

# Greener Futures Together.

**A shared path to sustainable communities  
and a resilient future.**



**Trivallis.**

At Trivallis, sustainability goes beyond carbon reduction. It's about delivering warm, affordable homes, thriving communities, and a future that is fair, inclusive, and climate resilient. Our Sustainability Plan (2025–2029) sets the direction for achieving Net Zero by 2050, improving tenant wellbeing, and protecting the environment.

## Our Vision

Our vision is guided by the needs of our communities and the unique places they live—ensuring our journey reflects both community and environment.

- **Healthy Homes:** Energy-efficient, low-carbon, climate-resilient homes that improve comfort and affordability.
- **Thriving Communities:** Safer, healthier neighbourhoods with better access to green spaces.
- **Environmental Leadership:** Ambitious sustainability goals embedded in every decision.
- **Economic & Social Value:** Lower tenant costs and greater organisational resilience.

## Why It Matters

- Climate change drives energy costs, flood risk, and health impacts.
- Regulatory drivers like WHQS 2023 and Net Zero targets require action.
- Proactive investment cuts long-term costs and boosts tenant satisfaction.
- Unlocks innovation, funding, and community empowerment.

## How We'll Deliver

- Collaboration with tenants, colleagues, and partners.
- Data-driven decisions to target investment effectively.
- Integrated approach embedding sustainability across all operations.
- Clear accountability using the Sustainability Reporting Standard.



**Trivallis.**



# Six Key Themes

**Our six key themes, actions, and outcomes set the course for delivering our vision and measuring the change it creates.**

## 1. Green Spaces & Biodiversity

Enhance and maintain green areas, restore natural habitats, and integrate community use.

**Actions** include creating accessible outdoor spaces, planting pollinator-friendly species, and improving biodiversity in a way that compliments local heritage.

**Outcomes** include healthier communities, improved air quality, and attractive, safe spaces that support active lifestyles.

## 2. Climate Resilience & Flood Risk

Prepare homes and communities to withstand extreme weather and build lasting resilience.

**Actions** include mapping climate and flood risks, retrofitting vulnerable homes, enhancing heat resilience, and developing emergency response plans.

**Outcomes** include safer, more resilient homes, reduced damage, and fewer disruptions for tenants.

## 3. Energy Efficiency & Carbon Reduction

Deliver warmer, low-carbon homes and offices while reducing energy costs.

**Actions** include improving EPC ratings, installing low-carbon heating and renewable technologies, smart energy systems, and leveraging external funding.

**Outcomes** include lower bills, reduced carbon emissions, and progress toward Net Zero 2050.

## 4. Waste & Circular Economy

Reduce waste and promote responsible material use in service delivery and everyday sustainable living.

**Actions** include expanding recycling, responsible waste management, sourcing local sustainable materials, and educating tenants on waste reduction.

**Outcomes** include cleaner neighbourhoods, less landfill, and more responsible resource use.



## 5. Sustainable Transport

Encourage low-emission travel and improve connectivity for tenants and staff.

**Actions** include expanding EV fleets and charging points, improving bike storage, and promoting active or shared travel solutions.

**Outcomes** include lower transport emissions, improved accessibility, and healthier travel choices.



## 6. Water Efficiency

Reduce water consumption and improve resource management.

**Actions** include installing water-saving fixtures, monitoring usage to detect leaks, and providing tenant guidance on efficient use.

**Outcomes** include lower water bills, reduced environmental impact, and increased resilience to future shortages.

## Our Commitment

Sustainability is everyone's responsibility. By acting now, we protect our homes, our communities, and future generations. Together, we can create greener, healthier, and more inclusive places to live.

