

Updating the Guidance on the Sustainability Reporting Standard for Social Housing (SRS)



Guidance for Version 2.1 – Spring 2026



Introduction

This guidance document is designed to help housing providers report against SRS v2.1, released in Spring 2026. SRS v2.1 replaces SRS v2.0, which has been in use since 2023. Where possible, changes to the criteria have been kept to a minimum, with edits predominantly being made to improve the clarity and ease of reporting.

As before, SRS v2.1 employs a 'comply or explain' approach to reporting, meaning that if the housing provider is not in a position to report against a criterion, it is encouraged to leave the criterion response cell blank in the Input Tool and make a note in its public ESG report of when it expects to be able to report it in the future.

SRS v2.1 has been created in collaboration with housing providers, industry bodies and experts, and the Sustainability for Housing board, following a series of feedback workshops open to all Adopters.

The SRS is created by the sector, for the sector, and we always welcome your feedback. Thank you for your continued commitment to improving sustainability and ESG reporting across the social housing sector.

What we've changed in SRS Version 2.1:

1. Simplified themes

We have reduced the number of themes from 12 to 8 to streamline reporting, reduce overlap and make the Standard easier to navigate.

2. Adopter Profile introduced

Three Governance criteria that showed minimal year-on-year change (e.g. the Code of Governance the housing provider follows) have been moved to a new Adopter Profile section. This will appear at the start of the report alongside key organisational details such as name and location.

3. Criteria restructured for easier reporting

Feedback from our Adopter workshops indicated that some criteria were difficult to report against because they contained multiple sub-questions. These have now been split into separate criteria to improve clarity and usability.

4. Updated guidance with worked examples

The guidance document has been enhanced with worked examples to support calculations, along with clearer explanations for previously more ambiguous criteria.

5. Improved alignment with other reporting requirements

This update includes:

- Closer alignment of certain criteria with existing standards and policy (e.g. damp and mould criteria aligned with Awaab's Law).
- A new alignment tab mapping STAIR and ARC reporting requirements to the SRS.

6. Optional explanatory fields added

The Input Tool now includes space for optional explanations alongside selected quantitative responses, allowing providers to add context where helpful.

7. Expanded enhanced criteria

The enhanced criteria are designed to be aspirational, with reporting against them considered best practice but not being required. As such, we have added and edited a few of the enhanced criteria to ensure they can continue to be used by housing providers to signal their above-and-beyond commitment to ESG reporting.



Guidance for Version 2.1 – Spring 2026

C1: Distribution of EPC ratings of existing homes (those completed before the last financial year).

C1E: Average SAP rating of existing homes (those completed before the last financial year).
Energy use intensity [kWh/m²/yr] of existing homes.

C2: Distribution of EPC ratings of new homes (those completed in the last financial year).

C2E: Average SAP rating of new homes (those completed in the last financial year).

Guidance

Disclosures should include the number and percentage of existing homes by their Energy Performance Certificate (EPC) rating and should reflect the housing provider's stock at a point in time (i.e. the portfolio as at financial year end).

Only homes for which the housing provider has responsibility for, and control over, the energy efficiency standards of the homes should be counted. This includes homes that are owned by the housing provider, and could include managed stock or shared ownership homes, where appropriate. Homes built for sale as well as non-residential units should not be included in this breakdown.

'Existing' homes are those that reached practical completion before the start of the last financial year (i.e. before 1st April). If stock has been transferred or acquired within the reporting period, but which completed construction before the last financial year, it is still to be included in Criterion 1. It is the date of construction – not the date that the home entered the housing provider's portfolio – which is being considered here.

'New' homes are new build homes. That is, homes that reached practical completion within the last financial year (i.e. after 31st March). This does not include homes in the pipeline, under construction, or that have reached partial completion.

Where homes do not have an in-date EPC, it is acceptable to use modelled or assumed EPC data, however this should be clearly disclosed (i.e. '% of homes without an EPC rating / with EPC ratings that have been modelled rather than extracted from an in-date certificate).

For enhanced reporting:

Disclosure should include the average SAP (Standard Assessment Procedure) rating of existing homes (i.e. those that reached practical completion before the last financial year) and new homes (i.e. those that reached practical completion within the last financial year).

The SAP methodology underpins EPCs.

More details can be found here: <https://www.gov.uk/guidance/standard-assessment-procedure>.

For England and Wales, see technical SAP guidance here: <https://bregroup.com/sap/sap10/>

For Scotland, see technical SAP guidance here: <https://bregroup.com/sap/standard-assessment-procedure-sap-2012>

For Northern Ireland, see technical SAP guidance here: https://bregroup.com/documents/d/bre-group/sap-2009_9-90

The average SAP rating of existing homes should be calculated by combining the SAP scores of the housing provider's existing homes, and dividing that score by the total number of existing homes. Similarly, the average SAP rating of new homes should be calculated by combining the SAP scores of the housing provider's new homes, and dividing that score by the total number of new homes.

Disclosure should include the Energy Use Intensity (EUI) of existing homes. The EUI provides a standardised way of comparing the energy efficiency of buildings of different sizes and types. By comparing the EUI of different buildings, it is possible to identify opportunities for energy savings and prioritise energy efficiency improvements.

The EUI is the total energy consumed in a year, divided by total floor area, and should be expressed in units of energy per square metre per year (kWh/m²/yr). Ideally, this calculation should be based on metered data, and include all energy uses – Regulated and Unregulated. Where this information is not available, and is therefore based on modelled data, this should be clearly disclosed.

Where the floor area of the portfolio is unknown, housing providers can report with the EUI based on

total energy consumption per £ revenue. This should be in units of energy per £ revenue per year.

