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<b>Policy:</b>	Sustainability Policy
<b>Legal Requirements:</b>	There are no legal requirements applicable to this policy.
<b>Regulatory Standards:</b>	<p>The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management.</p> <p>This policy evidences that the following Regulatory Standards are being met:</p> <p>Standard 1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>Standard 2. The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p> <p>Standard 4. The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.</p> <p>Standard 5. The RSL conducts its affairs with honesty and integrity.</p>
<b>Equality and Diversity:</b>	<p>The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy.</p> <p>In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.</p>
<b>Complaints:</b>	<p>Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.</p>
<b>General Data Protection Regulation (GDPR):</b>	<p>The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.</p>
<b>Policy Author:</b>	Lesley Bryce
<b>Policy Review:</b>	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every two years in the month of April.
<b>Policy Approval:</b>	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Wednesday the 28th of April 2021.



### Statement of Policy Aims and Principles

5 The Scottish Government has identified sustainability as one of the greatest challenges facing society and the creation of sustainable communities as a fundamental element of national housing strategy. Yoker Housing Association ("the Association") recognises that housing is critical to quality of life, to viable communities and to the protection of nature – these are all vital principles of sustainable development.

10 The Association aims to contribute to the quality of life of the neighbourhoods it works in and seeks to ensure that our housing development is able "to meet the needs of the present without compromising the ability of future generations to meet their own needs" (United Nations Commission on Environment and Development - Brundtland Report - 1987).

15 The principle aim of this policy is to ensure that Yoker Housing Association has effective systems in place to meet the challenge of sustainability across all its activities – development, maintenance, management and the operational running of the organisation. The Association aims to:

- Improve its performance on sustainability issues;
- Assure itself of its compliance with its stated sustainability policy;
- Openly demonstrate and declare such compliance to others;

### 20 Policy Details

To achieve the aims stated above, the Association must address the following objectives:

- Energy Conservation;
- Resource Conservation;
- Reduction of Pollution and The Use of Hazardous Substances;
- Waste Reduction and Recycling;
- Creation of Sustainable Communities;
- Sustainable Office Environment.

### 25 Energy Conservation

30 Affordable warmth has a key role in improving health and reduces the financial burden on deprived households. This requires a comprehensive approach to energy efficiency in the dwelling as a whole, rather than as a series of independent measures. (Source: The Sustainable Housing Design Guide for Scotland, October 2007)

The Association aims to support energy conservation by the following means:

- 40 Enable residents to reduce the running costs of their homes by careful consideration at the design stage of the way our buildings are constructed, insulated, heated, ventilated and of the type of fuel being used;
- Provide advice to residents on how they can save energy in their homes;
- Raise awareness of energy conservation and sustainability issues in the community via consultation with residents;
- Encourage staff to reduce the amount of energy used in the office environment;
- 45 Liaise with local authorities, funding bodies, local community groups, contractors and suppliers to gather and share information on energy conservation.



Resource Conservation

Many natural resources which contribute to housing construction are finite. Some are running out. At the same time, waste in Scotland is creating a serious problem in terms of landfill and pollution. In the UK, the construction industry uses 7 tonnes of material per person per year. On a pro rata basis, this gives an annual total for Scotland of over 35 million tonnes. Improvements in the way we design and build our dwellings offer opportunities to reduce resource consumption and minimise waste. (Source: The Sustainable Housing Design Guide for Scotland, October 2007)

The Association aims to conserve natural resources by the following means:

- Look for durability and re-use when choosing building components and materials for developments/maintenance;
- Provide on site rainwater collection and treatment systems where possible in future developments;
- Provide treated water for toilet flushing and landscape features where possible in future developments;
- Make use of natural light within developments;
- Choose materials (such as timber) from renewable sources;
- Reduce dependence on non-renewable sources;
- Reduce waste occurring in the maintenance, repair and refurbishment of existing stock and in the development of new housing;
- Reduce the use of resources in the daily operations of the organisation.

