# Environmental, Social and Governance (ESG) Report

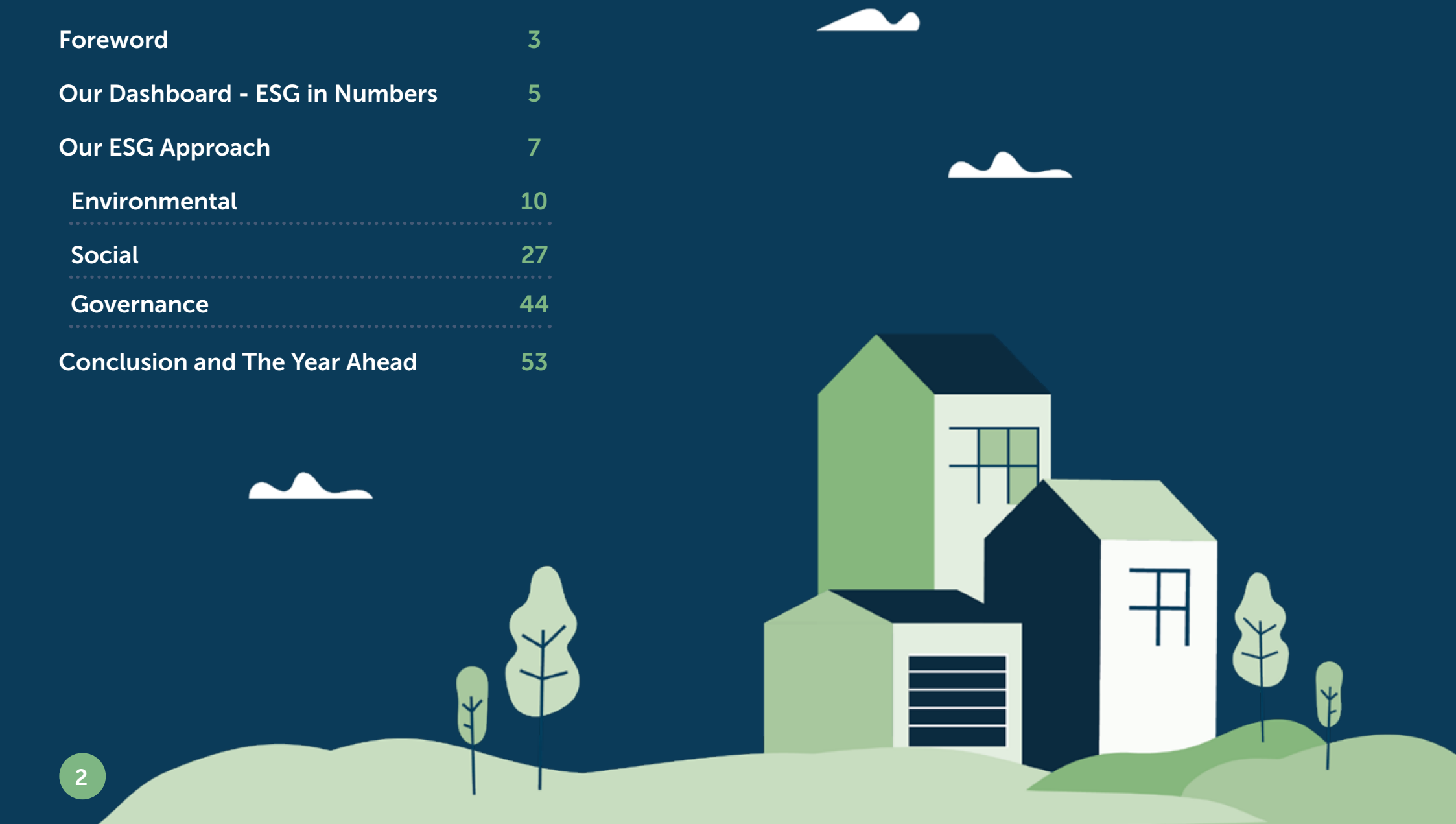
Abri

Creating communities, empowering lives

April 2024 - March 2025

# Contents





# Foreword

**Welcome to our latest environmental, social and governance (ESG) report.**

2025 has been a landmark year for the UK social housing sector. The UK Government has announced a series of measures to catalyse a social housing resurgence, invest in local places and support greater social equality across England.

It comes at a critical time. The number of children living in temporary accommodation reached a record high of 165,000 this year, and households across the country continue to grapple with the cost of living, hitting low-income families the hardest.

We believe sustainability holds the key to help address the challenges we face as a nation. We also believe we're at a crucial crossroads with climate change and the risks it presents for households across the country. Overheating and flooding are now real and present dangers to people across the UK.

Retrofit is at the centre of Abri's Net Zero Strategy, driven by a commitment to generate a positive impact for both our customers and the environment. We are committed to achieving EPC C across our entire stock by 2030, and are taking a fabric-first approach to maximise insulation and improve ventilation to minimise heat loss and improve overall efficiency.

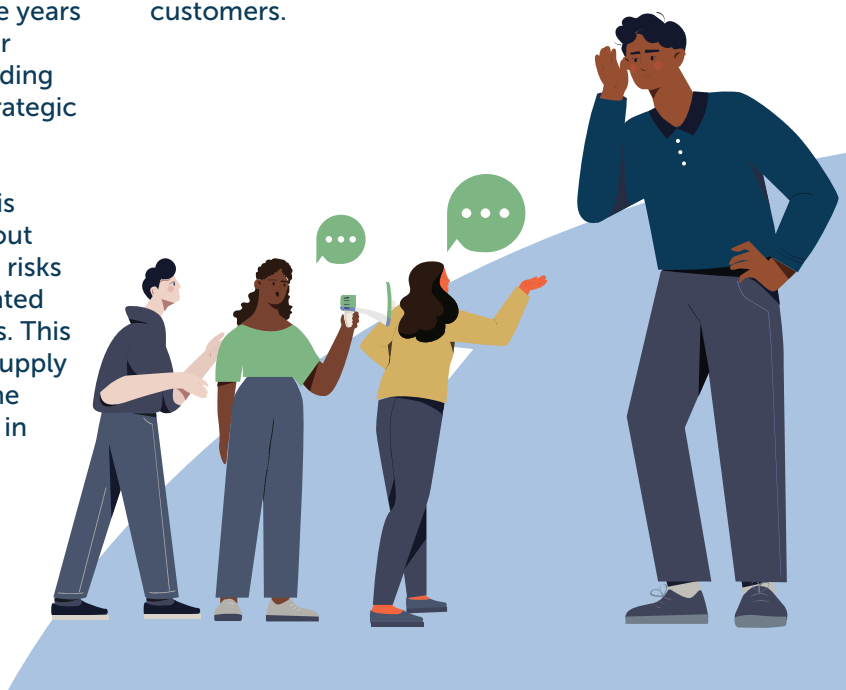
As a bare minimum, we need our homes to be energy efficient so that they are safe, warm, dry and affordable to run for all our customers. In March 2025, we secured more than £23m in funding from Wave 3 of the Warm Homes: Social Housing Fund to improve the energy efficiency of 2,800 homes over the next three years, building on the £9m funding received in previous funding rounds to improve the energy efficiency of 1,400 properties over the past 2 years.

We also need to decarbonise our business. We have a clear plan to achieve Net Zero for Scope 1 and 2 greenhouse gas emissions by 2030 and for Scope 3 by 2050, which you can read about in this report.

It's critical that we adapt to the effects of climate change that are already 'baked in'. We must work proactively to mitigate danger and disruption for our customers, colleagues and business in the years ahead. We are working hard to strengthen our resilience against severe weather events, flooding and overheating, and we view this as a key strategic priority going forward.

One key area that we have been focusing on is our supply chain. We conducted research about how our suppliers are managing their climate risks and engaged in meaningful sustainability-related discussions with some of our largest suppliers. This work culminated in Abri's first Sustainability Supply Chain Summit – hosted in partnership with the University of Southampton Business School - in June 2025.

The social element of ESG runs straight to the heart of what we stand for at Abri – and we're continuing to build on that. We were pleased to welcome Octavia into the Group this year, an organisation that comes with a distinguished heritage and whose founder, Octavia Hill, established the groundwork for the modern housing association movement and profession. Championing decent, affordable housing, a sense of community, and support for tenants, Octavia Hill proved to be a positive disruptor and reformer. Abri is committed to continue Octavia Hill's legacy today by pursuing similar ideas and beliefs that a home is far more than shelter – it is the foundation of opportunity. Abri's partnership with Octavia Housing means that we now own and manage more than 58,000 homes and various assets, serving more than 120,000 customers.



All of this comes at a time when customers and other stakeholders are, quite understandably, asking more of housing associations. This is reflected in areas like tenant satisfaction measures, consumer standards and Equality, Diversity and Inclusion (EDI), all of which are included in this report.

We know there is much to do, but we're committed to helping the sector lead the way. And we're already underway with revising and going further with stretching net zero and sustainability targets.

We hope you find this report useful and, as ever, we welcome your feedback on our progress and on how we share this information with you.

## Gary Orr

### Chief Executive

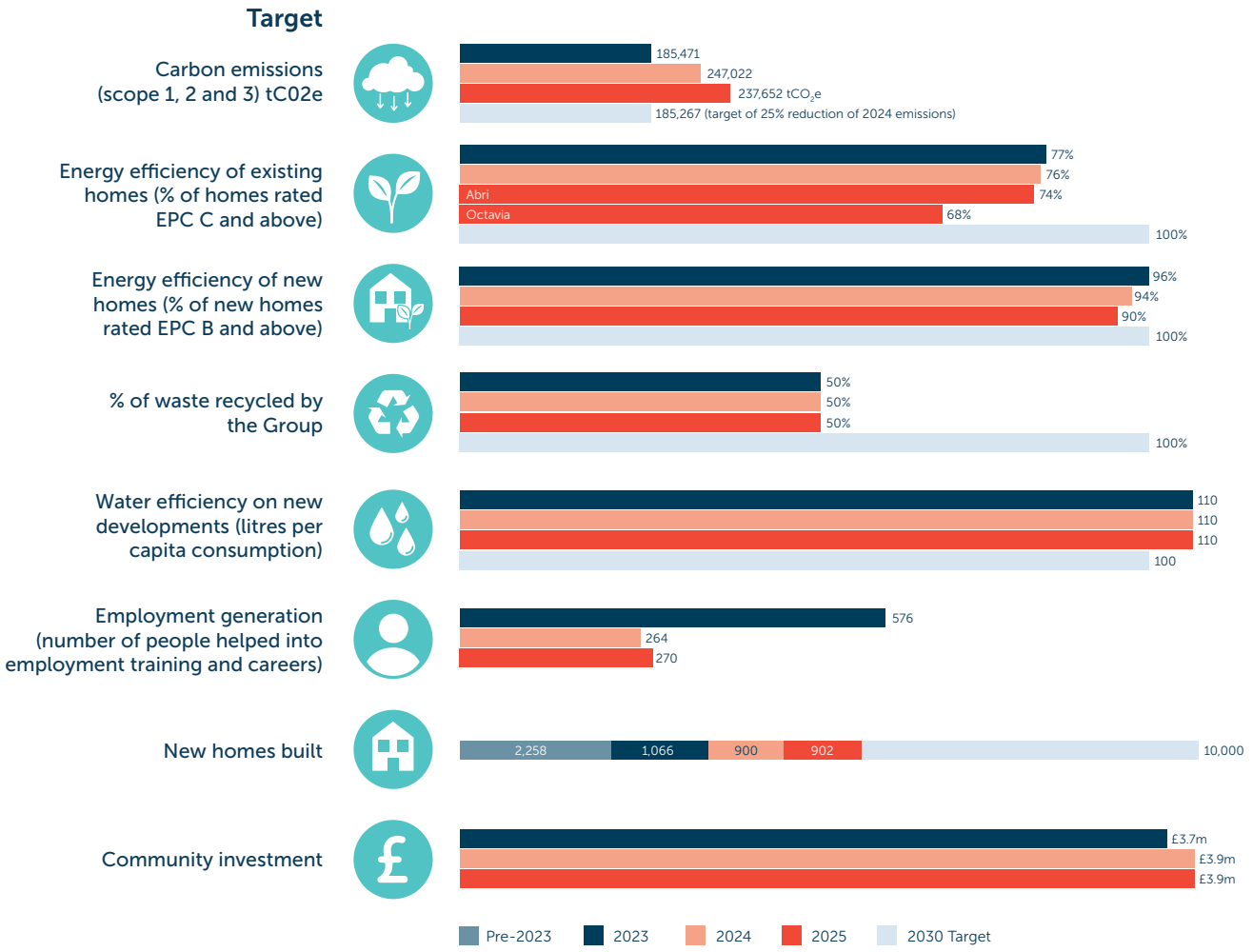
# Our Dashboard - ESG in Numbers

We are committed to showcasing our sustainability journey transparently and unambiguously. 2025 marks the third year we have shared our ESG KPI dashboard, which we created to enable all our stakeholders to track our progress.

A key change for this year is that our data includes the performance of Octavia, a 5,000-home provider in London, which joined the Abri Group in December 2024.

As we continue to grow and change as an organisation, and improve and evolve our ESG approach, we are reviewing and re-baselining some of our dashboard metrics for our next reporting round.

Given 10% biodiversity net gain is now a statutory requirement, we've removed this metric from our dashboard.




Further review of ESG forward looking targets will occur in the year ahead, following the removal of our increased BNG ambition. See Page 22 for more details.

# About Abri

Abri is one of the South of England's largest not-for-profit housing providers, owning and managing over 58,000 homes and assets and serving more than 120,000 customers. We work with over 64 local authorities, 84 parliamentary constituencies and community partners to deliver our services. We firmly believe everyone has the right to a high quality, safe, warm and sustainable home in a community where they can belong, grow and thrive.

In November 2024, Silva Homes fully integrated into the Group, with our systems, processes and data aligned so that we provide one consistent service for all our customers. We've continued to embed our new regional housing model, ensuring we're more visible and accountable to customers in our communities and that we use data and customer feedback to drive meaningful change and service improvements.

