

Sustainability & Energy Strategy

2025 – 2028

**NET-ZERO
2050
choice** 

**Tenant
Approved**



choice-housing.org

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FOREWORD

Choice have continued to lead the sector by developing new energy efficient homes, investing in our existing housing stock, and engaging with our tenants and stakeholders.

Our Sustainability & Energy Team has worked for over a decade to reduce emissions and energy consumption, and deliver financial savings for our tenants. During this time over £1m has been saved on landlord energy costs for tenants through energy reduction, investment in renewable energy, and effective energy procurement and contract management.

In our previous Sustainability & Energy Strategy we outlined our key long-term aim to achieve net zero by 2050. This aim has not changed, and we are still passionate about reducing our impact on the environment to support current and future generations. This aligns with our mission 'to enrich the lives of our tenants and communities through the provision of great homes and services'.

We recognise that there is still significant uncertainty around what the journey to net zero will entail and so a key theme of this strategy will be to continue to understand the challenges we will face and identify how these can be addressed.

In the shorter term our strategy details more immediate priorities and a range of actions we will progress, aligned with our corporate strategic priorities.

This strategy demonstrates our commitment to a sustainable future for all, and our desire to collaborate with our tenants, staff and stakeholders to deliver positive outcomes.

Michael McDonnell
Group Chief Executive

INTRODUCTION



Choice Housing Ireland Limited is a Northern Ireland Registered Housing Association and Charity, with a history stretching back for almost 50 years.



We are part of
the Choice Group,
which also includes:

- **Choice Services Ireland Limited**, which was created in 2017 and provides repair and maintenance services, primarily to Group tenants. It also delivers response repairs to c500 tenants in Greater Dublin as part of a joint venture (Comhar FM).
- **Maple & May Limited, and Maple & May (Homes) Limited**, also established in 2017 to provide private rented accommodation and affordable housing for sale respectively, across Northern Ireland. Maple and May Limited are the Intermediate Rent Operator for the Department for Communities.

The Group employs over 400 people and maintains over 13,000 high quality homes to meet the diverse needs of over 30,000 tenants and residents.

Certain elements of this Sustainability & Energy Strategy specifically apply to Choice Housing Ireland Limited, such as our targets to reduce energy consumption and carbon emissions. Wider aspects of this strategy will apply across the group with close engagement between each of the subsidiaries.



Choice Services Ireland Limited has a specific Sustainability Strategy¹ to complement this Group strategy, with targets aligned as closely as possible.

¹ Choice Services Sustainability Strategy 2025 - 2027

CORPORATE VISION

Element	Framework to 2027
Charitable Purpose	Our charitable purpose for almost 50 years is ‘to benefit the community’
Mission	Our mission is ‘to enrich the lives of our tenants and communities through the provision of great homes and services’ .
Vision	Our vision to 2027 is ‘to excel in everything that we do in the eyes of our customers, partners and staff’
Ambition	Our ambition is ‘to empower our staff and partners to make a positive and sustainable difference by increasing the supply of high quality and affordable homes; ensuring access to excellent support services; enabling our communities to flourish; and making best use of our collective talent and resources’ .
Values	We will be: • Caring – through listening, being helpful and always acting professionally • Committed – through determination, being reliable and always acting with integrity; and • Creative – through innovating, being responsible and always seeking to improve.
Strategic Goals	We have 3 strategic priorities to 2027, as follows: • Strategic Priority #1 Providing Great Homes • Strategic Priority #2 Supporting Communities to Thrive • Strategic Priority #3 Empowering our People For each priority we have identified a number of strategic goals which will shape our business plan objectives over the 3 years of the corporate plan.

CONTEXT

We believe that having a great home can make a positive difference to the health and well-being of everyone in our society.

The need for decent, affordable, 'fit for purpose' housing and support services continues to grow. Consequently, the provision of great social, affordable homes and associated services for those in need, remains a priority for Choice and our partners.

We will continue to leverage our skills and resources, working closely with other like-minded partners to deliver benefits for all communities.

Alongside the need to decarbonise, we will play our part in addressing the range of strategic challenges that face society, including the scourge of homelessness, high cost of living, and promotion of social inclusion and well-being.

Climate change is a complicated but hugely important issue. It is recognised as one of the most important crises that the world is facing today and, as such, is a priority for many world leaders. Across the globe, including in Northern Ireland, efforts are now focused on limiting the rise in temperature to 1.5 degrees to help avoid extreme weather events, such as heatwaves, droughts and storms happening more often and becoming more severe. Linked to this, we face a number of other crises, including biodiversity and energy.



THE CLIMATE CHANGE CRISIS



In recent years the extent of the climate change crisis has become more evident, with excess greenhouse gas emissions causing the Earth's atmosphere to hold more radiation from the sun, which is increasing our planet's temperature and altering our climate in a number of ways.

In Northern Ireland we can expect to experience warmer, wetter winters and hotter, drier summers, with more extreme weather events likely to become more frequent.

The Climate Change Act (Northern Ireland) 2022 includes a target for net zero carbon emissions in Northern Ireland by 2050. We have confirmed our commitment to support this long-term target, whilst recognising the need to progress urgent action.

