







newlon
HOUSING TRUST

Our environmental, social and governance report
2025/2026













Acorn House, King's Cross, Camden, new affordable homes in the heart of London.

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Introduction

Welcome to our ESG report for 2025–2026.

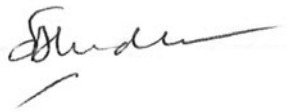
In common with other social housing organisations we report against 'The Sustainability Reporting Standard' (SRS), a framework for housing providers to report on their Environmental, Social and Governance (ESG) performance. The Standard aligns to the United Nations' (UN) Sustainable Development Goals.

This report sets out our approach and commitment to sustainability, including the work we do to minimise our environmental impact and an update on our activities covered by the Social and Governance aspects of the SRS.

As a charitable not-for-profit housing association we are committed to providing social benefit for our residents and the communities we support.

Additionally, we work in a highly regulated sector and are proud of our record of maintaining the highest levels of governance.

You can find our SRS scorecard at the end of this report.



Surjit Dhande

Group Finance and Resources Director



On-site at Patchworks Waltham Forest



Barnsbury Estate fun day

Highlights for the last year

4.69%

reduction in our overall emissions

A positive regulatory inspection outcome

G1, V2 & C2

We retained our G1 and V2 gradings and achieved a fully compliant C2 grade in our first consumer standard grading.



Improvement across all Tenant Satisfaction Measures (TSMs) for the fourth successive year.



Progress for our major transformation project at the Barnsbury Estate

outward
part of the Newlon Group

engaging · enabling 50 years empowering

Outward – our specialist care and support partner celebrated its 50th anniversary.

01 Environmental

Our environmental focus

During the year we made progress in reducing our overall emissions and improving the energy efficiency of our stock.

We are now focusing on developing our sustainability strategy which will pull together the strands of our work for achieving net zero and take into account recent emerging challenges, including the risk of overheating.

We will also be working with our residents to map green spaces where they live, as this will help us to understand the opportunities and challenges in delivering local biodiversity gains for existing housing.



Patchworks – Waltham Forest

C1

Distribution of EPC ratings of existing homes (those completed before the last financial year).

A key aim is for all of our properties to be rated EPC C or above by April 2030.

We have made progress during the year in by reducing the numbers of homes rated at E and D and increasing the number of those rated C and B.

In order to meet our targets for 2030 we are focusing on a programme of planned improvements during the current year for street properties in Hackney which have lower energy efficiency ratings. The full scale commencement of works on the Barnsbury Estate will also make a significant difference, as the homes due to be demolished and rebuilt as part of this major regeneration programme are among our least energy efficient properties.

Band A:	0.1%	We have no properties rated below Band E.
Band B:	39.73%	
Band C:	43.9%	
Band D:	15.21%	
Band E:	1.03%	

C2

Distribution of EPC ratings of new homes (those completed in the last financial year)

Due to the delay in handover of Acorn House, which was scheduled for handover before year-end, no new homes were completed in the last year.

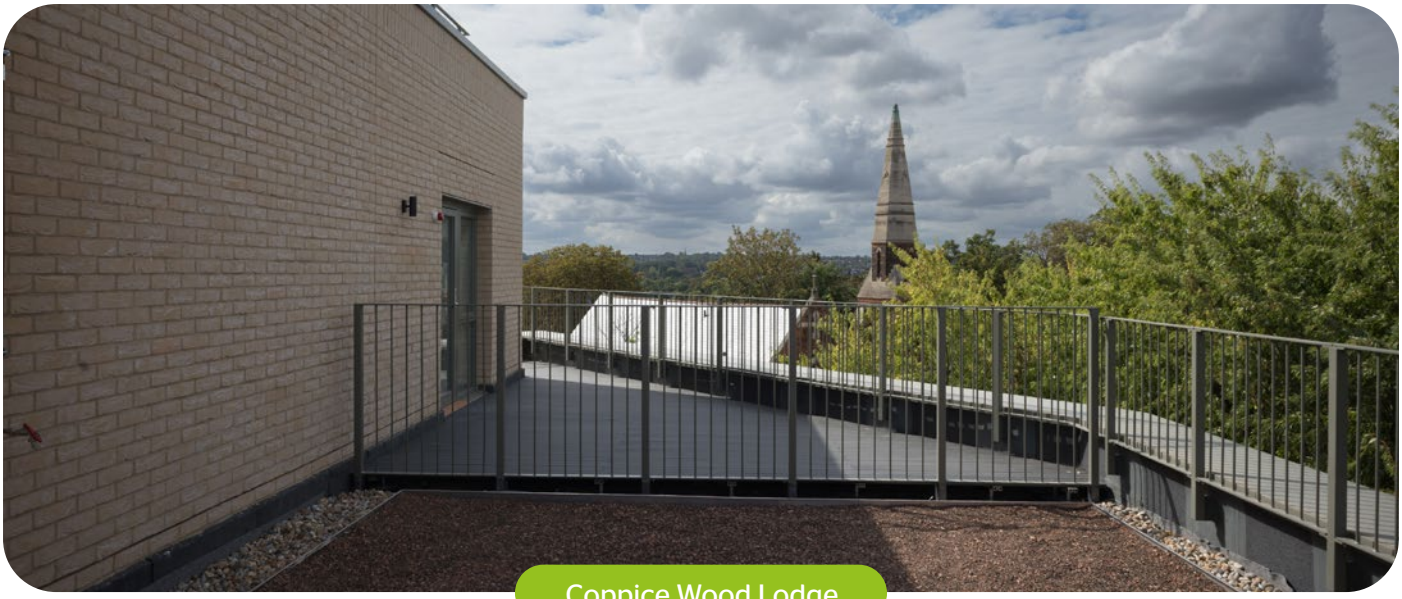
C3

Does Newlon have a Net Zero target and strategy?

Our environmental policy sets out our ambition to reach Net Zero by 2050. The key strategic steps for achieving this include:

- All buildings to be carbon net zero by 2050.
- Reducing CO2 emissions from travel by 30% by 2030.
- No disposal of waste to landfill by 2030.
- Key suppliers to meet agreed environmental standards by 2030.
- Newlon to provide a working environment to enable people to work in a climate conscious way by 2030.