As with the EPC breakdown, only homes where the housing provider has full responsibility for and control over, energy efficiency standards should be included in both enhanced reporting calculations. This includes homes that are owned by the housing provider, and could include managed stock or shared ownership homes, where appropriate.

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?

C3E: Is the housing provider's Net Zero commitment in line with the Science Based Target initiative (SBTi)?
[Yes/No]

Does the housing provider have a costed transition plan? [Yes/No]

Guidance

Net zero refers to the state where the amount of greenhouse gases emitted into the atmosphere by the housing provider (including its offices, fleet, developments, and properties) is balanced by the amount removed or offset. A net zero strategy outlines the plan or approach adopted by the housing provider to reach net zero emissions and should cover all greenhouse gas emissions (i.e. scope 1, 2 and 3 emissions).

The strategy will likely involve the housing provider undertaking a variety of activities, such as improving the energy efficiency of existing buildings, increasing the use of renewable energy sources, and incorporating low-carbon materials and techniques into construction. This strategy should have set targets regarding emission reductions over time.

The housing provider should disclose whether it has a strategy (yes/no), provide a link to the housing provider's strategy, a description of key activities and plans within the strategy, and the date the organisation expects to achieve net zero. This could include separate net zero targets for Scope 1 & 2, and Scope 3. If the strategy is being developed but not yet complete, this can still be commented on and its status clearly disclosed.

For enhanced reporting:

The disclosure should state whether the housing provider's net zero commitment is SBTi-aligned (yes/no). The Science Based Targets initiative (SBTi) is a corporate climate action organisation that enables companies and financial institutions worldwide to play their part in combating the climate crisis. More information can be found here: <https://sciencebasedtargets.org/>.

The disclosure should state whether the housing provider has a costed transition plan (yes/no). This is a detailed roadmap that outlines the steps, investments, risks, and financial considerations necessary for the housing provider to achieve its net zero emissions. For more information, please see the Transition Plan Taskforce overseen by the IFRS Foundation, available here: <https://transitiontaskforce.net/>. If the transition plan is being developed but not yet complete, this can still be commented on and its status clearly disclosed.

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?

C4E: Number of homes that have been retrofitted in the last financial year [# of homes].

Homes that have been retrofitted in the last financial year as a percentage of the total homes the housing provider needs to retrofit to meet its net zero commitments [%].

Guidance

Retrofit activities refer to the process of upgrading, modifying, or enhancing existing buildings, infrastructure, systems, or equipment to improve the thermal performance, energy demand, or reduce carbon emissions.

Responses may include:

- A description of the housing provider's stock with reference to EPC and SAP scores and related portfolio targets.
- A description of the housing provider's stock by heating source.
- The number of homes that were brought to (or closer to) EPC C within the reporting period.
- The EPC or SAP uplift experienced by homes within the reporting period.
- How representative the number of homes that received significant retrofit activities are, as a proportion of the total number of homes that require retrofit works by 2030 (i.e. to be EPC C) and by 2050 (i.e. to be net zero).
- Plans and targets to retrofit under-performing homes going forward (e.g. % homes per year etc.), and how the housing provider plans to tackle more challenging properties.
- The cost of retrofit activities undertaken within the last financial year, and the source of funding.

For enhanced reporting:

Disclosure should include the total number of homes that have been retrofitted within the last year. These are homes that, as a result of works carried out to the property, have seen a material improvement in environmental performance.

These figures should then be reported as a percentage of the total number of homes that the housing provider still needs to retrofit (as of the beginning of the reporting year) to meet its net zero commitments.

C5: Scope 1, Scope 2, and Scope 3 Greenhouse Gas emissions [tonnes CO₂e]

Total emissions per home [tonnes CO₂e/home]

If unable to report emissions data, please state when the housing provider is expected to be able to do so.

C5E: Does the housing provider qualify for SECR reporting? [Yes/No]

SECR Intensity Ratio for Total emissions (Scope 1 & 2) [tonnes CO₂e/m²].

Guidance

The Greenhouse Gas (GHG) Protocol is a widely used international framework for measuring and managing greenhouse gas emissions (<https://ghgprotocol.org/>). The GHG Protocol specifies the Scope 1, 2 and 3 emission types:

- Scope 1: Direct GHG emissions from sources that are owned or controlled by the housing provider.
- Scope 2: Indirect GHG emissions from the generation of purchased electricity, steam, heating and cooling consumed by the housing provider.
- Scope 3: Indirect GHG emissions that occur in the value chain of the housing provider, including both upstream and downstream emissions.

Landlords should report on “regulated emissions” from their homes – emissions that arise due to the (in)efficiency of the home fabric and the heating system which the landlord has control. These are different to the “unregulated emissions” which are due to plug-in appliances (usage from TVs, fridges, etc.) which are more in the control of residents. As there is very limited influence landlords can have over unregulated emissions, these are not typically included in Scope 3 emissions.

Please report total Scope 1 and total Scope 2 emissions separately. This should be reported in tonnes of CO₂ emissions. For a detailed methodology for calculating Scope 1 and 2 emissions, please see here: <https://www.futurehomes.org.uk/climate-and-environmental-metrics>.