A key theme of this strategy will be to continue to understand the challenges we will face and identify how these can be addressed, and this includes how we will achieve our aim of net zero by 2050. The costs associated with decarbonisation are significant, and we must ensure that our journey to net zero aligns with our drivers and crucially with the need to have a just transition for all.

The Department of Agriculture, Environment and Rural Affairs (DAERA) have overall responsibility for Northern Ireland meeting the obligations of the Climate Change Act.

We would share their view that “the success of new policies and proposals to reduce emissions across sectors will be dependent on significant new capital and resource funding, as well as appropriate staff resources, wide-spread behavioural change and political acceptance”.²

We will respond to this challenge by ensuring adequate financial resources are in place, alongside appropriate staff resources and expertise, working with local Government Departments and our stakeholders. The impact of future financial costs will be reduced as much as possible through appropriate planning, and investment in energy efficiency and renewable energy, whilst opportunities for external funding will be sought.

Our focus in the past has been on reducing scope 1 & 2 emissions, which includes direct emissions from our activities, such as fuel consumption, and indirect emissions from electricity we purchase. We recognise the importance of also tackling scope 3 emissions, including areas such as transport and waste, and supply chain activities, which are likely to be much greater, and more difficult to address. We intend to progress further action on a carbon baseline to support the development of future appropriate targets, and to improve our understanding of the challenges we will face.

² DAERA Carbon Budget Consultation 2023

THE BIODIVERSITY CRISIS

Biodiversity is the variety of life on Earth, the communities they form and the habitats in which they live.

It is important for a range of reasons, including maintaining ecological balance, economic value, and scientific and educational value, making its continued existence essential to a wide range of groups.



However, biodiversity is in crisis, not just locally, but across the world. Species are disappearing faster now than ever before in human history, with a significant driver being the way in which we use the land and sea.

A 'State of Nature' report in 2023 highlighted that Northern Ireland is now one of the most nature-depleted countries in the world³. This crisis has profound implications for the health of our planet.

THE ENERGY CRISIS

Global factors have contributed to an energy crisis in recent years, which saw energy prices soar, and highlighted the extent of our dependence on imported energy. Choice have not been able to avoid these market conditions and the rise in energy prices had a direct impact on the heating and service charges passed on to many of our tenants. Tenants will similarly have seen their own direct energy costs from suppliers increase during the same period.

We are currently spending over £2m each year on landlord and communal energy, much of which is passed on to our tenants, and so we are acutely aware of the need to manage these costs effectively. Whilst costs have reduced and markets

have stabilised, Northern Ireland energy markets still remain volatile due to the extent of energy we import.

Linked to the need to reduce our emissions, electricity and gas networks must decarbonise if we are to meet our future carbon budgets and net zero target. This introduces further uncertainty around future energy prices and so Choice will continue to engage with local Government and stakeholders such as the Utility Regulator, network operators and energy suppliers in order to deliver the best possible outcome for our tenants.

Numerous other significant challenges exist and are encompassed within the wider view of sustainability, including the need to consider land and water use, reduce waste, improve recycling rates, reduce pollution and plastics in our seas and oceans, and improve air quality.

³ State of Nature 2023

THE POLICY LANDSCAPE

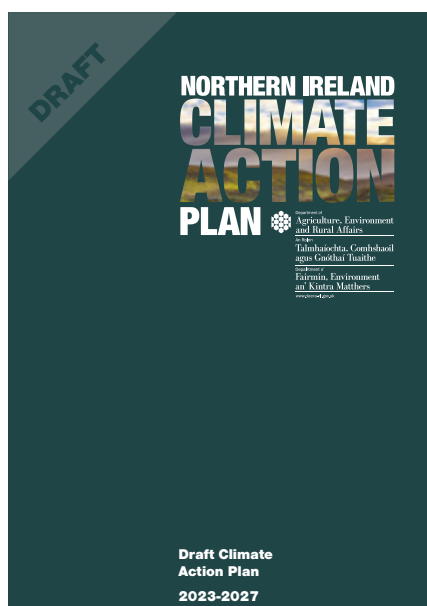
In light of the severity of the challenges we face, there have been a number of changes to legislation and local policy. This includes the Energy Strategy for Northern Ireland 'The Path to Net Zero', ongoing development of the Green Growth Strategy, The Climate Change Act (Northern Ireland) 2022, work on Northern Ireland's first Climate Action Plan, the Environment Strategy, and changes to Building Regulations in 2022.

As part of the Climate Change Act, action is required in relation to climate adaptation, alongside climate mitigation, and so this is an area we will consider further within this strategy term.

Whilst there have been significant policy developments there is still some uncertainty around a number of key areas, which will impact on our journey to net zero. This includes policy relating to heat decarbonisation e.g. the role of natural gas networks, biofuels and electrification of heat. Decarbonisation of heat is a key challenge for our sector as the associated costs cannot be

absorbed without additional financial support. We also strongly believe that it is important to ensure our tenants are protected from higher energy costs where possible, as part of a just transition to net zero, which aligns with the Northern Ireland Utility Regulator's Corporate Strategy⁴.

