



GOVANHILL
HOUSING ASSOCIATION

SUSTAINABILITY POLICY & ACTION PLAN 2017 - 2020



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POLICY STATEMENT

This policy describes how Govanhill Housing Association will promote sustainability in its activities.

Sustainability is about the blending of environmental, economic and social factors, to meet present-day needs without compromising the ability of future generations to meet their own needs.

For example, a sustainable approach to building new housing is one which reduces the adverse impact of construction work on the environment, both at the time of construction and throughout the life of the building.

Many of Govanhill Housing Association's activities - as a housing developer, as a landlord, and as a large-scale social business - have a significant impact on local environmental and social conditions. Our subsidiary company, Govanhill Community Development Trust, also plays an important role in addressing wider social and economic needs in the Govanhill area.

Across all of our activities, Govanhill HA is committed to achieving more sustainable patterns of development, living and working, for the benefit of service users and the global environment.

KEY SUSTAINABILITY ISSUES FOR GOVANHILL

Govanhill HA has been working actively to promote sustainability for a number of years. For example:

- Since 1975, the Association has carried out a substantial programme of comprehensive tenement improvements, to bring around 2,500 damp and cold properties up to modern-day standards. This has helped sustain the local community and has prevented the need for large-scale demolition and replacement of houses in our area, with consequent environmental benefits.
- We have incorporated sustainable development features in a number of our new build projects. These include the use of condensing boilers, passive ventilation, off-site construction methods, the use of timber frame construction, and design to meet BREEAM/EcoHomes standards.
- We have invested in central heating installation and upgrading to our older tenement stock, to help achieve improved energy efficiency and more affordable fuel costs for tenants.
- In conjunction with Govanhill Community Development Trust and the GOSIP project, the Association has aimed to ensure that the benefits of

economic development and a quality environment are spread across all sections of the community.

These issues will remain as the focus of our sustainability policy, which sets out the actions which Govanhill HA will take to promote sustainability in future.

The policy takes account of our own priorities, and the expectations of key stakeholders such as the local community in Govanhill and the Scottish Housing Regulator. The Scottish Housing Regulator's requirements are contained in its Sustainable Development Policy and in "Performance Standards for Social Landlords".

POLICY OBJECTIVES

The sustainability objectives we wish to achieve include:

- Reduced pressure on the environment
- The most efficient use of energy and physical resources
- More affordable energy costs for our tenants
- Greater economic and social well-being for people living in Govanhill
- Making sustainability issues a "mainstream" issue for the Association, in the way it carries out its work.

The remainder of the sustainability policy outlines how we will achieve these objectives and how we will work to achieve continuous improvement in the Association's performance.

STRATEGY AND ACTION PLAN

We recognise that it is impossible to review every aspect of our work immediately. Govanhill Housing Association's Sustainability Strategy therefore focuses on actions which are challenging but achievable, in key areas of activity.

The Strategy is described below. It is supplemented by an Action Plan for the period 2017-2020 (see Appendix 1), to coincide with the period covered by the Association's Business Plan.

While the Strategy and Action Plan cover a 3-year period, performance in achieving targets will be reviewed annually by the Management Committee. The Development Sub-Committee will also monitor the sustainability standards being achieved for individual development projects.

The Action Plan and targets provide a framework for implementing the Association's Sustainability Strategy in four main areas of activity. These are:

- 1) Development

- 2) Property Maintenance
- 3) Service Delivery and “Wider Regeneration” Activity
- 4) Organisational Management

The format of the Action Plan is designed to allow the Association to monitor its performance, and to report clearly on the results we have achieved.

1) Development

The Association continues to have a development programme, consisting of new building to address local housing needs.

Out of all of the Association’s activities, the development programme provides the opportunity to make the greatest impact on environmental sustainability. This is reflected in the priority we have attached to development activity in our Strategy and Action Plan.

Enhanced sustainability will be an integral part of our approach to all stages of the development process, including:

- Decisions regarding the location of new house building
- The layout, design and specification of housing
- Construction methods
- The future use and maintenance of the completed buildings.

Consistent with the Scottish Housing Regulator’s expectations of developing RSLs, the Action Plan at Appendix 1 addresses each of the following issues in detail:

- The location and mix of housing
- How sustainability objectives will be made an integral part of the Association’s approach to development and procurement
- How sustainability will be reflected in design quality standards
- How we will reduce the need for physical resources
- How we will deliver high standards of thermal efficiency
- How we will make residents aware of sustainability issues.

2) Property Maintenance

Planned Maintenance

The Association’s programme of providing central heating systems in all our properties is substantially complete, with the exception of a small number of properties where tenants have refused access to allow works to be carried out.