In December 2024, Abri welcomed Octavia Housing (Octavia) into the Group. Octavia provides homes, support and care for people in Central and West London. As stewards of a legacy dating back to 1865, Octavia prides itself in delivering sustainable homes and places for the greater good, to be enjoyed by current and future generations and building upon the pioneering work of its founder, Octavia Hill. Octavia now operates as a subsidiary under the Abri umbrella.

As Abri grows, we are committed to enhancing our local presence to deliver even better services for our communities. To help us achieve this, we have introduced a regional model with four distinct areas, each led by local leadership. This approach will ensure we are highly visible, accountable and connected to our communities, helping us tailor our support to the diverse needs of our customers. With the support of our partners, we are delighted that we've delivered more than half of our 10,000 homes target.

Our three core ESG objectives are pivotal to our Corporate Strategy and guide everything that we do: creating a sustainable future; empowering lives and creating thriving, inclusive communities; and managing our business to the highest standards.

**These are nine strategic priorities that serve as a compass for Abri's business operations:**

1. **Build more homes**
2. **Invest more in our existing homes**
3. **Get really good at customer service**
4. **Create thriving communities**
5. **Enhance inclusion and diversity**
6. **Create a great place to work**
7. **Manage our business to the highest standards**
8. **Climate crisis: create a sustainable future**
9. **Retain a local focus as we grow**

# Our ESG Approach

We view ESG reporting as a powerful tool to showcase our progress, performance and impact. Additionally, we believe that this reporting plays an increasingly important role in demonstrating our resilience as a business and our capability to manage environmental and social risks effectively.

In the face of a number of headwinds, the UK social housing sector has stayed firm in its commitment to sustainability reporting. The Sustainability Reporting Standard for Social Housing (SRS) continues to serve as an important reporting guidepost, aligning sector priorities with external reporting requirements and incorporating the regulator's Tenant Satisfaction Measures (TSMs).

Abri is dedicated to reporting accurate, consistent and comparable sustainability data on an annual basis. Following our merger with Octavia, we are working diligently to integrate Octavia's data into Abri's internal data systems and processes. As is typical for organisations of our size, this process takes a significant amount of time and resources to complete. Because of this, some of the information presented in our 2024/25 ESG Report has been presented separately for Abri and Octavia. In future years, we intend to report our sustainability data as one unified Abri Group.

**This year's reporting includes:**

- **A continued focus on retrofitting our homes to make them more energy efficient and cheaper to run**
- **An increased spotlight on climate adaptation and resilience**
- **A commitment to increasing sustainability within our supply chain, as demonstrated by our first Sustainability Supply Chain Summit**
- **Further embracing international reporting mechanisms that help businesses manage sustainability-related risks and opportunities, such as TCFD**
- **Evolving E, S and G forward-looking commitments, with both short and long-term goals**
- **A forward-looking ESG dashboard which provides a clear picture of objectives and our progress**
- **Continued use of two key reporting frameworks: the SRS and our Sustainable Finance Framework**

# Sustainability Reporting Standard for Social Housing

The Sustainability Reporting Standard for Social Housing (SRS) provides the core structure to this report. It is a sector-specific approach that offers registered providers of social housing a transparent, comparable and consistent way to showcase their ESG data, centring on 12 themes and 46 relevant criteria.

The SRS has been designed to align with 7 of the 17 UN SDGs, as set out below.

Abri became an early adopter of the SRS in 2021, and we continue to take a proactive role in its evolution.


# Sustainable Finance Framework

Our Sustainable Finance Framework was launched in 2021/22 and is designed to align our Sustainability Strategy with our financial plan. It gives us the ability to access green and sustainable funding to help deliver much-needed sustainable, energy efficient homes and create thriving communities. The Framework aligns with industry standards, ensuring our disclosures remain in line with lender expectations.

Underpinned by the UN SDGs set out below, our Sustainable Finance Framework also makes sure the funding sourced is invested in genuinely sustainable places, as well as ensuring that we measure the impact it has on our customer and community outcomes.


**You can see this year's disclosure against our SFF in our data sheet.**

# International Sustainability Standards Board (ISSB) and Task Force on Climate-related Financial Disclosure (TCFD)

Abri was among the earliest housing associations to voluntarily report in line with the Task Force on Climate-related Financial Disclosure (TCFD) in 2022/23.

The TCFD was formally disbanded in 2023, with the International Sustainability Standards Board (ISSB) taking over its responsibilities. We strongly endorse the objectives of the ISSB and are committed to maintaining transparency about the climate-related risks we face. Through identifying both physical and transitional risks, we can better model the effects of climate change on our business and on our customers.

To see the guidance we follow, please click here.

# Investment Association Governance and Disclosure Guidelines

We remain committed to sharing information in line with the Investment Association's (IA) 2022 recommendations for UK housing associations participating in the debt capital markets.

As a housing association that issues public bonds, we feel it is crucial to champion transparency. This approach allows us to meet the requirements of our investors and report against the IA guidance in the following areas:

- Scope 1, 2 and 3 Greenhouse Gas (GHG) emissions data
- % of properties with EPC ratings and estimated capital expenditure to reach EPC C across our stock by 2030
- Details on climate reporting - TCFD / Net Zero by 2050
- Prior year benchmarking
- % of tenants on Universal Credit
- Customer satisfaction - age, ethnicity of complainant (discrimination)
- Gender and ethnicity breakdown of employment/pay gap
- Qualitative discussion on social impact and effort to support tenants

To see the guidance we follow, please click here.

# Environmental

As a social housing provider that serves over 120,000 customers and manages over 58,000 homes and assets, we know we have a significant role to play in the UK's net zero transition. We are dedicated to future-proofing our homes and services, as well as our internal organisation, for current and future generations to come. Over the past year, we have continued executing our Environment and Climate Strategy 2022-26 and are pleased to share our progress to date in this report.

## Key Highlights

1. **74% of existing homes at EPC C+ (Octavia 68%) (2024: 76%, excluding Octavia)**
2. **7,530 tonnes of carbon saved**
3. **19 suppliers surveyed in our first sustainability questionnaire**
4. **237,652 $tCO_2e$ total greenhouse gas emissions (2024: 247,022 tC02e, excluding Octavia)**
5. **Third year of TCFD reporting**

Case study:

# Empowering sustainability through our supply chain

We know that collaboration is critical in addressing the climate crisis – and are committed to working with all our stakeholders to support one another on this journey.

That's why we were delighted to work with our suppliers and partners to deliver our very first Sustainability Supply Chain Summit in partnership with the University of Southampton Business School.

The main objective of the event was to explore the crucial role our suppliers play in reducing carbon emissions, waste and water usage, while encouraging new opportunities to collaborate on delivering social value across our Abri communities.

In February and March this year, we surveyed our suppliers on a number of key issues, including climate change risk, energy and carbon data, water, waste and more. We were pleased to receive responses from 19 of our suppliers, the majority being the largest. The data from these responses was critical in helping us understand how our suppliers are managing their climate-related risks and opportunities and helped set the scene for our in-person discussions.

The Summit was heralded a success, with over 70 people from around 40 of Abri's suppliers – including Travis Perkins, City Plumbing, and Envirovent - gathering to discuss sustainability across our supply chain.

Attendees also participated in breakout sessions with leading experts and academics on topics including sustainability research, how AI is influencing sustainability in supply chains, sessions on the Help to Grow programme - a UK Government initiative to boost growth in small and medium-sized businesses - and sustainability within construction supply chains. By the end of the summit, many of Abri's suppliers made pledges outlining some of the specific actions they would look to implement in their companies to reduce their impact on the climate.

Our Sustainability Supply Chain Summit demonstrates Abri's engagement with Theme 12 of the SRS, which asks providers to consider how their supply chains are contributing to social and environmental impact. We look forward to further engaging with these topics and exploring how we can make continued sustainability improvements in our supply chain.

**Note: Our Sustainability Supply Chain Summit took place in June 2025, outside of the 2024/25 reporting period.**

Theme:

# Climate Change

2025 marks the fourth year of Abri's Environment and Climate Strategy 2022-26. Each year, we have worked diligently to meet – and exceed – our interim climate targets as laid out in the strategy. This year we have not met our carbon target, and our long-term target is proving more challenging. As the world continues to get warmer and experience more extreme weather events, we are more committed than ever to achieving the ambitious climate targets we have set for ourselves.

**EPC ratings of our homes**

Below is a breakdown of Energy Performance Certificate (EPC) performance for Abri's owned and managed homes. The EPC rating system gives homes an energy efficiency rating from A (best) to G (worst). The UK Government has set a target for all social homes to reach EPC C or better by 2030.

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

| EPC | Units | Percentage |
|---|---|---|
| A | 315 | 0.7% |
| B | 11,269 | 25.9% |
| C | 20,993 | 48.3% |
| D | 8,422 | 19.4% |
| E | 814 | 1.9% |
| F | 65 | 0.1% |
| G | 4 | 0.0% |
| No Band | 1,551 | 3.6% |
| NA | 6,587 | |
| Total | 50,020 | |

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

| EPC | Units | Percentage |
|---|---|---|
| A | 81 | 9.0% |
| B | 734 | 81.5% |
| C | 86 | 9.5% |
| NA | 1 | |
| Total | 902 | |

**Making our existing homes more energy efficient**

Retrofit is at the centre of Abri's Net Zero Strategy. By upgrading our existing homes to make them more energy efficient and affordable to heat, we can generate a positive impact for both our customers and the environment. In the interim, we are committed to achieving EPC C across our entire stock by 2030, in line with the Government's target for the social housing sector.

Abri employs a fabric first to retrofit, meaning that a home's exterior fabric, insulation and ventilation systems are reinforced as a first step to reduce the energy demand of the building. By following this strategy, we can maximise insulation and improve ventilation to minimise heat loss and improve overall efficiency. Solar photovoltaic (PV) panels are also installed for generation of clean, renewable energy.

In 2024/25, Abri made strides in improving the energy efficiency of its housing stock. We spent £10.76m on retrofitting 732 homes, all of which received solar PV panels and either additional loft insulation, cavity wall insulation or both. 22 of these were upgraded to EPC A, 161 were retrofitted to EPC B and 549 achieved EPC C*. Customers are directly benefitting from the clean, renewable energy produced via their new solar panels and are even able to claim Smart Export Guarantee (SEG) payments for any unused energy. Abri has plans to retrofit an additional 580 homes this financial year.

As a testament to our dedication to retrofitting our homes, Abri has succeeded in achieving Government grant funding for retrofit in Waves 2.1, 2.2 and 3 of the Warm Homes: Social Housing Fund (formerly called the Social Housing Decarbonisation Fund).

In March 2025, Abri received more than £23m in funding from Wave 3 of the Warm Homes: Social Housing Fund to improve the energy efficiency of a further 2,800 homes over the next three years. With funding from previous waves of the Social Housing Decarbonisation Fund, we've secured a total of £35m to improve the energy efficiency of more than 4,000 homes. In addition to grant funding, we invested a further £2.9m over the last year.

**These figures exclude Octavia*

## Octavia Spotlight:

Octavia is working to install high heat retention (HHR) storage heaters in four blocks of flats: Mulberry Court, Riverains, Romily Court, and Octavia House. These innovative electric heaters store heat during off-peak electricity hours and release it gradually, allowing residents to benefit from lower energy costs.

In addition to HHR storage heaters, 25-home Mulberry Court will also receive additional upgrades, further improving the buildings' energy efficiency and reducing consumption, including:

- Cavity wall insulation
- Roof insulation
- LED lighting
- Ventilation improvements

These improvements are part of Octavia's ongoing commitment to enhancing resident comfort, reducing energy bills, and supporting sustainability across our housing stock.

## Case study:

# Retrofitting 54 homes in Hampshire

As part of Abri's Retrofit Strategy, we applied for grant funding through the Social Housing Decarbonisation Fund: Wave 2.1. We were successful in achieving this funding, which we invested in the retrofitting of 54 social homes in the Hampshire villages of East Meon and Froxfield. With an average of £15,100 of grant funding to invest per home, we spent 7 months installing cavity wall insulation, loft insulation, solar panels, eaves insulation and ventilation across these two communities.

The retrofit interventions have significantly improved the livelihoods of our customers in East Meon and Froxfield. The insulation measures have reduced overall energy demand in the homes, while the newly installed solar panels are generating on-site electricity, reducing demand on the grid. Our customers' energy bills have gone down by approximately £8 to £12 per week (depending on home archetype) and customers have reported feeling warmer and more comfortable. The retrofit works have also improved air quality and reduced the environmental impact of the homes.

We are pleased to report that as a result of the project, all 54 homes now have EPC scores of A, B or C - which meet or exceed the Government's energy efficiency targets for social housing.

### Totals:

**Cavity wall insulation installed in 23 homes**

**Loft insulation installed in 31 homes**

**Solar PV panels installed in 54 homes**

**Eaves insulation/ventilation installed in 52 homes**

## Case study:

# Sustainable development in Winchester

In addition to retrofitting our existing homes, Abri is adding to the UK's supply of new, sustainable housing. Over the past year, we invested a total of £46m to develop 115 new homes for affordable rent and shared ownership in Winchester. We were successful in securing £9.84m in grant from Homes England and £630k of additional subsidy for the development, called Sherecroft Meadow.

The scheme features a wide range of positive environmental features, including EV charging stations, solar PV technology on every home, air source heat pumps, street lights powered by wind and solar energy and water saving devices which will reduce water consumption to a maximum of 100 litres of water per person per day – compared to the national average of 142 litres per person per day.

Inclusivity is also central to the design of Sherecroft Meadow, with ample public open spaces, play areas suitable for both younger children and older children, benches installed throughout the neighbourhood and two prescribed standard accessible homes included in the layout.

The scheme also has excellent access to public transport, with a 90-minute travel time to Waterloo Station in London. The site is located close to a large convenience store, pharmacy and many lively pubs and restaurants.