Reduction of Pollution and The Use of Hazardous Substances

In addition to greenhouse gases, energy use in the home and office environment releases into the atmosphere other gases which have negative effects. These include sulphur dioxide, which causes acid rain, and carbon monoxide, which is poisonous. Greater levels of energy efficiency will reduce the output of these pollutants. The World Health Organisation defines health as "a state of complete physical, mental and social wellbeing". Dwellings can provide a stimulating and relatively stress-free environment that increases our sense of well being. Poorly designed dwellings, however, increase ill-health through unnecessary pollution and discomfort. (Source: The Sustainable Housing Design Guide for Scotland, October 2007)

The Association aims to contribute to the reduction of pollution and the use of hazardous substances by the following means:

- Avoid the use of potentially harmful/toxic materials such as formaldehyde;
- Take measures to reduce asthma levels, including the use of hygroscopic materials where costs allow;
- Minimise treatment of timbers with preservatives;
- Be aware of potential noise pollution by carrying out pre-completion sound tests on new and refurbished dwellings;
- Be aware of the sustainable design priorities for housing in relation to comfort, toxicity, allergies, radiation and holistic well-being;
- Where possible, include users in the design process and obtain their feedback through post completion surveys;
- Promote well being by providing views to nature/landscaping where the site location allows;
- Work creatively with residents to help create a sense of community well-being;
- Provide lockable and secure cycle storage to encourage residents to cycle thus reducing pollution.

Waste Reduction and Recycling

Construction and demolition waste is the largest single waste stream in Scotland, accounting for over six million tonnes each year. More than 85% of waste produced in Scotland, which still has one of the lowest rates for recycling compared to other European countries, is sent directly to landfill. (Source: www.sepa.org.uk) A major aim of sustainable housing must be to exploit all viable opportunities to recycle and re-use products and buildings in order to reduce consumption in the first place. Reducing waste in the construction of housing can save considerable amounts of non-renewable resources, transportation costs and energy costs. (Source: The Sustainable Housing Design Guide for Scotland, October 2007)



POLICY STATEMENT

The Association aims to contribute to the reduction of waste and increase in recycling by the following means:

- Requiring consultants and contractors to adopt best practice for waste minimisation in design and construction;
- Where possible, optimise use of recyclable materials in construction;
- Make provision for recycling facilities within new build developments;
- Liaise with local authority to ensure provision of recycling facilities;
- Encourage and enable residents to recycle domestic waste;
- Encourage staff to recycle all paper and other products that can be recycled.

Creation of Sustainable Communities

High quality dwellings built with sustainability in mind are vital to quality of life and area regeneration but are not the only requirement. The area itself must also be high quality, incorporating principles of sustainable development.

For a sustainable dwelling to be a successful home, it should be set in a successful and cohesive community with a sense of place. A community may be described as a group of people living in a defined area who have a sense of identity with the area and with each other. (Source: The Sustainable Housing Design Guide for Scotland, October 2007)

The Association recognises that our strategic priorities should be consideration of both neighbourhood and dwelling sustainability. The Association aims to create sustainable communities in our housing development activities by the following means:

- Promote community consultation and participation;
- Seek to minimise resource use, waste and pollution;
- Provide the physical context for a cohesive community by careful site selection;
- Provide access to local employment;
- Reduce the need to travel by car by designing developments to enhance walking, cycling and use of public transport;
- Promote mixed tenure, family types and age groups in our developments;
- Promote a safe, secure and pleasant environment through high quality urban design.

Sustainable Office Environment

Workplaces burn energy, consume resources and generate waste. However, the Association recognises that workplaces can make a huge contribution to increased sustainability by changing our ways of working.

To that end, the Association aims to achieve a more sustainable office environment by the following means:

- Provide a safe work environment with good comfort levels of heat, light and air quality;
- Encourage energy awareness among staff;
- Reduce the use of resources in the day to day running of the organisation;
- Minimise waste;
- Actively raise awareness of sustainability issues within the organisation.

Summary

Commitment to Sustainability

The Association is committed to ensuring all members of staff, our governing body and residents have an appropriate level of understanding of our sustainability policy.

Our sustainability policies and procedures will be based on relevant and comprehensive information, knowledge of good practice, and, where appropriate, benchmarking activities with other organisations and service reviews.

We will review all policies and procedures on a regular basis and seek to improve them systematically to ensure that intended outcomes are achieved.

We will ensure that sustainability policies are applied across all functions of the organisation, including development, management and maintenance and in respect of the procurement of all contractors, goods and services.