The Association regularly commissions and completes updated Stock Condition Surveys to review future planned maintenance requirements for all of its housing.

The Stock Condition Surveys are being used to shape our future planned maintenance programme, and are used to conduct overall reviews of future specifications and standards; so that sustainability issues are at the heart of our approach (e.g. the Association specifies condensing boilers with a SEDBUK 'A' rating and provides overbath showers within our replacement bathroom programme).

The outcome of our review of stock condition will be reflected in future annual reviews of this Sustainability Strategy and Action Plan. We will also address sustainability issues in the review of our technical briefs for planned maintenance works.

Responsive Repairs and Maintenance of Common Spaces

The Association has implemented a number of sustainability measures as part of its approach to routine repairs and maintenance of common spaces, including:

- Classification of outputs from land maintenance contracts, with non-biodegradable waste removed for disposal
- The use of local contractors
- Employment of local labour through our largest term contract for responsive repairs
- Repair and renewal of existing elements, where this is feasible and compatible with tenants' expectations
- Minimising the use of scaffolding, where this can be achieved without compromising health and safety standards.

Over the period of the Sustainability Policy and Action Plan, our priorities will include:

- Examining the feasibility of directly employing local tradesmen to carry out ground maintenance and painting work
- Formalising the sustainability standards we expect from contractors
- Developing more formal methods of measuring the sustainability outputs we are achieving, to provide a basis for continuous improvement in our future performance.

3) Service Delivery and “Wider Regeneration” Activity

Addressing wider social and economic circumstances is also an important part of the Association's approach to sustainability.

The Association is controlled by, and accountable to, local people and its office is locally-based and readily accessible to service users.

Over the period covered by the Action Plan, the Association's priorities will include:

- Working in conjunction with Govanhill Community Development Trust, funding agencies, Community Groups and other partners to improve the social and economic well-being of people living in Govanhill.
- Implementation of an updated Equalities Action Plan, to increase representation and access to services for people from BME communities.
- A review of the Allocations Policy, to make the best use of the Association's housing stock and support sustainability of the local community.
- Implementation of the Association's Tenant Participation strategy including the establishment of more Registered Tenant Organisations.

4) Organisational Management

The Association's current offices have been developed from a former disused hospital building for which we achieved a 'Very Good' BREEAM rating.

In the short term, the Association will continue to implement a number of "green" housekeeping actions which contribute to lower levels of waste, e.g. the office operates recycling schemes for paper, and we actively seek to manage the consumption of energy, office materials and paper.

INVOLVING SERVICE USERS

The Association will provide residents moving into new homes with energy advice, through user handbooks. We will also provide new residents with low-energy bulbs, to encourage lower energy consumption.

We will use newsletters to provide all of our service users with clear signposting to sources of energy advice. The Association will include periodic articles and advice in its newsletters on how residents can play their part in addressing environmental issues.

IMPLEMENTING THE POLICY AND ACTION PLAN

Responsibility for approving the policy, and for monitoring its implementation, lies with the Association's Management Committee, supported by the Development Sub-Committee.

In accordance with our tenant participation policy, the Association will consult with service users before approving or making substantive amendments to the policy.

Responsibility for implementing the policy will be delegated by the Management Committee to the Association's Director and Senior Management Team.

Committee and staff have received training on sustainability issues, and this will be updated as required over the period covered by the Action Plan.

CONTINUOUS IMPROVEMENT

In adopting this policy and Action Plan, the Association aims to establish a clear reference point for improving its performance in relation to sustainability issues over time.

The Association will also benchmark the results it is achieving on key sustainability measures, such as average energy costs for consumers, carbon dioxide emissions, and use of brownfield sites.

We will regularly review the operation of the policy and performance in relation to the Action Plan, to ensure that the Association's contribution to the sustainability priorities we have identified is maximised.