The Sherecroft Meadow scheme is set to fully complete in September 2026. We look forward to welcoming our new Abri customers and generating a positive impact in the community.

# Managing and mitigating climate risk

Abri recognises the effects of climate change are already on our doorstep in the UK and are expected to worsen. This is why it is critical that we identify, mitigate and monitor our climate risks, as well as look for opportunities to be found in the transition to a more sustainable society.

We view climate adaptation as a central element to our Sustainability Strategy. With a slew of harmful climate change outcomes already 'baked into' our future as a nation, we must prioritise work to mitigate the harm this will cause to our customers, colleagues and business. We are working diligently to address these very real climate risks that will affect us in the years ahead.

For example, we have a plan to work with our HR and Business Continuity teams to outline how we will carry out business operations during times of extreme weather. This work will be further supported by our emergency planning team to ensure that effective customer service operations can be maintained during severe storms and weather events.

We are also working across our entire business to identify our flood risk on a granular, home-by-home basis. This includes a new partnership with Parity Projects, enabling us to match each property against flood risk scenarios and draw up a shortlist of the most 'at risk' homes. We intend to create a robust mitigation framework against flood risk as part of this work.

Overheating is a particularly challenging climate risk to tackle in the UK – but one that is becoming increasingly obvious and threatening with each heatwave. In 2025/26, we plan to compile baseline overheating data and begin integrating this risk within our Retrofit Strategy. While we do not yet have a detailed strategy to assess and mitigate overheating risks, this will be a key area of focus in the year ahead to ensure a clear and actionable plan is developed and communicated across the business.

In the table below, we have outlined the climate-related transition risks, physical risks and opportunities that are the most relevant to Abri and our customers. For further information on our TCFD disclosure, click here.

| Highest rated transition risks | Highest rated physical risks | Highest rated opportunities |
|---|---|---|
| Carbon pricing | Overheating in homes | Consumer demand |
| Housing standards | Flood risk | ESG finance |
| Technology deployment | Unpredictable weather | Development pipeline |
| Energy grid constraints | Supply chain constraints | Retrofit programme |

# Our Net Zero Strategy

Abri is committed to achieving net zero Scope 1,2 and 3 emissions by 2050 as part of our Environment and Climate Strategy 2022-26. This means that we aim to remove or otherwise negate as many greenhouse gas (GHG) emissions that we are directly responsible for as we can by 2030 and for emissions that we are indirectly responsible for by 2050. Our net zero plan is aligned with the international Paris Agreement and UK Government climate targets. Our decarbonisation costs have been integrated into our overall financial plan, with an ambitious 20-year transition period planned from 2030 to 2050.

We are on track to achieve our climate targets, with our Group-wide switch to renewable energy procurement largely completed and our home retrofitting strategy in full swing. Other elements of our Net Zero Strategy include moving to a fully electric fleet of Abri vans, investing in solar power, introducing EV charging stations for new build homes, developing future-proofed homes that are net zero operationally and in terms of embodied carbon, replacing gas boilers with heat pumps and decarbonising our supply chain.

Achieving net-zero impacts how we deliver services and invest in communities. We've implemented a paint-can recycling scheme with Dulux and Crown while supporting biodiversity projects. Collaborating with customers, we've planted wildflowers, apple trees, and introduced beehives, all to support diverse wildlife at new developments.

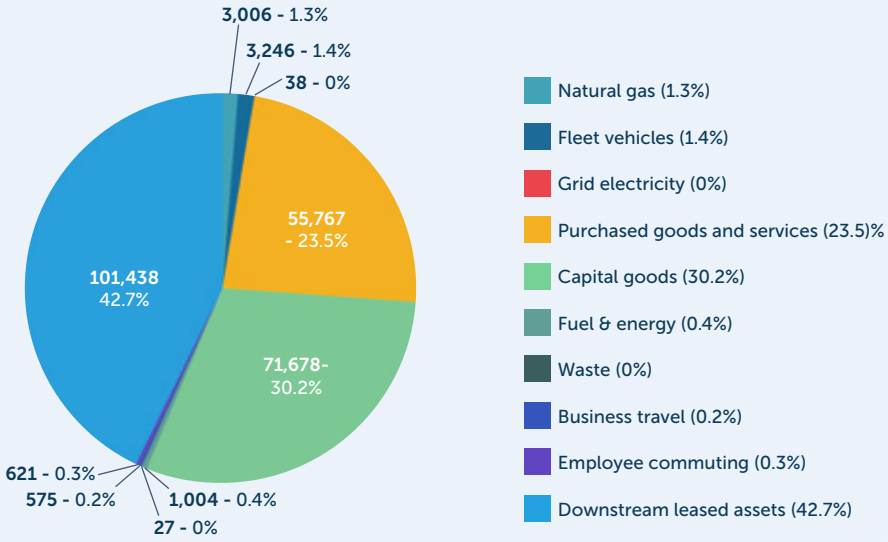
# Understanding carbon reporting and our greenhouse gas emissions

The carbon calculations for 2024/25 have been conducted using the relevant activity data that falls within this reporting period and have been calculated in line with Greenhouse Gas Protocol methodology. Our calculations have been assured by our independent advisor, Altair Ltd. The operational control approach has been taken to scope the boundaries of our carbon footprint calculations and apportion these emissions accordingly.

Our total emissions across all scopes for 2024/25 equates to 237,652 tCO2e, the breakdown of which is shown in Figure 1.

**Carbon Footprint ($tCO_2e$)**

Figure 1: Total Abri emissions in 2024/25 split by emission category.




Overall, our emissions are 3.79% lower than what was calculated for 2023/24 (247,022 tCO2e). We acquired ¼ of Octavia's emissions this year as an acquisition occurred part way through the year (calculated as 4,386 tCO2e); emissions are expected to rise once again next year once we account for the full extent of the emissions arising from their operations.

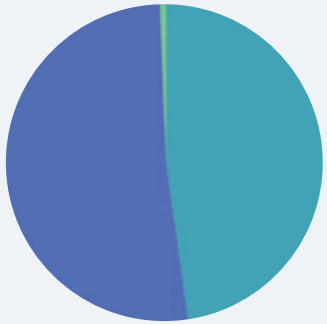
**Our emissions split by scope**

Overall, the majority of our emissions (97%) are created through our scope 3 activities which are not within our direct control. In contrast, our scope 1 & 2 emissions (which are within our direct control) only account for 3% of our overall organisational carbon footprint.

| | 22/23 ($tCO_2e$) | 23/24 ($tCO_2e$) | 24/25 ($tCO_2e$) | Percentage change (since 23/24) |
|---|---|---|---|---|
| Scope 1 | 5,219 | 7,103 | 6,252 | -11.98% |
| Scope 2 | - | 34 | 38 | +11.76% |
| Scope 3 | 180,252 | 239,882 | 231,362 | -3.55% |
| **Total $CO_2e$ Scope Gross emissions (tonnes)** | **185,471** | **247,022** | **237,652** | -3.79% |
| Intensity Metric (Gross emissions) tCO2e/FTE | 118.4 | 147 | 106 | - |
| Intensity Metric (Gross emissions) tCO2e/home | - | 6.91 | 4.67 | - |

**Our emissions split by category and scope**

| Scope | Emission category | 22/23 ($tCO_2e$) | 23/24 ($tCO_2e$)[1] | 24/25 ($tCO_2e$)[2] |
|---|---|---|---|---|
| Scope 1 | Natural gas | 2,986 | 3,338 | 3,006 |
| | Fleet vehicles | 2,234 | 3,765 | 3,246 |
| Scope 2 | Grid electricity | - | 34 | 38 |
| Scope 3 | Fuel and Energy related activities | 130 | 138 | 1,004 |
| | Water | 2 | 10 | 1 |
| | Business travel | 435 | 685 | 563 |
| | Employee commuting | 347 | 375 | 621 |
| | Purchased goods and services | 49,979 | 86,351 | 55,767 |
| | Home working | 105 | 201 | 260 |
| | Waste | 529 | 49 | 27 |
| | Capital goods | 73,635 | 79,032 | 71,678 |
| | Downstream leased assets | 55,091 | 73,041 | 101,438 |
| | **Total** | **185,471** | **247,022** | **237,652** |



**Carbon emissions ($tCO_2e$)**

Scope 1 & 2 Abri emissions in 2024/25 split by emission category.

- Natural Gas 3,006 (48%)
- Fleet vehicles 3,246 (51%)
- Grid electricity 38 (1%)

NB: Our full carbon footprint differs from our Streamlined Energy and Carbon Reporting (SECR) disclosure; emissions included under SECR are highlighted in blue in the table to the left (partial emissions from 'Fuel and Energy related activities'). The parameters for carbon footprint reporting under SECR only require:

- Electricity and gas consumed at office premises, communal areas, construction sites;
- Vehicle emissions from vans used by repairs and maintenance staff and from employees on business mileage and commuting to offices.

Our SECR calculations were also carried out by a different consultant using a different methodology to our ESG Report scope 1, 2 and 3 carbon footprint, which includes more categories. Therefore, the totals for each category may differ.

Natural gas and fleet vehicles categories in the table above do not include well-to-tank (WTT) factors. These are captured in 'Fuel and Energy related activities' which are scope 3 emissions. REGO Electricity and 'Transmission & Distribution' emissions are also captured under this category.

**Our Scope 1 & 2 emissions**

The majority of our scope 1 & 2 emissions are generated through the gas we use to heat our offices, depots, communal areas, and our homes connected to our communal heating systems. Furthermore, 3,246 tCO2e are emitted from the fuel that our fleet uses to service and maintain our homes. In contrast, the electricity we consume across our offices, depots, and communal areas accounts for a very small portion of our scope 1 & 2 emissions as Abri is committed to retaining REGO energy certificates.

In the last year, Abri's total carbon emissions across scopes 1 and 2 have decreased from 7,137 by 12% to 6,290 tCO2e. Abri has an ambitious target of net zero for scope 1 & 2 by 2030, which a decrease in this financial year helps to contribute towards.

[1]Emissions from 2023/24 include figures for Silva Homes from October 2023.
[2]Emissions from 2024/25 include figures for Octavia Homes from January 2024.

**Scope 3**
In 2024/25, Abri's total carbon emissions across scope 3 totalled 231,362 tCO2e which was generated through the following business activities and sources:

- regulated energy from the homes we own and manage (downstream leased assets)
- fuel used for employee travel and business travel (in vehicles not owned by Abri)
- water used across our offices and landlord suppliers
- waste produced at our offices, depots and by Abri Build
- capital goods used to build and maintain our homes
- purchased goods & services beyond capital goods
- energy used in relation to home working
- well-to-tank factors for fuel from our fleet, and gas from our offices, depots, landlord supply and communal heating
- electricity transmission & distribution associated with our offices, depots and landlord supplies.

The majority of our scope 3 emissions are generated from three emission sources: downstream leased assets (101,438 tCO2e), capital goods (71,678 tCO2e) and purchased goods and services (55,767 tCO2e).

We recognise that time and resource should be concentrated in the delivery of emission reductions across these three categories. Our purchased goods and services emissions have decreased; although spending has increased across our purchased goods and services as we grow. This is due to a change in our methodolgy as our reporting matures.

We plan to account for this category more accurately in 2025/26, which was kick-started this year with our supply chain summit.

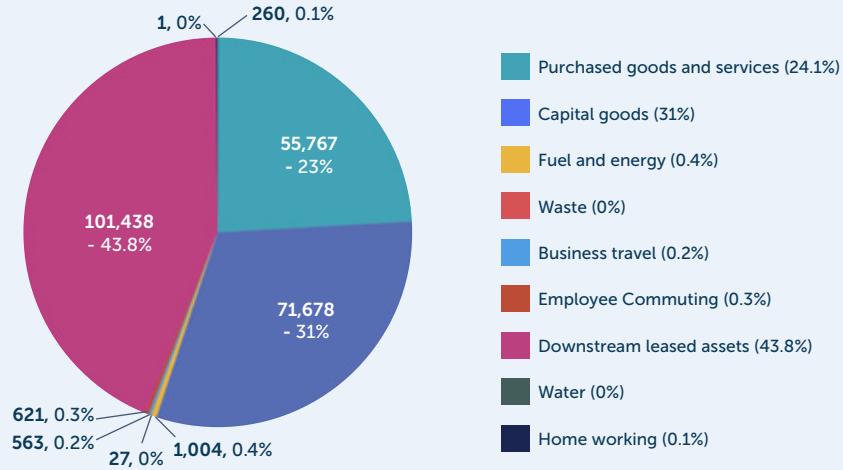
The downstream leased assets category constitutes the area of the highest emission increase (39%) which can mostly be attributed to an updated methodology used to calculate the carbon per home metric. One quarter of Octavia's downstream leased assets emissions have also been included in this year's footprint, inflating this category by 1,733 tCO2e.

The capital goods category has decreased from 79,032 tCO2e in 2023/24, to 71,678 tCO2e in 2024/25, due to less homes being built this financial year.

Not yet included within scope 3 is investments, use of sold products, and end-of-life treatment of sold products, which we endeavour to scope in to our carbon footprint in 2025/26 when we re-baseline our carbon footprint.

**Carbon Footprint ($tCO_2e$)**

Scope 3 Abri emissions in 2024/25 split by emission category.

