

# ***Sustainability Policy***

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## Sustainability

### **1. Introduction**

- 1.1 The purpose of this Policy is to set out how we approach environmental sustainability.
- 1.2 Therefore the main objectives of this Policy are to:
  - Express our commitment to sustainability
  - Ensure that our activities contribute to the aims identified by the Scottish Government

### **2. Legal and Regulatory Framework**

- 2.1 Whilst this Policy sets out to explain Rosehill's approach to environmental sustainability it must do so in the context of legal and regulatory requirements. Therefore the following relevant legislation has been taken into account in the development of this Policy:

- Scottish Housing Quality Standards
- Energy Efficiency Standard for Social Housing
- The Public Contracts (Scotland) Regulations 2015 and the Procurement Reform (Scotland) Act 2014

#### 2.2 The Scottish Social Housing Charter

- 2.2.1 The Social Housing Charter came into effect in April 2012 and this sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The Charter replaces the Performance Standards and the outcomes relevant to this Policy are:

##### 1. Equalities

Social Landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

##### 2. Communication

Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord

and get the information they need about their landlord, how and why it makes decisions and the services it provides.

### 3. Participation

Social landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

### 4. Quality of Housing

Social landlords manage their businesses so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

### 5. Repairs, maintenance and improvements

Social landlords manage their businesses so that tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

### 13. Value for Money

Social landlords manage all aspects of their businesses so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

2.2.2 Social landlords are responsible for meeting the standards and outcomes set out in the Charter. The Scottish Housing Regulator is responsible for monitoring, assessing and reporting on how well social landlords, individually and collectively, achieve the outcomes.

2.2.3 In line with the regulatory principles, the Regulator's approach to monitoring landlords' achievement of the outcomes and standards in the Charter will be based on each landlord's performance information and their own assessment of their performance. Therefore, for each year ending on 30th September, we will be expected to:

- Measure and assess our performance in progressing towards or achieving the Charter outcomes and standards
- Provide the Regulator with some key performance information on our achievement of the outcomes and standards

- Report our performance to tenants and other service users who use our services.

### **3. Our Values**

- 3.1 The delivery of our Vision and Strategic Objectives is underpinned by our Core Values:

We will

- Invest and Support

We will be

- Engaged and Responsive
- Accountable and Compliant
- Fair and Approachable
- Efficient and Responsible
- Excellent and Committed

- 3.2 The existence and implementation of our Sustainability Policy is a good example of our Values in practice with particular reference to being efficient and responsible.

### **4. Development**

- 4.1 We will seek to integrate sustainability measures into our approach to our development activities including:

- Site design and building layout including external spaces
- Method of construction
- Procurement methods
- Material specification and sourcing
- Energy sources and energy efficiency
- Waste management during construction and post handover
- Maintenance of the buildings and lifecycle of components

### **5. Maintenance and Investment**

- 5.1 During the delivery of our reactive repairs, cyclical and planned works we will seek to:

- Maximise the life of components by repair rather than replacement and initially sourcing and installing quality components
- Improve the energy performance of our stock and achieve the Energy Efficiency Standard for Social Housing where this is feasible and practical to achieve. This may be by implementing measures such as loft insulation, efficient boilers and heating controls
- Source local contractors and local materials where feasible

## **6. Organisational**

6.1 We will seek to apply the principles of sustainability across all our organisational activities by:

- Using recycled / environmentally friendly materials and products where feasible e.g. copier paper, cleaning products, second hand office furniture
- Recycling waste
- Reduce the amount of paper used in the office by promoting 'think before you print' and using electronic / online methods of communication
- Seek to minimise car journeys by either car sharing or attending events / meetings virtually
- Encourage a reduction in energy consumption by switching off lights and equipment when not in use along with the integration of some sensor lighting and taps, low energy lighting and efficient boilers
- Utilise local suppliers

## **7. Community**

7.1 Our sustainability principles also extend to our tenants and the wider community by:

- Providing energy efficient homes that people want to live in
- Promoting recycling amongst our tenants by ensure that our stock has the correct bin provision
- Maintaining our open spaces
- Working with other stakeholders to promote safer and healthier communities
- Seek funding for specific initiatives

## **8. Equal Opportunities**

- 8.1 We are committed to ensuring equal opportunities and fair treatment for all people in its work. In implementing this Policy, we will provide a fair and equal service to all people, irrespective of factors such as gender, race, disability, age, sexual orientation, language or social origin, or other personal attributes.

## **9. Tenant Participation**

- 9.1 We are a tenant focussed organisation and as such we are committed to involving tenants in all aspects of our work and ensuring that tenants are included, informed and consulted about decisions that have an impact on the way their homes are managed.
- 9.2 As part of this commitment we will involve our tenants in the development of our policies and seek feedback where appropriate. We will ensure that any significant changes to this Policy and other Policies which will affect our tenants will be the subject of consultation.

## **10. Risk Management**

- 10.1 In all the key areas of our business we need to consider any risks which may arise. To this end we have in place a robust Risk Management Policy and from this flows our Risk Register. We have identified our strategic risks which are regularly monitored by our Management Team and Audit Sub-Committee.
- 10.2 Key to the mitigation of the risks associated with sustainability is having a comprehensive policy in place to manage the inspections. This policy sets out Rosehill's approach to sustainability.
- 10.3 To ensure we continue to manage the associated risks we will periodically review this Policy to ensure compliance with all legislative requirements and regulatory and best practice guidance.

## **11. Complaints Procedure**

- 11.1 We aim to get things right first time and provide a good quality service to our tenants and other customers. However, we acknowledge that things can go wrong and that some tenants or other customers may be unhappy with the service provided.
- 11.2 We promote our Complaints procedure through our website and periodic articles in our newsletters. In addition, we initially issued all of our tenants with a copy of the new Procedure introduced in October

2012. This information leaflet is also issued to all new tenants as part of the signing up pack.

- 11.3 We are required to report specifically to both our Management Committee and the Scottish Housing Regulator on any complaints concerning equalities issues.

## **12. Data Protection**

- 12.1 On the 25<sup>th</sup> May 2018 the legislation governing data protection changed with the introduction of the General Data Protection Regulation (GDPR). Following the UK's exit from the EU, and the end of the transition period which followed, the GDPR formed part of the retained EU law and became the UK GDPR which together with the Data Protection Act 2018 constitute the UK's data protection legislation.

## **13. Policy Review**

- 13.1 This Policy will be reviewed at least every five years or sooner to ensure it continues to reflect current thinking and practice and to comply with any legislative requirements and regulatory guidance.



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