

Rooftop Housing Group

Environmental, Social and Governance report 2021/22

Rooftop Housing Group is proud to be an early adopter of the new housing association Environmental, Social, and Governance (ESG) reporting standard, as overseen by The Good Economy.

The Good Economy are specialists in measuring and managing long-term, sustainable impact, and in November 2020 they launched the Sustainability Reporting Standard (SRS) for Social Housing. The SRS was developed with the ESG Social Housing Working Group, which is a collaboration between 18 housing associations, banks, investors, and sector experts. The SRS is now overseen by a Governance Steering Group, an interim body which emerged out of the ESG Social Housing Working Group to establish a new organisation, Sustainability for Housing, the permanent governance body for the SRS.

This Reporting standard gives consistency, and comparability in ESG reporting, and aims to encourage ESG investment in social housing.

The delivery of the ESG requirements is supported by the Strategic Objectives of our Corporate Plan for 2021-26:

Great Homes: Rooftop Homes Living Standard: Deliver up to 1,000 new homes.

Successful Lives: Excellent Customer Service: Building Stronger Communities.

Better Business: Leadership and Learning Excellence: Digital by Design.

We support over 6,400 households, up to 25,000 people, each other in the workplace and our own families. We are an adopter of the United Nations Sustainable Development Goals, which underpins the SRS, and take seriously our duty of care as custodians of this world and the environment that we all share.

The current ESG framework is designed to be a voluntary standard that mirrors the Statement Of Recommended Practice and aligns to the publication of the annual accounts, which usually occurs each autumn. It contains 30 'core' criteria which are mandatory and 18 'enhanced' criteria which are aspirational. We have completed all of the metrics apart from one of the enhanced metrics, which is optional.

We have reported below on the measures identified in the Reporting Standard for 2021/22, and where possible have provided information for the 'Enhanced' metrics. The details are given in the following table:

Environmental, Social and Governance Impact Approach

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit																																
T1: Affordability and Security	C1	Core	For properties that are subject to the rent regulation regime, report against one or more Affordability Metric: 1) Rent compared to Median private rental sector (PRS) rent across the Local Authority 2) Rent compared to Local Housing Allowance (LHA)	We charge a combination of social and affordable rents. Our affordable rents are set at 80% of Private Rental Sector rent. On average our rents are set at 87% of Local Housing Authority rent; at 31 March 2021 this was 91%. The fall is due to a freeze in local rent caps, but the annual increase was applied to the rents.																																
	C2	Core	Share, and number, of existing homes (homes completed before the last financial year) allocated to: General Needs (social rent), Intermediate rent, Affordable rent, Supported Housing, Housing for Older People, Low-cost home ownership, Care homes, Private Rented Sector, Other	<table border="1"> <thead> <tr> <th>Tenure</th> <th>Number</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>General Needs (social rent)</td> <td>3,888</td> <td>58.7%</td> </tr> <tr> <td>Intermediate Rent</td> <td>291</td> <td>4.4%</td> </tr> <tr> <td>Affordable Rent</td> <td>1,376</td> <td>20.8%</td> </tr> <tr> <td>Supported Housing</td> <td>137</td> <td>2.1%</td> </tr> <tr> <td>Housing for Older People</td> <td>431</td> <td>6.5%</td> </tr> <tr> <td>Low-cost home ownership</td> <td>328</td> <td>5.0%</td> </tr> <tr> <td>Care Homes</td> <td>8</td> <td>0.1%</td> </tr> <tr> <td>Private Rental Sector</td> <td>35</td> <td>0.5%</td> </tr> <tr> <td>Other</td> <td>130</td> <td>2.0%</td> </tr> <tr> <td>Total</td> <td>6,624</td> <td>100.0%</td> </tr> </tbody> </table>	Tenure	Number	Percentage	General Needs (social rent)	3,888	58.7%	Intermediate Rent	291	4.4%	Affordable Rent	1,376	20.8%	Supported Housing	137	2.1%	Housing for Older People	431	6.5%	Low-cost home ownership	328	5.0%	Care Homes	8	0.1%	Private Rental Sector	35	0.5%	Other	130	2.0%	Total	6,624
Tenure	Number	Percentage																																		
General Needs (social rent)	3,888	58.7%																																		
Intermediate Rent	291	4.4%																																		
Affordable Rent	1,376	20.8%																																		
Supported Housing	137	2.1%																																		
Housing for Older People	431	6.5%																																		
Low-cost home ownership	328	5.0%																																		
Care Homes	8	0.1%																																		
Private Rental Sector	35	0.5%																																		
Other	130	2.0%																																		
Total	6,624	100.0%																																		