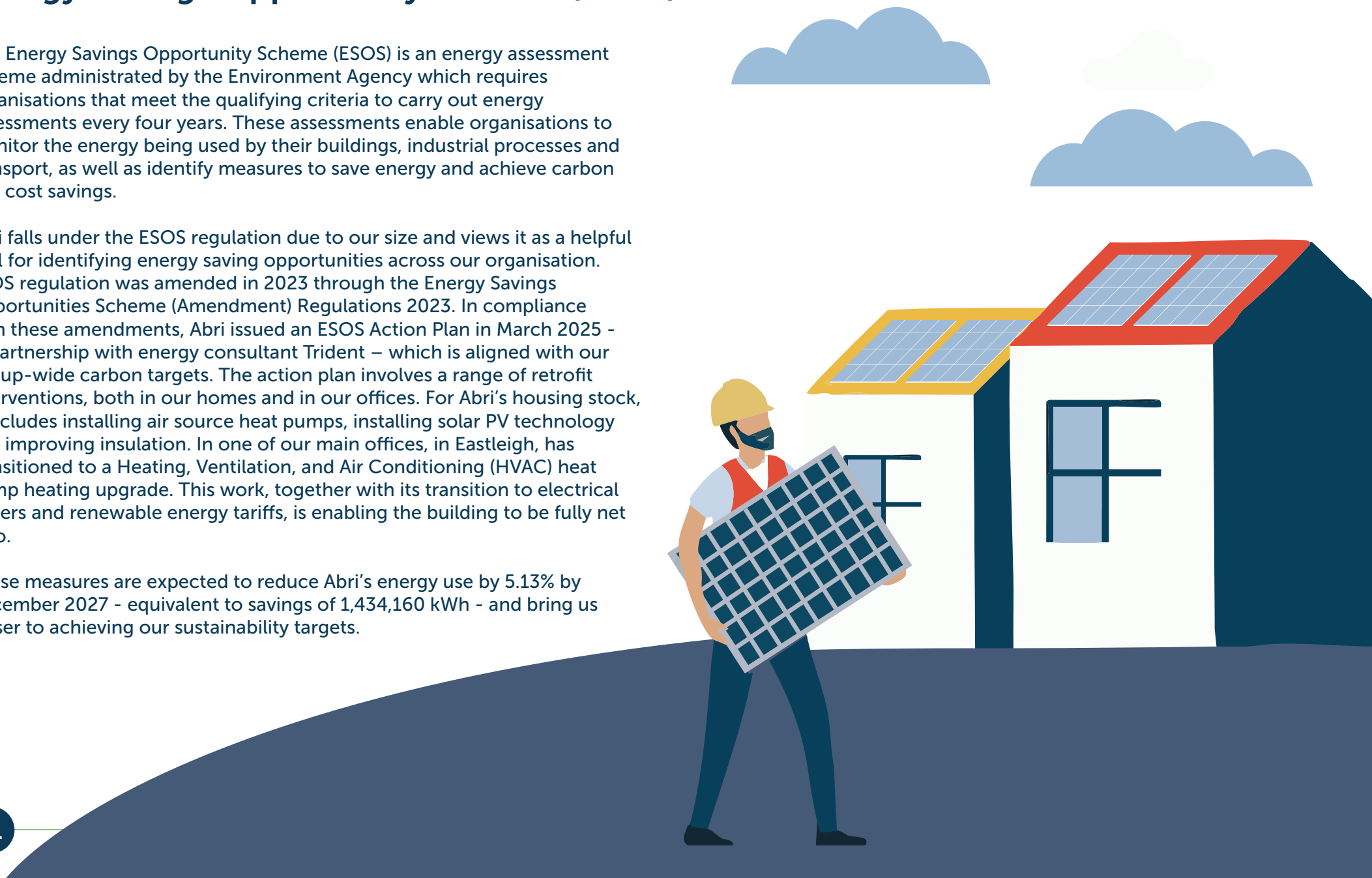


# Energy Savings Opportunity Scheme (ESOS)

The Energy Savings Opportunity Scheme (ESOS) is an energy assessment scheme administrated by the Environment Agency which requires organisations that meet the qualifying criteria to carry out energy assessments every four years. These assessments enable organisations to monitor the energy being used by their buildings, industrial processes and transport, as well as identify measures to save energy and achieve carbon and cost savings.

Abri falls under the ESOS regulation due to our size and views it as a helpful tool for identifying energy saving opportunities across our organisation. ESOS regulation was amended in 2023 through the Energy Savings Opportunities Scheme (Amendment) Regulations 2023. In compliance with these amendments, Abri issued an ESOS Action Plan in March 2025 - in partnership with energy consultant Trident – which is aligned with our Group-wide carbon targets. The action plan involves a range of retrofit interventions, both in our homes and in our offices. For Abri's housing stock, it includes installing air source heat pumps, installing solar PV technology and improving insulation. In one of our main offices, in Eastleigh, has transitioned to a Heating, Ventilation, and Air Conditioning (HVAC) heat pump heating upgrade. This work, together with its transition to electrical boilers and renewable energy tariffs, is enabling the building to be fully net zero.

These measures are expected to reduce Abri's energy use by 5.13% by December 2027 - equivalent to savings of 1,434,160 kWh - and bring us closer to achieving our sustainability targets.



Theme:

# Ecology

Abri is committed to protecting and enhancing biodiversity. Protecting biodiversity and regenerating nature within social housing communities significantly enhances social inclusion, helps combat obesity, and improves mental health. It is also critical in addressing climate change. We recognise the need to tackle the twin crises of climate change and biodiversity loss through a holistic approach to our environmental impact. This commitment to better serve our communities and ecosystems is what led us to develop Abri's Biodiversity Action Plan.

**Abri's Biodiversity Action Plan centres around three distinct areas of our business activities:**

| | |
|---|---|
| 1. | Management of our existing estates |
| 2. | Creating space for nature in new developments |
| 3. | Involving our communities in protecting biodiversity |

Our Biodiversity Action Plan is designed to leverage the biodiversity potential of our 58,000 homes and assets for the benefit of the UK's ecosystems and our customers. Biodiversity Net Gain (BNG) is a mandatory requirement for our new planning applications, which aims for an improvement in biodiversity of at least 10%. We view this as our minimum target, and we strive to exceed it wherever possible. At our Broadmayne development, for example, we will offer a Suitable Alternative Natural Greenspace in addition to our new build homes, where the BNG will exceed the minimum requirement of a 10% gain. To note: Octavia schemes are older s106's from developers, so they do not have a BNG requirement.

Abri has committed to reviewing our forward looking targets based on changes in government policy and refocused priorities linked to our new Corporate Strategy. One such area is in the pursuit of Biodiversity Net Gain (BNG) ambition. Having set an increased target for future years, Abri has reflected on the legal requirements mandated on the business and has set out to achieve the 10% target ambition as a revised ambition to previously stated targets. This, along with all the other forward looking targets are due to be reviewed again in the year ahead.

Theme:

# Resource Management

Abri carefully considers how we source our materials and manage our waste. Not only are we committed to reducing our environmental footprint, but we are also motivated to work with suppliers who are on their own sustainability journeys.

We are dedicated to enhancing our waste management practices and are currently in the process of identifying a new specialist waste contractor to help us enact a new Waste Management Strategy and higher recycling targets. We plan to incorporate the waste hierarchy philosophy into our Waste Management Strategy and integrate it into our home care and development operations. Our Waste Management Strategy will be integral in assisting Abri with tracking, measuring and reporting on our waste management and environmental impact.

Our Abri Build programme tracks and reports on the waste produced on our construction sites. We are pleased that, since 2022, 96.9% of waste produced from Abri Build has been diverted from landfills.

Water is a precious resource which we aim to conserve as much as possible. We are taking clear steps to enhance water efficiency, improve water quality and save our customers money on their water bills. For example, we completed engagement in a 'nutrient neutrality' partnership with Wessex Water, Somerset Planners and Natural England. As part of the partnership, over 7,000 Abri customers were invited to receive bespoke water audits in their homes, with appropriate water saving fixtures and fittings installed. The resulting water savings were translated into 'nutrient neutrality' credits, which could be used to develop new Abri homes.

Abri is also engaged in the sustainability practices of its supply chain. We are proud to work with many sustainability-minded businesses that are working diligently to reduce their environmental impact. We are engaging in meaningful conversations with our suppliers about how we can work together to understand, measure and reduce the embodied carbon emissions associated with Abri's supply chain.

**Abri's recycling targets:**

Our goal is to recycle 50% of all of Abri's waste by 2030 and increase this to 100% by 2050

We aim to increase the percentage of purchased goods with recycled content to 10% by 2040 and 25% by 2050

We continue to increase the use of Modern Methods of Construction in our developments to reduce the waste, inefficiencies and defects that come during construction as well as speed up the delivery of much needed housing. We have delivered 164 new homes using MMC, either directly or through joint ventures.

To make our homes more efficient, we're exploring different heating technology, like infrared systems, to reduce bills for customers and support decarbonisation. We're also looking at what 'smart homes' mean to Abri and how AI can play a role in supporting our customers and our organisation.

## Case study:

# Workplace Travel Survey

In support of its ambitious net zero commitments, Abri conducted its annual Workplace Travel Survey in early 2025. The aim of the survey was to gain a better understanding of employees' commuting habits, as well as the overall environmental impact of hybrid working across the organisation. This year's survey saw a strong response, with 940 colleagues participating, including responses from Octavia colleagues for the first time.

The survey findings revealed that commuting emissions for 2024/25 totalled 122.77 tonnes of $CO_2$, which is equivalent to charging over 1.5 million smartphones or jet emissions from 123 return flights between Paris and New York. Of this, Abri accounted for 119.25 tonnes and Octavia was responsible for 3.52 tonnes. Most Abri colleagues (87%) drive to the office, while Octavia colleagues are more likely to walk or use public transport, reflecting the urban nature of their locations.

## Totals:

**Survey participants: 940**

**Total commuting emissions from 2024/25: 122.77 tonnes of C02e**

**Percent of Abri colleagues that drive to the office: 87% (of which 91% travel alone)**

**Percent of drivers that use petrol vehicles: 61%**

**Percent of drivers that use electric cars: 4%**

## The total yearly mileage per transport mode:

- **Car: 2,201,181.92**
- **Train: 286,367.28**
- **Motorbike: 12,214.29**
- **Black Cab: 385.71**
- **London Bus: 1,981.64**
- **London Underground: 12,863.55**
- **Taxi: 5,358.99**
- **Total mileage: 2,520,353.38**

The survey also highlighted that 91% of drivers travel alone, suggesting a strong opportunity to promote car sharing. It also found that 61% of Abri drivers use petrol vehicles, with only 4% using electric cars. Notably, Knighton Corner had the highest proportion of hybrid and electric vehicle users, despite a lack of charging infrastructure, prompting a recommendation to install charging points in support of greener travel.

Other key insights included the need to review Abri's Salary Sacrifice scheme for electric vehicles, to ensure that colleagues are getting good deals and to attempt to broaden the eligibility. The survey also captured feedback on barriers to sustainable travel, such as limited public transport, long distances and lack of secure bike storage.

As the first Workplace Travel Survey to include Octavia's data, Abri viewed this year's survey as an important baseline from which to make positive environmental improvements. Overall, the survey provided valuable data to inform future sustainability initiatives, including potential reward schemes, infrastructure improvements and policy reviews to encourage more sustainable commuting across the organisation. Abri looks forward to turning these ideas into reality as it works diligently to achieve its net zero targets.

Case study:

# Nutrient Neutrality Partnership

Abri is working collaboratively to conserve water, preserve the quality of local water systems and help customers save money in its new housing developments.

Whilst developing new homes in Langport, Abri partnered with Wessex Water and Somerset Council from November 2023 to November 2024 to install free water-saving devices across 263 properties. These installations included a range of flow restrictors on taps and water efficient showerheads, among others. Not only have these water-saving devices helped customers save an average of 84 litres of water per day, but they have also helped reduce phosphate levels in the local environment, improving local water quality.

This reduction of 1.92 kg of phosphate earned "nutrient neutrality" credits from Somerset Planning Authority and agreed by Natural England, a scheme designed to reward organisations that are improving the quality of local water systems. The funding generated from these credits was reinvested directly into further development in the Langport area.

This joint project demonstrates all that can be achieved through effective partnership working, as well as the impact of small-scale water efficiency measures in supporting holistic sustainable development. The project will serve as a valuable blueprint for similar schemes in the future which aim to conserve water, improve local water quality and save customers money on their water bills.

## Case study:

# SHIFT

At Abri, we understand the importance of reporting sustainability data that is as comprehensive, accurate and transparent as possible. We also believe in continually pushing the boundaries of what is possible in terms of sustainability achievement. We see third party verification as a powerful tool that helps us live up to these standards.

Last year, we joined forces with SHIFT, a sustainability consultancy that specialises in helping social landlords measure their environmental impact, improve their performance and accurately report their environmental data. SHIFT also offers an accreditation service which scores providers on their environmental performance and helps lay the foundation for future progress. Landlords partnered with SHIFT are given an annual sustainability rating of either Bronze, Silver, Gold or Platinum – the latter representing the highest achievement.

Our partnership with SHIFT has armed us with a powerful set of data, giving us a clearer picture of our current performance and providing a steer as to where we can improve. For example, in our most recent SHIFT report, we learned that the average Abri customer consumes an estimated 147.6 litres of water per day, based on the SHIFT water efficiency calculator tool. Interestingly this is above the average water usage for Wessex Water customers. This compares to England's target to reduce personal water consumption to 110 litres per day by 2050. Our SHIFT report discusses actions Abri can take to improve water efficiency, including installing water efficient devices, recording water efficiency measures in stock condition surveys and working closely with installers and customers to ensure that water devices are being fitted and used in the most efficient way.

We were pleased to earn a Silver rating in 2023/24 with Octavia already achieving a Gold standard for the year, which we have achieved again in 2024/25. We are pleased with our progress to this point, and we look forward to making continued improvements throughout the next phase of our Environment and Climate Strategy 2022-26.

# Social

At Abri, our customers and communities are at the heart of everything we do. This philosophy is what drives us each day, along with our firm belief that everyone has the right to a warm and affordable home. In 2024/25, we invested significant resources into supporting our customers physically, mentally and financially. Whilst we are continually raising the bar for ourselves, we hope this section of our ESG report demonstrates our commitment to being a truly socially-minded organisation.