During the current year we will be working on launching an overall sustainability strategy which will bring together our approaches to achieving net zero and biodiversity gain.



Coppice Wood Lodge

C4

What progress have we made in the last 12 months towards achieving our Net Zero targets?

We have made progress in a number of areas, including retrofitting of existing homes to reduce emissions and increase energy efficiency. Our approaches have ranged from provision of new energy efficient boilers and replacement windows in older street properties to full retrofit solutions, including provision of Air Source Heat Pump and photovoltaic systems, both for blocks and some individual homes.

This has included major works such as the provision of a new hybrid heat pump boiler, system for Anne Bryans House, a 14 storey tower block in Camden. Works were completed in Autumn 2025 and the new system has significantly reduced the block's carbon footprint.

Acorn House which was handed over in the current year after some delays on-site is our first air cooled and air heated building, which reduces emissions compared to other communal heating systems and allows for active cooling in summer.

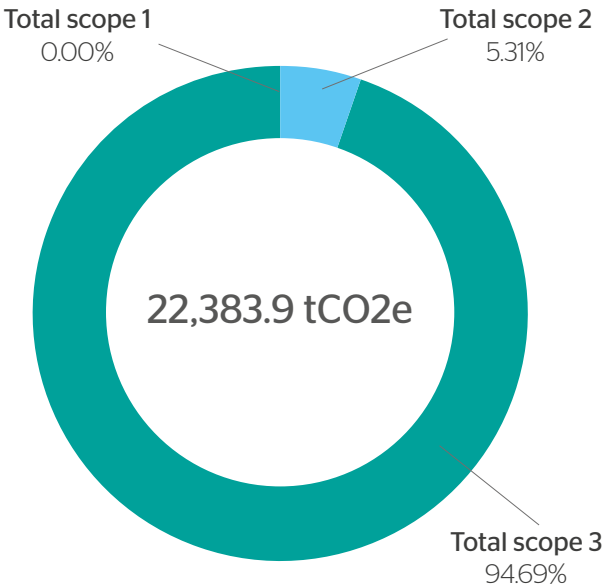
C5

What were our Scope 1, Scope 2 and Scope 3 Greenhouse Gas emissions?

During 2025-26 Newlon emitted a total of 23,639.0 tCO_2e (23,638,998 $kgCO_2e$).

This is a 4.69% reduction in overall emissions from the previous year.

- **Scope 1:** Newlon did not produce any emissions categorised as Scope 1 under the GHG Protocol.
- **Scope 2:** Emissions from purchased electricity amounted to 1,255.1 tCO_2e, representing 5.31% of total emissions.
- **Scope 3:** Indirect emissions, including resident energy use, embodied carbon, water, waste and travel, totalled 22,383.9 tCO_2ee, accounting for 94.69% of total emissions.



Ecology

C6

Mapping and assessing increased flood risks to our homes caused by climate change and mitigating these risks.

We have continued to update flood risk analysis across our stock. This covers risks from both river and surface water flooding and draws on detailed datasets to provide an evidence-based view of potential impacts to homes.

To mitigate flood risks we are taking targeted actions to safeguard homes and communities from potential flooding events.

221 of our homes, 2.6% of our stock, are in 'medium' to 'high-risk' flood risk areas, with the majority of these properties at risk due to surface water rather than from rivers or sea.

For recent developments we have utilised Environment Agency flood risk planning services to determine the level of risk to our homes and ensure that adequate risk mitigation measures are incorporated through drainage and landscaping design.

Depending on the location and nature of the risk mitigation measures have included designing homes with no ground floor sleeping accommodation and provision of rainwater attenuation, including the use of green, brown and blue roofs, permeable paving and attenuation tanks.