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit					
	C3	Core	Share and number, of new homes (homes completed in the last financial year), allocated to: General needs (social rent), Intermediate rent, Affordable rent, Supported Housing, Housing for Older People, Low-cost home ownership, Care Homes, Private Rented Sector, Other	Tenure	Number	Percentage			
				General Needs (social rent)	31	26.7%			
				Intermediate Rent	-				
				Affordable Rent	46	39.7%			
				Supported Housing	-				
				Housing for Older People	-				
				Low-cost home ownership	39	33.6%			
				Care Homes	-				
				Private Rental Sector	-				
				Other					
				Total	116	100.0%			
				C4	Core	How is the housing provider trying to reduce the effect of fuel poverty on its residents? (accounts)	<p>We are undertaking various activities to improve the energy efficiency of our homes and therefore reduce the fuel poverty of our residents. For 2021/22 in addition to our routine programmed replacement programme we completed energy efficiency measures to 56 homes. For 2022/23 our business plan objective is to invest £1 million in 125 homes to bring them up to energy efficiency Band C. We will be exploring partnership working and provision of affordable warmth advice and support to help reduce fuel poverty by providing advice on utilities. This in turn will enable us to tackle issues of affordable warmth and fuel poverty.</p> <p>We are developing and beginning to implement a new standard for our existing homes, replicating so far as possible energy performance seen in our new build Rooftop Living Homes Standard. We will complete the development of this standard and identify the investment requirements we need to ensure all homes meet a minimum Energy Rating Score Band C by 2030. To achieve this, we are planning to invest £11 million over the next nine years. Providing high quality, energy efficient,</p>		

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit
				affordable, and safe homes will remain a mainstay of the Rooftop philosophy. During 2021/22 RHA built 116 new homes, 60 of which achieved Energy Performance Certificate (EPC) Band A and the balance EPC Band B. Across England, RHA led the league table of housing associations for the percentage of new homes built to achieve EPC Band A.
	C5	Enhanced	What % of rental homes have a 3-year fixed tenancy agreement (or longer)	73.9% of our residents have a protected or assured tenancy with no end date, and a further 2.6% are on fixed term tenancy agreement of five years or more.
T2: Building Safety and Quality	C6	Core	What % of homes with a gas appliance have an in-date, accredited gas safety check?	At 31 March 2022, 99.8% of our homes have an in-date accredited gas safety check. We monitor our gas safety checks daily and provide an update to our Board at each board meeting.
	C7	Core	What % of buildings have an in-date and compliant Fire Risk Assessment?	At 31 March 2022, 99.9% of our homes have an in-date and compliant Fire Risk Assessment. We complete our Fire Risk Assessments every four years.
	C8	Core	What % of homes meet the Decent Homes Standard? Complete	At 31 March 2022, 99% of our homes meet the Decent Homes Standard, while 45 properties failed to meet the Decent Homes Standard. These include 34 homes in Pershore, which are scheduled to be demolished to make way for a new scheme for elderly care, and seven homes in Gloucester that were available for sale at year end.
T3: Resident Voice	C9	Core	What arrangements are in place to enable the residents to hold management to account for	Our biggest measure of success is to be an effective landlord. This means ensuring that our customers are kept safe, live in a good quality home, and are satisfied with the services which they receive from us. Our new housing management system will enable us to offer customers much-improved online services this year, supporting our long-term target of ensuring