This is an at-a-glance view of our approach. For more information, or to discuss how we can work together to achieve these goals, please contact us at

**[sustainabilitymatters@trivallis.co.uk](mailto:sustainabilitymatters@trivallis.co.uk)**



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## Appendix 1 – Sustainability Action Plan (2025–2029)

This Appendix actions against our Greener Futures Plan. It provides measurable targets and timescales for monitoring progress. Additional actions will be added and reviewed as part of our Sustainability Governance Framework. The KPIs will be reviewed quarterly through our Executive Leadership Team and Regeneration & Sustainability Committee, where baseline capture is the target, future KPIs will be added, this will be reviewed annually. Annual performance summaries will be captured as part of a formal Environmental Social Governance

### 1. Green Spaces & Biodiversity

| Action                                             | KPI                                                | Target                  | Tenant Impact/Outcome                                                                                                                                                                                            | Organisation Impact / Outcome                                                                            | Regulation                    |
|----------------------------------------------------|----------------------------------------------------|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|-------------------------------|
| Map all land and vegetation types using GIS        | % of Trivallis land mapped & habitat categorised   | 100% mapped by Dec 2026 | Improving biodiversity will enhance the quality of our green spaces, providing tenants with proven mental-health benefits such as reduced depression, anxiety, and fatigue, leading to a better quality of life. | Better asset understanding for estate maintenance, accurate costing and clearer biodiversity priorities. | WHQS<br>SRS criteria<br>SHIFT |
| Develop a Biodiversity Action Plan                 | Plan published with baseline & enhancement actions | Mar 2027                | Healthier, more biodiverse environments also strengthen ecosystems, reducing risks from flooding, climate impacts, and disease outbreaks.                                                                        | Provides a structured approach to meeting biodiversity duties and investment planning.                   | WHQS<br>SRS criteria          |
| Detailed biodiversity studies on priority sites    | Number of site studies completed                   | Ten by Mar 2027         | Evidence linked to Broken Windows Theory shows that greener, well-maintained spaces help reduce antisocial behaviour by minimising visible signs of disorder and increasing feelings of safety                   | Identifies risks and opportunities to guide targeted improvements.                                       | WHQS                          |
| Amend procurement to include biodiversity net gain | % of new build contracts with biodiversity KPIs    | 100% by Apr 2027        |                                                                                                                                                                                                                  | Ensures new developments consistently deliver measurable biodiversity improvements.                      | WDQR<br>SRS criteria<br>SHIFT |

|                                         |                                        |                                |  |                                                                                                            |                        |
|-----------------------------------------|----------------------------------------|--------------------------------|--|------------------------------------------------------------------------------------------------------------|------------------------|
| Operational team biodiversity training  | No. trained staff                      | ≥3 staff trained by April 2027 |  | Builds internal skills to maintain and enhance biodiversity across estates                                 | SRS criteria SHIFT     |
| Involved tenants' biodiversity training | No. of sessions                        | ≥2 sessions/year               |  | Strengthens community involvement and empowers tenants to take positive action in caring for green spaces. | SRS criteria SHIFT RS4 |
| Provide tenant guidance materials       | Toolkit published & engagement tracked | Oct 2026                       |  | Consistent messaging that supports behaviour change and reduces maintenance pressures.                     | SRS criteria SHIFT     |

## 2. Climate Resilience & Flood Risk

| Action                                 | KPI                                        | Target             | Residential Impact / Outcome                                                                                               | Organisation Impact / Outcome                                                                                      | Regulation               |
|----------------------------------------|--------------------------------------------|--------------------|----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|--------------------------|
| Map flooding & overheating risks       | % of assets with climate risk scores       | 100% by Dec 2026   | Better understanding of climate risks affecting homes, helping protect tenants from flooding and overheating.              | Clear risk profiles to guide investment, proactive planning for support and resilience measures to mitigate risks. | RS criteria SHIFT RS2    |
| Develop Climate Resilience Action Plan | Plan developed and used as business policy | Apr 2026           | Increased protection from climate impacts through planned improvements to homes and communities.                           | Provides a strategic framework for climate adaptation across assets and operations.                                | SRS criteria SHIFT RS2   |
| Overheating assessments in retrofit    | % retrofit projects assessed               | 100% from Apr 2029 | Homes designed or upgraded to reduce overheating, improving comfort, health, and safety for tenants during hotter weather. | Ensures retrofit projects meet resilience standards and reduce overheating risks.                                  | Related to actions above |

|                                                     |                      |                    |  |                                                                                                |                        |
|-----------------------------------------------------|----------------------|--------------------|--|------------------------------------------------------------------------------------------------|------------------------|
| CIBSE TM:59 (overheating methodology) for new homes | % new homes assessed | 100% from Jan 2026 |  | nsures new homes comply with overheating requirements and support long-term climate resilience | SRS criteria SHIFT RS2 |
|-----------------------------------------------------|----------------------|--------------------|--|------------------------------------------------------------------------------------------------|------------------------|

