



# Key highlights

## Environmental, Social and Governance (ESG) Report 2025

See how our ESG priorities delivered **real impact** in the **highlights summary** [here](#).

Our **five** strategic priorities - repairs and maintenance, investment in our homes, customer experience, new homes, and Enham Trust reflect our deep-rooted social purpose and our commitment to creating long-term value for our customers, communities, and the environment.

The ESG highlights from this year demonstrate how these priorities are not only aligned with our values but are actively delivering impact across all three ESG themes.



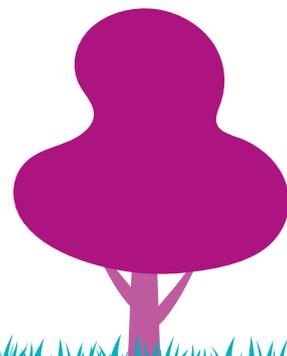
## Environmental highlights



- Key this year is the £5.8 million of funding we've secured through the government's Warm Homes: Social Housing Fund. Around £4.5 million is through our participation in the West of England Combined Authority consortium for approximately 500 homes across Dorset, Wiltshire and Somerset. We also secured £1.3m for approximately 200 homes in Hampshire through our own funding bid. We will be matching this funding, bringing the total investment for these two projects to around £9 million and £2.7 million respectively
- We've appointed Wates Property Services (WPS) to improve energy efficiency in over 700 homes across the South of England and London. The £20 million, three-year programme supports our goal for all homes to reach EPC C or above by 2030. WPS will deliver upgrades to make homes warmer and help customers reduce energy use and costs
- Our biodiversity aims will partly be informed by our previous nature and biodiversity baselining exercise, carried out across our existing land holdings. This will help us to explore the potential for enhancement in the future and develop a strategic approach to Biodiversity Net Gain (BNG)
- In addition to meeting BNG requirements across our developments, during the year, we successfully completed the initial installation of an off-site BNG intervention. This achieved a 16.13% net gain in area-based habitat units and a significant 46.56% net gain in linear-based (hedgerow) habitat, well above the 10% required by Wiltshire Council
- We continue to meet BNG requirements on-site across all other developments, giving those communities the benefit of better quality natural environments. We also continued to maintain wildflower meadows across our sites where installed, in accordance with the original planning agreements and associated requirements
- Work began in 2025 to create a community orchard and sensory garden in Enham, alongside improvements to the walled garden. Designed to support wellbeing, biodiversity, and community engagement, the space encourages local involvement in growing and environmental activities. Efforts were made to retain soil and support year-round habitats for wildlife. A more in-depth biodiversity study will be undertaken from late 2025 into 2026 involving the project volunteers and the wider community
- Our property maintenance and estates work can impact biodiversity, so we've introduced procedures to minimise disruption. These include pre-work checks and guidance for colleagues and contractors on handling protected species. We regularly review and update these measures to ensure they remain effective
- To complement our 2022 wildlife procedure, we worked with the Field Studies Council to deliver bespoke biodiversity training in March 2025 for surveyors and contract managers. Covering legal responsibilities, site assessments, and handling protected species, the training supports wildlife protection, cost savings, and better outcomes for customers
- We've joined forces with Thakeham for a £58m joint venture to deliver 120 homes in Burgess Hill, Sussex built to net zero carbon standards. The sustainability-focused development is expected to be the largest of its kind in Mid Sussex
- As part of our Environmental Management System, we carry out a scheduled programme of both external and internal environmental audits to remain compliant with relevant environmental regulations.