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit
			provision of services?	<p>that at least 9/10 customers are satisfied with Rooftop as a landlord.</p> <p>We will continue to evolve how we listen to and act upon residents' views as an early adopter of the 'Together with Tenants' national pilot and in line with the Social Housing White Paper. We will ensure that the Customer Voice remains at the heart of the Boardroom, that we draw on the views of local people in local communities, and that we engage with many more residents through digital media. We are committed to the Social Housing White Paper 'The Charter for Social Housing Residents.'</p>
	C10	Core	How does the housing provider measure Resident Satisfaction and how has Resident Satisfaction changed over the last three years?	<p>We have a position on our Group Board for the 'Customer Experience' skillset which is currently occupied by a tenant of Rooftop. We have a scrutiny panel, the Residents Excellence Panel, which meets regularly and reports on its work to each meeting of the Audit and Risk Committee and presents an annual review to the Group Board each November. We have a wide range of engagement mechanisms, including circa 50 community champions. Our Group Chief Executive takes part in a Facebook Live Q & A after each Board meeting with an average of 4,000 views. We will continue to focus upon key themes outlined within the Social Housing White Paper 'The Charter for Social Housing Residents,' the National Housing Federation's Together with Tenants Charter and our Customer Strategy and Housing Ombudsman's Complaint Handling Code. In early 2022 we launched our Customer Charter which sets out the standard of service our customers can expect from us. In addition, at each Board meeting there is a 'Customer Voice' report focusing on satisfaction and complaints, including what we are changing as a result of the feedback we receive from our customers.</p> <p>Rooftop measures customer satisfaction using telephone-based surveys. These surveys are run in accordance with the guidance set out by HouseMark, which also ensures that every survey sample size is statistically robust. Our surveys are run through the year, so that poor performance can be addressed</p>

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit						
				<p>as it arises and reducing bias in the survey – this follows best practice. Our Key Performance Indicator in this area is based on responses to the customers overall satisfaction with the services we provide within the STAR survey and the target is set at 90%, with only responses that are fairly or very satisfied counted as a positive result. The results for the last three years are:</p> <table border="1"> <tr> <td>2019-20</td> <td>89.2%</td> <td>2020-21</td> <td>84.7%</td> <td>2021-22</td> <td>81.0%</td> </tr> </table>	2019-20	89.2%	2020-21	84.7%	2021-22	81.0%
	2019-20	89.2%	2020-21	84.7%	2021-22	81.0%				
C11	Enhanced	In the last 12 months, how many complaints have been upheld by the Ombudsman. How have these complaints (or others) resulted in change of practice within the housing provider?	<p>From 1 April 2021 to 31 March 2022, we received no complaints that have been upheld by the Housing Ombudsman.</p> <p>As a result of other complaints that we have received, we have made a number of changes to our processes, including:</p> <ul style="list-style-type: none"> • Reviewing and improving communications with our customers around service charges, particularly for leaseholders; • Reducing the number of generic email accounts in our business; • When a property becomes void, we ensure safety checks are carried out on any home improvements completed by a tenant. 							

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit
T4: Resident Support	C12	Core	<p>What support services does the housing provider offer to its residents. How successful are these services in improving outcomes?</p>	<p>Our Community Investment Strategy was updated and approved by the Board in March 2021. This focusses on the following:</p> <ol style="list-style-type: none"> 1. Community connection and infrastructure. 2. Health and wellbeing. 3. Employment, education, skills, and training. 4. Financial resilience. 5. Environment. 6. Digital inclusion. <p>We have a wide range of activities such as:</p> <ul style="list-style-type: none"> • Money Advice Team - available to over 6000 • Health and Well-Being Team - support for more than 200 older residents • Job coaches – focus on assisting customers to find training or stable employment • Domestic Abuse support services supports local families • Community champions’ network. <p>We achieved the following with our Community Investment Strategy:</p> <ul style="list-style-type: none"> • A number of cross-team community events have taken place in our areas of operation that have included external partner agencies where appropriate. Value for Money has been achieved by key staff working together in their communities to create efficiency and streamline working practices. This has been achieved by teams working together to improve Anti-Social Behaviour, and the health and wellbeing of our more vulnerable customers as well as removing duplication from processes. • We have built on and strengthened partnerships both internally and externally, such as with Citizens Advice Bureau (CAB) in the effective management of Universal Credit (UC) cases, and more strategically with local authorities and county council health and social care teams to improve services for customers and attract resources.

T5: Placemaking	C13	Enhanced	<p>Provide examples or case studies of where the housing provider has been engaged in placemaking or place shaping activities.</p>	<p>We have six key areas where we are improving the communities and lives of our customers:</p> <p>Community strengthening</p> <ul style="list-style-type: none"> Aligning partner/stakeholder priorities in targeting and commissioning of investment, activities, projects, and services. Development of Local Offers in prioritised communities. A selection of engagement opportunities that respond to the different needs and equality strands to promote widespread participation. Establishment of community hubs and support where there is an identified need. <p>Health and wellbeing</p> <ul style="list-style-type: none"> Helping people to live independently. Increasing access to affordable and healthy food. Reducing loneliness and isolation and support access to emotional support. Promoting an active and healthy lifestyle. <p>Employment, education, skills, and training</p> <ul style="list-style-type: none"> Remove barriers to work by increasing access to pre-employment support and assisting job seekers to find employment. Supporting skills development and training opportunities. Providing volunteering and engagement opportunities. Provision of work placements and experience at Rooftop Housing Group and/or through partners. <p>Financial resilience</p> <ul style="list-style-type: none"> Assisting customers to sustain their tenancy through pre-tenancy and budgeting advice. Helping customers to maximise household income through our Money Advice service, hardship fund and other grants. Helping reduce fuel poverty by providing utilities advice. Social Return on Investment through the Housing Association's Charitable Trust's (HACT) social values bank. <p>Environment</p> <ul style="list-style-type: none"> Reduction of waste and increase in recycling. Creating, using, and maintaining outdoor/open spaces with consideration to achieving biodiversity.
-----------------	-----	----------	--	--