## Key Highlights

- 64.1% average group rent as % of LHA (2023/24: 75.4%, excluding Octavia and Silva)
- 902 new homes delivered, of which 291 were affordable (2023/24: 899 and 730, respectively, excluding Octavia)
- 52.5% of all Abri customers claim Universal Credit (2023/24: 33%, respectively, excluding Octavia)
- 288 customers had rent written off via support from the Hardship Fund, amounting to £312,000. (2023/24: 245, excluding Octavia)
- £7m in annualised gains for customers (2023/24: £6.3m, excluding Octavia)
- £3.9m invested into community organisations or projects (2023/24: £3.9m, excluding Octavia)
- 74.5% customer satisfaction score across Abri Group and 52.1% across Octavia (2023/24: 76%, excluding Octavia and Silva)

**£7m**
in annualised gains for customers in 2024/2025

## Case study:

# Supporting a Young Family into a Sustainable Tenancy

**A 24-year-old customer and her one-year-old son had been living in temporary accommodation for over a year following a period of homelessness. Prior to her tenancy with Abri, she had received support from Mercy in Action. Upon moving into her new home, she faced significant financial hardship and lacked the essential items needed to furnish her property.**

## Support provided:

One of our Tenancy Sustainment Officers (TSOs) provided intensive support over a three-month period, including:

- **Home visits and regular phone contact** to help the customer settle into her new environment.
- **Financial advocacy**, resulting in a successful application for £1,800 in Argos vouchers from the Dawes Trust, a charity supporting young people in need in the Somerset area.
- **Practical assistance** with purchasing essential household items, including furniture and white goods.
- **Guidance in setting up utility accounts**, ensuring the customer could manage her new home independently.

## Impact

The support enabled the customer to transform her new property into a safe and comfortable home for herself and her child. She expressed deep gratitude for the help received, particularly in navigating the complexities of setting up her tenancy and accessing financial support

## Conclusion

This case highlights the vital role of tenancy sustainment in preventing repeat homelessness and promoting long-term stability. Through compassionate, practical support and effective partnership working, our TSO helped a vulnerable young family take meaningful steps toward independence and wellbeing.

Theme:

# Affordability and Security

Access to a safe, secure and genuinely affordable home is critical to fostering a sense of stability and wellbeing.

As of the end of the last financial year, Abri owns over 58,000 homes and assets across a diverse range of tenures. 59.1% of these homes were allocated to general needs housing at social rent levels, reflecting Abri's commitment to providing genuinely affordable housing. 11.1% of these properties were allocated to affordable rent housing, 9.9% accounted for low-cost home ownership schemes, 8.1% were classified as supported housing, 3.2% were allocated to intermediate rent housing. Our smallest tenures, proportionately, were private rented sector properties (0.8%) and care homes (0.2%). An additional 3,783 properties are classified as 'other', including leased housing (3,110 homes) and HomeBuy loans (674 homes).

Abri has adapted our housing offer to meet the evolving needs in our communities. In the last financial year, together with Octavia, we added 901 homes to our portfolio. Low-Cost Home Ownership accounted for the largest proportion of these additions, with 480 new homes delivered, accounting for 53.3% of all added homes. 291 affordable rent homes were added to our portfolio, accounting for 32.3% of additions. General needs (social rent) homes saw a net increase of 14.3%, with 129 homes added in these categories. We did not add any homes in the supported housing, intermediate rent or care home categories.

| Category | Number of Homes added | Percentage of Total Additions |
|---|---|---|
| Low-Cost Home Ownership | 480 | 53.27% |
| Affordable Rent | 232 | 25.75% |
| General Needs (Social Rent) | 189 | 20.98% |
| **Total** | **902** | **100** |

*We also funded 55 new homes through joint ventures. We have 1 property unclassified at this moment in time.

We have disposed of 425 homes in the financial period. 32.5% of these disposals were from the private rented sector, with 138 private rental homes eliminated from our stock.

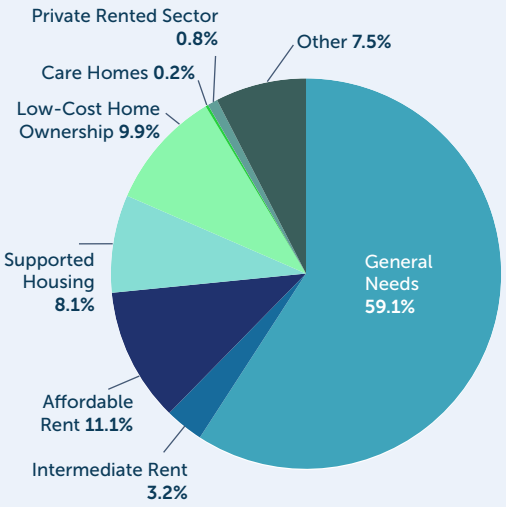
Abri is committed to providing secure, long-term housing for those who need it most. We stopped offering 7-year, fixed tenancies in 2021 and now exclusively offer lifetime assured tenancies for our general needs customers. This policy ensures that our general needs customers have a home they can rely on for life. Any previously issued fixed term tenancies are in the process of being systematically converted to lifetime assured tenancies upon expiry.

This policy demonstrates Abri's commitment to housing security and customer wellbeing.

Abri has taken a proactive approach to supporting our customers through financial hardship, especially in light of the cost-of-living crisis and rising energy costs. We offer tailored financial assistance, including guidance from our Welfare Benefits Officers and Tenancy Sustainment Officers, to all of our customers through our Tenancy Support Services Team. Between April and October, our team distributed a total of 723 fuel vouchers to households in need, helping alleviate immediate financial pressures and maintain household stability.

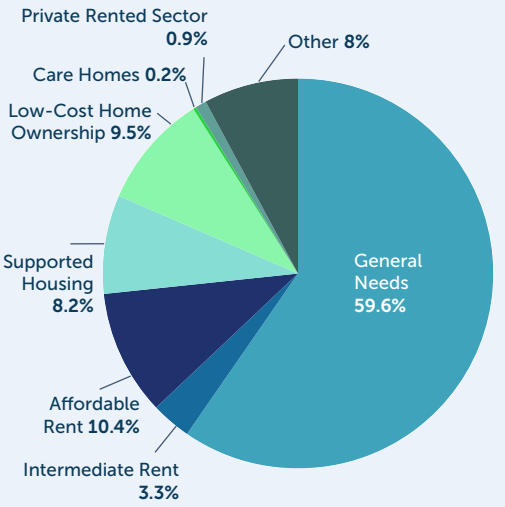
## Share, and number, of existing homes (owned and/or managed) completed before the last financial year allocated to:

| 2024-25 | |
|---|---|
| General Needs (Social Rent) | **29,828 homes** (59.1%) |
| Intermediate Rent | **1,614 homes** (3.2%) |
| Affordable Rent | **5,588 homes** (11.1%) |
| Supported Housing | **4,085 homes** (8.1%) |
| Low-Cost Home Ownership | **4,978 homes** (9.9%) |
| Care Homes | **112 homes** (0.2%) |
| Private Rented Sector | **425 homes** (0.8%) |
| Other | **3,802 homes** (7.5%) |




2024-25

| 2023-24 (Abri only) | |
|---|---|
| General Needs (Social Rent) | **26,515 homes** (59.6%) |
| Intermediate Rent | **1,476 homes** (3.3%) |
| Affordable Rent | **4,615 homes** (10.4%) |
| Supported Housing | **3,635 homes** (8.2%) |
| Low-Cost Home Ownership | **4,215 homes** (9.5%) |
| Care Homes | **112 homes** (0.2%) |
| Private Rented Sector | **407 homes** (0.9%) |
| Other | **3,488 homes** (8%) |




2023-24

## Share, and number, of new homes (owned and/or managed) that were completed in the last financial year, allocated to:

| 2024-25 | | 2023-24 (Abri only) | |
|---|---|---|---|
| General Needs (Social Rent) | 129 (14.3%) | General Needs (Social Rent) | 179 (19.9%) |
| Affordable Rent | 291 (32.4%) | Affordable Rent | 251 (27.9%) |
| Low-Cost Home Ownership | 480 (53.2%) | Low-Cost Home Ownership | 300 (33.4%) |
| Other | 1 (0.1%) | Other | 169 (18.8%) |

## Key affordability metrics:

**Abri rent compared to median private rental sector (PRS) rent across the relevant Local Authority*:**
***52.0% (Octavia: 39%)***

**Abri rent compared to the relevant Local Housing Allowance (LHA):**
***64.1% (Octavia: 45.6%)***

**according to ONS data on PRS rents for March 2025*

Theme:

# Building safety and quality

At Abri, we are committed to providing safe, affordable housing that contributes positively to our customers' health and wellbeing. The safety and quality of our homes is critical to this mission, and we take issues extremely seriously.

We take a proactive approach to building safety, as well as responding to repair cases in a timely manner. We have implemented the following safety and quality initiatives, which help us address concerns quickly and effectively:

- A dedicated Quality Assurance Department within our repairs and maintenance team that carries out site inspections and weekly disrepair meetings.
- Timely responses to complex repair cases and emergency situations, with oversight and support from the Quality Assurance Department.
- An operational Service Improvement Group which meets monthly to ensure a coordinated, business-wide approach to service improvements.
- A companywide "See Something, Say Something" campaign, which empowers our colleagues and external contractors to report anything they see which isn't right in our homes and neighbourhoods.

Below are a few key building safety metrics from the most recent financial period. The data is split between Abri and Octavia for 2024/25 following our new partnership. We plan to publish conjoined data in the future.

| | Abri | Octavia |
|---|---|---|
| % of homes for which all required gas safety checks have been carried out. | 99.98% | 98.77% |
| % of homes for which all required fire risk assessments have been carried out. | 100.0% | 100.0% |
| % of homes for which all required electrical safety checks have been carried out. | 99.94% | 94.77% |

# How we address damp and mould at Abri

Abri has invested substantial resources to enhance its damp and mould policies and procedures in recent years. This has supported our overall commitment to providing our customers with safe and healthy places to live.

We aim to foster trusting relationships with our customers, ensuring they feel supported when problems with damp and mould occur. Abri has a dedicated damp and mould section on our website, and we frequently publish online blogs, emails, print newsletters and advice leaflets about preventing and eradicating damp and mould. We encourage our customers to report any issues with damp and mould as soon as they arise.

Reports of damp and mould are triaged through our Customer Contact Centre, which enables us to identify the cause of the issue and assign a priority level to each case. We are dedicated to resolving cases of damp and mould as swiftly as possible. Abri takes a "root cause" approach to treating cases of damp and mould. We conduct a ventilation assessment whenever we carry out a mould treatment in a customer's home, which allows us to remove the hazard, as well as preventing the issue from reoccurring in the future.

We carefully monitor Category 1 and 2 damp and mould hazards in line with the Housing Health and Safety Rating System (HHSRS). As of August 25, we do not have any CAT 1 damp & mould hazards and 10 are ongoing for CAT 2 hazards, all of which have had the immediate hazard removed and are receiving works to eliminate the root cause of the problem.

In 2023/24, Abri transitioned away from subcontracted damp and mould repairs work. We now handle this work internally within our Healthy Homes team, giving us greater control over the safety of our homes. We undertook a proactive stock condition survey in 2023/24, which brought a few cases of unreported damp and mould issues to our attention. Abri was able to address these issues before the problems progressed. We have continued carrying out stock condition surveys throughout 2024/25.

We have also revamped our damp and mould data tracking processes by implementing a smart Power BI dashboard system. This is managed by our Insight team and allows us to track our damp and mould performance, as well as make sure we have sufficient resources allocated to address any issues.

## Awaab's Law

Housing associations have, rightfully, been under increased pressure to eradicate damp and mould in their homes following the tragic death of Awaab Ishak in 2020, who died as a result of mould exposure. The sector has worked diligently to improve the health and safety of its homes during this time, particularly regarding damp and mould issues.

Abri welcomes the introduction of Awaab's Law, which will come into effect in October 2025. This regulation will require social landlords to investigate significant health hazards within 10 days of becoming aware of them and fix emergency hazards within 24 hours of notification. It represents a complete overhaul of the sector's legal responsibility to resolve damp and mould issues in a timely manner, safeguarding social housing tenants and preventing further deaths.

Abri is well prepared for Awaab's Law to come into force, having invested significantly in our damp and mould prevention and response policies. We are committed to eradicating damp and mould in our communities and always encourage our customers to let us know about any health or safety issues.

Theme:

# Customer Voice

Our customers are the heart and soul of Abri. It is critical for us to provide channels for our customers to voice their experiences, feedback and suggestions at the very highest levels of the organisation, and it is equally important that we listen to what our customers have to say and make improvements where required.

This year, the group reviewed the customer journey for our retrofit programme of works, supporting our ambition to invest more sustainably in our homes.

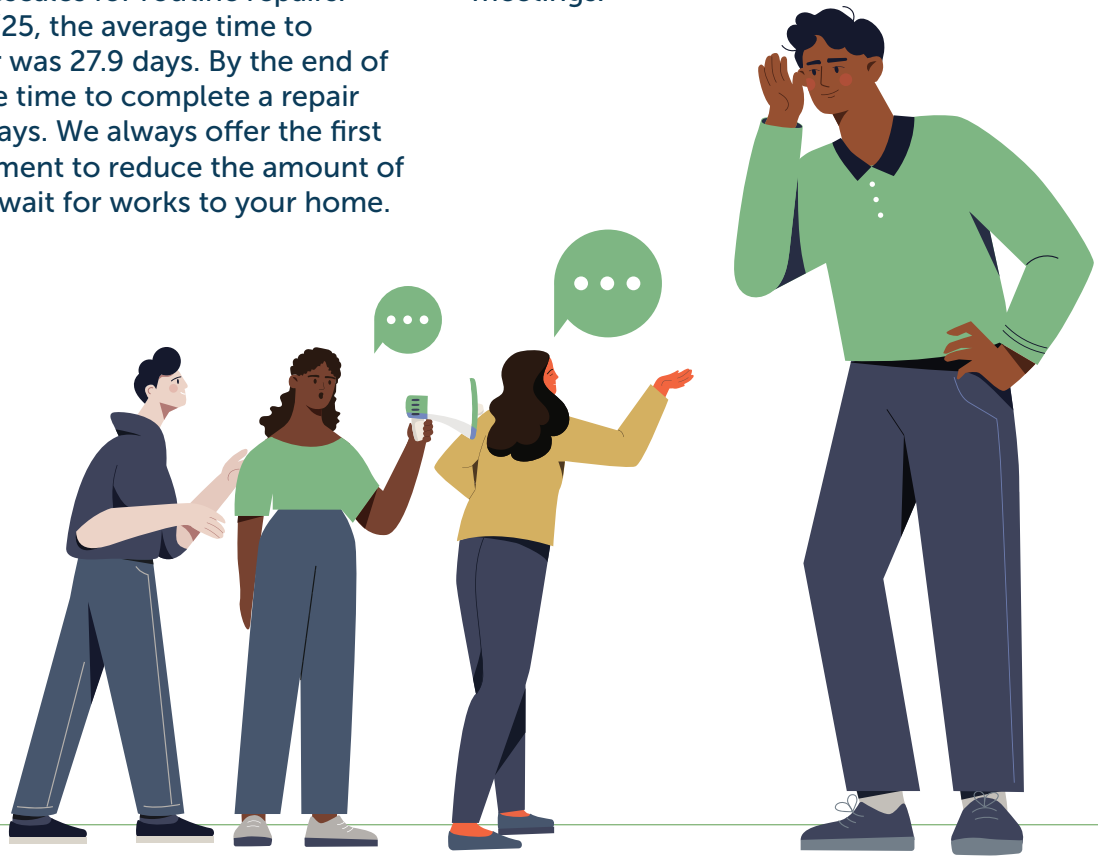
Five recommendations were made, including using the term 'energy efficiency works' instead of retrofit and more collaborative working with Housing Partners to support customers having works done at their home.