To illustrate the scale of this challenge, early estimates suggest that in the region of c£200m could be required to install heat pumps across our housing stock, allowing for supporting fabric and heating improvements and potentially Solar PV installations to assist with annual energy costs. This scale of investment could not reasonably and fairly be funded through increases to tenants' rent, and we believe that any wider financial support for energy efficiency and renewable technologies in Northern Ireland should be 'tenure blind', allowing our tenants to also benefit.



⁴ Utility Regulator Corporate Strategy 2024 – 2029

THE OPPORTUNITIES WE WILL EMBRACE!

Whilst we recognise the challenges ahead, we also believe that our journey to net zero will deliver many opportunities and benefits for the Choice Group and our tenants.

As we continue to effectively manage our landlord and communal energy costs, we will deliver financial savings for our tenants. We will also continue to provide advice and support for tenants in managing their own direct energy costs, whilst we also provide wider financial inclusion support. These steps will continue to help to alleviate fuel poverty and associated health risks.

As we continue to improve the energy efficiency of our new and existing homes, and move away from more polluting fossil fuels, we will help to reduce our dependence on imported energy, whilst also helping to create a healthier environment for our communities through improved air quality.

By embracing improvements in biodiversity we will support local nature recovery, benefiting our ecosystems, and creating a healthier environment where our communities can thrive.

As we progress action to reduce our scope 3 emissions, we recognise that we have the potential to shape wider change through engagement with our supply chains, helping to grow the local green economy, create jobs and upskill our local workforce.

By working with partners, we hope to share our expertise across the social housing sector and beyond, and take an active role in promoting wider sustainability and environmental improvements. Working in partnership with our tenants is vital to deliver successful outcomes, and we will also continue to engage the younger generation to inspire long term positive change.





KEY DRIVERS

In delivering our purpose and mission, there are many drivers which must be considered, with some of the most relevant noted below:

United Nations Sustainable Development Goals

We will continue to align our actions to the UN's SDGs where possible, ensuring that we deliver positive environmental, social and economic benefits for our tenants, partners and stakeholders.



Meeting Housing Need

Our mission clearly outlines how we continually seek to meet housing need and address the scourge of homelessness. Each year we develop hundreds of new homes and invest millions in our existing housing stock to support the needs of our tenants. We are aware of the potential conflict as every new home we build inevitably creates additional carbon and so we will seek to understand more about embedded carbon and the actions we can take to reduce our impact on the environment each year.



Fuel Poverty

Northern Ireland has one of the highest levels of fuel poverty in the UK, at around 24% of homes⁵. A new fuel poverty strategy for Northern Ireland is currently being developed by the Department for Communities, and we will continue to support and engage with local Government in this area. Practically, we will continue to offer advice and support to our tenants to help them to manage their energy costs, promoting initiatives such as switching energy providers. Our financial inclusion team will also continue to support our tenants to ensure they are receiving all of the income and benefits which they are entitled to. Ongoing effective management of landlord energy costs will also help to keep our heating and service charges as low as possible. We will continue to represent the needs of our tenants, which includes examining the potential impact of heat decarbonisation options, which aligns with our drive to ensure a just transition to net zero for our tenants.

Alongside household income and energy costs, energy efficiency is a key factor which influences fuel poverty levels. We have actively sought to improve the energy efficiency of our homes through measures such as insulation and heating upgrades, and by investing in renewable energy. We have targeted homes with lower Energy Performance Certificate (EPC) ratings, resulting in an average EPC energy efficiency rating of 76.75 (Band C), with around 86% of our homes having an EPC Band A-C.

⁵ 24% in 2021. DfC Fuel Poverty and the Just Transition

OUR NET ZERO JOURNEY

Choice has continued to demonstrate leadership in the way we develop new energy efficient homes to meet housing need, our approach to investing in building fabric, heating and renewable technologies across our existing homes, and through ongoing engagement and support for our tenants and stakeholders.

Our Sustainability & Energy Team has worked for over a decade to reduce emissions and energy consumption, and to deliver financial savings for our tenants.

In our previous Sustainability & Energy Strategy we outlined our key long-term aim to achieve net zero by 2050. This aim has not changed, and we are still passionate about reducing our impact on the environment to support current and future generations. This aligns with our mission 'to enrich the lives of our tenants and communities through the provision of great homes and services'.



Choice Housing's Sustainability & Energy Achievements 2022-2025

-21%

reduction

in our annual
Scope 1&2
CO₂ emissions

(from base year of 2020/21)

Invested over

£5

million

in Energy Efficiency
and Carbon Reduction

This includes fabric improvements,
heating and lighting upgrades, and
renewable technologies.

Invested over

£250k

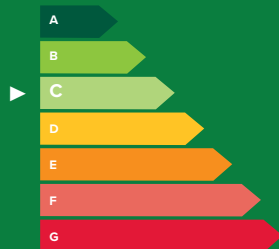
in innovative
technologies and
processes.

This includes remote access to heating controls,
remote monitoring of solar PV electricity generation,
trial of an electric vehicle, investment in a fleet
management system, and additional EPC and energy
invoice management software systems.



Entered into new electricity
& gas contracts, with the
aim of providing VFM and
stability, following market
volatility in recent years.

Estimated annual spend of
over £2m.



Achieved an average
EPC rating of 76.75
(Band C) across our
stock.