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit												
				<ul style="list-style-type: none"> Creating and improving physical spaces for play and interaction. Investment in environmental projects aligned to community priorities. <p>Digital</p> <ul style="list-style-type: none"> Collaborating with community and business partners to create opportunities for digitally disadvantaged customers. Exploration of Community WiFi in areas of high deprivation. Seeking opportunities to maximise digital inclusion. Supporting our customers with training for on-line activities. 												
T6: Climate Change	C14	Core	Distribution of EPC ratings of existing homes (those completed before the last financial year)	<table border="1"> <thead> <tr> <th>Band rating</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>3.0%</td> </tr> <tr> <td>B</td> <td>22.0%</td> </tr> <tr> <td>C</td> <td>47.0%</td> </tr> <tr> <td>D</td> <td>20.0%</td> </tr> <tr> <td>E or worse</td> <td>8.0%</td> </tr> </tbody> </table>	Band rating	%	A	3.0%	B	22.0%	C	47.0%	D	20.0%	E or worse	8.0%
				Band rating	%											
				A	3.0%											
				B	22.0%											
				C	47.0%											
				D	20.0%											
	E or worse	8.0%														
	C15	Core	Distribution of EPC ratings of new homes (those completed in the last financial year).	<table border="1"> <thead> <tr> <th>Band rating</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>51.7%</td> </tr> <tr> <td>B</td> <td>48.3%</td> </tr> <tr> <td>C</td> <td>0.0%</td> </tr> <tr> <td>D</td> <td>0.0%</td> </tr> <tr> <td>E or worse</td> <td>0.0%</td> </tr> </tbody> </table>	Band rating	%	A	51.7%	B	48.3%	C	0.0%	D	0.0%	E or worse	0.0%
				Band rating	%											
				A	51.7%											
B				48.3%												
C				0.0%												
D	0.0%															
E or worse	0.0%															
C16	Enhanced	Scope 1, Scope 2, and Scope 3 greenhouse gas emissions: If you are not tracking Scope 1,2, or 3	Currently, we do not report on Scope 1, Scope 2, and Scope 3 greenhouse gas emissions. We are reviewing the possibility of this reporting for the future.													
			We will sustain our ISO9001 and ISO14001 accreditations to ensure that we meet our legal and regulatory responsibilities,													

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit
			emissions, but plan to in the future, when are you aiming to report on these emissions?	and we will be an active member of the West Midlands Sustainable Housing Action Partnership (SHAP). We will ensure we engage with our staff to embrace their ideas and aspirations to make Rooftop the regional number one community-based provider of excellent homes, services, and custodian of the environment. By 2025, we plan to achieve a 20% reduction in our overall carbon footprint. We are working with Planet Mark to calculate the carbon footprint of our properties, which will assist us in measuring this reduction. For 2021/22 they measured the carbon footprint of our offices and have set a target of a 5% reduction over the coming year.
	C17	Enhanced	What energy efficiency actions has the housing provider undertaken in the last 12 months?	<p>We are building to the Rooftop Living Homes Standard and providing energy efficient homes to the highest economically viable solution ensuring a fabric first approach, incorporating 'Modern Methods of Construction' and off-site manufacturing to achieve zero carbon homes by 2025. This will reflect the Future Homes Standard introduced by the Government, which is due in 2025.</p> <p>By March 2030 we will achieve a minimum Standard Assessment Protocol (SAP) score of 75, mid Band C across all existing homes to reduce energy consumption and bills through our Asset Management Strategy. This programme is supported by the Green Homes Grant Local Authority scheme funding by BEIS (Department for Business Energy and Industrial Strategy). Our aim is that 72% of our new homes are built to achieve EPC band A.</p> <p>We started the 0EPC band C project in October 2021, with the goal of achieving EPC band C for all the homes that are rated as EPC band D and below by 2030. The first stage of conducting an energy assessment on as many of our homes as possible was completed in July 2022. We are now in the process of planning how to fund and retrofit all the homes that did not achieve EPC band C.</p>