For Scope 3 emissions, housing providers should divide up emissions into the 15 distinct categories as specified by the GHG Protocol. These 15 categories cover a comprehensive view of an organisation’s value chain emissions, making it easier for organisations to identify and prioritise areas for

reduction. Further information on the categories is accessible here: <https://ghgprotocol.org/scope-3-calculation-guidance-2> – and are:

- Category 1 – Purchased goods and services
- Category 2 – Capital goods
- Category 3 – Fuel- and energy-related activities
- Category 4 – Upstream transportation and distribution
- Category 5 – Waste generated in operations
- Category 6 – Business travel
- Category 7 – Employee commuting
- Category 8 – Upstream leased assets
- Category 9 – Downstream transportation and distribution
- Category 10 – Processing of sold products
- Category 11 – Use of sold products
- Category 12 – End-of-life treatment of sold products
- Category 13 – Downstream leased assets
- Category 14 – Franchises
- Category 15 – Investments

The materiality of each of the 15 categories can vary significantly for housing providers, depending on their operational focus, the nature of their activities, and the specific contexts in which they operate. Likely, ‘Purchased goods and services’, ‘Capital goods’, ‘Use of sold products’, and ‘Downstream leased assets’ will be the most material, although this may not necessarily be the case. Not every category will be material to a housing provider.

Similarly, the accuracy, confidence, and reliability of data collection and calculations can vary significantly across the 15 categories. It’s hoped that reporting against the 15 categories (or those that are material), instead of providing a single aggregate figure (i.e. total Scope 3 emissions), will enhance both transparency and flexibility for organisations, and provide greater insight into where and how GHG emissions are changing over time. This also enables housing providers to disclose their confidence – in

terms of accuracy, reliability and completeness of data collection, calculation, and reporting – for each material category, rather than for Scope 3 emissions as a whole.

Housing providers should disclose (or direct the reader to where this information is otherwise disclosed) where they have used modelled data, or where data collection, calculation, and reporting practices have changed over time so that year-on-year comparisons are no longer accurate.

The GHG Protocol, along with other GHG emissions reporting frameworks recommend using intensity ratios (e.g. emissions per unit of output of revenue). This helps contextualise emissions data, making it easier to track performance over time and compare with industry benchmarks. Total emissions per home can be calculated by dividing the housing provider's total Scope 1, 2, and 3 GHG emissions by the housing provider's total number of homes.

The total number of homes should include both existing and new homes. Only homes for which the housing provider has responsibility for, and control over, the energy efficiency standards of the homes should be counted. This includes homes that are owned by the housing provider, and could include managed stock or shared ownership homes, where appropriate. Homes built for sale, as well as non-residential units, should not be included in this breakdown. The total number of homes reported here should, therefore, equal the total number of homes included in Criterion 1 and Criterion 2 combined.

If unable to report emissions data, please state when the housing provider is expected to be able to do so.

For enhanced reporting:

Introduced in 2019, the Streamlined Energy and Carbon Reporting (SECR) is a UK regulatory framework designed to improve the transparency of energy and carbon emissions reporting among large businesses and certain public sector organisations. More information can be found here: [Environmental reporting guidelines: including Streamlined Energy and Carbon Reporting requirements - GOV.UK](#)

Disclosures should include whether the housing provider qualifies for SECR reporting (yes/no). Housing providers qualify for SECR reporting if it is a large company that meets two or more of the following:

- Turnover (or gross income) of £36m or more;
- Balance sheet assets of £18m or more; or
- 250 employees or more

For organisations that do qualify for SECR reporting, please disclose the SECR Intensity Ratio for total emissions (tonnes CO₂e/m²). Please note that, counter to the GHG Protocol, SECR does not mandate Scope 3 reporting, and therefore the intensity ratio includes only Scope 1 and 2 GHG emissions divided by the total floor area of the housing provider's homes.

C6: Has the housing provider mapped and assessed the increased flood risks to its homes caused by climate change in the last 2 years?

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?

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?

C6-8E: Has the housing provider mapped and assessed any other additional climate risks, such as wildfire or storms, to its homes in the last 2 years?

How is the housing provider mitigating these risks?

Has the housing provider assessed its climate-related transition risks?

How is the housing provider mitigating these risks?

Guidance

Climate risks refer to the potential negative effects that climate change can have on human and natural systems, as defined by the Intergovernmental Panel on Climate Change (IPCC). For more information please visit: <https://www.ipcc.ch>.

This concept encompasses a variety of factors including exposure, vulnerability, and the severity of climate-related hazards, and can cover physical risks, transition risks, reputation risks, socioeconomic risks, and liability risks.

This criterion should provide an indication of the resilience of the housing provider's entire portfolio of homes, and operations more broadly, in the face of increasing climate-related risks. Disclosures should include a description of the process by which climate risks are identified, assessed, and mitigated. This should include reference to flood, water stress, and overheating risks as they relate to homes. Housing providers should disclose the framework or approach used, such as the IPCC Risk Framework or ISO 14090:2019, and should refer to the frequency and mechanisms through which this assessment is conducted.

Disclosures should include information on the Board's oversight on climate risk assessments and the adherence to mitigation plans. This includes reference to the individuals or positions responsible for monitoring compliance, as well as the mechanisms through which climate risks are reviewed at the Board level.

For enhanced reporting:

The housing provider can expand on any other potential climate risks that it has mapped and assessed.

As defined in IFRS S2, transition risks are risks that arise from efforts to transition to a lower-carbon economy. Transition risks include policy, legal, technological, market and reputational risks. These risks could carry financial implications for an entity, such as increased operating costs or asset impairment due to new or amended climate-related regulations. For more information on what is considered a transition risk, see the TCFD's 'Recommendations of the Task Force on Climate-related Financial Disclosures' (found here: <https://www.fsb-tcfd.org/recommendations>, pages 5-6 and 10-11). Reporting should include which risks (policy & legal, technology, market, and/or reputation) have been mapped and assessed, and how the housing provider is mitigating these risks.

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?

C9E: Average Biodiversity Net Gain (BNG) per development, of developments that have gained planning permission in the past year.

Does the housing provider have a Biodiversity Net Gain target for new homes? Does this exceed minimum requirements?