Water management at Acorn House



Solar array at Acorn House

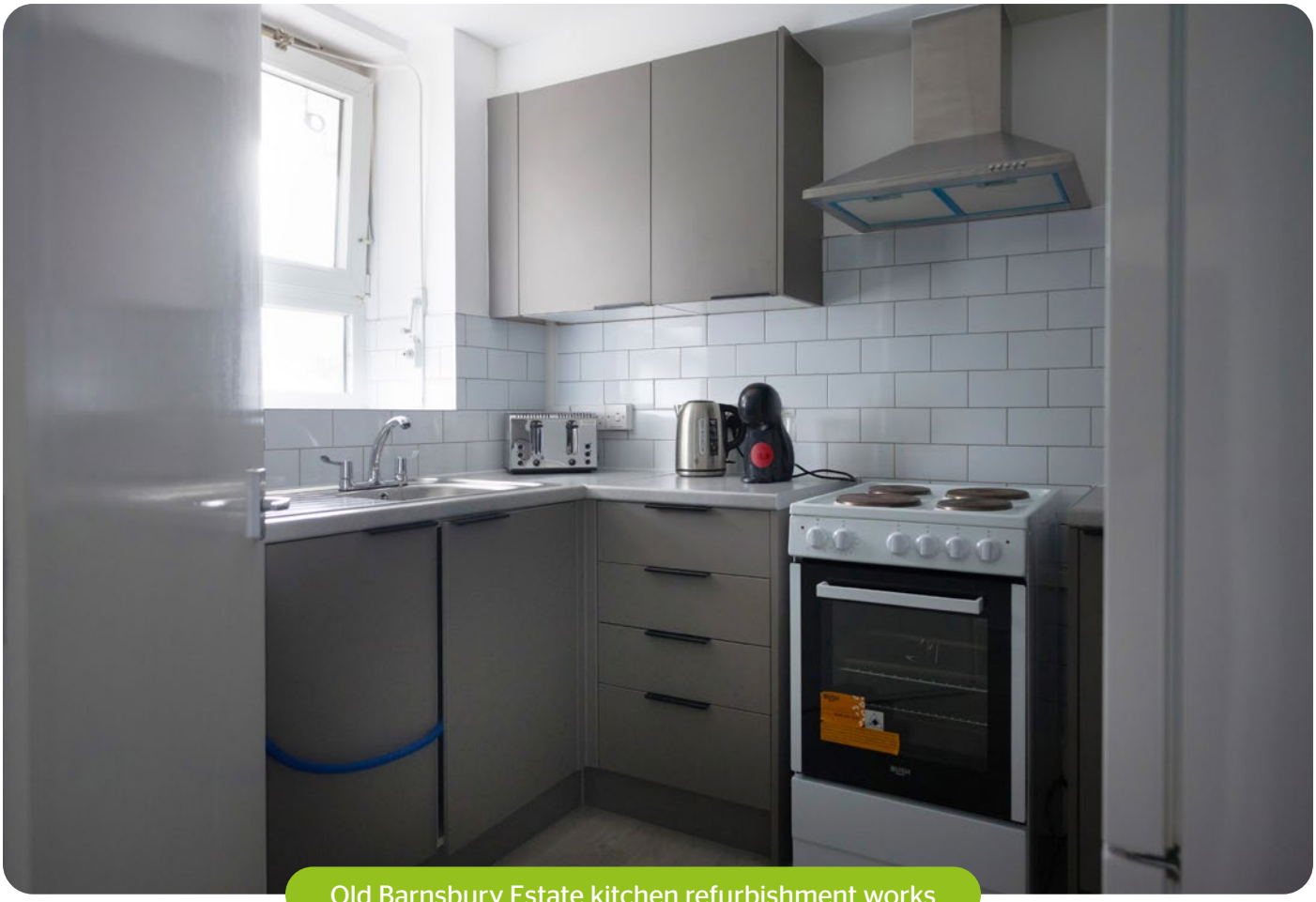
C7

Has Newlon mapped and assessed the increased water stress risks to its homes caused by climate change in the last 2 years?

We are currently working on mapping these risks.

We have a number of local mitigations in place, including measures to protect against problems such as flash flooding where these have affected particular schemes. We also have developed some scheme specific solutions where we can capture overflow water and re-use this as grey water for watering green spaces.

We will be increasing our mapping and working further on understanding what measures can be adopted as part of developing our approach to climate resilience.



Old Barnsbury Estate kitchen refurbishment works

C8

Has Newlon mapped and assessed the increased overheating risks to its homes caused by climate change in the last 2 years? How are we mitigating these risks?

We have carried out initial mapping across our stock to assess which homes are most impacted by overheating.

We are initially looking at short-term options for minimising the impact on residents as well as steps that can be taken at an individual home or development level.

We are also investigating which types of homes are most impacted by climate driven overheating, so that we do not develop new homes in future with designs that we know work less effectively during periods of extreme heat.

We are proposing to develop a structured overheating mitigation programme which mirrors the Mayor of London's recently announced Heat Ready London plan.

C9

What is our approach for enhancing green space and promoting biodiversity on or near homes?

We are developing our overall sustainability strategy which will include our approach to enhancing green space and enhancing biodiversity.

For all new developments we follow the biodiversity net gain requirements set out by the government in 2024. These are delivered in partnership with our developers in consultation with planners and local communities and can include a range of measures such as providing additional trees, green spaces or green roofs within developments.

We also aim to minimise provision of car parking and provide spaces for cycle storage as well as siting developments close to public transport to reduce the impact of vehicle use on biodiversity.

For our existing developments we maintain a wide range of green spaces and are looking at how we can provide spaces where they are not currently available or for opportunities to promote increased biodiversity in local areas.

In the densely populated urban areas where Newlon works the steps we take to encourage biodiversity are quite varied and have included providing:

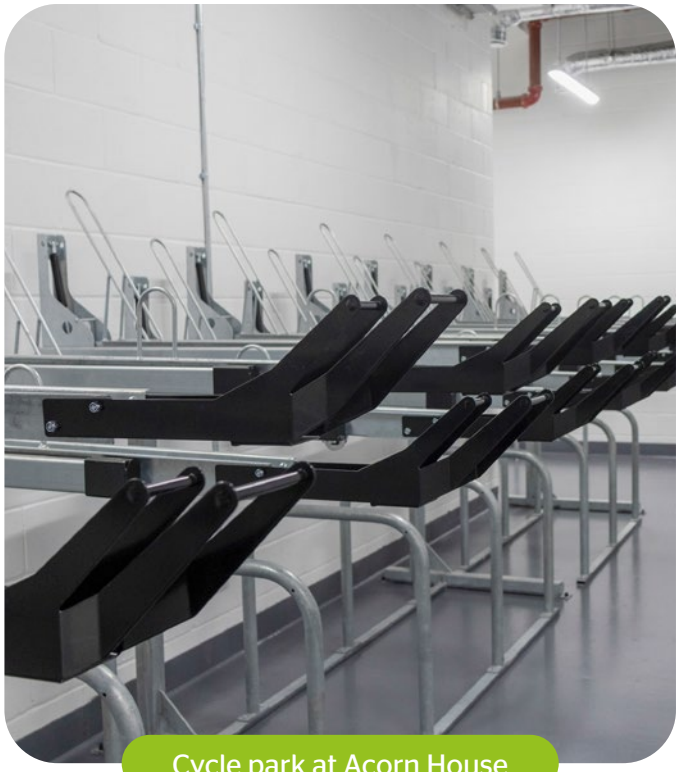
- Communal roof gardens at new and existing developments.
- Provision of new green community spaces.
- Provision of allotment plots for residents utilising green spaces in our developments.
- Significant numbers of new trees at developments such as the former Homebase site in Waltham Forest and at the Barnsbury Estate in Islington.
- Nesting boxes and green roofs in the Arsenal Regeneration Area.

We work with community organisations such as Living Under One Sun and the Islington Bangladesh Association, who run community projects in Islington and Haringey to promote biodiversity and Lee Valley Estates who maintain and promote green space and varied planting across the Hale Village development also in Haringey.

To support our overall approach we are working on surveying our existing stock to better understand what green spaces and habitats we currently manage to assess what opportunities there are to further develop or encourage biodiversity.

We will also continue to review our office spaces and look at opportunities for increasing biodiversity.