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit
				We have also received funding from LADS1 and LADS2 and SHDF (Local Authority Decarbonisation Fund and Social Housing Decarbonisation Fund) to retrofit homes in 2021/22. Electric car charging points are installed at all of our new home sites.
T6: Climate Change	C18	Enhanced	How is the housing provider mitigating the following climate risks: - Increased flood risk - Increased risk of homes overheating	<p>The Rooftop Flood Risk Strategy is currently being updated to include showing the level of risk of flooding on our system for our homes.</p> <p>All new homes, where there is a potential flooding risk, will be built with automatic flood risk resilience measures and provided with an individual Household Flood Plan. We also include flood resilience measures in the surrounding environment of our new homes by including effective road and surface drainage systems. We improve the ecology of affected areas by creating Community Wildlife Ponds.</p> <p>If flooding occurs in our existing homes, they will be repaired to incorporate Property Flood Resilience to provide greater protection in the future. In the future we are proposing to include an Overheating Clause in the Development Brief for the building of new homes which states: 'Bedrooms not to exceed 26°C, based on industry guidance: Chartered Institute of Building Survey Engineers (CIBSE) Guide A – Environmental Design (2015 edition) and CIBSE TM 52 – The limits of thermal comfort: avoiding overheating in European buildings (2013)'.</p>
T6: Climate Change	C19	Enhanced	Does the housing provider give residents information about correct ventilation, heating, recycling etc. Please describe how this is done.	Information is provided to our residents in their individual Home User Pack which is given to them when they move into their new home. The pack contains information about their individual heating system, ventilation system, how to prevent mould growth and what recycling is provided by the Council.

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit
T7: Ecology	C20	Enhanced	How is the housing provider increasing Green Space and promoting Biodiversity on or near homes	<p>As part of our Environmental Sustainability Strategy, we will sustain ISO14001 accreditation to ensure that we meet our legal and regulatory responsibilities, and we will be an active member of the West Midlands Sustainable Housing Action Partnership (SHAP). We will ensure we engage with our staff to embrace their ideas and aspirations to make Rooftop the regional number one community-based provider of excellent homes, services, and custodian of the environment.</p> <p>Examples of where we are providing Green Spaces and Biodiversity near our homes include:</p> <ul style="list-style-type: none"> • Pocket Parks in Gloucester, including Sudbrook Pocket Park opened in September 2021. • Green roofs installed on Shrewsbury and Cherry Orchard House developments; • Wildflower Garden completed at Barnards Close, Evesham, including fruit trees, native hedgerow planting and habitat creation for wildlife; • Green roofs proposed for Almonry development and St Stephen's Church, Gloucester, and; • Community orchard, allotments and wildlife pond proposed for Broomhall development. • Hedgehog friendly measures are included in our design brief for new homes to achieve connectivity with the environment.
	C21	Enhanced	<p>Does the housing provider have a strategy to actively manage and reduce all pollutants? If so, how does the housing provider target and measure performance?</p>	<p>For the building of our new homes, we adhere to the following Design Brief:</p> <ul style="list-style-type: none"> • All insulation must be free of ozone depleting substances and have a Global Warming Potential of less than five. • Timber must be pre-treated with an organic preservative treatment. • The following materials must not be used in the works: <ul style="list-style-type: none"> ○ High alumina cement in structural elements ○ Woodwool slabs in admixtures for reinforced concrete ○ Calcium chloride in admixtures for reinforced concrete ○ Urea/ formaldehyde foam ○ Asbestos products ○ Lead in paint