Guidance

Biodiversity is the number and variety of living things (such as plants, animals, and fungi) that live in a particular area. Nature recovery involves protecting and enhancing biodiversity across various landscapes. A housing provider's biodiversity strategy should set out how the provider will measurably increase biodiversity on its land to maximise the services we get from nature. This should involve an assessment of the habitats that are found on the provider's land, the priorities for protecting and improving natural habitats, and the impacts the activities of the provider will have on local biodiversity. The strategy should set out actions for improving biodiversity based on that information. This could include creating wildflower meadows on grassland, planting hedges and woodland, and installing bird boxes, bat boxes, and insect hotels. It could also include any public engagement and promotion of biodiversity. The housing provider's disclosure can describe any KPIs or targets included within the strategy and an update on progress against these, if appropriate.

For enhanced reporting:

Biodiversity Net Gain (BNG) is an approach to development that makes sure that habitats for wildlife are left in a measurably better state than they were before the development. BNG is calculated using the statutory biodiversity metric tool (and supplementary guides), available here: <https://www.gov.uk/government/publications/statutory-biodiversity-metric-tools-and-guides>

Disclose the Biodiversity Net Gain (BNG) of new, planned developments – all schemes that have been awarded planning permission in the last 12 months.

To calculate BNG the housing provider should capture:

1. Biodiversity units pre-development, across all relevant schemes (as a baseline)
2. Biodiversity units planned, post-development across all relevant schemes
3. Number of developments granted planning permission during the reporting period

A detailed methodology can be found here: <https://www.futurehomes.org.uk/climate-and-environmental-metrics>.

There is no expectation for housing providers in Scotland, Wales, or Northern Ireland to report this enhanced criterion.

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?

Guidance

A strategy (as referred to in C10 to C13) is an agreed upon approach the housing provider has committed to implementing. It does not have to be a published stand-alone document, but there is an expectation that it is in written form so that it can be referred to.

Pollutants are substances or materials that impact the environment and its creatures. Pollutants include, but are not limited to: air pollutants, asbestos, water pipes containing lead, diesel spills, disposal of paints, and PFAS.

Greenhouse gases are not included in this criterion as they are covered by C5.

Damp and mould are not included in this criterion as they are covered by C19.

Housing providers should disclose their strategy for identifying, managing, and reducing pollutants that could cause harm to the environment and people (including residents, employees, and the local community). The strategy(s) should cover both existing stock and construction activities.

Having an environmental management system that is certified to, or working towards, ISO14001 (or equivalent), would be considered best practice, and is encouraged to be disclosed.

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?

C11E: % of materials from responsible sources.

Guidance

Having a strategy in place to increase the use of responsibly sourced materials in building and repairs works demonstrates that the housing provider is committed to minimising the environmental impact that its activities have on the planet. Tracking and measuring the success of a responsible sourcing strategy is also an important mechanism in ensuring that the organisation remains invested in achieving the targets it has set out.

Best practice strategies will cover the use of materials by the housing provider and its supply chain.

For enhanced reporting:

Disclose the percentage of materials used by the housing provider for all building and repairs works that are responsibly sourced, as a proportion of the total materials used (%).

Responsibly sourced materials are those that have met (or developed using) a recognised international standard or that have been certified as from an environmentally friendly source (i.e. ISO 14001, EMAS, BES 6001 etc.).

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?

C12E: % of materials that are recycled, reused, and/or diverted from landfill.

Guidance

Having a strategy in place for waste management incorporating building materials demonstrates that the housing provider is committed to minimising the environmental impact that its activities have on the planet. Tracking and measuring the success of a waste management strategy is also an important mechanism in ensuring that the organisation remains invested in achieving the targets it has set out.

The waste management strategy should incorporate building materials and cover both hazardous and non-hazardous waste.

This criterion is aimed at waste that is directly or indirectly produced by the housing provider, rather than domestic, residential waste.

For enhanced reporting:

Disclose the percentage of materials that are recycled, reused, and/or diverted from landfill as a proportion of total waste material (%). This should exclude hazardous materials.

If the housing provider only measures and reports this in relation to development activities, this should be clearly disclosed.

C13: Does the housing provider have a strategy for water management?
If so, how does the housing provider target and measure performance?

C13E: Average internal water efficiency of completed homes in past year [litres/person/day].

Guidance

Having a strategy in place for good water management demonstrates that the housing provider is committed to minimising the environmental impact that its activities have on the planet. Tracking and measuring the success of a water management strategy is also an important mechanism in ensuring that the organisation remains invested in achieving the targets it has set out.

The water management strategy should cover both homes and corporate operations including development.

For enhanced reporting:

Housing providers may track the water efficiency of new homes by considering:
Average internal water efficiency of completed homes in past year (litres/person/day).

A detailed methodology for how to calculate this metric can be found here: <https://www.futurehomes.org.uk/climate-and-environmental-metrics>.

There is no expectation for housing providers in Scotland to report this enhanced criterion.

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?

C14E: What is the relative weighting of environmental impact considerations in procurement policies?

How does the housing provider monitor supply chain risks, and what initiatives has the housing provider taken to drive higher sustainability performance across its supply chain?

Guidance

Sustainability in procurement refers to the positive impact (or reduction in negative environmental impact) that purchasing decisions can have on the environment beyond simply acquiring goods and services at the best price. This can include requiring contractors to reach certain sustainability standards, to use materials from responsible sources, or have environmental protection policies, for example.

Responses should also include a description of the measures that are in place to monitor the sustainability of its supply chain.

For enhanced reporting:

Housing providers should disclose the relative weighting of environmental impact considerations in its procurement policies.

This can be a fixed weighting applied to all procurement contracts. For example, an organisation might allocate 10% of procurement scoring to environmental considerations delivery across all contracts. However, in some cases, the weighting may vary depending on the type or value of the contract. In these instances, we ask for a simple average of the environmental weightings across all contracts, without factoring in contract value.

