

Net Zero Action Plan

Ref	Theme	Action	Priority	How we will do it
1.1	Existing Assets	All properties to have an EPC C rating by 2030	High - Short Term	<p>Build a roadmap to EPC C for all properties below that rating.</p> <p>Consider the thermal comfort, wellbeing and energy bills of customers when developing our plans.</p> <p>Between now and 2029, delivery planned projects to delivery fabric first measures to properties below C. Merging works into existing asset management plans wherever possible.</p> <p>Continuously review predicted costings against the business plan and highlight any shortfall.</p> <p>Explore and maximise all funding opportunities.</p> <p>Meet commitments of the Strategic Asset Management Plan.</p> <p>From April 2027, where viable, we will not let new properties below an EPC rating of C</p> <p>Introduce a retrofit mindset to all areas of major investment, focusing on roofing initially, by installing Solar on major roofing projects.</p> <p>Continually review update data on the Asset Management System, ensuring it's of the highest standard.</p> <p>Explore EPC ratings post 2030, considering legislative proposals, changes to EPC methodology and Minimum Energy Efficiency Standards, our financial capacity and other asset management requirements.</p>
1.2	Existing Assets	Street and Communal Area Lighting programme	Medium - MediumTerm	<p>Achieve low energy lighting to communal areas and street lighting by:</p> <ul style="list-style-type: none"> • Gain upgrade recommendations from electrical contractor following service inspection • Formulate programme of works for each financial year based on recommendations • Consider safety hazards presented by any lighting changes
1.3	Existing Assets	Assess gas and electricity consumption across all heat network locations to identify opportunities for reducing energy use	High - Short Term	<ul style="list-style-type: none"> • Review, on a location by location basis, the measurement and management of lighting, power, heating etc. within buildings • Include all locations where there is a heat network • Ongoing review of temperature in communal areas to maximise the operating efficiency of the systems within all of the heat networks. • Identify roles and responsibilities across the organisation • Produce a list of suggested changes by location and work to implement changes • Record any impact on our carbon footprint and achievements against the aims of the Environmental and Sustainability Policy • Ensure compliance with heat network regulations and link into any associated action plans • Consider the long term viability of heat networks
1.4	Existing Assets	Explore risks associated with homes overheating	Medium - MediumTerm	<p>Review operationally how we capture and record data on this theme, implement approach to collating data to allow for analysis and decision making on what we can do with properties at risk of overheating.</p> <p>Review and consider existing data we hold, e.g repairs data, that would assist assessing risks relating to overheating.</p>

1.5	Existing Assets	Explore how we can build resilience to flooding	Low - Long Term	<ul style="list-style-type: none"> • Continue our planning in conjunction with other statutory agencies • Update GIS with details of flood risk areas/properties annually, every October • Review properties are risk and consider appropriateness of implementing SHIFT recommendations • Consider if we can achieve 100% of homes at low risk or adapted to flooding. • Ensure adequate communications to those living in flood risk areas
2.1	New Build Homes	Develop all new homes to EPC A rating or high B rating	High - Short Term	By 2029 all new homes will be designed to be future-proofed to be net-zero ready, which means that the building fabric is built to the Future Homes Standard and space is built in to the floor plans to allow for future use of renewable/low carbon technologies; this approach will deliver some of our most energy efficient homes in our stock.
3.1	Corporate Skills and Knowledge	Build specialist expertise and close the skills gap for the installation, maintenance and management of low carbon measures across the housing stock	Medium - Medium Term	<p>Short term – outsource requirements if specialists maintenance/management/consultancy of low carbon and energy efficient measures</p> <p>Short - term – ensure colleagues have an awareness of energy efficiency measures being installed</p> <p>Short - term – continue our learning through delivery of projects, attendance at conferences and seminars, partnerships and relationships with external sources to maximise opportunities to learn, qualifications for key roles within the Asset & Sustainability Team, reflection and learning exercises from completed retrofit projects.</p> <p>Medium term – Consider if maintenance requirements need to be brought inhouse looking at factors such as scale and consistency of work, cost efficiencies, quality control and accountability, response times, customer services and objectives of the Neighbourhood Model, colleague development and retention.</p>
3.2	Corporate - Offices	Ensure all corporate offices are as carbon efficient and environmental friendly as practically possible	Medium - Medium Term	<p>By working with landlords/managing agents as required, ensure our corporate building, that classed as leased non-domestic properties, meet EPC C by April 2027 and EPC B by April 2030 - Commercial Premises & Viking Centre.</p> <p>Assess gas and electricity consumption across corporate buildings to identify opportunities for reducing energy use.</p> <p>For our most efficient buildings, Ongo House and The Arc, review areas such as energy usage, waste, water usage, overheating and office consumables and identify the need for any initiatives .</p>
4.1	Pollution	Develop a strategy to reduce all pollutants	High - Short Term	<p>Incorporate pollution reduction strategy into the Environmental & Sustainability Policy during the next review cycle.</p> <p>Analyse the current position to identify all sources of pollutants and opportunities for positive management.</p> <p>Based on the analysis recommendations, develop a targeted action plan and establish milestone targets to monitor progress in reducing all types of pollution.</p>
5.1	Biodiversity	<p>Review management of open spaces in Ongo ownership to maximise positive environmental impact – offsetting carbon emissions</p> <p>Delivery biodiversity and green space projects</p>	Medium Medium Term	<ul style="list-style-type: none"> • Identify open spaces where we can increase environmental impact and challenge current maintenance approaches (Tree planting, no mow areas, wildflowers etc.) • Where possible, create opportunities using our non-housing assets and land (e.g garage sites) for biodiversity purposes • Deliver biodiversity / green space projects on an annual basis • Create opportunities for local communities and schools to get involved with projects and facilitate projects such as gardening clubs, biodiversity projects • Ensure all new build projects met biodiversity net gain requirements