## Social highlights

- Our homes continue to be affordable in comparison to the private rental sector and in terms of the Local Housing Allowances for the regions that we operate in
- Our operating region covers some of the most expensive areas in the country to live, and we recognise the importance of ensuring that affordable homes are available - helping to reduce inequality and ensure that people can continue to live in their local communities
- We continue to be the leading housing association provider of community land trust (CLT) partnerships, which are formed by a group of local people working together to create affordable homes for their communities. We have completed 13 schemes which have delivered 150 homes to date, and we're on track to deliver nearly 250 CLT homes - the highest delivered by any housing association in the UK
- Work began on a community orchard in the heart of Enham village. This communal space will be open year-round - offering a peaceful spot to relax, get involved in gardening, and take part in seasonal events
- Our customers continue to be at the heart of what we do, and we have strengthened our approach to customer voice to enable greater scrutiny and feedback, ensuring that customers are able to hold us to account
- Our Charitable functions - 5,500 individuals reached through Enham Trust Services and 3,979 people positively impacted by the Aster Foundation programme in 24/25:
  - 1,565 people were supported to be financially included
  - £2.475 million total value of benefit applications and appeals won for beneficiaries
  - 2,205 people were supported with their mental wellness or social connectivity
  - 209 people have had support with improving their chances of employment
  - 84 people have volunteered their time to support people across our communities
  - 5,055 people were engaged by the current inc. cohort through areas such as research or volunteering. 81% of the 43 businesses who have been part of the inc. programme since 2021 remain active and contributing to areas of social good in communities
  - Enham Trust's employment initiatives continued to thrive, with 38 individuals keeping or securing paid roles through the Strive Supported Employment service and 42,000 hours of supported employment delivered by 3PL – a 21% increase
  - Enham's Choices Programme delivered over 1,700 hours of activities, giving 549 supported session spaces to 62 individuals, while Radio Enham provided 1,500+ hours of live broadcasts by 19 DJs
  - The accessible transport provision enabled over 100 monthly journeys, promoting access and inclusion.



## Governance highlights

- Our business strength, our ability to mitigate risks and deliver our strategy is enabled by our robust governance, ultimately ensuring that we have the controls in place to ensure that we are meeting the needs of our customers and stakeholders and supporting us to continually improve
- We've maintained our G1/V1 rating from the Regulator of Social Housing, which are the highest gradings possible
- We are serious about creating the best possible environment for our people to thrive and feel at home doing their best work. Right at the heart of that is a belief that a person's ability to do their job is what is important, not their gender, age, sexuality, or any other personal factor
- Our colleague wellbeing offer continues to be strong, focusing on mental and physical health as well as professional development, especially with the Chartered Institute of Housing (CIH) Competence and Conduct standard in mind to ensure that our customers benefit from their professional qualifications, skills, behaviours and knowledge
- We're refreshing our cultural code, The Aster Way, which is underpinned by the CIH's Code of Conduct and Code of Ethics. We've updated our culture handbook, and strengthened our induction process - supported by a comprehensive, ongoing communications programme to ensure our culture is not just understood, but truly lived and breathed through every role across the organisation
- Restorative Practice continues to act as a foundation of our behavioural code of conduct, The Aster Way
- We provide colleagues with an attractive employment offer - The Aster Offer - which includes enhanced flexibility, pension and protection, and health and lifestyle benefits. We're continually evolving it to meet the needs of our diverse workforce
- Our approach to appraisals looks slightly different at Aster. We keep it simple and continuous with leaders focused on regular one-to-one conversations that connect colleagues to our vision and strategy. We encourage setting clear objectives, quality conversations about contribution, and exploring skills and aspirations. We support these conversations with the right tools and learning opportunities through our development offer
- Our leadership development offer supports leaders wherever they are in their leadership journey. This is complimented by coaching and mentoring along with a wider learning offer open to all colleagues. This includes Aspiring Leaders, Leader Welcome, Building Leader Performance, Strategic Leaders and Executive Leadership
- Our responsible procurement runs through everything we do, and our procurement framework ensures that we comply with internal and external regulations to ensure social value is created when we procure goods and services. The report includes examples of how we went further in creating social value, such as our partnership with Procurement for Housing, which generated £66,950 in social value through materials merchants procured via PfH. This amount was paid as a rebate to the Aster Foundation
- We also ensure that the environment and sustainability is considered when we procure goods and services, with examples of how we have done this provided within the report.
- At Aster, governance is anchored in customer-led accountability and strategic oversight. Our newly formed Customer Voice Committee - comprising customers, senior leaders, and board members - ensures that customer perspectives are embedded in executive decision-making and board-level governance. This structure enhances transparency, mitigates reputational risk, and strengthens stakeholder trust. Complementing this, our Customer Scrutiny Panel and Designated Complaints Panel, both chaired by customers, conduct deep dives into performance and service delivery, ensuring value for money and adherence to service standards. These mechanisms demonstrate our commitment to inclusive governance and continuous improvement, aligning with ESG principles and long-term value creation.