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit
				<ul style="list-style-type: none"> ○ Aggregates for use in reinforced concrete which do not comply with the British Standard Specification and/ or aggregates for use in concrete which do not comply with the relevant British Standard Specification ○ Any other materials or substances not in accordance with British Standards and Codes of Practice current at that time.
T8: Resource Management	C22	Enhanced	Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building works? If so, how does the housing provider target and measure performance?	When building new homes, we are proposing to follow Design Brief under our Rooftop Homes Living Standard: <ul style="list-style-type: none"> ○ 75% by volume of timber and timber products for the basic building elements are to be re-used or manufactured from pre- or post-consumer recycled timber, or to come from a certified source.
	C23	Enhanced	Does the housing provider have a strategy for waste management incorporating building materials? If so, how does the housing provider target and measure performance?	We are continuing to review the Rooftop Homes Living Standard (RHLS). Under the RHLS we have set a target that 50% of waste materials are recycled on our building sites, and for the RHLS Plus Standard the target is that 85% of waste materials will be recycled.
	C24	Enhanced	Does the housing provider have a strategy for good water management?	We are continuing to review proposals that water consumption within our new homes will be limited to 105 litres per person per day under the RHLS and less than 90 litres per person per day under the RHLS PLUS. We are also including rain-water butts in our Design Brief for our new homes. A grey water recycling

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit
			If so, how does the housing provider target and measure performance?	option is included in our RHLS PLUS standard for new homes. All roofs on our new homes will have a slope of at least 20 degrees to assist with rain-water collection. All ground floor roofs, and flat roofs will be considered for the installation of extensive (low maintenance) native green roofs.
T9: Structure and Governance	C25	Core	Is the housing provider registered with a regulator of social housing?	<p>Rooftop Housing Group Limited (RHG), the Group parent, is a non-asset holding, non-charitable Registered Society (29661R), registered with the Regulator for Social Housing (RSH) (L4404), providing operational and corporate services, including treasury management, information and communication technology, and human resources for the whole Group.</p> <p>Rooftop Housing Association Limited (RHA) was registered as a Registered Society in May 1993 (27786R) and obtained registration with the RSH in September 1994 (LH4050). RHA provides core social housing that meets charitable criteria.</p>
	C26	Core	What is the most recent viability and governance regulatory grading?	The Board considers it a priority to comply with the regulatory framework and to maintain G1 and V1 ratings from the Regulator of Social Housing under the Governance and Financial Viability Standard. These were formally assessed by the Regulator through the In-Depth Assessment process in January 2020 and re-confirmed in both November 2020 and October 2021, following the Annual Viability Assessment. This continues to put us in a strong position with our funders allowing the Group to continue to develop new homes.
	C27	Core	Which Code of Governance does the housing provider follow, if any? Accounts	The Board has formally assessed its compliance against the National Housing Federation's Code of Governance (2015) and confirms that the organisation is fully compliant. On 10 March 2021, the Board formally adopted the revised National Housing Federation's Code of Governance (2020). An action plan has been produced to ensure a smooth transition from the previous version during 2021/22.
	C28	Core	Is the housing provider Not-For-Profit? If not, who is the	The Group is a Not-For-Profit organisation and a public benefit entity. Rooftop Housing Association is registered as a Charitable Community Benefit Society under the Co-operative and Community Benefit Societies Act 2014. The principal

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit
			largest shareholder, what is their % of economic ownership and what % of voting rights do they control?	<p>activity of the Group is to provide housing accommodation at below market rents for people in housing need. Additionally, the Group provides:</p> <ul style="list-style-type: none"> • housing for sale, both shared ownership and outright sale • temporary housing accommodation through supported housing schemes • housing accommodation for keyworkers • housing accommodation for market rent • a limited amount of commercial property • management of older people schemes in partnership with the ExtraCare Charitable Trust • provision of support services primarily to young and older people.
	C29	Core	Explain how the housing provider's board manages organisational risks	<p>The Group Board is responsible for the overall system of internal control throughout the Group and for reviewing its effectiveness. The Group has delegated initial responsibility for audit, risk and assurance to the Audit and Risk Committee, which comprises Board Members from across the Group with the required skills and experience.</p> <p>The Audit and Risk Committee has responsibility for reviewing:</p> <ul style="list-style-type: none"> • The adequacy of all risk and control related statements prior to endorsement by the Group's Board; • The effectiveness of internal control systems, including management, financial, operational and risk controls, so that the Group can be reasonably assured that appropriate and effective risk management arrangements are in place, and; • The Risk and Assurance Policy and Framework, and the quarterly report on significant risks, including the accuracy of the assessments and the controls. <p>We have a comprehensive and well-established risk management system, which allows risks to be identified for all parts of the business. Risks are assessed, prioritised and control measures are implemented. The risk process is dynamic with risks being reviewed quarterly. We have identified the key business risks that could impact the achievement of business</p>

