environmental sustainability

We launched our strategic commitment to environmental sustainability in March 2022. Here are some of our key achievements – you can read the full report here.



## Homes fit for the future

- We carried out an **energy-efficiency (SAP rating)** on our existing homes. Where homes aren't performing well, we're looking at them as part of our regeneration work.
- We've established a **carbon assessment baseline measure** for our existing homes for 2019/20.

### Our carbon assessment (2019/20)

In 2019/20, our average SAP rating was **68** compared to a sector average of **71.5**

Currently, our **average SAP rating is 69**

**43%** of our homes are below EPC C compared with Welsh sector average of **50%** below EPC C (in 2017/18)

We secured **£497,380** in Optimised Retrofit Programme from Welsh Government



- We're part of the **Optimised Retrofit Programme**, which was **awarded £7m Welsh Government funding** in 2020 to deliver a programme across more than 1,300 Welsh homes and create the tools required to roll out the large-scale decarbonisation of homes across Wales.
- We've developed a roadmap for the **decarbonisation of our homes** and are continuing to **invest in existing homes**, installing energy-efficient measures like external wall insulation.
- Our new Coverack Road development this year delivered **35 new homes built to EPC B standard, and 43 to EPC C**. All of our new homes since April 2021 are fitted with energy systems that don't rely on fossil fuels.
- Our new development schemes **incorporate active travel links and include bike storage areas for new homes**. We've converted and enhanced existing buildings in the city centre to **reduce embodied carbon**, and this work will help our customers adopt car-free lifestyles – where work, amenities and social activities are accessed through sustainable travel!
- We're **piloting modern methods of construction (MMC)** using insulated concrete formwork to **improve the insulation integrity of our buildings**, delivering high 'air-tightness' and generating natural thermos-benefits.



## Supporting customers to live sustainably

- Our biomass boiler in Duffryn helps to heat more than **800 homes** and a local primary school through sustainable sources, partially mitigating rising fuel costs through the non-use of oil and gas.
- We supported the launch of Newport's new **'Repair café'** in one of our city centre commercial units, directly addressing the ever-growing emergency of unsustainable growth in landfill and waste.
- We've **shared cost of living advice**, including hints and tips on energy and utilities, money, health and wellbeing and food and cooking to help our customers this autumn. We'll continue to look at how our customers are affected through our annual pre-rent and service charges setting survey.
- We're working with partners to develop a business case for **Welsh Government funding** to install solar panels and battery technology to 750 of our existing homes.
- We're working in partnership with **Warm Wales** to identify available funding such as the **Energy Redress Scheme** to minimise fuel poverty amongst our customers.



### Cost of living

Hints and tips: here to help you



### Did you know?

**Energy Cap** Customers on prepayment meters pay **2.3%** more for energy

**Bevan Foundation Research** (Summer 2022) has identified that **45%** of Welsh households can only afford the basics

**Welsh Government Research** Estimate that **98%** of low-income households in Wales could be in fuel poverty this autumn/winter

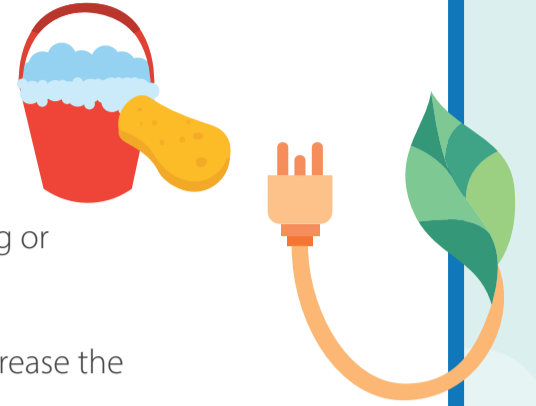


*Indicative findings of affordable rent survey suggests this is the case for our customers*



# An environmentally responsible association

- We're looking at our colleagues' agile working patterns and behaviours to identify any **reduction in commuting**.
- We joined the **Newport Climate Change Forum** who are overseeing the development of the **Newport Climate Strategy** and delivery plan as the RSL partner representing other RSLs, promoting the work of the forum to our customers to make sure their voices are heard
- Key colleagues received **carbon literacy training** to support our customers and communities.
- Our **55+ schemes** have benefitted from environmentally friendly cleaning products.
- We introduced an **environmental impact assessment** tool for colleagues to use when revising or developing new policies and procedures.
- We joined the **Gwent Healthy Travel Charter** in 2020, aiming to reduce journeys by car and increase the use of public transport.
- We're carrying out research to understand how our colleagues view sustainability, and we're sharing regular case studies to **promote good behaviours**.
- The recent replacement of our fleet has **reduced NOx** and other harmful emissions from the engines and **improved the fuel efficiency** of the fleet. We're currently piloting an electric vehicle in Duffryn.
- We increased the threshold in our **Cycle to Work scheme** to **£5k** to help colleagues purchase electric bikes, encouraging a more **sustainable commute** to work.
- We reviewed our **bike storage facilities** at Bettws and Malpas, installing secure storage for colleagues' bicycles.



## Gwent Healthy Travel Charter



Healthy Travel  
Gwent

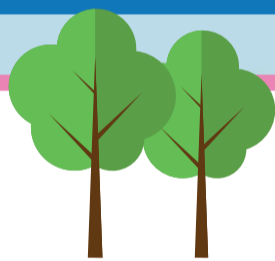
In November 2021 our self-assessment score was **10 out of 45**.

By June 2022 this increased to **21 out of 45**, showing our progress against the Charter commitments!

NCH colleagues can benefit from **17%** discount on an annual bus pass

We've reduced NOx emissions from our fleet by **67%**

Colleagues participating in Cycle to Work has increased from **17 to 30**



## Sustainable places to live



- We provided a shop unit in Newport city centre at notional rent to **help a charity provide secure bike storage, bike maintenance services and washing facilities**. This service makes cycling to the city centre a viable and safe option.
- We're working closely with **Newport City Council** to understand the **influence waste management has on our communities and operations**. This includes introducing a new NCC enforcement officer.
- Working with Wastesavers, we're **helping customers to improve their personal recycling arrangements**. We improved the areas around communal flat blocks by supporting NCC replacement of communal bin collections for more than **2,500** of our homes across Newport.
- All new developments now consider **waste management** as part of our placemaking approach as well as **incorporating green spaces and biodiversity**.
- Our **Watercourse team** collaborated with pupils from Eveswell Primary School to create an **eco-garden**.
- We partnered with Lovell and Keep Wales Tidy to build a **community garden** in Alway through the **'Local Places for Nature Scheme'** with the intention to teach children about nature and for volunteers to grow food.
- We have planted **200 trees** on Bettws Brook to support biodiversity in the area and improve our communities.



Between **350 – 500** individual bins were installed in our communities

All recycling receptacles to be upgraded – this relates to around **2500** properties within NCH.

We have utilised individual bins, new recycling facilities and enforcement at **19** locations (based on flat blocks)

A waste reduction of **15.3** Total Tonnage post intervention in our communities

Increases in recycling by **50%** (as advised by Wastesavers)



We're pleased that we've made some progress, but we know there's much more to do. To find out our future plans, visit our website.