### 3. Energy Efficiency & Carbon Reduction

| Action                            | KPI                                                       | Target                                                            | Residential Impact / Outcome                                                                                                                                        | Organisation Impact / Outcome                                                                                                              | Regulation                    |
|-----------------------------------|-----------------------------------------------------------|-------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| Target Energy Pathways            | Baseline completed & quarterly updates                    | Mar 2027                                                          | Retrofit and energy-efficiency upgrades make homes warmer, healthier, and cheaper to run. Cutting bills, reducing damp and mould, and improving comfort year-round. | Provides a structured plan to meet long-term carbon and energy goals whilst also investment planning                                       | WHQS SRS Criteria             |
| EPC targets                       | % homes meeting EPC targets                               | New homes EPC A; EPC C by 2030 where practical <sup>1</sup>       |                                                                                                                                                                     | Ensures compliance against regulatory targets and reduced our highest carbon impact.                                                       | WHQS SRS Criteria SHIFT       |
| Net Zero head office plan         | Feasibility study developed alongside wider office review | Dec 2027                                                          | Indirect benefit through improved organisational sustainability, leadership, and reputation.                                                                        | Identifies opportunities to reduce emissions, cut costs from under-used space, and avoid unnecessary heating/cooling and running expenses. | SRS Criteria SHIFT            |
| Maintain Carbon literacy training | Staff trained and accredited                              | 40 staff trained and accredited annually & ≥3 trainers maintained | Indirectly tenants gain practical knowledge to reduce energy use, lower bills, and feel empowered to take climate-positive actions.                                 | Builds internal expertise and supports tenant education, helping drive behaviour change and reduce energy demand across homes.             | Carbon Literacy Accreditation |

## 4. Waste & Circular Economy

| Action                                       | KPI                                                                      | Target                                                                  | Residential Impact / Outcome                                                                                                                                                               | Organisation Impact / Outcome                                                                               | Regulation                |
|----------------------------------------------|--------------------------------------------------------------------------|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|---------------------------|
| Record and report fly-tipping incidents      | Incidents recorded aligned with service charging                         | Collect a full year's fly-tipping incident data by Jun 2027             | Clearer reporting helps reduce waste hotspots and improve estate cleanliness.                                                                                                              | Better data to target interventions, recover costs and improve estate management.                           | SHIFT                     |
| Develop Waste & Circular Economy Action Plan | Plan developed and used as business policy                               | Apr 2026                                                                | More efficient waste services and clearer guidance for residents.                                                                                                                          | Provides a structured approach to reducing waste, improving recycling, and meeting regulatory requirements. | SHIFT<br>SRS Criteria RS6 |
| Resident waste engagement                    | Events held & attendance, and level of recycling requirements understood | 5 events/year; ≥80% understanding recycling requirements and confident. | Tenants feel confident about recycling and reducing waste, leading to cleaner, healthier neighbourhoods and mitigate risk of service charge for misuse of bins or any enforcements needed. | Increased recycling rates and reduced contamination, lowering disposal costs.                               | SHIFT<br>RS4              |
| Increase DLO recycling rates                 | % waste recycled                                                         | Collect a full year's DLO recycling data by Dec 2027                    | Indirect benefit through cleaner estates and reduced waste going to landfill.                                                                                                              | Better oversight of operational waste, supporting higher recycling rates and reducing disposal costs.       | SHIFT<br>SRS criteria RS6 |