All the recommendations were agreed to and adopted, making it one of the highest recommendation implementation reviews ever completed by the RSG. This review also produced a video of the report findings, recommendations, and comments from our retrofit team all about how the review took place to improve the process for our customers.

The group looked at communications sent by Abri and our contractors for our uPVC programme, for areas where we're installing new windows and doors. This review is in the final stages and will be published soon.

Back in 2021, our Resident Scrutiny Group recommended the timescales for completing repair jobs should be trialled, with the aim of reducing the timescales for routine repairs. At the start of 24/25, the average time to complete a repair was 27.9 days. By the end of 24/25 the average time to complete a repair reduced to 19.1 days. We always offer the first available appointment to reduce the amount of time you have to wait for works to your home.

The Resident Scrutiny Group is supported by a Sounding Board. This is a group of volunteer customers who help with reviews and provide feedback on a more ad-hoc basis. There'll be even more opportunities to get involved as a Scrutiny Sounding Board (SSB) member this year, as we launch a quarterly update newsletter and invite SSB members to join project groups and observe RSG monthly meetings.



Case Study

# Tenant Satisfaction Measures

In 2023, Tenant Satisfaction Measures (TSM) were introduced by the Regulator of Social Housing to make it easier for social housing tenants to view their landlords' performance and, in turn, empower tenants to hold their landlords to account. Abri views this framework as a useful tool to monitor our performance and ensure we are meeting – and exceeding – the expectations of our customers. We use the TSM results, in conjunction with our other customer engagement channels, to understand what's important to our customers and use their feedback to improve our services and support, all to better meet their needs.

**The TSMs consist of five key themes:**

1. **Keeping properties in a good state of repair**
2. **Maintaining building safety**
3. **Respectful and helpful engagement**
4. **Effective handling of complaints**
5. **Responsible neighbourhood management**

Following our partnership with Octavia, our TSM data is separate for Abri and Octavia this year. Next year, our TSM results will be combined for the Group.

Abri conducted its most recent TSM survey between June and December 2024, engaging **2,433 customers** through telephone interviews conducted by an independent research provider. The results indicated an overall satisfaction rate of **74.5%** with our services. In response to the feedback provided by our customers, Abri undertook a detailed analysis and developed tailored action plans for each region. One key initiative stemming from this work is focused around increasing engagement with our communities. We are now introducing community action days aimed at strengthening our presence in our communities and addressing our customers' concerns more directly.

Octavia's TSM survey took place in February 2025. Like Abri, the surveys were conducted via telephone calls by an independent research company. **528 customers** participated in the surveys, which found an overall satisfaction rate of **52.1%** with Octavia's services. Following this research, a detailed analysis report was provided to the Regional Managing Director and an action plan is currently being discussed with the leadership team.

# Complaints and the Housing Ombudsman

The Housing Ombudsman plays a key role in keeping social housing tenants safe and well. In a report from spring 2025, the Ombudsman reported a 474% increase in complaints about living conditions between 2019/20 and 2024/25 and called for a "transformative overhaul" of the sector.

Abri takes determinations from the Ombudsman extremely seriously and aims to learn lessons from each failure, putting the foundations in place to ensure that mistakes are not repeated.

Following Octavia being welcomed into the Abri Group, our data on Ombudsman determinations is split between Abri and Octavia this year. We intend to publish joint data in the future.

### Abri

**27** complaint outcomes received a determination of maladministration

### Octavia

**4** complaint outcomes received a determination of maladministration

In the past 12 months, the Housing Ombudsman determined that maladministration occurred in 31 complaints involving both Abri and Octavia. Of these, 27 complaints were related to Abri Group, while 4 were related to Octavia. Although these figures offer a numerical overview, Abri's commitment to learning from complaints extends far beyond mere statistics.

Abri is dedicated to using all feedback, whether from findings of maladministration, service failures or other determinations, to drive meaningful improvements in service quality. Our dedicated Dispute Resolution Team, which operates independently from the central complaints function, ensures that each case is reviewed thoroughly and impartially.

Crucially, we do not limit service improvements to cases where maladministration is identified. Lessons are also drawn from broader service failures, recognising that even isolated incidents can present opportunities to enhance the customer experience. While not every individual case indicates a systemic issue, each one represents a chance to make a positive difference for the person involved, as well as an opportunity to make improvements across the organisation.

Looking ahead, Abri is refining its approach to reviewing Ombudsman determinations. Our goal is to move beyond a purely numerical analysis and place greater emphasis on the voices of our customers. This evolving methodology will provide a more comprehensive understanding of how customer feedback shapes service delivery and will ensure that we continue to learn, adapt and improve our services in line with the needs of our customers.

Theme:

# Customer Support

The cost of living crisis has continued into 2025, with families across the country struggling with the costs of everyday essentials. We know that social housing customers are affected disproportionately by rising prices, and we are resolute in doing everything we can to support our customers in times of need.

We are committed to doing everything we can to reduce social isolation, encourage active lifestyles, improve access to nutritious food and support mental resilience.

The Cost of Living Steering Group brings together stakeholders from across the business to coordinate and strengthen our response to the ongoing cost of living crisis. Its purpose is to share current initiatives, align future plans, and identify gaps in support for our customers, using insights from the recent cost of living survey. By fostering collaboration and strategic oversight, the group ensures that our efforts are targeted, inclusive, and responsive to the evolving needs of our communities.

We have invested heavily in our support services in the past year, with £3.933m invested directly into community-based initiatives that aim to empower individuals, strengthen communities and increase housing stability. In addition to this, our Welfare Benefits Officers assisted more than 7,000 customers in accessing a total of over £7m in previously unclaimed benefits.

Our Tenancy Sustainment Officers were also hard at work in 2023/24, supporting over 2,000 households with securing essential items such as white goods and furniture, preventing over £300,000 in appliance poverty. The team also distributed over 3,300 food parcels, fuel vouchers and food vouchers to our customers in urgent need. Abri also manages a crisis fund, which can be accessed by our customers in the gravest need.

Our Community Investment Strategy supports customers further by promoting healthier, more connected lives.

We've introduced a new Customer Vulnerability Policy, creating a definition of vulnerability that's broad and flexible. Based on research inside and outside of the housing sector, we've included 'hidden' and transient vulnerabilities, such as bereavement or a sudden job loss causing financial hardship. Over the next year, we'll be putting the policy into practice.

This includes creating an accompanying procedure that aims to positively impact how we recognise and record vulnerabilities so we can tailor our services accordingly and implement reasonable adjustments where necessary.

We have a Silent Customer Procedure. We have a responsibility to ensure those who live in isolation are supported. We proactively identify and engage with our most vulnerable customers, ensuring we've had contact with them at least once within a 12-month period.

### Totals:

- Total investment in community-based initiatives: **£3.933m**
- Customers helped by our Welfare Benefits Officers: **over 7,000**
- Total claimed in benefits with support from Welfare Benefits Officers: **over £7m**
- Households supported with securing essential goods: **over 2,000**
- Food parcels and fuel and food vouchers distributed: **over 3,300**

# Reducing the impact of high energy bills on customers

Fuel poverty has been afflicting the most vulnerable people in society for many years now. We have supported struggling Abri customers with fuel vouchers and other forms of monetary assistance, which have provided immediate lifelines for hundreds of our customers.

We are also tackling this issue head-on, at the root cause. By investing in the retrofitting of our existing homes, we are reducing the energy demand of our homes – and even generating energy through solar PV technology – saving customers money and giving them energy independence from the grid.

We will not stop retrofitting until each and every Abri home is safe, warm, highly energy efficient, net zero and affordable to heat.

## Octavia spotlight:

Octavia is proactively addressing the energy crisis through both direct aid and long-term support to customers. Through their food and fuel initiative and in partnership with the North Paddington Food Bank and HACT, Octavia issued over **177 energy vouchers** to customers in need, delivering a total of **£9,000 of direct support** to customers. Octavia also made **39 referrals** for more extensive energy assistance, covering equipment, home improvements and debt advice via Green Doctor and SHINE. **23 Octavia customers** were assisted in clearing their energy bill debts, with a total of nearly **£14,000** in debt relief achieved in partnership with HACT.

Theme:

# Employment and training

Abri firmly believes in the power of employment as a means of achieving financial – and in many cases, mental – wellbeing. Employment is often lifechanging, providing people with a reliable income and a sense of stability and purpose. That's why we have dedicated substantial resources to supporting our customers with their journeys into employment.

Abri's dedicated Employment Service assists customers with building skills, gaining qualifications and securing meaningful employment. The service is accessible and flexible, offering support via face-to-face, online or telephone appointments. Out of the 832 customers that were referred to the service in 2024/25, 497 opted to engage, receiving tailored one-on-one support from specialised employment coaches. This support included CV writing, job application guidance, interview preparation and referrals to training and specialist services. As a result of this support from our Employment Service, 234 individuals were able to transition into employment or progress in their careers, contributing a total social value of over £2.79m.

In addition, Abri launched a Housing Services Internship this past year and recruited two customers for a 12-month pilot programme which began in April 2025. We look forward to seeing our interns develop their skills over the next year.

Totals:

- Abri customers referred to the Employment Service: 832 (compared to 199 in 2023/24)
- Abri customers that engaged with the Employment Service: 497
- Abri customers that transitioned into employment or progressed their careers: 234 (compared to 264 in 2023/24)
- Total social value contributed by the Employment Service: over £2.79m
- Training sessions accessed: 133
- Referrals to specialist provision (e.g. mental health support, foodbanks, benefits advice): 205
- Employability sessions delivered: 1,483 (compared to 1,145 in 2023/24)

Theme:

# Placemaking

Abri and Octavia are dedicated to building stronger, healthier communities through targeted investments and resident-led initiatives. Both organisations focus on placemaking efforts that enhance physical spaces, encourage social connections and support local identities – which we believe is crucial to fostering a sense of pride in our home and community.

Some of Abri's initiatives include hosting exercise classes for residents over the age of 60, leading heritage projects like Mansbridge Memories and supporting community hubs such as The Look-In Café and St. Peter's Community Centre. Important community spaces like the Byron Centre in Longwood Park and Bishops Court garden have been completely revitalised through regeneration projects led by residents and funded by social value contributions. Other initiatives at Abri include welcome events for new Abri residents in Bristol organised in partnership with Lockleaze Neighbourhood Trust and a dedicated Resident Partnership Group at Sawyers Close.

Abri's Good Grub Clubs (GGC) and Energy Efficient Cooking (EEC) sessions are another example of our commitment to placemaking. These sessions were aimed at helping residents learn to cook healthy meals for themselves in an energy and cost-saving manner. The events were held in ten communities, with 55 GGC sessions and 116 EEC sessions hosted. A total of 377 Abri customers attended the EEC sessions, with over 95% reporting improved confidence in their ability to cook healthily and cost efficiently at home. All participants in the EEC sessions were provided with an air fryer to assist them in maintaining their new cooking skills at home. A monetary assessment of the Social Value generated by the EEC sessions found that a total of £1,695,503 of social value was generated by the programme, equivalent to £31.40 in social value for every £1 invested. Additionally, participants in the GGC sessions reported improved cooking confidence and more energy efficient cooking habits at home, with 90% of participants reporting they were eating more fruit and vegetables as a result of the sessions.

Together, these initiatives demonstrate a shared commitment to placemaking, which we measure through resident feedback, social value outcomes and sustained engagement.

Case study:

# Base Productions

Base Productions is an award-winning, youth-led production company that creates film and digital content with a purpose. Abri is proud to have inherited this impactful project from Octavia, which works with 14-25-year-olds from diverse and underrepresented backgrounds with the aim of helping them bridge the gap into fruitful careers in the film and media industries. . This initiative included several inspiring projects, including a summer gaming project that involved older customers, a community arts auction in February 2025 and a community pop-up restaurant in March 2025. By combining training opportunities with direct outreach and partnership working with local organisations, Base Productions is reaching the most at-risk groups of young people and helping them build fulfilling careers in the arts. Base Productions' ultimate goal is to improve representation of black, working class and Special Educational Needs and Disabilities (SEND) people within the creative industries.

Base Productions' new commercial arm is driving its social impact even further, giving young people the chance to take the lead on paid commissions. By offering paid opportunities for meaningful work, Base Productions is instilling a sense of value and possibility in the young people it works with, helping build the foundations for a more diverse and inclusive film and media sector.