86%

of our properties now have
an EPC Energy Efficiency
Rating of Band C or higher.

95%

EPC coverage for over 95%
of our properties.

Over 1,500MWh of renewable electricity has been generated from our solar PV systems during our 3-year strategy, which is likely to have saved over 300 tonnes of carbon emissions through on-site use or export to the electricity grid.

Our Solar PV portfolio is also likely to have delivered financial savings and income of over £500,000 during this period, through a combination of Renewable Obligation Certificates (ROCs) and export payments, and savings on landlord and tenants' own electricity bills.

All of our new build
properties have met

**SAP Band
A or B**



Completed our deep
retrofit trial with 2
properties achieving
EPC Band A.



Continued tenant
engagement, to include
energy and biodiversity
weeks, tenant meetings,
one-to-one support and
information on our website
and social media.

DELIVERING NET ZERO

Whilst we have made significant progress and delivered tangible benefits for our tenants and wider communities, we also recognise that there is still significant uncertainty around what the journey to net zero will entail. A key theme of this strategy will be to continue to understand the challenges we will face and identify how these will be addressed.

A particular area of focus will be further consideration of our scope 3 emissions, with a recognition that some of our most significant challenges may relate to heat decarbonisation and supporting our supply chains to reduce their emissions. We have noted that in continuing to address housing need; by building new homes, we will be creating more carbon. We will therefore continue to consider embodied carbon and appropriate actions we can take to reduce our emissions.

We will continue to engage with tenants and partners to collaborate on initiatives that support our net zero ambitions. We will also work closely with local Government to understand our contribution to wider Northern Ireland decarbonisation targets, and to ensure our long-term pathway to net zero can be delivered. This includes seeking further opportunities for financial support, in line with other parts of the UK and Ireland.



KEY AREAS OF WORK

In planning our actions over the next two years we have identified a number of key areas of work as follows, with these aligned to our strategic priorities.



Build Sustainable Homes



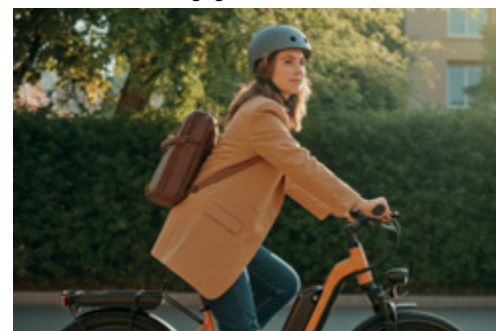
Reduce Emissions and Energy Consumption



Tenant and Staff Engagement



Adapt to Climate Change



Promote Sustainable Transport Options



Improve our Existing Housing Stock



Protect and Enhance Biodiversity



Manage Water Use



Invest in Renewable Energy



Effectively Manage our Resources



Equip Ourselves for the Journey Ahead!

STRATEGIC PRIORITY #1 PROVIDING GREAT HOMES

BUILD SUSTAINABLE HOMES

Target 1:

Develop homes to SAP Band A where financially viable.

Target 2:

Carry out research on the costs and benefits of delivering new homes to higher standards, along with the embedded carbon of our new homes.

In 2024 we revised our design requirements for new homes, which included additional energy efficiency requirements and a model design to achieve higher standards.

Whilst we have sought to aim for SAP Band A for our new homes, the removal of financial support and increasing development costs in recent years have made this more challenging.

As part of our new design requirements, we have committed to aiming for SAP Band A where this is financially viable. We recognise the benefits of developing homes to higher standards where this is possible, but we must also ensure that each scheme is financially viable and offers value for money, and so the impact of delivering SAP Band A will be assessed on a scheme-by-scheme basis.

We had committed to developing a landmark new development, with sector leading credentials, with work in this area delayed for reasons outside of our control. We are continuing to explore further options, including trialling a number of homes to higher standards at our Rosses Gate development in Derry/Londonderry. By developing to standards such as SAP A and Passive House we will be better placed to understand the detailed requirements and the financial cost implications. Crucially, by installing monitoring and engaging with future occupants, we will be able to understand the benefits that different approaches deliver in terms of emissions reductions and energy savings. Work in this area will shape our future development

pipeline and we are keen to share knowledge across the sector and with stakeholders such as the Department of Finance, to inform future Building Regulation changes.

As a roll over from our previous strategy, we also plan to progress research into the embedded carbon of our new homes and identify steps which we can take to reduce our impact on the environment.

CASE STUDY NEW DESIGN REQUIREMENTS

In 2024 we revised our new build design requirements to include additional sustainability and energy information, which will shape how we build homes in the future.



STRATEGIC PRIORITY #1 PROVIDING GREAT HOMES

IMPROVE OUR EXISTING HOUSING STOCK

Target 3:

Aim to have 92% of homes with an EPC Band A-C.

Target 4:

Create an initial heat decarbonisation pathway, subject to wider NI policy & direction.

Target 5:

Monitor our recently completed deep retrofit projects over 2 years and report on performance.

We regularly monitor the energy efficiency of our housing stock using Energy Performance Certificate (EPC) data. Whilst we recognise that EPCs are not a perfect measurement of energy efficiency, and energy costs will vary depending on energy prices and how homes are used, they provide us with a useful metric to support decision making.