## 5. Sustainable Transport

| Action                                        | KPI                           | Target                                | Residential Impact / Outcome                                                                 | Organisation Impact / Outcome                                                               | Regulation              |
|-----------------------------------------------|-------------------------------|---------------------------------------|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-------------------------|
| Sustainable transport action plan             | Plan publication              | Dec 2028                              | Clearer travel options that make sustainable, low-cost transport easier for tenants.         | Provides a coordinated approach to reduce travel emissions and plan future transport needs. | SHIFT SRS criteria      |
| EV charging feasibility                       | Studies completed             | Three estates by Mar 2027             | Better access to future EV charging, supporting cleaner, cheaper car use.                    | Identifies viable sites and supports long-term shift toward low-carbon fleet options.       | SHIFT                   |
| Install cycle storage within existing estates | Installations delivered       | Three estates retrofitted by Dec 2028 | Secure, accessible cycle storage encourages active travel and supports healthier lifestyles. | Improves estate functionality and promotes sustainable transport uptake.                    | WHQS SHIFT SRS criteria |
| Transport advice to tenants                   | Guidance published & reviewed | Nov 2025; annual review               | Tenants gain confidence in choosing affordable, sustainable travel options.                  | Reduces demand for car-dependent travel and supports organisational carbon-reduction goals. | SHIFT RS4               |

## 6. Water Efficiency

| Action                    | KPI                         | Target                 | Residential Impact / Outcome                                                                                        | Organisation Impact / Outcome                                                                                          | Regulation |
|---------------------------|-----------------------------|------------------------|---------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|------------|
| Fit water-saving fixtures | % installs in planned works | 100% where works occur | Lower water use reduces bills, supports sustainable homes, and helps households cope better during drought periods. | Cuts overall water demand, supports drought-resilience planning, and strengthens compliance with efficiency standards. | WHQS SHIFT |

|                                                                      |                                         |                                                                     |                                                                                                                                      |                                                                                                                            |      |
|----------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|------|
| Provide water butts at change of tenancy properties when appropriate | % units distributed to void properties2 | 100% of tenancy changes at properties where appropriate by Dec 2027 | Free rainwater collection lowers outdoor water use, reduces bills, and gives tenants a drought-resilient option for garden watering. | Reduces peak water demand on estates, supports sustainable grounds maintenance, and improves overall drought preparedness. | WHQS |
|----------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|------|



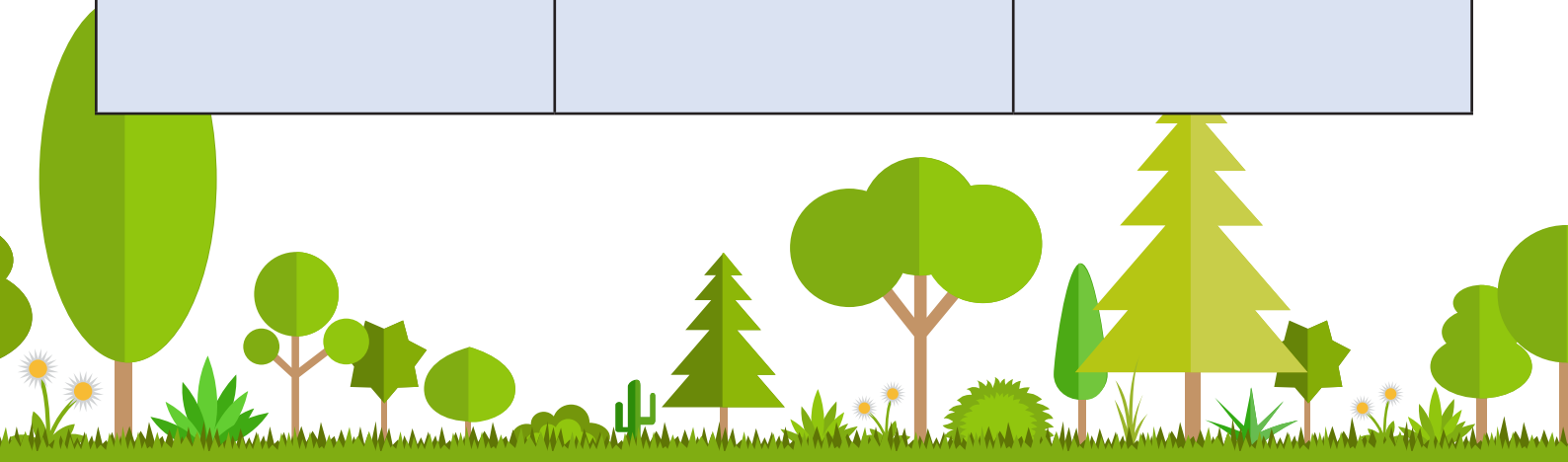
## Appendix 2 – Sustainability Action Plan Responsibility Chart