## A story of a young adult working with Base Productions...

KH is a 20-year-old student studying at Uni, whom has to live in London independently due to her challenging situation at home. She was struggling to maintain paying her bills and unfortunately lost her job at the pub when it closed down. However, with the skills she had been developing through our provision, including directing the beautiful film, Buzz Twice for Yes, which is now a Climate Resource, she was able to take on free-lance work as a videographer, developing her portfolio and client base, helping her bridge the gap with her bill payments. This brilliant development qualified her to be able to apply successfully for our new Digital Content Creator role, where she has demonstrate fantastic work, inspiring her peers and evolving her work to both manage this role and carry on her freelance work.

Case study:

# Supporting our customers' welfare

Our customers are at the heart of everything we do, and over the past few years, many have needed extra support from us due to the impact of the cost of living crisis. Our Welfare and Benefits team - part of our wider Tenancy Support Services team - plays a key role in supporting customers experiencing difficult times financially.

Bobby Green, Welfare Benefits Officer, shares a recent customer story from the team with us:

"We recently helped a 79-year-old customer, Jackie*, who was facing possible eviction. With our support, Jackie was able to keep her home and feel more financially stable.

Jackie reached out to our Welfare team nine months ago, as she was struggling to pay her rent. After speaking with her, we discovered that she was only receiving local housing allowance, which is targeted to people living in private properties and only covers part of an individual's housing costs. Sadly, Jackie was using her state pension to pay the rest of her housing costs and was still struggling to make ends meet. Her family was doing their best to support her, but they were struggling too.

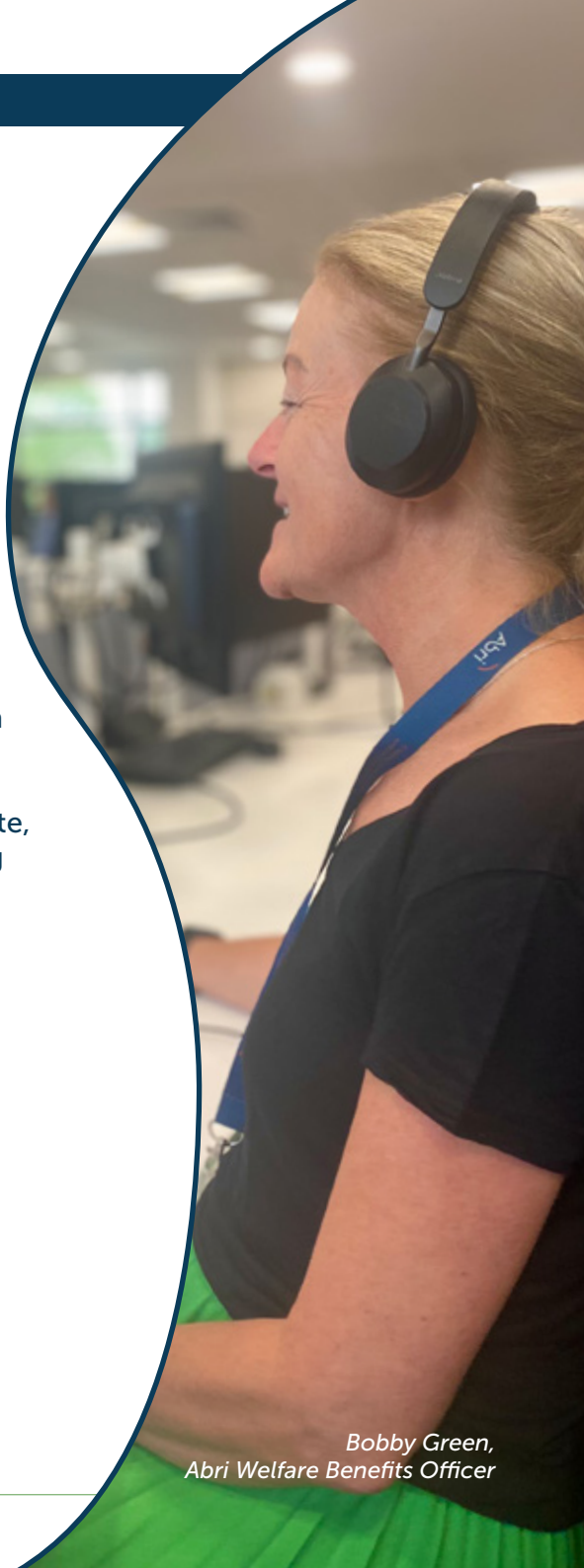
Because Jackie was renting from us, a non-profit registered housing provider, she was eligible to claim maximum housing benefits from either a local authority or the Department for Work and Pensions (DWP). We sought to help Jackie gain access to this support right away.

We first got in touch with the local authority, who initially challenged our appeal. However, we took further action and begun discussions with the Bournemouth, Christchurch and Poole (BCP) Council to resolve the issue.

In the meantime, we supported Jackie in joining the housing register and applied for her to receive a discretionary housing payment to help with her rent while waiting for a decision from BCP.
At the start of May, BCP determined that we had been correct and that Jackie was in fact entitled to claim local authority and DWP housing benefits. Jackie then received a backdated payment to her tenancy start date, in addition to her entitled increase in ongoing housing support.

Jackie was so thankful for the help she received from Abri that she sent flowers to the team as a show of appreciation for all the support she had received over the past nine months."

**Name changed for anonymity*



*Bobby Green, Abri Welfare Benefits Officer*

## Case study:

# Pocket Power

The cost-of-living crisis has made life significantly harder for many, with the lowest earners now spending over 90% of their income on essential household bills. To support those most affected, Abri partners with Pocket Power, a social enterprise that helps customers reduce their bills and maximise their income.

Pocket Power contacts energy, broadband and insurance providers on behalf of customers to negotiate better deals and offer practical energy-saving advice. Referrals are made by Abri colleagues who identify customers in financial difficulty, ensuring that support reaches those most in need. Customers cannot self-refer, as Abri funds a specific number of referrals each year. The service is funded annually—this year through social value contributions from M&D Builders as part of their contract with Abri.

Last year, 267 customers were referred, with 136 customers engaging and a total of £30,205 saved—an average of £222 per customer. These savings have helped customers afford essentials like food and heating.

### Totals:

- Number of customers referred: **267**
- Number of customers engaged: **136**
- Total amount saved for customers: **£30,205**
- Average savings per customer: **£222**

***Pete's story below is testament to the impact this scheme has had in Abri customers' lives, easing the burden of the cost-of-living crisis:***

## Pete's story:

Pocket Power colleague Aaron approached Pete, a new Abri customer, about his eligibility to take part in the Pocket Power scheme. Aaron helped Pete apply for a water discount, assisted him with contacting his energy supplier for a reduced rate, helped him access a discounted broadband rate which he was entitled to due to his benefits status, and supported him in adjusting his boiler settings to reduce his gas bills. In total, Pete saved £513 because of Abri's partnership with Pocket Power.

Pocket Power
Pay less, save more

Case study:

# Regeneration in Longwood Park, Slough

In 2024, Abri secured funding from Travis Perkins, through their Social Value Procurement Fund, to complete a full refurbishment of the Byron Centre in Longwood Park, Slough. Longwood Park is supported by a Community Investment Plan aimed at meeting the needs of customers, empowering the community and tackling health and employment-related issues.


Although much-loved by Abri customers as a shared community space, the Byron Centre had become tired-looking and visibly in need of upgrades in recent years. In 2024, social value procurement funding was obtained and the centre underwent major works in the winter of 2023/24. After several months of anticipation, the newly refurbished Byron Centre was reopened in Summer 2024 to the delight of customers.

Since the refurbishment, the Byron Centre now contains a dedicated room for a community pantry, which launched in August 2024. The pantry has become a lifeline for many people in the community, who have the ability to purchase essential food items at a reduced price. The centre now has 80 members and has become a thriving community space, with a separate space available for hire by local community groups. Various charities and other socially minded organisations visit the centre regularly to provide various community initiatives, including Play and Learn sessions for parents and young children every Friday.

One Abri customer said: *"The Byron Centre feels so welcoming now, the Learn and Play is a great opportunity for the younger children to be able to have a safe place to play and interact with other children, it also helps the parents to mix with other parents and not feel isolated."*

Speaking about the community pantry, another Abri customer said: *"It is helping me to save money. There is a good selection of food I find that I am taking more milk and even treat myself to some snacks. I look forward every week to seeing what is on in the pantry shelf."*

# Governance

Abri's business is built upon a foundation of good governance. This encompasses a range of priorities including strong and transparent board leadership, generous benefits and development opportunities for our colleagues and Equality, Diversity and Inclusion (EDI). Solid governance practices help us mitigate social and environmental risks while capitalising on the associated opportunities, making us a more resilient organisation.

## Key Highlights

- G1/V1 rating for Abri, demonstrating our strong governance and ambition
- Median Gender Pay Gap of 5.9% (down from 7% in 2023/24)
- Real Living Wage payer
- 11 Board members - 18% of Board members are BAME and 64% are female
- 81.81% of Board members are non-executive directors (2023/24: 80%)
- Wellbeing Strategy at heart of our culture

Wellbeing Strategy at the heart of our culture

Case study:

# Learning and service improvement

At Abri, our customers are the heart and soul of our business, and we are committed to providing high-quality, affordable homes and services. However, sometimes we get things wrong. When this happens, we are dedicated to learning from each complaint or Ombudsman determination to improve our services for the wellbeing of our customers. This commitment extends beyond maladministration findings to include service failures, as well as other decisions issued that may contain orders or recommendations.

Abri has a dedicated Dispute Resolution Team that is independent from the centralised complaints team. The Dispute Resolution Team is tasked with managing investigations received by the Housing Ombudsman. Key aspects of our dispute resolution approach include:

**Equal Treatment of Orders and Recommendations:** We treat orders and recommendations from the Ombudsman with equal importance and always seek to comply. In rare instances where compliance with a recommendation is not deemed appropriate for Abri, detailed reasons will be provided to the Ombudsman.

**Learning from Various Outcomes:** Service improvements are not solely derived from maladministration cases. Cases identified as service failures also provide valuable learning opportunities through their associated orders and recommendations.

**Contextual Impact:** While some maladministration findings may address issues isolated to a single customer and not indicate wider service deficiencies, they invariably make an individual difference to the customer involved. Consequently, we do not operate on a direct numerical correlation (e.g., x number of cases = x service improvements).

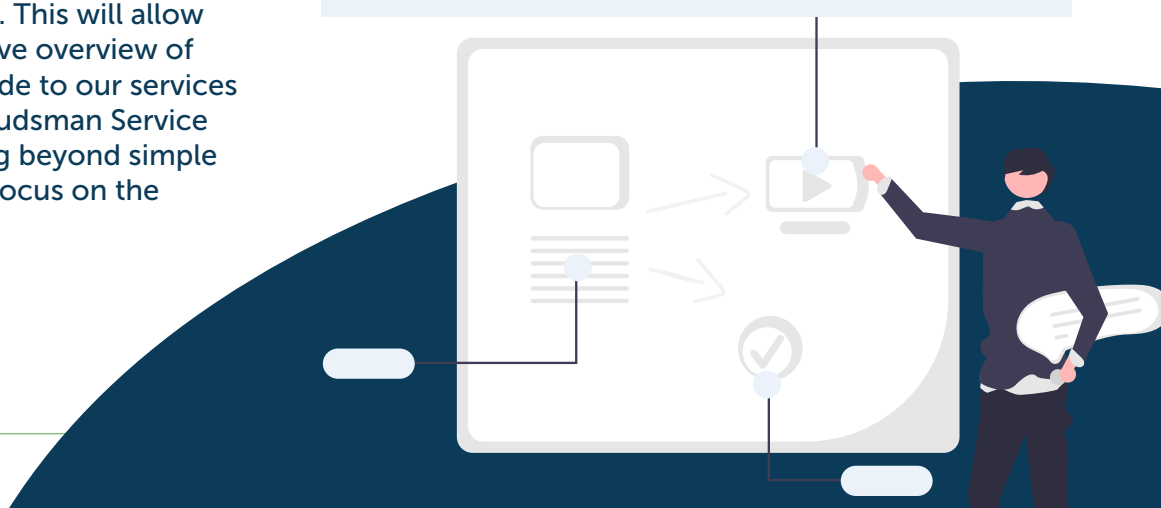
**Evolving Approach:** For the current year, we are enhancing our methodology for reviewing determinations and their impact on service improvement. This will allow for a more comprehensive overview of the positive changes made to our services following Housing Ombudsman Service (HOS) outcomes, moving beyond simple statistics with a greater focus on the customer voice.

**Refining Compensation Guidance after a Service Failure Finding**

*Following a customer's request for compensation related to damage caused by mould, the Housing Ombudsman Service (HOS) investigated Abri's handling of the issue. The HOS found that once Abri was informed the customer's insurer would not cover the claim, Abri should have proactively considered discretionary compensation for the customer's damaged belongings.*

*In response, and in connection with a related maladministration finding, Abri reviewed and updated its internal 'Putting Things Right' Guidance. The revised guidance now places greater emphasis on discretionary redress in cases where insurance does not apply, aligning more closely with HOS expectations.*

*This case has helped refine Abri's approach to compensation, ensuring a more customer-focused and responsive process in future cases.*



Theme:

# Structure and Governance

Abri Group Limited is a Community Benefit Society, not-for-profit registered provider of social housing. We are registered with the Regulator of Social Housing (RSH) in England, which binds us to the RSH's regulatory framework.

We follow the National Housing Federation's 2020 Code of Governance, which promotes accountability, transparency and effective leadership. We are pleased to hold the highest possible rating from the RSH, which is G1/V1. We have not yet been given a C rating. The new Consumer rating (C) is where the Regulator looks at how providers comply with the new Consumer Standards, introduced to help drive improvements in the quality of housing and services. Our G1/V1 rating reflects our strong governance principles and financial viability.

In the last 12 months, Abri has not been subject to any adverse regulatory findings such as data protection breaches, bribery, money laundering or health and safety violations that resulted in enforcement or equivalent action.