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit
				<p>objectives. During 2021/22 we reviewed our corporate risks into three risk registers: Strategic, Business and Operational within our risk management system. This has given the Board additional clarity of the principal risks that could impact the achievement of business objectives.</p> <p>The health and safety of our customers and colleagues remains one of our top risks monitored at every Audit and Risk Committee and Board meeting.</p>
T10: Board and Trustees	C30	Enhanced	Has the housing provider been subject to any adverse regulatory findings in the last 12 months (e.g., data protection breaches, bribery, money laundering, HSE breaches or notices) - that resulted in enforcement or other equivalent action?	We have not been subject to any adverse regulatory findings in the last 12 months.
	C31	Core	What are the demographics of the board? And how does this compare to the demographics of the housing providers residents, and the area that they operate in?	<p>RHG is governed within the framework set by its rules as a Registered Society. These state that RHG will have a Board and determine its membership. In making appointments to the Board, the Group seeks members with a range of skills that it requires to effectively govern its business supported by a Skills Audit which is reviewed annually and prior to any recruitment.</p> <p>Board Members are carefully selected to make sure that they have the mix of skills and experience appropriate to their roles within the Group.</p> <ul style="list-style-type: none"> In September 2021, the Group Chair was formally appointed at the Annual General Meeting. The former Group Chair retired at the same time, having served the

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit										
				<p>maximum term as a board member.</p> <ul style="list-style-type: none"> No further appointments were made to the Board in 2021/22. The specific demographics of our Board members are as follows: <table border="1"> <tr> <td>% of female Board members</td> <td>50%</td> </tr> <tr> <td>% of BAME Board members</td> <td>0%</td> </tr> <tr> <td>% of Board members with a disability</td> <td>10%</td> </tr> <tr> <td>Average age of the Board</td> <td>49 years</td> </tr> <tr> <td>Average tenure of the Board</td> <td>2.4 years</td> </tr> </table>	% of female Board members	50%	% of BAME Board members	0%	% of Board members with a disability	10%	Average age of the Board	49 years	Average tenure of the Board	2.4 years
	% of female Board members	50%												
	% of BAME Board members	0%												
	% of Board members with a disability	10%												
	Average age of the Board	49 years												
	Average tenure of the Board	2.4 years												
C32	Core	What percentage of the Board and Management Team have turned over in the last two years?	The turnover for our Board and Management Team in the past two years is 14%. This relates to the former Finance Director and People Director, and three Board Members leaving the Group.											
C33	Core	Is there a maximum tenure for a board member? If so, what is it?	There is a maximum tenure of six years, which has reduced from nine years. This is to comply with the National Housing Federation's Code of Governance (2020).											
C34	Core	What % of the board are non-executive directors?	100% of our Board Members are Non-Executive Directors.											
C35	Core	Number of board members on the Audit Committee with recent and relevant financial experience	There are two Board Members who are on the Audit and Risk Committee with recent and relevant financial experience. One member of the Committee is currently the Group Finance Director of a large housing association. The other member currently leads the finance section of a charity, having formally headed the finance function for a large care and housing association.											
C36	Core	Are there any current executives on the	No, there are no current executives on the Remuneration Committee.											

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit
			Remuneration Committee?	
	C37	Core	Has a succession plan been provided to the board in the last 12 months?	Yes, this is reviewed at every meeting of the Nominations and Performance Committee (three times per year) and presented to the Board as part of the annual collective review of its effectiveness.
	C38	Core	For how many years has the housing provider's current external audit partner been responsible for auditing the accounts?	BDO LLP, have been the Group's external auditors for five years. In September 2021, a resolution for the re-appointment of BDO LLP, for an extra year, as auditors of the Group was approved at the Annual General Meeting in September. We will be going out to tender for external audit services later this year.
	C39	Core	When was the last independently-run, board-effectiveness review?	The last Board effectiveness review was held in 2022. The next review is due in 2025.
	C40	Core	Are the roles of the chair of the board and CEO held by two different people?	Two different people always hold the roles of Chair of the Board and Group Chief Executive. Up until September 2021 Nicola Inchbald was the Chair of Rooftop Housing Group Ltd. She retired at the Annual General Meeting and was replaced by Sally Higham. Boris Worrall is our Group Chief Executive.
	C41	Core	How does the housing provider handle conflicts of interest at the board?	Our Board Members are required to declare any interests before the start of every board and committee meeting. In accordance with the Rules, if a potential or actual conflict of interest arises for a board member, co-optee or committee member because of a duty of loyalty owed to another organisation or person, and it is not otherwise permitted by the Rules, the unconflicted board members and co-optees, or committee members, as appropriate, may authorise that conflict provided that no conflicted individual shall count in the quorum for such a decision. Such authorisation shall be on such terms and/or conditions as the board or committee (excluding any