Our aims to reduce emission from travel and transport and stop use of landfill should also assist with meeting longer term biodiversity targets.



Cycle park at Acorn House



Barnsbury gardening project



Roof garden at Hale Village.



Isobel Place – Haringey

C10

Our approach to identifying, managing, and reducing pollutants.

To mitigate these risks our procurement contracts specify that our development and maintenance contractors need to meet appropriate environmental standards when developing new homes and in maintaining our stock.

From the end of 2030 all operations and projects will be required to undertake an Environmental Impact Assessment (EIA), reviewed annually, to ensure requirements are met and managed in this area. We are currently working on developing appropriate targets for each area of our operations.

We work closely with key local partners such as local authorities to manage waste from residential buildings and to encourage our residents to recycle materials where possible.

We know from residents' feedback that approaches to recycling and waste management vary across boroughs and we will be working to understand these issues and work with local partners so there can be consistent services across our stock.

Our environmental policy sets targets for increasing recycling and minimising landfill which are an important part of our approach to achieving net zero by 2050.

C11

Increasing the use of responsibly sourced materials for building and repairs works

Our approach is based on setting requirements for any contractors we use to ensure they meet appropriate environmental standards. This includes ensuring we increase use of responsibly sourced materials.

As part of our environmental policy we are assessing the most appropriate environmental standards to apply to each area and will then manage compliance and progress through our annual programme of EIAs. We are working on developing appropriate targets for each area of our operations.

C12

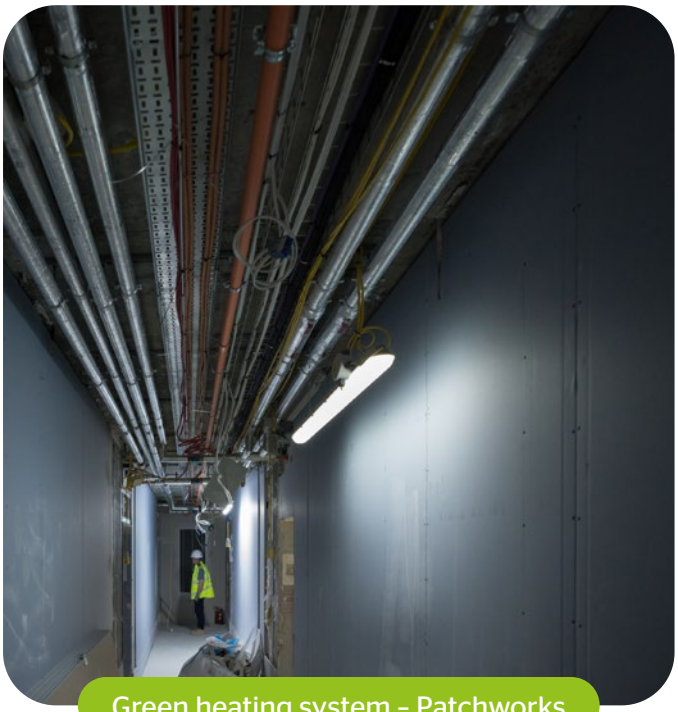
Our strategy for waste management including building materials

Our approach is primarily based on ensuring contractor responsibility through our procurement contracts for new builds. These provide targets to ensure any waste is managed responsibly, minimise landfill and to ensure materials are recycled wherever possible.

We ensure the same approach is followed by the contractors who maintain our stock and in the maintenance of our office buildings.

We work closely with key local partners such as local authorities to manage waste from residential buildings and to encourage our residents to recycle materials where possible.

Our environmental policy sets targets for increasing recycling and minimising landfill which are an important part of our approach to achieve net zero by 2050.



Green heating system – Patchworks

C13

Managing water usage and quality

We manage water quality across our stock including carrying out a range of safety checks and tracking overall water usage for our housing and offices. For new developments and during retrofit works we are installing equipment which uses less water and designing in use of showers over baths. Where possible we are fitting water meters in all properties, with the aim to reduce water consumption by a minimum of 25% by 2030.

C14

Putting sustainability first when procuring goods and services?

Our environmental policy, which sets out our key framework for achieving net zero by 2050, places a high level of importance on sustainability in procuring goods and services.

As part of the policy's requirements we are aiming to have appropriate environmental standards in place for all suppliers and procurement activities by 2030. We are also introducing a programme of ongoing annual Environmental Impact Assessments to check and measure that these standards are being met.



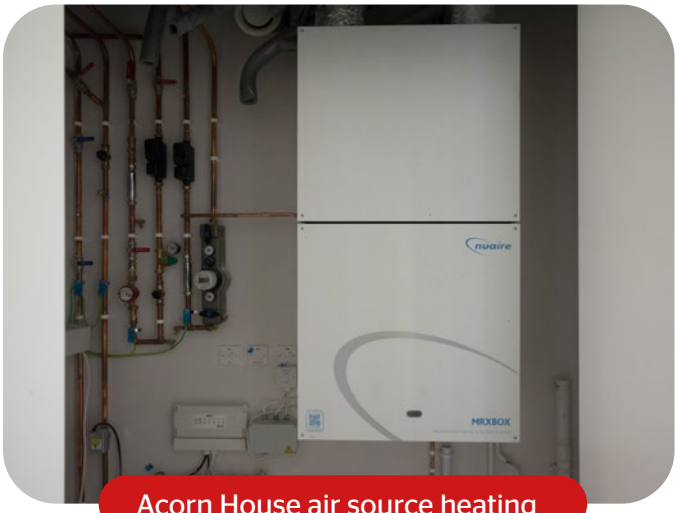
Patchworks – Waltham Forest

02 Social

C15

How our rents compare to private market renting

Our rents are 28% compared to average private rental sector rates in comparable local authority areas.



