

Policy Summary

Environmental sustainability

Customer summary of a Genesis Housing Group policy

This policy sets out Genesis Housing Group's commitment to sustainable development and to protecting the environment. It sets out how we are improving our environmental performance by minimising the negative environmental impact of developing new homes, managing existing homes and day to day facilities management.

Introduction

The way that our homes are built, designed and managed has a significant impact on the environment. This is through the consumption of energy and water, the use of transport and materials and the production of waste including carbon. We aim to ensure that we, and those we work with, carry out activities that minimise our impact on the environment. Genesis Housing Group aims to:

- minimise the environmental impact of new housing through effective design and waste management and by using materials from sustainable sources
- minimise the environmental impact of our existing homes by effective maintenance, improving energy and water efficiency and using sustainable materials where possible
- develop successful communities where customers can feel proud of their local environment
- increase awareness of environmental issues amongst our customers and assist them to live in a way that minimises their impact on the environment
- improve the energy efficiency of our offices and facilities and increase awareness of environmental issues amongst our staff.

Building new homes

We develop high-quality and sustainable homes that are comfortable, durable and require minimum maintenance. We will use best practice, creativity and sustainability checklists at the start of projects to determine available environmental options and identify those that best fit the project scope and budget.

All our new homes built with Homes and Communities Agency funding in the 2008/10 programme will meet level 3 of the Code for Sustainable Homes. We will aim to increase our environmental performance to meet Code level 4 or higher, depending on funding and technologies that are available.

At feasibility/ planning stage, consideration will be given to how to design homes to meet the challenges of climate change and the local environment, through appropriate building orientation, providing natural ventilation, using passive solar building design and managing flood risk.

We will achieve a reduction in carbon dioxide emissions of 20% from onsite renewable energy generation, wherever feasible, in accordance with the London Plan.

Where Genesis Housing Group is the key energy provider, we will provide an efficient and cost effective service.

We will promote greener ways of living through design.

We will work with internal and external stakeholders to review existing and recently completed schemes. We will use their feedback to inform future projects.

Improving the environmental impact of existing homes

Effective maintenance of our homes plays a key role in sustaining that stock. The longer existing homes stay habitable, the less need there is for new-build homes and their associated resource use. We aim to ensure all our homes are well maintained, in a good state of repair and comply with the Decent Homes standard where this applies.

Measures to improve energy and water efficiency have been built into our planned maintenance programmes.

We will investigate using new technologies to improve energy consumption, for example, ground-source heat pumps, heat recovery systems, or solar water heating.

When we carry out repairs and major works to our properties, we will aim to reduce and minimise waste going to landfill.

Consideration is given to the sustainability and economic benefits of materials used in the maintenance of our property. Where possible, we will purchase materials locally and will use materials that are environmentally benign.

We will monitor the performance and efficiency of our housing stock using a stock condition database. SAP ratings are measured as part of the stock condition survey process. We will set targets to improve the average and the minimum SAP rating of our stock. We also use the Energy Performance Certificate assessment process to determine future programmed works.

Improving the environmental impact of our homes has cost implications. We will maintain a budget to carry out our programmed works. We will also aim to access additional external funding to carry out energy efficiency improvements to our homes.

Our customers

We will support customers to develop successful communities, where they can feel proud of the community and their local environment. We will raise awareness amongst our customers about environmental issues including energy and water efficiency and reducing waste.

Where possible, we will assist our customers in improving energy efficiency in their home. This may include assisting with draft proofing, referring customers to external agencies and advising customers of where they may be able to access extra funding to improve the energy efficiency of their home.

We will promote e-communications as a way to communicate with customers. For example, we will offer to send customer newsletters by e-mail as an alternative to printing and posting them. We will collect and record customer e-mail addresses and contact customers by e-mail rather than by post where requested and where appropriate.

Facilities and staff

Our facilities and the actions of our staff have an impact on the environment. We will reduce this impact by reducing our consumption of energy and water and reducing the amount of waste produced, including carbon.

Contact us

If you would like a copy of the full policy please contact the Policy Team on **020 8150 4112** or email **info@ghg.org.uk**



If you are a **PCHA customer** phone us on **020 8451 8000** or email **info@pcha.org.uk**
www.pcha.org.uk



If you are a **Springboard Housing Association customer** phone us on **020 8475 0033** or email **info@springboardha.org.uk**
www.springboardha.org.uk



If you are a **Pathmeads customer** phone us on one of the numbers below:
Temporary housing **020 8900 4900**
Octavia Hill **020 8900 4998**
Key Places **020 7380 9025**
or email **info@pathmeads.org.uk**
www.pathmeads.org.uk



If you are a **St Matthew Housing customer** phone us on **01284 732550** or email **info@stmatthewhousing.org**
www.stmatthewhousing.org

If you need any part of this information in large print, Braille, on audio tape or explained in your own language please contact us on the number below.

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعًا بأحرف كبيرة أو بطريقة برايل أو مسجلًا على أسطوانة مدمجة أو شريط صوتي أو مشروحًا باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સી.ડી. ઓપર, ઓડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઓપર અમારો સંપર્ક કરો.

Gujarati

Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portugese

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

**Telephone 020 7563 0037
or email info@ghg.org.uk**