Between 2022 and 2025 we reduced the number of homes with Band E-G EPCs by over 75%, from 215 to 48. We have also reviewed our remaining properties within these EPC Bands, updating the data we hold and identifying future potential improvement measures. Our average EPC Energy Efficiency Rating is 76.75 (High Band C) and around 86% of our homes with an EPC have a rating of Band C or higher. Looking forward we aim to increase our proportion of properties with an EPC rating of Band C or higher to at least 92% by the end of this strategy.

This will be achieved by continuing to progress viable works to properties with a Band E-G EPC, by assessing properties with a Band D EPC, by reviewing our EPC processes, and through the ongoing development of new energy efficient homes.

Over the last three years we have spent over £5m on energy efficiency improvements to our homes, including insulation upgrades, new windows and doors, heating upgrades and boiler replacements, lighting improvements, and investment in renewable technologies. These measures are primarily driven by the life cycle of each building element, along with our stringent annual stock condition review processes, tenant and staff feedback, and EPC data.

We recognise the significant challenge of heat decarbonisation, and to support future decision making we will carry out internal research to create an initial future pathway for the Association. This will consider a range of options, where possible, and will identify constraints in relation to available financial support and wider NI policy and direction, such as the role of natural gas networks, biofuels and heat pumps.



Energy Efficiency of our Homes (EPC data)



Distribution of EPC ratings		2022	2025	% change
A		0.8%	1.2%	+0.4%
B		27.9%	34.3%	+6.4%
C		31.8%	47.2%	+15.4%
D		11.4%	12.3%	+0.9%
E or lower		1.9%	0.4%	-1.5%
EPC status to be confirmed		26.2%	4.5%	-21.7%



CASE STUDY DEEP RETROFIT PROJECT, BELFAST

In 2025 Choice completed the deep retrofit of 2 homes in Belfast, with both being upgraded to an EPC Band A (achieving an efficiency rating of over 100).

The retrofit works aligned with the processes of PAS2035 and included floor, loft and external wall insulation. Thermal bridging was modelled, and appropriate detailing undertaken, with measures taken to reduce air permeability. A mechanical ventilation system with heat recovery (MVHR) was installed to reduce heat loss and improve air quality, and heat and hot water needs are met through an efficient natural gas boiler, which includes flue gas heat recovery (FGHR). A low temperature heating system was used along with enhanced heating controls, to include weather compensation.

A solar PV system is installed to generate renewable electricity, reducing emissions and running costs. We will monitor the performance of these homes and identify lessons which will shape our future retrofit projects, sharing knowledge and experience with the wider sector.

STRATEGIC PRIORITY #1

PROVIDING GREAT HOMES

INVEST IN RENEWABLE ENERGY

Target 6:

Generate at least 700,000kWh of renewable electricity annually from our Solar PV Portfolio.

Over the last 15 years we have invested heavily in solar PV systems, predominantly on many of our new homes, but also by retrofitting systems to a number of our existing housing schemes. We have identified solar PV as the most appropriate renewable technology to invest in at this time, due to the relative ease of installation, lack of management required by our tenants, emissions reductions, and the reliability of energy savings delivered.

In 2024/25 our solar PV portfolio generated over 500,000kWh of renewable electricity, with some of this used directly by tenants, some used in common parts of our housing schemes, and some exported to the electricity grid. Going forward, we aim to increase our renewable electricity generation to at least 700,000kWh/year by the end of this strategy, as part of a longer-term ambition to generate 1GWh of renewable electricity annually by 2030. This target reflects our continued development of new homes, where solar PV is increasingly being installed, alongside the growth of our housing stock through the recent merger with Connswater Homes Ltd.

We have also historically invested in solar thermal systems and air source heat pumps at a number of our new homes. Given the challenge of decarbonising heat we will review our existing heat pump installations and consider a trial to retrofit heat pumps to a number of our existing properties.

Renewable Technology	No of Systems (2025)
Solar PV	c475
Solar Thermal	c360
Air Source Heat Pumps	c55

CASE STUDY

LANDLORD SOLAR PV AND BATTERY INSTALLATIONS



In 2025 Choice installed solar PV systems to three of our sheltered housings schemes, and as part of our investment in innovative technologies and processes we included battery storage.

At each scheme an 11kWp system was installed, with a 10kW battery. This approach allows us to use as much of the renewable electricity on site as possible, which improves the cost savings on tenant service charges which we are able to deliver. We estimate that these systems may collectively save our tenants around £5,000 per year and reduce our emissions by around 6 tonnes annually.



STRATEGIC PRIORITY #2

SUPPORTING COMMUNITIES TO THRIVE

REDUCE EMISSIONS AND ENERGY CONSUMPTION

Target 7:

Reduce landlord energy consumption by 3% (24/25 baseline).

Target 8:

Reduce scope 1 & 2 emissions by 5% (24/25 baseline).

Target 9:

Progress a carbon baseline (Scopes 1, 2 & 3), decarbonisation pathway and future targets.

In order to progress on our journey to net zero it is critical that we continue to reduce our emissions.