Acorn House air source heating

C16

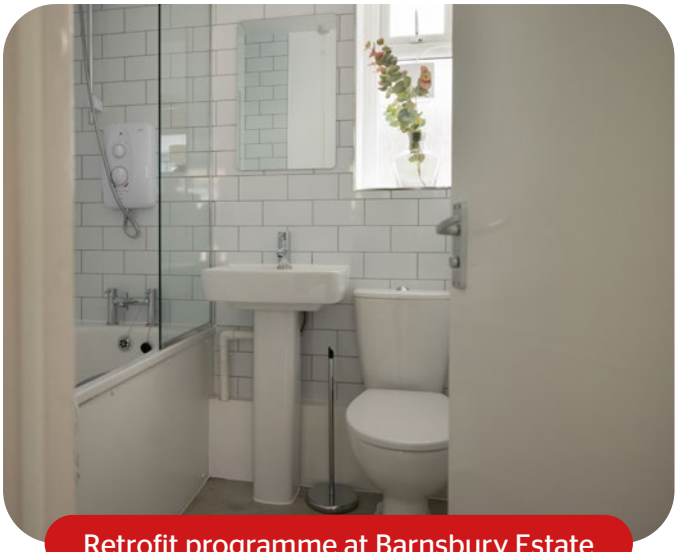
A snapshot of our stock

We own or manage homes across north and east London in the following tenures:

General needs (social rent)	3,951
Affordable rent	370
Intermediate rent	1,169
Low cost home ownership	1,336
Leaseholder	950
Supported Housing	637
Commercial properties/other	85
Total	8,498



Acorn House communal space



Retrofit programme at Barnsbury Estate

C17

Number of new homes completed in the last financial year

No new homes were completed in the last financial year, although we have an active development pipeline with over 300 new affordable homes onsite in addition to our major transformation project planned for the Barnsbury Estate.

C18

Working to reduce the impact of high energy costs on our residents

We work to reduce energy costs for residents in a range of ways.

For communal energy supplies we work to procure the cheapest rates possible. We do this by working with specialist energy consultants and brokers to ensure we get the best deal we can for our residents.

To support reducing costs for residents in their homes we are working to increase energy efficiency across our stock, focusing on improving the most energy inefficient homes first.

This includes our ongoing retrofit programme where we work to replace single glazed windows and upgrade boilers. Our approach includes providing new or additional insulation across our stock wherever possible.

Our new build homes are built to a high standard of thermal efficiency and are designed to require low levels of energy consumption. For a number of developments we are partners in the provision of, or have directly developed, new local energy infrastructure ranging from CHP plants and local energy centres to solar arrays. These projects are designed to provide sustainable low cost, low carbon footprint energy, for our residents and the wider local community.

We also provide support for the residents most severely impacted by high energy costs, through emergency hardship funding where required as well as providing welfare advice and support and signposting to third party support resources, including any options for reduced energy tariffs.

For a very small number of homes which we cannot bring up to modern thermal efficiency standards we work to move residents to new homes and to dispose of this stock.

C19

Our safety performance in the last year

% of homes for which all required gas safety checks have been carried out:	**99.8%**
% of homes that meet national fire safety regulations (FRAs):	**100%**
% of homes for which all required asbestos management surveys or re-inspections have been carried out:	**100%**
% of homes for which all required legionella risk assessments have been carried out	**99.2%**
% of homes for which all required communal passenger lift safety checks have been carried out:	**100%**

C20

What % of Newlon homes meet the national housing quality standard?

100% of our homes meet this standard.

C21

How do we manage and mitigate the risk of emergency hazards, including damp and mould?

Newlon takes emergency hazards extremely seriously and we introduced a series of new internal procedures to make sure we meet the requirements of Awaab's Law. This is based around triaging issues at the first point of contact to assess the urgency of hazards.

We are also preparing for the roll out of phases 2 and 3 of Awaab's Law by introducing approaches to manage all of the additional hazard groups from November 2026, rather than waiting until later in 2027 to meet the requirements of phase 3.

We will therefore be introducing triaging of hazards to assess the level of seriousness for all new contacts from residents from November 2026 and attending all emergency hazards within 24 hours.

C22

Our Tenant Satisfaction Measures (TSMs) performance

Overall satisfaction increased from 61% to 65% in 2025-2026.

With the exception of satisfaction for the handling of complaints which remained the same as the previous year our results improved for all other TSM areas.

A particular highlight was satisfaction with safety of the home which increased from 70% to 77% for renters.

Compared to similar London housing providers our performance across all service areas sits between the median and top level for all services. How safe residents feel their home is and how well we handle ASB are at the top level for London providers and satisfaction with communal areas is above this level.

This is the fourth year in a row that our TSM results have improved. You can find detailed information about our performance on our website at **www.newlon.org.uk/us/performance**.

C23

What arrangements are in place to enable residents to hold management to account for the provision of services?

Our approach to Governance is an important part of ensuring we are accountable to residents.

To support this commitment two of our Board members are residents and two of our Residents' Services Committee members are also residents. These are paid roles in common with other Board members.

Our Residents' Services Committee is a formal part of our governance structure.

We provide a wide range of scrutiny and engagement activities for residents to allow them to hold us to account. These include:

Residents' Strategy Group: residents meet to monitor and review our resident engagement strategy through regular six-monthly meetings, ensuring continuous oversight and adaptation based on feedback.

RESIDENT think tank

Residents' Think Tank: a group of 250 residents who engage in consultations, procurement, and performance reviews, providing a direct channel for resident input into decision-making.

Mystery Shoppers and Resident Inspectors: residents conduct inspections and provide feedback on staff responsiveness and service quality, contributing to service improvements.



Barnsbury Estate redevelopment

C24

% of Stage 1 and Stage 2 complaints responded to within target timeframes

95.5% of stage one complaints were responded to within the Housing Ombudsman's Complaint Handling Code timescales and 93.8% of stage two complaints for residents who rent their home from us.

Both of these represent an improvement on the previous year and we are providing additional resource for our Service Resolution team so that we can continue working towards responding to 100% of complaints within target times.

We have an active learning from complaints approach where colleagues from teams across the organisation meet monthly to review the root cause of issues and put steps in place to try and minimise the recurrence of problems.

A significant focus in the past year has been on improving our repairs performance following issues with the appointment of our new contractors in July 2025, as this has led to an increase in complaints. Since the end of October 2025 we have been able to reduce the number of overdue jobs each month from 2,295 to 628 by the end of September 2026.