APPENDIX ONE SUSTAINABILITY ACTION PLAN 2017-2020

1. DEVELOPMENT (NEWBUILD, REHABILITATION, COMPREHENSIVE MAJOR REPAIRS and COMMON REPAIR PROJECTS)

Govanhill HA Objective	Relevance and Benefits	Proposed Actions	Outcome/Progress Measures
1) Improvement of Serious Disrepair/BTS houses.	<ul style="list-style-type: none"> Retention and continued use of existing building fabric. Reduced waste to landfill. 	<ul style="list-style-type: none"> Improvement BTS houses and Houses in Serious Disrepair where funding is made available South West Govanhill Programme 2017 - 2021 <p>2500 BTS houses Improved to date</p>	<ul style="list-style-type: none"> Number of houses improved per year, in relation to the targets in the SW Govanhill programme agreed with Scottish Government and Glasgow City Council.
2) Location and mix of new build housing contributes to environmental and community sustainability.	<ul style="list-style-type: none"> Re-use of brownfield sites. Design and housing mix to reflect changing needs of residents - e.g. enabling the Association to meet community needs and reducing the need for future adaptations. 	<ul style="list-style-type: none"> Construction of new build houses on brownfield sites. Provision of house/types and sizes which are in high demand relative to local supply. New build projects to be designed to meet Housing for Varying Needs and EcoHomes requirements. <p>Pipeline Newbuild Projects:</p> <ul style="list-style-type: none"> ➤ 195/201 Victoria Road/Butterbiggins Road Newbuild (on site) ➤ 134 Inglefield Street Newbuild ➤ 159 Butterbiggins Road Newbuild 	<ul style="list-style-type: none"> 100% of GHHA new building to be on brownfield sites and with easy access to public transport. Achieved 100% of GHHA new building to be to barrier free/Housing for Varying Needs standards. Achieved 10% of new houses to have 3 or more bedrooms, to reflect local supply shortages. Subject to site constraints

Govanhill HA Objective	Relevance and Benefits	Proposed Actions	Outcome/Progress Measures
<p>3) Sustainability objectives to be an integral part of GhHA's approach to development and procurement activities, and of design quality standards.</p>	<ul style="list-style-type: none"> • Clarity about what standards can be achieved for each project, within the available funding. • Greater collaboration among client, contractor and design team to achieve sustainability standards. • Continuous improvements in cost, quality and partnership working. • Explicit consideration given to the “in use” stage of the built product throughout its lifetime, as well as the design and construction process. 	<ul style="list-style-type: none"> • Sustainability objectives and outputs to be set for all development projects. • Implementation of GCC Glasgow Standard (interim) • Contractor/design team commitment and competence to be tested before appointment. • Continued development and use of partnering methods of procurement, subject to Procurement Regulations • Preparation of life cycle costings for each development project as part of the risk assessment carried out at tender stage. 	<ul style="list-style-type: none"> • Sustainability objectives and desired outputs clearly expressed in briefing and appointment material issued to contractors and consultants, and in funding applications made by the Association. • Prospective contractors and consultants have provided evidence of their track record in meeting sustainable development standards. • Sustainability measures are reflected in the Key Performance Indicators (KPIs) set for each project. • Measurement and reporting of performance in relation to the KPIs. • Housing quality assessment methods applied to assess the quality of the Association's completed housing product. • Measurement and reporting

Govanhill HA Objective	Relevance and Benefits	Proposed Actions	Outcome/Progress Measures
			<p>of longer-term energy requirements and costs for residents.</p> <p>All ongoing</p>
<p>4) Reduction in the need for physical resources.</p>	<ul style="list-style-type: none"> Lower consumption of resources contributes to national policy objectives and global environmental objectives. 	<ul style="list-style-type: none"> Environmental impact assessments and energy plans to be prepared for each development project, with specific proposals/targets agreed with contractor and design team. 	<ul style="list-style-type: none"> Measurement and reporting of movement of earth on site; energy and water needs; and waste production and disposal (all to be minimised). Measurement and reporting of recycling/reuse of materials; local sourcing of materials; use of materials from renewable sources and low embodied energy materials (all to be maximised). <p>Performance measures will reflect the circumstances of each project. Measures applied to all projects will include:</p> <ul style="list-style-type: none"> Tonnes of construction waste arising to landfill. % of recycled/recyclable material and components used in construction.
<p>5) Achievement of high standards of thermal</p>	<ul style="list-style-type: none"> Reduced emissions of carbon dioxide. 	<ul style="list-style-type: none"> Thermal efficiency of new and rehabilitated dwellings to be 	<ul style="list-style-type: none"> CO₂ emissions (tonnes per annum).

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efficiency.	<ul style="list-style-type: none"> • Reduced output of other pollutants. • Affordable warmth for tenants (the vast majority of whom have low incomes). 	<p>maximised.</p> <ul style="list-style-type: none"> • Methods of “designing in” energy efficiency to be maximised (eg through the specification of space and water heating systems). 	<ul style="list-style-type: none"> • 100% of new build houses to achieve a minimum Standard Assessment Procedure (SAP) rating of 85-90. • 100% of rehabilitated and modernised houses to achieve a minimum SAP rating of 65-70. • Energy costs (space and water heating costs, £ per annum) <p>Achieved to date</p>
6) Providing residents with high quality, relevant advice.	<ul style="list-style-type: none"> • Ensure residents understand how to obtain maximum benefit from the design and specification of their house 	<ul style="list-style-type: none"> • Residents in all new developments will be provided with a guide to the features of their house. • Encourage residents to reduce energy consumption by providing low-energy bulbs • Cover energy efficiency issues in resident questionnaires for new developments. 	<ul style="list-style-type: none"> • Resident satisfaction levels with the features of their house and the information provided by the Association. <p>Ongoing</p>