### Legend

- R – Responsible (does the work)
- A – Accountable (final decision/ownership)

### 1. Green Spaces & Biodiversity

| Action                                 | R                                                           | A                                                     |
|----------------------------------------|-------------------------------------------------------------|-------------------------------------------------------|
| Land & vegetation mapping (GIS)        | Sustainability Manager                                      | Head of Asset Strategy & Sustainability               |
| Biodiversity Action Plan               | Sustainability Manager                                      | Head of Asset Strategy & Sustainability               |
| Priority site biodiversity studies     | Asset Strategy and Sustainability & Development Teams       | Exec Director of Development, Assets & Sustainability |
| Biodiversity in procurement            | Procurement supported by Asset teams                        | Director of Assets & Sustainability                   |
| Operational team biodiversity training | Sustainability Manager                                      | Head of Asset Strategy & Sustainability               |
| Tenant biodiversity training           | Sustainability Manager with support from People Development | Head of Asset Strategy & Sustainability               |
| Tenant guidance material               | Comms Team and Sustainability Manager                       | Head of Asset Strategy & Sustainability               |





## 2. Climate Resilience & Flood Risk

| Action                             | R                           | A                                                     |
|------------------------------------|-----------------------------|-------------------------------------------------------|
| Flood & overheating risk mapping   | Sustainability Manager, ICT | Head of Asset Strategy & Sustainability               |
| Climate Resilience Action Plan     | Sustainability Manager      | Director of Assets & Sustainability                   |
| Overheating assessments (retrofit) | Decarbonisation Manager     | Director of Assets & Sustainability                   |
| TM59 assessments (new homes)       | Development Team            | Exec Director of Development, Assets & Sustainability |

## 3. Energy Efficiency & Carbon Reduction

| Action                       | R                                                                      | A                                       |
|------------------------------|------------------------------------------------------------------------|-----------------------------------------|
| Target Energy Pathways (TEP) | Sustainability Manager/<br>Head of Asset Strategy & Sustainability     | Director of Assets & Sustainability     |
| EPC targets                  | Decarbonisation Manager/<br>Head of Asset Delivery and Decarbonisation | Director of Assets & Sustainability     |
| Net Zero head office plan    | Facilities Team                                                        | Executive Leadership Team               |
| Carbon literacy training     | Accredited in-house Carbon Literacy trainers with People Services      | Head of Asset Strategy & Sustainability |



#### 4. Waste & Circular Economy

| Action                                  | R                                                                    | A                                   |
|-----------------------------------------|----------------------------------------------------------------------|-------------------------------------|
| Record and report fly-tipping incidents | Estates Team                                                         | Estates and Communities Manager     |
| Waste & Circular Economy Action Plan    | Sustainability Manager                                               | Director of Assets & Sustainability |
| Resident waste engagement               | Front line teams (incl. Community Housing and Community Involvement) | Sustainability Manager              |
| Responsible procurement criteria        | Procurement supported by Assets teams                                | Director of Assets & Sustainability |
| Increase DLO recycling rates            | Repairs                                                              | Director of Repairs & Voids         |

#### 5. Sustainable Transport

| Action                            | R                                                                             | A                                       |
|-----------------------------------|-------------------------------------------------------------------------------|-----------------------------------------|
| Sustainable transport action plan | Sustainability Manager with support from Transport Manager & Development Team | Director of Assets & Sustainability     |
| EV charging feasibility           | Asset Teams/ Transport Manager/ Development Team                              | Director of Assets & Sustainability     |
| Install cycle storage             | Development/Asset Delivery                                                    | Director of Assets & Sustainability     |
| Tenant transport guidance         | Comms Team and Sustainability Manager                                         | Head of Asset Strategy & Sustainability |

#### 6. Water Efficiency

| Action                    | R                            | A                                                                 |
|---------------------------|------------------------------|-------------------------------------------------------------------|
| Fit water-saving fixtures | Repairs/Asset Delivery Teams | Director of Repairs and Voids/Director of Assets & Sustainability |
| Water butts at voids      | Voids                        | Head of Voids & Compliance                                        |