C25

What additional support do we provide to our residents?

During the ongoing cost of living crisis our Financial Inclusion team works to support households and individual residents in the most need to sustain their tenancies. They do this through a mix of welfare advice, debt support, emergency hardship funding and financial education.

In the last year we provided services to 843 residents and £102,000 was distributed through our hardship fund which supported:

147	households with emergency energy needs.
281	families with emergency support for buying food.
302	families with essential household items .
113	residents with assistance for other urgent costs.

We assisted residents in need to claim £459,000 in welfare benefits which they were entitled to.

We work with a range of local community partners. These include:

- The Tottenham Food Bank.
- The Islington Pantry.
- Time to grow Hackney.
- The Engine Room at Tottenham Hale.
- A range of Domestic Abuse organisations.

Reaching out to our communities

In the last year the team has expanded its outreach work and held a Mela to engage with the Bangladeshi Community in Spitalfields, and provided 25 food hampers for families in need at Ramadan and 50 food hampers at Christmas, which members of staff volunteered time to deliver to residents.

C26

Our work in the community and commitment to placemaking

As a community focused housing association we work in partnership with our residents and a wide range of local partners to support communities and neighbourhoods.

Examples of this from the last year include organising our Annual Barnsbury Fun Day, taking part in the Hale Village Community Fair, and running a Mela with residents in Tower Hamlets.

In addition we run two community centres, one in Islington and one in Tower Hamlets which provide a wide range of services for their local communities ranging from education, fitness and wellbeing sessions to providing spaces for nurseries.



Donation to The Engine Room

We work directly with the Engine Room Community Centre at Tottenham Hale and the Tottenham Food Bank to support our residents and the wider local community in these areas. Examples of this support include fundraising to support the reintroductions of the Monday Night Art Club at the Engine Room and directly supporting the homework club which supports children who are struggling academically.

Other local partnerships we are involved in include being a member of the Waltham Forest Housing Compact, working with Arsenal FC and Arsenal in the Community in Islington, as well as supporting a range of foodbanks and food Pantries – which provide residents in need with six months of low-cost food.



Residents' Forum meeting

C27

How do we consider social value creation when procuring goods and services?

Our procurement strategy requires us to embed social value in all new long-term, high value contracts, ensuring we involve residents, promote community services, support local SMEs and consider the environment. This is delivered in a range of ways including provision of apprenticeships, support for hardship funding, taking part in community days, and providing skills training for residents.

We involve residents in any major procurement activities and as part of our engagement and scrutiny approach a residents' focus group has reviewed our approach to social value creation in the last year.



Barnsbury Estate fun day

03 Governance

C28

Our most recent regulatory gradings

We were formally inspected by the Regulator of Social Housing in early 2026.

We were satisfied with the outcome of the inspection which we consider was fairly and thoroughly carried out and presents a good picture of our overall strengths and where we need to improve. Our regulatory gradings are as follows:

G1 for governance (no change)

V2 for viability (no change)

C2 for the consumer standard – this is the first time we have been inspected since the consumer standard was introduced and this is a fully compliant grading. The regulator specifically noted the strengths of our approach to resident involvement and that we could show how resident engagement had led to service changes.

C29

Our approach to managing ESG risks

ESG risks are incorporated into Newlon's Risk Framework, which is reviewed regularly by the Board and Executive Team. We undertake annual assurance mapping in consultation with the Group Audit and Risk Committee and agree a programme of audit checks, specialist scrutiny and risk 'deep dives' designed to provide the Board with confidence that risks are well managed.

Our environmental commitments and performance are review annually at our Development and Asset Management Committee.

C30

Has Newlon been subject to any adverse regulatory findings in the last 12 months (data protection breaches, bribery, money laundering, HSE breaches, etc.) that resulted in enforcement or other equivalent action?

No.

C31

How do we get input from a diverse range of people into our governance processes?

We are fully committed to listening to what our residents tell us about the services we provide and working with them to jointly design and improve services.

Two of our Board members are residents. We have a paid role for a resident on our Residents' Services Committee and our Residents' Forum represents residents' views to the Board and senior management and is a formal part of our governance structure.

We also have a wide range of scrutiny and engagement programmes and opportunities for residents.

We ensure diverse input through structured engagement and inclusive governance, conducting regular consultations and surveys.

Residents participate in staff recruitment and Think Tank sessions.

Additionally, our Resident Involvement Tracker Tool updates and shares data twice per quarter.

C32

Ensuring we incorporate Equality, Diversity and Inclusion (EDI) into the recruitment and selection of board members and senior management.

We have robust policies in place to promote Equality, Diversity, and Inclusion (EDI) within our recruitment and selection processes for board members and senior management. These policies are designed to ensure a diverse and representative leadership. We also have to meet specific EDI requirements set out by the Greater London Authority (GLA) as part of meeting their grant funding requirements.



Newlon Staff Conference

C33

Board turnover in the last two years

2 out of 12 Board members stepped down at the end of their six-year tenure and were replaced following external recruitment during the last two years.

3 out of 4 directors have changed during the last two years, including the retirement of our long-term Chief Executive Mike Hinch who was succeeded by Ruth Davison in June 2025.

C34

Number of board members on the housing provider's Audit Committee with recent and relevant financial experience.

2.

C35

What % of the housing provider's board are non-executive directors?

11/12 Board members are non-executive directors. Our Chief Executive also sits on our Board.

C36

For how many years has the housing provider's current external audit firm partner been responsible for auditing the accounts?

Four years.

C37

When was the last independently-run, board-effectiveness review?

This was carried out on November 2025 by HQN.

C38

How would we handle conflicts of interest at the Board?

Newlon Board Members have adopted the NHF Code of Conduct 2022 and are required to submit an annual Declaration of Interest.

Declared interests are summarised in an annual report to the Board and then published on our website.

There is also an opportunity for all attendees to declare interests at the beginning of each Board and Committee meeting and excuse themselves from involvement in any agenda item.

We have a Whistleblowing Procedure in place, which contains specific guidance about how potential conflicts should be reported and investigated.

C39

Does the housing provider pay the Real Living Wage?