For example, if two contracts have an environmental weighting of 10%, and three contracts have a weighting of 50%, the simple average is 34% (calculated as: $(10+10+50+50+50) / 5 = 34\%$).

This calculation reflects the average weighting across all contracts, regardless of their individual values. No adjustment based on contract value is required.

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)

Guidance

Only rent should be included in this calculation (i.e. does not include service charge).

The rent values can either be an average per home over the 12-month reporting period, or the rent level per home as at the end of the reporting period (i.e. rent as at financial year end, 31st March).

Rent compared to PRS:

The % difference between the average rent of units and the average private rental sector rent (based on the Price Index of Private Rents (PIPR) for that Local Authority).

Rental data for each Local Authority in the UK (England, Scotland, Northern Ireland and Wales) can be found at [Price Index of Private Rents, UK: monthly price statistics - Office for National Statistics](#).

% difference between Housing Provider Rent and the Private Rented Sector=

$$1 - \frac{\sum n_{LA} \left(\frac{PRS_{LA} - HP_{LA}}{PRS_{LA}} \right)}{n}$$

n_{LA} = Number of homes in the Local Authority managed by the Housing Provider.

PRS_{LA} = Average Private Rented Sector rent in the Local Authority, across all size of home.

HP_{LA} = Average Housing Provider rent in the Local Authority, across all size of home.

Worked example:

A Housing provider is based in three Local Authorities:

LA 1: 350 homes, Average rent = £650/month,

Average PRS rent = £830/month

LA 2: 30 homes, Average rent = £400/month,

Average PRS rent = £750/month

LA 3: 800 homes, Average rent = £780/month,

Average PRS rent = £900/month

% difference between Housing Provider Rent and the Private Rented Sector=

$$1 - \frac{350 \left(\frac{830 - 650}{830} \right) + 30 \left(\frac{750 - 400}{750} \right) + 800 \left(\frac{900 - 780}{900} \right)}{1180}$$

= Housing Provider rent is 83% of PRS

Rent compared to LHA:

The % difference between average rent and the relevant Local Housing Allowance.

Whilst figures can be disaggregated by number of beds, Local Authority etc., please report one portfolio wide figure for % of PRS rent and/or % of LHA rent.

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

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

C17E: Number homes disposed of in the last 12 months, by tenure type.

Number of homes acquired in the last 12 months, by tenure type.

Guidance

Both % and number of homes should be provided to get an understanding of scale and composition of a housing provider's stock by tenure type. Disclosures should reflect the housing provider's stock at a point in time (i.e. the portfolio as at financial year end).

'Existing' homes are those that reached practical completion before the start of the last financial year (i.e. before 1st April). If stock has been transferred or acquired by the housing provider within the reporting period, but which completed construction before the last financial year, it is still to be included in Criterion 16. It is the date of construction – not the date that the home entered the housing provider's portfolio – which is being considered here.

'New' homes are new build homes. That is, homes that reached practical completion within the last financial year (i.e. after 31st March). This does not include homes in the pipeline, under construction or that have reached partial completion.

Unlike Criteria 2, homes that have been built for outright sale should be included in this criterion. Non-residential units should remain excluded from all reporting.

Housing providers should report the number of existing/new units, so 10 units within one care home building should be counted as 10 homes.

In your ESG Report, please specify your breakdown of 'Other' homes (this is not required in the SRS Criteria v2.1 Input Tool).

See <https://www.gov.uk/government/statistics/private-registered-provider-social-housing-stock-and-rents-in-england-2024-to-2025/technical-notes-and-definitions> for tenure definitions.

For enhanced reporting:

Disclose the number of homes disposed of and acquired in the reporting period (i.e. the last financial year), by tenure type, as two separate figures. Please note that it is the date that the home entered the housing provider's portfolio - rather than the date that it was constructed - that is considered here. Both new and existing homes (i.e. those that are new build and old stock) can be included in these figures.

C18: How is the housing provider trying to reduce the effect of high energy costs on its residents?

Guidance

This criterion highlights the effects of fuel costs on the affordability of homes for residents, demonstrating the housing provider's consideration of additional costs for residents, as well as their focus on maximising the energy efficiency of homes.

Given the focus on retrofit activities in Criterion 4, disclosures should focus on describing the support services provided to residents, although a description of retrofit works can also be included, if seen as appropriate.

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.

Guidance

This criterion is included to ensure that the housing provider's portfolio of homes meets the minimum compliance and safety requirements. Meeting internal policies and legal requirements should be seen as the minimum expectation, rather than exemplary.

Disclosures should reflect the housing provider's stock at a point in time (i.e. the portfolio as at financial year end), and should be reported as a % of the total number of homes for which the assessment is required. For gas safety checks, fire safety regulations, and electrical safety checks, it is likely to be for all homes, whereas for asbestos, legionella, and lift safety checks, it is likely to only be for a portion of total homes.

All metrics should be reported on a unit-level basis, representing the proportion of homes that are compliant or covered by the relevant safety checks at the reporting date. For example, where a fire risk assessment is in date for a building containing 100 homes, this should be reported as 100 compliant homes.

Fire risk assessments:

- In England, Wales, and Northern Ireland, housing providers should report: % of homes for which required fire risk assessments have been carried out.
- In Scotland: % of homes that have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed (in line with ARC, no. 30).

C20: What % of homes meet the national housing quality standard?
Of those which fail, what is the housing provider doing to address these failings?

C20E: What is the target date for bringing homes that do not meet the standard into compliance?

Guidance

Report the percentage of the housing provider's owned and/or managed homes that meet the relevant national housing quality standard, as a proportion of the total number of homes owned and/or managed (%).