6.1	Procurement & Contract Management	Increase environmental focus throughout the procurement process and during contract management activities	Medium - Medium Term	<p>Implement approach to monitoring environmental commitments made during tender stage and ensure reviewed during contract management meetings.</p> <p>Require suppliers and contractors to reduce vehicle and other emissions, e.g. by switching to electric vehicles and using smart technologies to reduce journeys</p> <p>Consider date from which we require contractors and suppliers to source their materials from sustainable sources</p> <p>Promote of purchasing of eco products within normal business activities</p> <p>Review consumable materials used by Maintenance and Neighbourhood Services Teams and explore where environmental savings can be achieved</p> <p>Consider if we wish to introduce environmental reporting to our suppliers/contractors, what benefits that would bring to us and how we could fact check commitments made during the tender process</p> <p>Review environment tender questions to ensure they are fit for purpose.</p>
7.1	Waste	Instigate projects and initiatives that reduce waste produced by Ongo, its suppliers, stakeholders or customers	Medium - Medium Term	<p>Conduct initial investigation into levels of current waste, set targets moving forward and monitoring/reporting procedures</p> <ul style="list-style-type: none"> •Review waste management within corporate buildings and teams •Develop targets and monitoring / reporting procedures •Consider and adopt additional recycling services to corporate offices and operational teams e.g PPE and branded clothing <p>Develop and maintain relationships with NLC - working jointly on mutually beneficial initiatives</p> <p>Have active engagement with residents on waste management and engage with resident groups, neighbourhood services colleagues and other relevant teams on waste issues throughout our stock.</p>
7.2	Waste - Recycling	Review recycling facilities to locations not covered by Local Authority kerbside collection services	Medium - Medium Term	<p>Pilot scheme to audit locations to determine opportunities and budgetary implications</p> <p>Complete active engagement on waste management as part of pilot projects</p> <p>Work with NLC and other local authorities and focus on expansion of normal household bins wherever possible</p>
8.1	Accreditation & carbon calculations	SHIFT Accreditation	High - short term	<p>Retain/improve upon previous years SHIFT accreditation score</p> <p>Complete annual data submission to SHIFT</p> <p>Fulfil internal and external reporting requirements - Funders and SCER</p> <p>Provide annual update to Board on progress against policy commitments and actions within this plan</p>

9.1	Travel - Transition to Electric Vehicles	<p>Develop and deliver the plan for management of fleet move to electrical vehicles</p> <p>Develop and deliver a plan enabling EV charging for fleet drivers</p>	High - short term	<p>Develop an inhouse steering group for the transition to EV fleet</p> <p>Devise a transition plan</p>
9.2	Travel - EV Charge Point Plan	Develop an EV charging plan for our stock, land and offices	Low - Long Term	<p>Determine charging point requirements for our customer and land we own where parking is the main activity</p> <ul style="list-style-type: none"> •Consider and agree approach to charge points for garage sites •Agree demand and installation plan for charge points to our land/car parking areas •Agree long term hardware/software provider and specifications •Determine financial approach for public charge points •Consider 'policing' use of EV charge point parking bays •Ensure maintenance/servicing of charge points is set up <p>Determine / provide EV charge points for staff at all office locations</p>
9.3	Travel - Sustainable Transport	Consider and adopt ideas that promote and enable customers and colleagues to adopt sustainable forms of transport or lower their carbon emissions	Medium - Medium Term	<p>Cycle storage - Consider and agree what specification we can adopt in new build projects</p> <p>In partnership with others, consider facilitating car clubs, cycle hire/training/workshops to promote cycle ownership and use and shared transport facilities. Consider if electric pool cars are viable - Customers</p> <p>Review highest mileage teams/individuals and consider if working practises can be altered to reduce emissions</p> <p>Consider and implement walk to work incentives, car share scheme, van share scheme</p> <p>Incentive in place to encourage colleagues to change vehicle to Electric or Hybrid</p> <p>Review bike store provision at corporate offices</p>
10.1	Carbon Literacy Awareness & Engagement - Customers	Inform, engage and promote a cultural change amongst customers	Medium - Medium Term	<ul style="list-style-type: none"> •Implement environmental awareness campaigns •Promote national/international awareness campaigns/days •Be a key stakeholder in Neighbourhood Action Days •Awareness raising via Key News, digital formats and at new tenancy stage •Engage tenants at large via digital methods •Maximise opportunities for customer engagement at office locations, places with high customer footfall and other pop-up events •Work in partnership with local authorities to raise awareness on waste management, recycling and other themes of joint interest •Develop and maintain a customer engagement group on sustainability, carbon reduction and the environment •Work with customer on how they can reduce their energy consumption e.g promotions around boiler settings and flow temperatures •Signpost residents to energy comparison/switching sites •Develop a bespoke approach to communications and carbon literacy to complement retrofit projects

10.2	Carbon Literacy Awareness & Engagement - Colleagues	Engage colleagues in the environmental remit	Medium - Medium Term	<ul style="list-style-type: none"> •Ongoing maintenance of intranet •Ongoing internal communication on the net zero agenda and themes of this action plan •Sustainability & Carbon Reduction steering group made up of cross cutting colleagues •Incentive in place to encourage Colleagues to change vehicle to Electric or Hybrid •Regular promotion of cycle to work scheme, salary sacrifice car schemes •Develop and deliver a training plan for colleagues
11	Partnership Working	Develop partnering approach to ensure joined up approach and maximise opportunities to learn	Medium - Medium Term	<ul style="list-style-type: none"> •Maintain existing relationships with key stakeholders such as local authorities, SHIFT •Continuously explore and take opportunities to develop new partnerships