Yes. As a minimum we pay the London Living Wage for all roles.

C40

What is Newlon's gender pay gap?

Our median gender pay gap was 18.7% in 2025–2026.

C41

What is our CEO:median-worker pay ratio?

4.59:1

C42

How is the housing provider ensuring equality, diversity and inclusion (EDI) is promoted across its staff?

Our EDI framework is reviewed and approved by our Board and Residents' Forum annually.

We promote this to our staff through a range of mandatory and regular refresher training and ongoing communications.

Newlon works in north and east London serving one of the UK's most diverse communities and we have a mixed, diverse and vibrant workforce reflective of the community we work with.

In partnership with our Staff Forum and specialist supported housing and care partner Outward, we run a range of EDI activities for staff and residents during the year.

C43

What activity have we undertaken over the last 12 months to support the physical and mental health of its staff?

We offer a range of benefits for employees which include an employee health plan which provides:

- Cashback for a wide range of health related treatments or therapies.
- Access to free counselling support and for medical or legal advice.
- Childcare vouchers.
- A cycle to work scheme and a green travel incentive for cycling to work.
- Season ticket loans.

We also provide:

- Additional employee care support through Canada Life.
- An annual benefit allowing colleagues to pay for regular fitness or wellbeing activities.
- Staff social and engagement activities where we focus on issues such as well-being and mental health.
- A hybrid working approach.
- We hold health and well-being seasons in the workplace and we track people's satisfaction with their work-life balance as part of our regular staff attitude surveying.
- We also hold an annual family fun day.

As part of our approach to supporting employees' wellbeing, personal development and work-life balance we offer sabbatical leave to provide colleagues with the opportunity to pursue personal goals, study, travel, caring responsibilities, voluntary activity, or other activities that support their wider development.

C44

Supporting the professional development of our staff

We have a dedicated Learning and Development budget which supports professional development with a focus on career development and ensuring people have the appropriate technical expertise for their roles. We provide apprenticeship opportunities, developmental and trainee roles to allow staff members to develop the required competencies for career development. We also provide a dedicated online e-learning platform.

We are also providing specialist opportunities for fire and building safety training and to support colleagues to reach CIH level 5.

Sustainability Reporting Standard

Disclosure against criteria

Theme	Criteria # V2.1	Criteria	Measurement unit	Response
	01 Environmental			
	C1	Distribution of EPC ratings of existing homes (those completed before the last financial year).	% of homes rated A % of homes rated B % of homes rated C % of homes rated D % of homes rated E or worse % of homes without an EPC rating	Band A: 0.1% Band B: 39.73% Band C: 43.9% Band D: 15.21% Band E: 1.03% We have no properties rated below Band E.
	C2	Distribution of EPC ratings of new homes (those completed in the last financial year).	% of homes rated A % of homes rated B % of homes rated C % of homes rated D % of homes rated E or worse % of homes without an EPC rating	No new homes were completed in the last year.
	C3	Does the housing provider have a Net Zero target and strategy? If so, what is it and when does the housing provider intend to be Net Zero by?	Qualitative response	**See page 5**
	C4	What progress has the housing provider achieved in the last 12 months towards its Net Zero targets and strategy? What retrofit activities has the housing provider undertaken in the last 12 months in relation to its housing stock?	Qualitative response	**See page 6**
	C5	Scope 1, Scope 2 and Scope 3 Greenhouse Gas emissions Total emissions per home If unable to report emissions data, please state when the housing provider is expected to be able to do so.	Tonnes CO2e Tonnes CO2e/home	During 2025-26 Newlon emitted a total of 23,639.0 tCO_2e (23,638,998 $kgCO_2e$). This is a 4.69% reduction in overall emissions from the previous year. **Scope 1:** Newlon did not produce any emissions categorised as Scope 1 under the GHG Protocol. **Scope 2:** Emissions from purchased electricity amounted to 1,255.1 tCO2e, representing 5.31% of total emissions. **Scope 3:** Indirect emissions, including resident energy use, embodied carbon, water, waste and travel, totalled 22,383.9 tCO_2e, accounting for 94.69% of total emissions.

Theme	Criteria # V2.1	Criteria	Measurement unit	Response
	C6	Has the housing provider mapped and assessed the increased flood risks to its homes caused by climate change in the last 2 years? How is the housing provider mitigating these risks?	Qualitative response	**See page 7**
	C7	Has the housing provider mapped and assessed the increased water stress risks to its homes caused by climate change in the last 2 years? How is the housing provider mitigating these risks?	Qualitative response	**See page 7**
	C8	Has the housing provider mapped and assessed the increased overheating risks to its homes caused by climate change in the last 2 years? How is the housing provider mitigating these risks?	Qualitative response	**See page 8**
	C9	Does the housing provider have a strategy to enhance green space and promote biodiversity on or near homes? If yes, please describe with reference to targets in this area. If no, is the housing provider planning on producing one in the next 12 months?	Qualitative response	**See page 9**
	C10	Does the housing provider have a strategy to identify, manage, and reduce pollutants that could cause material harm? If so, how does the housing provider target and measure performance?	Qualitative response	**See page 10.**
	C11	Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building and repairs works? If so, how does the housing provider target and measure performance?	Qualitative response	**See page 10**
	C12	Does the housing provider have a strategy for waste management incorporating building materials? If so, how does the housing provider target and measure performance?	Qualitative response	**See page 11**
	C13	Does the housing provider have a strategy for water management? If so, how does the housing provider target and measure performance?	Qualitative response	**See page 11**
	C14	How is sustainability considered when procuring goods and services? What measures are in place to monitor the sustainability of the housing provider's supply chain when procuring goods and services?	Qualitative response	**See page 12**