In our previous strategy we set an ambitious target to reduce our scope 1 & 2 emissions by 3% per year, which we exceeded by delivering a 21% saving over 3 years compared to 2020/21. We are aiming to continue to reduce our scope 1 & 2 emissions further by at least 5% by the end of this strategy, compared to our base year of 2024/25. In real terms this may result in a reduction of over 200 Tonnes of CO₂e.

We also set a target to reduce our landlord energy consumption by 3% during our last strategy, and have similarly exceeded this target, with a reduction of over 22% over 3 years compared to 2020/21. We are aiming to continue to reduce landlord energy consumption by a further 3% by the end of this strategy, compared to our base year of 2024/25.

As we continue to meet housing need, we recognise that some of our new homes will include additional landlord energy e.g. electricity for common areas of apartment blocks and streetlights. Our energy and carbon reduction targets take account of this expected increase and so are even more challenging. During 2025/26 we will review the specific impact of landlord energy consumption at recently developed homes, while also considering how outdoor temperatures influence our energy use and emissions.

Whilst we have been actively reducing our scope 1 & 2 emissions for many years, we understand the acute challenge that reducing scope 3 emissions presents. Scope 3 emissions will include energy used directly by our tenants, embodied carbon within our new homes each year, and emissions from our supply chain, and so the scale of scope 3 emissions is much greater than scope 1 & 2. Alongside the challenge of the scale of scope 3 emissions, these are also typically much harder to address and often Choice will have limited or no control or influence. As an example, tenants' own emissions will also be subject to natural gas and electricity emissions factors, and making contractual changes to reduce emissions from our suppliers may not be financially viable or possible depending on the specific sectors. This highlights the uncertainty around our net zero journey and so further work is required to understand the range of challenges and potential solutions.

To that end we hope to progress a carbon baseline which will include scope 3 emissions, using estimates and market information where actual data is not available. This will allow us to identify specific longer-term emission reduction targets along with a decarbonisation pathway. We will also continue to engage with local Government on wider Northern Ireland targets, including any actions within the first climate action plan and relevant sectoral plans.

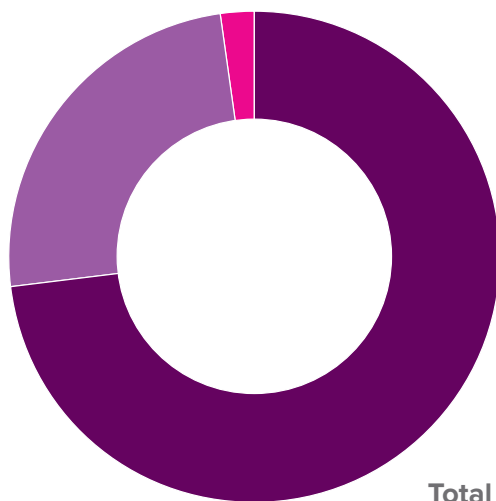


2024/25 CARBON EMISSIONS

Scope 1
3,389.16

Scope 2
1,142.26

Scope 3
(partial)
100.00

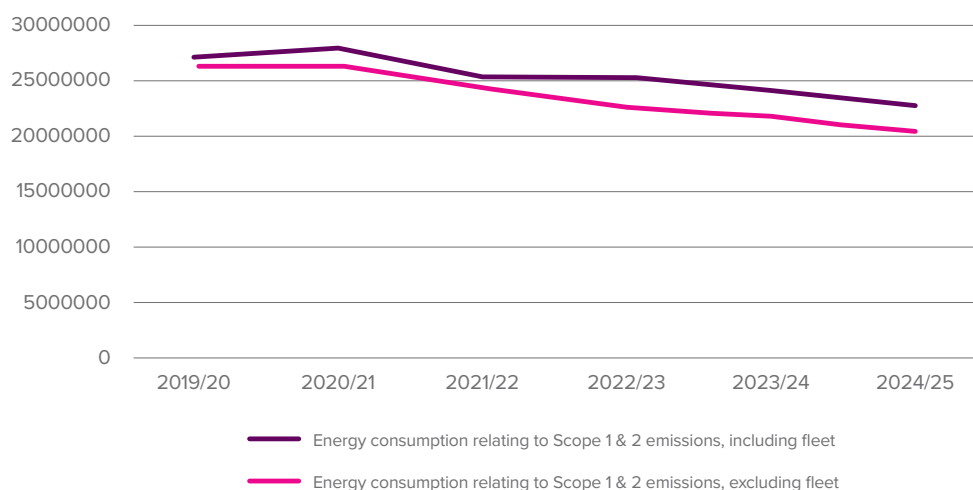


Total tCO₂e

scope 1 
scope 2 
scope 3
(partial) 

HISTORICAL ENERGY CONSUMPTION

Energy Consumption



STRATEGIC PRIORITY #2

SUPPORTING COMMUNITIES TO THRIVE

ADAPT TO CLIMATE CHANGE

Target 10:

Prepare a climate adaptation plan with appropriate actions.

Our climate is changing, and we must continue to take urgent action to reduce our emissions and our impact on the environment. However, it is widely understood that no matter how much we reduce our emissions, we are already locked in to significant change.

The future impacts of climate change are likely to include increasingly intense and frequent floods, heatwaves and storms. We have already seen instances of these more extreme events across Northern Ireland in recent years.