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit
				<p>conflicted individuals) may determine. If the conflict is ongoing, the member is required to resign.</p> <p>An annual check on board member interests is conducted with a reminder sent out at the 6-month interim stage to remind members they must keep their declarations of interest up to date.</p>
T11: Staff Wellbeing	C42	Core	Does the housing provider pay the Real Living Wage?	We do not pay the Real Living Wage. Instead, we pay the National Living Wage, introduced by the Government in July 2015. Just under 4.3% of our employees are paid the National Living Wage, with the remaining 95.7% being paid more than the National Living Wage.
	C43	Core	What is the gender pay gap?	There is no difference in pay for our employees based on gender. Our policy is to maintain salaries for all roles at a median level for the sector. Salaries for roles are determined by an external job evaluation consultancy every three years and are based on the role description, person specification and market pay data. Newly created roles are evaluated in the same way. Evaluations are based on role descriptions not role-holders.
	C44	Enhanced	What is the CEO-worker pay ratio?	As there are less than 250 employees at Rooftop Housing Group, we do not report on the CEO- worker pay ratio.
	C45	Enhanced	How does the housing provider support the physical and mental health of their staff?	<p>We have a rewards and benefits package which includes:</p> <ul style="list-style-type: none"> • Group-funded health cash plan with a range of treatments including eye tests, dental treatment, physiotherapy, physio, acupuncture, osteopathy, chiropody, consultation, and scans (MRI and CT) • Employee Assistance programme with 24-hour free confidential phone helpline for employees and families at the same address • Access to free counselling • Hybrid working, including agile and flexi-time working • Subsidised gym membership and cycle scheme • New home leave • Occupational maternity and adoption pay

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit
				<ul style="list-style-type: none"> Occupational sick pay and time off for hospital appointments Occupational health assessments.
	C46	Enhanced	Average number of sick days taken per employee VA	From 1 April 2021 to 31 March 2022 the average number of sick days taken per employee was 9.67 days.
T12: Supply Chain	C47	Enhanced	How is Social Value creation considered when procuring goods and services?	<p>Each procurement process at Rooftop is an opportunity to support the social, environmental and wellbeing of communities that are impacted by the organisation's operations. The Group procurement policy recognises the importance of social value and encourages all users of the policy to ensure that when they consider the desired commercial outcomes of a procurement/sourcing project they are proportionate and mindful of the community investment priorities and social value impact. When scoring and developing requirements and specifications for quotes, standard questionnaires or tender submissions, there should always be a percentage weighting for social value to highlight how the bidders/suppliers contribute to the society and community in which they operate.</p> <p>Depending on the value of the goods/services, in the first instance staff are encouraged to purchase via an established framework, a 'Dynamic Purchasing System' or purchasing agreement. The majority of these methods will perform reference and company checks which acts as an additional layer of due diligence when considering social value creation and impact. Rooftop recognises the importance of understanding how to use procurement processes so that we can identify and implement areas of innovation and added value from the suppliers we work with.</p> <p>We are proactively encouraging all staff who procure goods and services to recognise the importance of social value. To assist with this, we are creating Request For Quote and Invitation to Tender templates, which specifically highlight social value, environmental sustainability, and the wellbeing of communities.</p>

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit
	C48	Enhanced	How is Environmental impact considered when procuring goods and services?	<p>The Group Procurement Policy highlights the expectations of the suppliers to reflect the standards and requirements of our Environmental Sustainability Strategy. Where appropriate, the environmental and/or sustainability policies for potential suppliers are requested as part of the due diligence in our procurement processes and we expect suppliers to demonstrate their compliance with our standards and requirements throughout their supply chain.</p> <p>Staff are encouraged to use established frameworks, DPS or purchasing agreements in the first instance when procuring goods/services over a certain value and environmental sustainability forms a part of the pre-completed company checks performed by the framework providers.</p> <p>The consideration of the environmental impact will be more substantial depending on the commodity that is being procured and an example would be utilities. As an organisation we use the expertise of a broker to procure our utilities (gas and power), so we can have a full overview of the market including providers that use renewable energy resources. When procuring utilities, we ensure we balance achieving value for money whilst considering the environmental impact and the use of renewable energy resources.</p>