Disclosures should reflect the housing provider's stock at a point in time (i.e. the portfolio as at financial year end).

Examples of national quality standards include the Decent Homes Standard (for England and Northern Ireland), the Scottish Housing Quality Standard (SHQS), and the Welsh Housing Quality Standard.

For Scottish housing providers (reporting against the SHQS) please report the percentage of homes that have met the standard, rather than the percentage of homes that have not failed. This means that exemptions/abeyances should not be included in this calculation.

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?

C21E: Average time to 'make safe' Emergency hazards.
Average time to 'make safe' Significant hazards.

Guidance

Responses should include reference to both Category 1 and Category 2 Hazards as defined by the Housing Health and Safety Rating System (HHSRS). More information available here: <https://www.gov.uk/government/publications/housing-health-and-safety-rating-system-guidance-for-landlords-and-property-related-professionals>.

Responses should also include a description of resident engagement and communication around damp and mould, the reporting processes between residents and the housing provider, and the provision of advice around home ventilation.

For enhanced reporting:

In England and Wales, Awaab's Law introduced legally enforceable timelines for housing providers to investigate hazards, communicate findings to residents, and make safe or repair hazards. These regulations have not yet been introduced in Scotland or Northern Ireland and as such there is no expectation for housing providers from these nations to be able to report this enhanced criterion.

An Emergency hazard is a hazard posing an immediate and serious risk to health or safety, requiring urgent action (typically within 24 hours).

A Significant Hazard is a hazard posing a material risk to health or safety, but not requiring immediate emergency intervention.

The housing provider should report this as the mean number of days it took to 'make safe' each hazard type.

C22: What are the results of the housing provider's most recent tenant satisfaction survey?
How has the housing provider acted on these results?

Guidance

Report the results of the housing provider's most recent tenant satisfaction survey and how the housing provider has acted on these results.

Response should include:

- The date the survey was conducted. This may be within the reporting period or prior to it.
- The number of residents who responded and how representative these respondents are as a percentage of the total number of residents (%).
- The sampling method used.

Response to include results from:

- England's Tenant Satisfaction Measures (TSM)
TPO1: "Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?"
- Scottish Social Housing Charter: "4.1 Satisfaction with the overall service provided"
- Welsh Social Landlord Tenant Satisfaction survey question: "How satisfied or dissatisfied are you with the service provided by your social landlord?"

C23: What arrangements are in place to enable residents to hold management to account for the provision of services?

Guidance

Empowering residents to hold their landlords to account is a key method for social landlords to differentiate themselves from private landlords.

Report the arrangements that are in place to enable residents to hold management to account for the provision of services. This can include, but is not limited to, resident scrutiny panels, resident feedback channels, and board representation.

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?

C24E: Ombudsman maladministration rate [%].

Ombudsman severe maladministration rate [%].

Guidance

Report one, or both, of the following metrics, depending on the data you collected and reported to the Ombudsman.

- The percentage of Stage 1 and Stage 2 complaints that were responded to within the timeframes set out by the Ombudsman that applies to your nation. Please state which target timeframe you are using in your response.
- The average length of time in full working days it takes to respond to Stage 1 and Stage 2 complaints.

The national Ombudsman includes the Housing Ombudsman Service (HOS) in England, the Scottish Public Services Ombudsman (SPSO) in Scotland, the Public Services Ombudsman for Wales, or the Northern Ireland Public Services Ombudsman (NIPSO) for Northern Ireland. Please note, due to potential differences in reporting period, the figure reported here may differ from that reported to the national Ombudsman.

For enhanced reporting:

Housing providers operating in England should receive this figure from the Housing Ombudsman. There is no expectation for housing providers who haven't received this figure to calculate it.

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

C25E: Social Value calculations (including monetisations) of all resident support services and placemaking activities [£].

Guidance

Disclosures should summarise the additional support provided to tenants in the last 12 months, structured under employment and skills, wellbeing and mental health, and support for vulnerable tenants. Housing providers can also detail any other support services it offers to residents that it would like to highlight, for example, financial wellbeing support. Housing providers should describe the nature of interventions, the target groups reached, delivery partners where relevant, and the intended outcomes for residents.

To avoid potential overlap between C25 and C26, housing providers should follow the general rule that support provided to individual tenants should be reported in C25, whereas events and activities delivered to groups/communities should be reported in C26. Ultimately, it is up to the housing provider's discretion which criterion its chosen example is included in.

For enhanced reporting:

Housing providers should quantify the social value of these activities, using recognised social value methodologies where possible. This may include monetised estimates of outcomes such as improved employability, reduced demand on public services, or enhanced wellbeing. Providers should state the methodology used, any limitations, and ensure figures are proportionate, transparent, and comparable year-on-year.

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

Guidance

Disclosures should summarise placemaking interventions made in the last 12 months to foster stronger communities and places. Responses should cover both physical changes to shared spaces or the public realm (such as improvements to communal areas, estates, or neighbourhood infrastructure) and non-physical interventions, including events, activities, and signposting to local services and community groups. Housing providers should describe the purpose of each intervention, the communities or resident groups targeted, and how these actions contribute to improved community cohesion, wellbeing, or sense of place. Where relevant, providers may also describe delivery partners and any early indicators of impact.

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?

C27E: What is the relative weighting of Social Value considerations in procurement policies?

How much Social Value has been delivered from the housing provider's supply chain in the last 12 months?

Guidance

Describe how social value creation is considered by the housing provider when procuring goods and services.

Social value in procurement refers to the positive impact (or reduction of negative impact) that purchasing decisions can have on society beyond simply acquiring goods and services at the best price. The housing sector has the potential to deliver social value in multiple ways, such as through contracting local businesses and social enterprises and creating job opportunities for residents.