The importance of climate adaptation is recognised as part of the Climate Change Act 2022, with a requirement for public bodies to produce climate adaptation plans. We believe it is necessary to take action to ensure Choice, and our tenants, are resilient to the changes we may face. We will therefore produce an internal climate adaptation plan, identifying appropriate actions we should take, and we will consider voluntarily alignment with public body reporting requirements, allowing us to share knowledge and learn from others.

In preparing a climate adaptation plan we will follow a recognised structure by considering areas of vulnerability, identifying and prioritising actions, taking action, and then monitoring, reviewing and evaluating the outcomes, learning for the future.



A CHANGING CLIMATE

In 2023 large parts of Newry in Co Down were swamped by floodwater as the city's canal burst its banks amid heavy rainfall. Dozens of businesses were engulfed in the floods, with widespread damage caused to buildings, furnishings and stock.

In 2025 Storm Eowyn, a 'once-in-a-century' storm, hit the island of Ireland, with rare red warnings put in place by both the Met Office and Met Eireann. Record-breaking windspeeds were recorded in Galway at 114mph, with the top windspeed in NI recorded at 92mph at Killowen. At the peak, the storm left 30% of homes and businesses without power. Some 2,300 obstructions were reported on the road network, extensive damage was also reported on the rail network, and total disruption was experienced across the public transport system, in addition to the cancellation of many flights and ferry crossings.

STRATEGIC PRIORITY #2

SUPPORTING COMMUNITIES TO THRIVE

PROTECT AND ENHANCE BIODIVERSITY

Target 11:

Produce a Biodiversity Action Plan (BAP).

Target 12:

Recruit a 'Biodiversity Co-ordinator' to lead on biodiversity improvements.

Target 13:

Increase employee and tenant engagement on biodiversity, with 3 initiatives per annum.

Our 2022-2025 strategy outlined a number of ways in which we can protect our natural environment and highlighted the challenge of land use and the need to protect and enhance the ecosystem services provided by the spaces we own.

We have worked closely with a number of partner organisations, including Ulster Wildlife, RSPB and our grounds maintenance contractor, to deliver positive change. Our engagement with Ulster Wildlife included a review of a number of our proposed new housing developments, with recommendations made for improvements.

We have progressed two specific biodiversity projects in Ballymena and Belfast, and hope to complete these projects in 2025. Additionally, we can see evidence of biodiversity improvements being embedded across our organisation, including examples of where staff and tenants have undertaken various initiatives, such as planting and growing at schemes, and education as part of Spring Watch in 2025.

Support and education for our tenants and partners is vital and so we now hold an annual Biodiversity Week and have also launched a specific leaflet with further advice and information. We have built on our existing annual 'Best Kept Garden' photo competition for tenants, holding a biodiversity photo competition. Events continue to be held at schemes, and we also promoted biodiversity to our staff, including at our annual staff BBQ and by holding a suggestion competition in 2024.

We are considering specific biodiversity improvements which we can incorporate as part of the planned refurbishment of our head office at May Street. This will align with our ambition to achieve BREEAM excellent on this project and provide a healthy and environmentally friendly workspace for our staff and for our visitors.

Moving forward, we will develop a Biodiversity Action Plan (BAP) to provide direction for future improvements, and recognising the importance of this area, we will also recruit a Biodiversity Co-ordinator to support the delivery of our BAP and drive positive change.

CASE STUDY

BIODIVERSITY AT ALTONA GARDENS, LISBURN

Altona Gardens is a new housing development in Lisburn, which has been handed over in phases across 2024 and 2025. Choice partnered with Ulster Wildlife to identify a range of potential biodiversity improvements which could be made at the scheme. As a result, a large area to the front of the scheme has been planted with wildflowers, bird and bat boxes have been installed across the housing scheme, with support from Choice Services, hedgehog boxes have been installed, and the apartment blocks have had swift boxes fitted.



STRATEGIC PRIORITY #2

SUPPORTING COMMUNITIES TO THRIVE

EFFECTIVELY MANAGE OUR RESOURCES

Target 14:

Carry out a review of material use and identify opportunities for improvement.

Target 15:

Produce a waste & recycling policy, identifying areas for improvement. Trial improvements at 3 schemes per annum.

Choice and our contractors use a vast amount of materials and resources as we build new homes and maintain and invest in our existing housing stock.

We also dispose of materials at the end of their life and so have a responsibility to consider what we use, how we use it, and whether materials can be re-used.

We also recognise that we can have a positive impact on our tenants, in providing information and advice on what they purchase and how to responsibly recycle and dispose of waste.

In order to address the responsible use of materials we intend to review our material use and identify improvements. This will be in collaboration with Choice Services, who have a similar target to carry out a review of materials and waste linked to their most common maintenance activities and identify recommendations. We will also engage with our wider Tier 1 suppliers to seek their views on specifications and processes, potential alternative materials, pollution and packaging. This will be part of our wider engagement with key suppliers to consider available data on carbon emissions from our supply chain.

When reviewing materials a number of key areas we intend to consider include:

- Carbon emissions.
- Responsibly sourced materials.
- Opportunities to avoid waste.
- Packaging requirements.
- Reducing single use plastics (SUPs).
- Pollution and Volatile Organic Compounds (VOCs).
- Potential financial savings.
- Procurement specifications.
- Opportunities to promote a circular economy, including using recycled materials.