Theme	Criteria # V2.1	Criteria	Measurement unit	Response
	02 Social			
	C15	For properties that are subject to the rent regulation regime, report against ONE OR BOTH of the following Affordability metrics: - Rent compared to average private rental sector (PRS) rent across the relevant Local Authority - Rent compared to the relevant Local Housing Allowance (LHA)		28% of private sector rents
	C16	Share, and number, of existing homes (owned and/or managed) completed before the last financial year allocated to: - General needs (social rent) - Intermediate rent - Affordable rent - Supported Housing (excluding Housing for older people) - Housing for older people - Low-cost home ownership - Care homes - Private Rented Sector - Private Market Sale - Other		General needs (social rent) 3,951 46.5% Affordable rent 370 4.3% Intermediate rent 1,169 13.8% Low cost home ownership 1,336 15.7% Leaseholder 950 11.2% Supported housing 637 7.5% Commercial properties/other 85 1% 8,498
	C17	Share, and number, of new homes (owned and/or managed) that were completed in the last financial year, allocated to: - General needs (social rent) - Intermediate rent - Affordable rent - Supported Housing (excluding Housing for older people) - Housing for older people - Low-cost home ownership - Care homes - Private Rented Sector - Private Market Sale - Other		No new homes were completed in the last year.
	C18	How is the housing provider trying to reduce the effect of high energy costs on its residents?	Qualitative response	**See page 13**
	C19	Describe the condition of the housing provider's portfolio, with reference to: % of homes for which all required gas safety checks have been carried out. % of homes that meet national fire safety regulations (varies by nation – see guidance). % of homes for which all required electrical safety checks have been carried out. % of homes for which all required asbestos management surveys or re-inspections have been carried out. % of homes for which all required legionella risk assessments have been carried out. % of homes for which all required communal passenger lift safety checks have been carried out.	% of homes	% of homes for which all required gas safety checks have been carried out: 99.8% % of homes that meet national fire safety regulations: FRAs 100%. % of homes for which all required asbestos management surveys or re-inspections have been carried out: 100% % of homes for which all required legionella risk assessments have been carried out: 99.2% % of homes for which all required communal passenger lift safety checks have been carried out: 100%

Theme	Criteria # V2.1	Criteria	Measurement unit	Response
	C20	What % of homes meet the national housing quality standard? Of those which fail, what is the housing provider doing to address these failings?	% of homes	100%
	C21	How do you manage and mitigate the risk of emergency hazards, including damp and mould? How do you reduce the likelihood of damp and mould hazards occurring?	Qualitative response	**See page 14**
	C22	What are the results of the housing provider's most recent tenant satisfaction survey? How has the housing provider acted on these results?	% of residents satisfied Qualitative response	65% overall satisfaction for residents who rent their home from Newlon.
	C23	What arrangements are in place to enable residents to hold management to account for the provision of services?	Qualitative response	**See page 14**
	C24	Report ONE OR BOTH of the following quantitative metrics: - % of Stage 1 and Stage 2 complaints responded to within target timeframes (varies by nation). - Average time in working days to respond to Stage 1 and Stage 2 complaints. How have reported complaints resulted in change of practice within the housing provider?	% OR average number of working days Qualitative response	95.5% of stage one complaints were responded to within the Housing Ombudsman's Complaint Handling Code timescales and 93.8% of stage two complaints for residents who rent their home from us.
	C25	In the last 12 months, what additional support have you provided to your tenants? Please include support across any of the following areas, as well as any other relevant services: - Employment & training - Wellbeing & mental health - Vulnerable tenants	Qualitative response	**See page 15**
	C26	In the last 12 months, what interventions has the housing provider made or enabled to foster stronger communities and places, considering both: - Physical changes to shared spaces or public realm - Events, activities, and signposting	Qualitative response	**See page 16**
	C27	How is social value creation considered when procuring goods and services? What measures are in place to monitor the delivery of this Social Value?	Qualitative response	**See page 16**

Theme	Criteria # V2.1	Criteria	Measurement unit	Response
	03 Governance			
	C28	What is the housing provider's most recent regulatory grading/status?	Varies by Nation	G1, V2, C2.
	C29	Explain how the housing provider's board manages ESG risks. Are ESG risks incorporated in the housing provider's risk register?	Qualitative response Yes	**See page 17**
	C30	Has the housing provider been subject to any adverse regulatory findings in the last 12 months (data protection breaches, bribery, money laundering, HSE breaches, etc.) that resulted in enforcement or other equivalent action?	No	
	C31	How does the housing provider ensure it gets input from a diverse range of people into the governance processes?	Qualitative response	**See page 17**
	C32	Does the housing provider have policies that incorporate Equality, Diversity and Inclusion (EDI) into the recruitment and selection of board members and senior management? How do they do this?	Yes Qualitative response	**See page 17**
	C33	What % of the housing provider's Board have turned over in the last two years? What % of the housing provider's Senior Management Team have turned over in the last two years?	% %	2 out of 12 Board members (16.67%) 3 out of 4 Executive Team members (75%)
	C34	Number of board members on the housing provider's Audit Committee with recent and relevant financial experience.	Number and description of experience	2
	C35	What % of the housing provider's board are non-executive directors?	%	11/12 (91.67%)
	C36	For how many years has the housing provider's current external audit firm partner been responsible for auditing the accounts?	Number of whole years	4
	C37	When was the last independently-run, board-effectiveness review?	Date	November 2025
	C38	How does the housing provider handle conflicts of interest at the board?	Qualitative response	
	C39	Does the housing provider pay the Real Living Wage?	Yes	Yes
	C40	What is the housing provider's median gender pay gap?	% gap	18.70%
	C41	What is the housing provider's CEO:median-worker pay ratio?	Ratio	4.59:1
	C42	How is the housing provider ensuring equality, diversity and inclusion (EDI) is promoted across its staff?	Qualitative response	**See page 19**

Theme	Criteria # V2.1	Criteria	Measurement unit	Response
	C43	What activity has the housing provider undertaken over the last 12 months to support the physical and mental health of its staff?	Qualitative response	**See page 19**
	C44	What activity has the housing provider undertaken over the last 12 months to support the professional development of its staff? What impact has this had on staff and the wider organisation?	Qualitative response	**See page 19**

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Newlon Housing Trust is a charitable housing association

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Newlon Housing Trust is a Community Benefit Society – company no. 18449R, registered with the Regulator of Social Housing no. L0006, HMRC charities reference no. EW91301, VAT registration no. GB778532683.

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