For enhanced reporting:

Housing providers should disclose the relative weighting of social value and environmental impact considerations in its procurement policies.

This can be a fixed weighting applied to all procurement contracts. For example, an organisation might allocate 10% of procurement scoring to social value delivery across all contracts. However, in some cases, the weighting may vary depending on the type or value of the contract. In these instances, we ask for a simple average of the social value weightings across all contracts, without factoring in contract value.

For example, if two contracts have a social value weighting of 10%, and three contracts have a weighting of 50%, the simple average is 34% (calculated as: $(10+10+50+50+50) / 5 = 34\%$).

This calculation reflects the average weighting across all contracts, regardless of their individual values. No adjustment based on contract value is required.

Housing providers should also disclose how much social value has been delivered from the housing provider's supply chain in the reporting period. If housing providers choose to, the approach and methodology should be clearly disclosed or referenced. It is important that figures are contextualised to give them meaning.

C28: What is the housing provider's most recent regulatory grading/status?

Guidance

Report the housing provider's most recent regulatory grading/status. For example, English housing providers will have a numerical V/G/C grading (i.e. V1/G2/C1), Welsh housing providers will have a "Standard, Increased Intervention or Statutory Action" grading, and Scottish housing providers will have a "Compliant, Working Towards Compliance or Statutory Action" status.

C29: Explain how the housing provider's board manages ESG risks.

Are ESG risks incorporated in the housing provider's risk register?

C29E: Is the housing provider required to report against TCFD? [Yes/No]

If yes, is the housing provider doing so? [Yes/No]

Guidance

Describe how the housing provider's board manages ESG risks, and whether ESG risks are incorporated into the housing provider's risk register.

ESG risks refer to the potential negative impacts that environmental, social, and governance (ESG) factors can have on an organisation's financial performance, operations, reputation, and overall sustainability. These risks are becoming increasingly important as investors, regulators, and other stakeholders emphasise the need for businesses to manage their ESG-related challenges. The 12 thematic areas of the SRS are the ESG areas considered relevant and material to housing providers and provide a good indication of ESG risks facing housing providers. The way a housing provider uses its Risk Management Framework should provide a clear view of how they handle and mitigate ESG risks.

For enhanced reporting:

Disclose if the housing provider is required to report against the TCFD recommendations (now part of IFRS), (yes/no). If yes, the organisation should state whether it is currently doing so (yes/no).

Established in 2015 by the Financial Stability Board - an international body that monitors and advises the global financial system - the Task Force on Climate-Related Financial Disclosures (TCFD) is a set of recommendations for disclosing climate-related financial risks and opportunities in mainstream corporate reporting. The framework asks companies to report on how climate change will affect their business in a consistent, comparable, and reliable way. It aims to enable businesses, investors, lenders, and other stakeholders to make more informed financial decisions.

The UK became the first country to make reporting mandatory in 2021, with the following entities falling within scope:

- All UK companies that are currently required to produce a Non-Financial Information Statement. This includes UK companies that have more than 500 employees and are either traded companies, banking companies, or insurance companies.
- UK registered companies of LLPs with more than 500 employees and with securities admitted to AIM/ a turnover of more than £500m.

Where relevant, the disclosures are required at a group level. This means the reporting requirements and scope thresholds apply on a consolidated basis. If any entity in a group had more than 500 employees and an aggregate turnover of more than £500m net, then the parent company would be within the scope of the requirements.

To assess whether the housing provider is within scope, please visit: <https://www.gov.uk/government/publications/tcf-aligned-disclosure-application-guidance/task-force-on-climate-related-financial-disclosure-tcf-aligned-disclosure-application-guidance>

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?

C30E: If yes, describe.

Guidance

Report if the housing provider has been the subject of any adverse regulatory findings in the reporting period (data protection breaches, bribery, money laundering, HSE breaches etc.) that resulted in enforcement or other equivalent action.

This should not include complaints reported to the Housing Ombudsman, as these are captured in C24.

This criterion is included to raise any issues that have adversely affected the housing provider in the reporting year. It serves an important purpose in ensuring that any issues relating to the organisation's governance are disclosed to investors.

For enhanced reporting:

If the housing provider has answered 'Yes' to this criterion, the housing provider should describe the adverse regulatory findings.

C31: How does the housing provider ensure it gets input from a diverse range of people into the governance processes?

Guidance

Disclosures should explain how the housing provider ensures that governance processes are informed by input from a diverse range of people. This may include mechanisms to engage residents, staff, and other stakeholders with different backgrounds, experiences, and perspectives, particularly those who are under-represented in decision-making. Housing providers should describe the channels used to gather input (such as resident panels, consultations, co-design activities, or advisory groups) and how this input is considered by the board or its committees. Where relevant, providers may also outline how they monitor and review the effectiveness of these arrangements.

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?

Guidance

Disclosures should explain whether the housing provider has policies that incorporate Equality, Diversity and Inclusion (EDI) into the recruitment and selection of board members and senior management, and how these policies are applied in practice. This may include commitments to fair and transparent recruitment processes, diverse shortlisting, use of inclusive language in role profiles, diverse appointment panels, recognised EDI accreditations or commitments (e.g. the Disability Confident Scheme), and training to address unconscious bias. Housing providers should describe how these policies are monitored and embedded within governance arrangements.

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?

Guidance

Report the percentage of the housing provider's Board and senior management that have turned over in the last two years. Separate figures should be provided for the Board and management. Each figure should cover the last two years and be the total turnover (i.e. including all termination reasons such as voluntary and non-voluntary).