2. PROPERTY MAINTENANCE

Govanhill HA Objective	Relevance and Benefits	Proposed Actions	Outcome/Progress Measures
1) Ensure that planned maintenance works fully reflect sustainable development principles	<ul style="list-style-type: none"> • More affordable energy costs for tenants • Reduced emissions of carbon dioxide and other pollutants • Potential to employ local labour • Reduced long-term maintenance costs 	<ul style="list-style-type: none"> • Commission updated Stock Condition Surveys • Review technical briefs for planned maintenance contracts to reflect sustainability strategy • Review planned maintenance strategy/specifications 	<ul style="list-style-type: none"> • Regular Stock Condition Surveys - reporting • Reporting on EESSH Compliance • Initiate reviews - Ongoing
2) Ensure that sustainability objectives are maximised in the Association's approach to responsive repairs and maintenance of common areas	<ul style="list-style-type: none"> • Use of local contractors/ labour will enhance economic sustainability and reduce transportation usage (people and materials) • Non-biodegradable or toxic materials removed for disposal 	<ul style="list-style-type: none"> • Review contractual arrangements with the Association's main contractors, to formalise sustainability requirements • Examine feasibility of directly employing ground maintenance staff/painters • Further develop methods for measuring sustainability results, to provide a basis for continuous improvement 	<ul style="list-style-type: none"> • Ongoing • Review Ongoing • Sustainability results to be incorporated in annual reviews of the Sustainability Action Plan.

3. SERVICE DELIVERY AND “WIDER ROLE” ACTIVITIES

Govanhill HA Objective	Relevance and Benefits	Proposed Actions	Outcome/Progress Measures
1) Promotion of social and economic well-being for Govanhill residents.	<ul style="list-style-type: none"> Community sustainability 	<ul style="list-style-type: none"> Joint working with Govanhill Community Development Trust, funders and other partners on priority projects, including: <ul style="list-style-type: none"> Launch of waste recycling schemes Partnership/ Joint Working with South Seeds 	<ul style="list-style-type: none"> Usage levels achieved for the recycling scheme Initiative Completed Partnership Working with South Seeds in South West Govanhill
2) Review and implementation of GhHA’s Equalities Action Plan.	<ul style="list-style-type: none"> Increased representation and access to services for BME communities 	<ul style="list-style-type: none"> Action Plan developed - implementation MERGE Group 	<ul style="list-style-type: none"> Specific measures and targets will form part of the Action Plan. Complete and Ongoing MERGE group - constituted
3) Review of the Association’s Allocations Policy. 4) SW Govanhill Local Lettings Initiative	<ul style="list-style-type: none"> Greater responsiveness to community needs and making best use of the Association’s housing stock. 	<ul style="list-style-type: none"> Review ongoing SW Govanhill Local Lettings Initiative implemented 	<ul style="list-style-type: none"> Performance achieved in relation to Lettings Plan targets. SW Govanhill Policy finalised and implemented
5) Implementation of the Association’s tenant participation strategy.	<ul style="list-style-type: none"> Greater responsiveness to community needs and resident views 	<ul style="list-style-type: none"> TP Strategy and action plan implementation 	<ul style="list-style-type: none"> Review Strategy implementation and outcomes achieved - Complete

4. ORGANISATIONAL MANAGEMENT

Govanhill HA Objective	Relevance and Benefits	Proposed Actions	Progress/Outcome Measures
1) Reduced levels of waste in the Association's business operations.	<ul style="list-style-type: none"> Consistent with GhHA's commitment to more sustainable working practices. 	<ul style="list-style-type: none"> Continue use of office recycling schemes for paper. Reduced consumption of office materials and paper. 	<ul style="list-style-type: none"> Usage levels for the office recycling schemes (eg measured by recycling service costs). Ongoing 15% reduction in stationery/ office supplies costs.
2) Samaritan House local office premises 3) Merrylee local office premises	<ul style="list-style-type: none"> Conversion of an existing Listed building. Sustainability issues in building design. 	<ul style="list-style-type: none"> Moved to new office premises in 2006. Incorporated environmental impact assessment and energy planning in the conversion proposals. Ongoing review of office procedures and working methods. 	<ul style="list-style-type: none"> Office move complete June 2006 BREEAM Assessment of building 'Very Good' rating Continued use of existing building with local access for Govanhill residents Merrylee Office with local access for Merrylee residents