On 18 December 2024, Octavia Housing joined Abri Group Limited as a subsidiary, having previously been given C3 regulatory judgement in July 2024 (which outlined failings in oversight, management and delivery in several areas of Octavia Housing's landlord health and safety responsibilities). Abri continues to engage positively with the Regulator while making the improvements required to address the failings in delivery of the outcomes of the consumer standards. The nine recovery workstreams that are reported on to the regulator all remain on-track for completion later in 2025. Prior to joining Abri Group, Octavia Housing was downgraded from G1 to G3 and from V2 to V3 in September 2023.

## Managing ESG Risks

Abri utilises an enterprise risk framework to manage its ESG risks, which is reviewed annually. This framework defines a consistent approach to assessing risk and encompasses a wide range of risk categories including financial risk, health and safety risk, regulatory risk, service quality reputation risk and carbon-related risk. Where appropriate, some risk categories include a carbon dimension which enables the Board to assess the potential carbon impact of a stated risk.

Abri's Board has identified a range of relevant ESG risks that, if not managed effectively, have the potential to threaten the viability of the Group. These ESG risks include issues related to governance, customer and colleague wellbeing and the road to decarbonisation.

Our annual TCFD report is another essential tool that helps us manage our climate-specific risks. 2025 marks our third consecutive year of reporting against the TCFD framework.

Case study:

# Abri's Business Continuity and Emergency Planning (BC/EP)

As the social housing sector continues to face a range of macroeconomic challenges, organisational resilience has never been more important than it is now. Abri has taken a proactive approach to strengthening its organisational resilience by implementing a Business Continuity and Emergency Planning (BC/EP) programme, which is a set of actions and procedures that helps ensure stability during unexpected disruptions and emergencies.

Abri's BC/EP programme was developed by the Business Continuity team and is designed to enhance risk preparedness across the organisation. The BC/EP programme explores a wide range of potential disruptions, including severe weather events, supplier failures, reputational incidents and more. Each exercise in the programme is customised, purposeful and grounded in realistic risk scenarios. The BC/EP programme has been integrated across Abri, increasing resilience from high-level decision-making to the day-to-day running of the business. The programme is also aligned with industry standards and is subject to regular reviews to address emerging risks and sector developments.

The BC/EP programme supports Abri's ESG commitments by ensuring that essential services are maintained during emergencies and by encouraging collaborative partnerships. Environmental considerations are also embedded throughout the programme. Each Business Impact Analysis (BIA), for example, includes an assessment of climate-related impacts. This ensures that potential environmental impacts are factored into Abri's continuity planning. This approach supports sustainable recovery from disasters, minimises environmental disruption and aligns with Abri's broader sustainability goals.

Collaboration and sector engagement are also critical elements of Abri's BC/EP programme. By engaging with other housing providers and resilience professionals, Abri colleagues can share their knowledge about business continuity with others, in addition to learning about best practices at other organisations. This outward-facing engagement reinforces Abri's ESG commitments by promoting inclusive, community-focused resilience strategies and encouraging sector-wide alignment on these issues.

Colleague spotlight:

## Melissa, Business Continuity Advisor at Abri

Melissa, Abri's Business Continuity Advisor, is an active member of the Business Continuity Institute (BCI) and participant in the Social Housing Business Continuity Forum. She does a brilliant job demonstrating Abri's commitment to business continuity, including presenting at national-level events like the Cross-Government Business Continuity Forum and the National Consortium for Societal Resilience (NCSR+) webinar series. These platforms have enabled Melissa to share her insights about embedding resilience in social housing, as well as learning from other organisations' successes. This external engagement reinforces Abri's ESG commitments by promoting inclusive, community-focused resilience strategies and encouraging sector-wide alignment on these issues.

Watch Melissa's NCSR+ webinar here.

Theme:

# Board and Trustees

Abri's Board and governance practices are underlined by transparency, effectiveness and Equality, Diversity and Inclusion (EDI) principles. Our ultimate goal is for our Board and senior leadership to reflect the diverse communities that Abri and Octavia serve, with fairness and openness prioritised at all leadership levels.

Our Board has clear, established policies that incorporate EDI into the recruitment and selection process for Board members and senior management. Proportional representation is actively considered during the recruitment process. Our Equality, Diversity and Inclusion Group (EDIG) oversees the implementation of our Board-approved EDI Strategy and serves as a sounding board all EDI-related matters concerning both colleagues and customers.

Octavia's Board and senior leadership team have been integrated within Abri's governance structure, with their previous structures ceasing in December 2024 when we formed our partnership.

## Key Equality, Diversity and Inclusion (EDI) KPIs:

- Percent of Board members who are women: **64%**
- Percent of Board members identifying as BAME: **18%**
- Percent of Board members with a disability: **18%**
- Percent of Board members who are Abri customers: **9%**
- Average Board member age: **58 years**
- Average Board member tenure: **3 years**
- Percent of Board members that are non-executive directors: **81.81%**

Theme:

# Handling conflicts of interest

Abri has a Conflict of Interest Policy in place, which is supported by clear procedures outlined in the Group Standing Orders. This aim of this policy is to identify and manage any conflicts of interest with integrity and transparency. Our Conflict of Interest policy sets forth:

- **Where Group Combined Board arrangements are present in the corporate structure and the reasons why the Group has decided to operate a combined Board**
- **The duties and expectations that are applicable to Board members when acting on the Group Combined Board**
- **The difference between an "interest" and a "conflict", and the consequences of each on the Group's decision-making processes, including the process that the Group Combined Board will follow in the event a conflict arises that cannot be resolved**
- **The practical arrangements put in place by the Group to manage these issues**

Theme:

# Colleague wellbeing

Abri takes pride in being a great place to work. We believe that caring for our colleagues is just as important as caring for our customers. We support and invest in our team members by providing them with the freedom and accountability to make the right decisions for our customers. We are also proud to have our efforts recognised through our three-star Best Companies and Investors in People Platinum accreditations. We are deeply committed to fostering a positive and inclusive work environment where our colleagues can learn, develop, and thrive.

We prioritise the physical and mental health of our colleagues and have invested heavily in our colleagues' wellbeing. We believe that when our colleagues feel their best, they will be able to contribute their best work – generating a positive impact for our customers. Abri looks after our staff members with a comprehensive wellbeing programme that includes access to occupational health services, an employee assistance programme, trained Mental Health First Aiders and Wellbeing Ambassadors, a range of financial wellbeing services and more.

Abri also encourages professional development and invests heavily in our colleagues' learning and career progression. Between April 2024 and April 2025, Abri supported colleagues in completing 220 external courses across various departments, including Housing, Development, Governance, Communications and IT. These courses included apprenticeships, Chartered Institute of Housing qualifications and participation in the Housing Leaders Management Development Programme. In total, 20% of the workforce engaged in formal learning during this period.

The People Development team, part of POD and GOLD accredited by the Learning and Performance Institute, consists of Learning and Development (L&D) and Organisational Development (OD). L&D delivers strategic in-house training, including ILM-endorsed management pathways and customer service programmes. OD focuses on qualifications, apprenticeships, coaching, and performance.

Together, they deliver the 'Housing Professional of the Future' (HPoF) programme, which includes a module on sustainability, delivered by the sustainability team, with 634 colleagues (34%) participating since its launch. Seven modules are available, with four more planned. A new peer-led initiative, the 'Learning Allotment', is also in development.

L&D runs engaging series such as 'Let's Talk About...' (EDI), 'Achieving Together', and 'Get Curious About...' (e.g. Autism, Diabetes). In response to sector challenges, Abri launched a multi-layered customer service programme, including 'Everyone is in Service' training and a new Vulnerable Customers module. By equipping everyone that works at Abri with the right knowledge and tools, we're ensuring our service style is truly at the heart of everything we do.

Mandatory training compliance averages 99% monthly, supported by strong leadership and relevant content. Abri also offers over 2,000 self-led resources via its learning and performance platform (LEAP) platform, covering topics like mental health, neurodiversity, and customer service. Abri's approach is aligned with best practices across the sector. Octavia has similar processes including a management development programme, a training request system, 60 self-led learning materials, and mandatory training.

**An EDI breakdown of the 220 external training participants shows diverse representation across gender, ethnicity, disability, caring responsibilities, religion, and veteran status.**

Performance management is supported through quarterly 'Great Conversations', with 92% participation. To support both performance and personal growth, every colleague is required to have a minimum of four objectives and a personal development plan (PDP). The PDP is automatically issued and includes a SWOT assessment aligned with the Chartered Institute of Housing Professional Standards.
Each colleague has a personal development plan linked to CIH standards and a minimum of four objectives.

Abri proudly pays the Real Living Wage as a minimum across the organisation, reflecting our commitment to fair and responsible employment practices. *

EDI policies and practices are non-negotiable for us at Abri. Our public "All In" statement outlines our public commitment to EDI, which is backed by a strategy and action plan developed in consultation with our colleagues and customers. All new staff members are introduced to our EDI Strategy during their induction and mandatory EDI e-learning is required for all employees. On top of this, various trainings are offered on diversity topics such as race, unconscious bias, autism awareness, microaggressions and inclusive recruitment. As we look forward, Abri intends to compile additional EDI-related data to explore how EDI is being integrated into our organisation. This will be especially important as we continue to integrate Octavia's data and processes into our organisational structure.

We closely track Abri's gender pay gap, which is an important metric when it comes to monitoring inequality and unconscious bias in the workplace. In 2024/25, Abri reported a median gender pay gap of 5.9%, which is an improvement compared to the 7% reported in 2023/24. However, this figure is still below Abri's median gender pay gap in 2022/23, which was 3.9%. Our 2024/25 gender pay gap figure compares positively to the national average, which the Office for National Statistics (ONS) reports as being 13.8% - however, there is clearly still important work for us to do in this area.

***Gender and Identity:*** *The majority identify as either man (39%) or woman (32%), with nearly 1 in 3 not specifying.*

***Sexual Orientation:*** *Around 71% identify as heterosexual/straight, with visible representation from LGBTQ+ groups. 12% left this blank.*

***Ethnicity:*** *66% identify as White British, 10% as other White backgrounds, with a meaningful presence of other ethnic groups. 9% did not disclose.*

***Disability and Health:*** *13% reported having a disability or long-term condition.*

***Caring Responsibilities:*** *Nearly 1 in 5 are primary carers for children, with others having elder or secondary care responsibilities.*

***Religion or Belief:*** *46% reported no religion, while Christianity remains significant at 26%.*

***Marital and Relationship Status:*** *44% are married, with others single, divorced or cohabiting.*

***Veteran/Reservist Status:*** *6% are veterans or reservists.*

## CEO to median worker pay ratio:

**9:1** (2023/24: 9.36:1)

**This rate does not apply to all apprentices and may not extend to contractors, depending on the nature of their engagement.*

Theme:

# Supply Chain

As a community-based organisation that is built upon social value, we consider social impact across our entire value chain – from the materials we purchase during the development process right down to the wellbeing of our customers that call Abri properties home.

When procuring goods and services, Abri prioritises social value from the very beginning. During the pre-procurement stage, social value is integrated into the planning and tendering process, with each project assessed individually to determine an appropriate weighting. For contracts with an annual value of £100,000 or more, social value commitments are actively sought. This approach is extended, when feasible, to lower-value contracts as well. Our Social Value Team collaborates closely with supply chain partners to ensure that these commitments are both meaningful and achievable. Throughout the duration of each contract, social value performance is carefully monitored in partnership with the contract manager.

**Between 1 April 2024 and 31 March 2025, Abri's contracts generated £227,991 for social value projects, demonstrating the tangible impact of this approach.**

# Conclusion and the Year Ahead

**This year has marked another chapter of growth for Abri as we continue to advance on our sustainability and ESG journey.**

With the effects of climate change becoming more severe, a persistent cost of living crisis in the UK and the ongoing need for social cohesion, sustainability remains a critical element of Abri's business strategy and operations. We are a social business through and through, and we recognise that our efforts in this area have the potential to make a positive difference for our customers, our colleagues and the environment.

With Octavia now a part of the Abri Group, our organisation has grown – and so has our responsibility to deliver positive ESG outcomes. Our commitment to keeping our stakeholders informed and engaged with our sustainability journey has only strengthened during 2024/25, and we look forward to continuing to improve upon our ESG disclosures in the coming year.

We are pleased with our sustainability progress to date, but we know there is much more to do. 2024/25 served as an important re-baselining period in light of our partnership with Octavia, and we look forward to building upon our progress and making further strides toward our ESG targets in 2025/26.

## In the 2025/26 reporting year, we will focus on:

- **Building new, affordable homes that are fit for a net zero future**
- **Appointing a new EV software partner and roll out a new EV deployment plan**
- **Driving progress on our Biodiversity Net Gain (BNG) targets**
- **Ensuring our ESG ambitions and goals are reflected in the new Abri Corporate Strategy**
- **Fostering meaningful engagement on sustainability topics with our customers and suppliers, building on the work from our 2025 Sustainability Supply Chain Summit**
- **Furthering our work on climate adaptation, ensuring our customers, colleagues and business are resilient against the negative effects of climate change**
- **Building on our positive response to Government consultations on energy efficiency in homes, EPC requirements and Decent Homes standards to deliver hundreds more retrofitted homes**
- **Continued investment in developing our colleagues' skills and enhancing their wellbeing**
- **Implementing a new procurement framework that embeds our sustainability principles, with a focus on waste reduction**
- **Elevating the Greener Futures Partnership as a sector leader**
- **Progressing our work to achieve our climate targets by retrofitting more homes, reducing waste and reducing our GHG emissions**
- **Creating a detailed strategy to assess and mitigate overheating risks**

**Thank you to all our customers, colleagues, partners and other stakeholders for your ongoing support of Abri's sustainability journey. We look forward to working with you to achieve our goals in 2025/26.**

## Links to other key documents:

- Abri ESG Report – data performance sheet
- Sustainable Finance Framework
- Abri ESG Report
- Customer Annual Report
- Gender Pay Gap Report
- Annual Inclusion and Belonging Report
- Our Customer Performance Scorecard

## Contact us:

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Abri

Creating communities,
empowering lives