Worked example:

There are 10 members of the management team, one member left and was replaced in the 2023/24 financial year. In 2022/23 two members left and were replaced. Thereby, management team turnover is 30%.

$$1+2 = 3$$

$$3/10 = 0.3 = 30\%$$

Senior management consists of senior employees who work together to manage and lead the organisation. Typically, this is members of the executive team who are the highest level of managers in an organisation, immediately below the Board of Directors. Housing providers should disclose who it considered to be senior management in the response.

C34: Number of board members on the housing provider's Audit Committee with recent and relevant financial experience.

Guidance

Report the absolute number of Board members on the housing provider's Audit Committee with recent and relevant financial experience. For example, if 4 of the 8 Board members who sit on the Audit Committee have recent and relevant financial experience, the response should be 4. Housing providers are encouraged to describe the financial experience of each individual or as a collective.

C35: What % of the housing provider's board are non-executive directors?

Guidance

Report the percentage of the housing provider's Board that are non-executive directors. For example, if 4 of the 8 Board members are non-executive directors, the response should be 50%. Non-executive directors are members of the housing provider's Board of directors who aren't company employees. This means that they don't engage in the day-to-day management of the organisation and act as an independent advisor, and so would exclude the Chief Executive if they were also a Board member, for example.

C36: For how many years has the housing provider's current external audit firm partner been responsible for auditing the accounts?

Guidance

Report how many years the housing provider's current external audit firm partner has been responsible for auditing the organisation's accounts. This should be an absolute number representing the number of whole years.

This is a standard question asked by investors; where the same auditor has been used for many years, there is a concern that over time there will be a conflict of interest and therefore a lack of scrutiny.

C37: When was the last independently-run, board-effectiveness review?

Guidance

Report when the last independently-run, Board-effectiveness review took place. This should be a date, reported as a month and year (MM/YYYY). A Board-effectiveness review is a comprehensive evaluation of a company's board of directors, aimed at assessing how well the Board is fulfilling its duties and responsibilities. The review focuses on the Board's overall performance, decision-making processes, governance practices, and how effectively it contributes to the organisation's success.

C38: How does the housing provider handle conflicts of interest at the board?

Guidance

Report how the housing provider handles conflicts of interest at the Board. Boards handle conflicts of interest through established policies and procedures designed to identify, manage, and mitigate situations where a board member's personal interests may interfere with their fiduciary duties. Proper management of conflicts ensures that board decisions remain fair, transparent, and in the best interests of the organisation. As housing providers grow, the chance of conflict of interest is likely to increase.

C39: Does the housing provider pay the Real Living Wage?

Guidance

Disclose if the housing provider pays the Real Living Wage. This includes all part- and full-time employees. Where apprentices and/or contractors have been included, this should be clearly disclosed.

The Real Living Wage is calculated and set by the Living Wage Foundation. Visit here for more information:

<https://www.livingwage.org.uk/>

Note that the Real Living Wage is different to, and higher than, the Minimum Wage and the National Living Wage. It is a rate based on the cost of living and is voluntarily paid by over 16,000 UK businesses.

Housing providers do not need to be an Accredited Living Wage Employer to answer yes to this question.

C40: What is the housing provider's median gender pay gap?

Guidance

Report the housing provider's median gender pay gap. This reflects the difference between the middle value of male and female pay, showing how pay distribution differs between genders.

This should be calculated in line with the UK government standard, available here: <https://www.gov.uk/guidance/gender-pay-gap-reporting-overview>

C41: What is the housing provider's CEO: median worker pay ratio?

Guidance

Report the housing provider's CEO: median worker pay ratio. This is a metric that compares the compensation of a company's Chief Executive Officer (CEO) to the median pay of its employees. The ratio provides insight into the income inequality that may exist within the organisation.

This should be calculated in line with the UK government standard, available here: <https://www.legislation.gov.uk/uksi/2018/860/regulation/17/made>

C42: How is the housing provider ensuring equality, diversity and inclusion (EDI) is promoted across its staff?

Guidance

Report how the housing provider is ensuring that equality, diversity, and inclusion (EDI) is promoted across its staff. Disclosures should provide a description of any EDI policy(s) and how it is operationalised within the organisation.

C43: What activity has the housing provider undertaken over the last 12 months to support the physical and mental health of its staff?

What impact has this had on staff and the wider organisation?

Guidance

Describe the actions taken by the housing provider to support the physical and mental health of its staff. This can include, but is not limited to, actions taken to create a positive work environment such as promoting a healthy work-life-balance, ensuring manageable workloads, and encouraging open and supportive communication. It can also include the provision of mental health training, virtual counselling services, fitness programs, mindfulness and relaxation activities, health and wellness checks, team building activities and peer support groups.

Responses should also describe the impact of these actions on staff and the wider organisation, using qualitative feedback and, where available, quantitative indicators such as engagement, absence, retention, or wellbeing survey results.

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?

C44E: What % of employees have received a qualification that is relevant to their professional development within the last year?

Guidance

Describe how the housing provider supports the professional development of its staff. Professional development refers to the process of acquiring new skills, knowledge, and competencies that help individuals grow in their careers. Actions can include, but are not limited to, training and education opportunities, mentoring programmes, career development plans, access to professional networks, skill-building workshops, and feedback and performance evaluations.

For enhanced reporting:

Disclose the percentage of employees that have received at least one qualification that is relevant to their professional development within the reporting period as a proportion of the housing provider's total employees. A professional qualification is any course or training that is relevant for carrying out current or future work responsibilities for which the employee receives a certificate (or equivalent) at completion.

This should be disclosed as one percentage figure in the SRS Criteria v2.1 Input Tool, however in the housing provider's ESG report, it should be split by demographic (i.e. multiple percentage figures with corresponding narrative). Common demographic factors include age, gender, race, ethnicity, education level, job role, and location. The housing provider should split by those that it considers to be appropriate for its organisation.