Our review will also include consideration of the waste hierarchy where we will seek to prevent waste, reuse materials where possible, and take opportunities to recycle. This aligns with our aim of encouraging a focus on repairing and reusing components rather than replacing them.

In developing a policy on waste and recycling we will consider a range of areas, including our new build specifications, how we maintain and invest in our existing stock, waste and recycling processes at our housing schemes (particularly where shared facilities exist), improvements for our offices, and advice and information we can provide to our tenants and stakeholders. This may include tenant literature, information on social media, support for litter picks across our schemes, and continued engagement with partner organisations such as local councils.

CASE STUDY **CLEANING UP OUR COMMUNITIES!**



In 2024/25, Choice supported over six litter picks across our housing schemes, working in partnership with organisations such as Keep Northern Ireland Beautiful through their 'Live Here Love Here' campaign, and the Colin Glen Partnership. These community clean-up events enabled us to engage with hundreds of tenants and local residents, helping to improve and revitalise shared outdoor spaces as part of our wider community engagement strategy.

STRATEGIC PRIORITY #3 EMPOWERING OUR PEOPLE

TENANT AND STAFF ENGAGEMENT

Target 16:

Continue a programme of employee & tenant engagement on energy efficiency, fuel poverty and sustainability, with 3 major tenant initiatives per annum.

Our mission is to enrich the lives of our tenants and communities through the provision of great homes and services.

Our services include the support, advice and information we provide regularly to our tenants in the areas of sustainability and energy efficiency. This is provided in a range of suitable formats including through our website, social media, tenant meetings and one-to-one engagement.

We will strive to be a ‘force for good’ for our tenants, our colleagues, our partners and for society as a whole.

Our engagement is also demonstrated through focused annual activities, including our support for Northern Ireland’s Energy Week and our recent commencement of an annual biodiversity week.

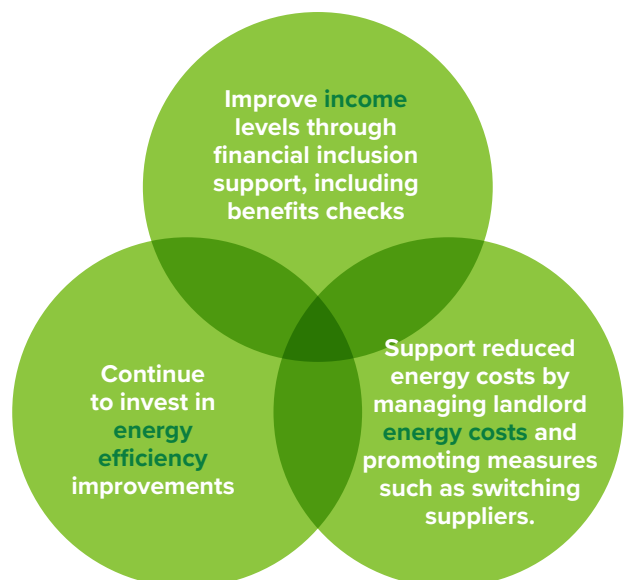
Fuel poverty remains a significant concern in Northern Ireland and is estimated to affect around 24% of households. Whilst the energy efficiency of our housing stock is significantly above the Northern Ireland average, there is always room for improvement, recognising our tenants may be more vulnerable due to lower household incomes typically associated with the social housing sector.

As outlined in other areas of our strategy, we hope to review and expand the support and advice we provide to cover a range of areas, such as waste and recycling, water, and transport.

We will also continue to inform and influence public policy and debate around issues which affect our tenants and their communities.

One of our most valuable resources are our employees and we will continue to engage and work collaboratively to ensure they have the necessary experience and training to deliver high levels of service to our tenants and partners. We will also provide them with support and advice to reduce their own impact on the environment, in areas such as energy efficiency, biodiversity, and sustainability.

We will continue to take steps to reduce instances and severity of fuel poverty.





CASE STUDY COMMUNITY ENGAGEMENT

In 2025 Choice successfully piloted our YES (Youth, Environment, and Sustainability) Biodiversity & Leadership Programme. Delivered over several weekends, the programme engaged young people in hands-on environmental activities that extended beyond litter picking. Participants cleared overgrown foliage, removed timber, and addressed fallen trees along public walking routes, enhancing both local biodiversity and community wellbeing. Following its success, we plan to expand the programme across our wider housing portfolio.

CASE STUDY COMMUNITY ENGAGEMENT

Ravel Grange was one of the first new housing schemes to be developed by Comhar Housing. The residents quickly began forming a resident's association as getting to know one another and forming a strong community was of utmost importance to them. They began by having a litter pick and then went on to have numerous community meetings, working together to better their community. The resident's association organised a fantastic Family Fun day that had all the 'bells and whistles' from food stalls, pet farms, community games, and a magician. People brought an array of food to share for the Taste of the World table.



STRATEGIC PRIORITY #3 EMPOWERING OUR PEOPLE

PROMOTE SUSTAINABLE TRANSPORT OPTIONS

Target 17:

Promote sustainable transport options, including active travel and public transport.

Target 18:

Introduce an Electric Vehicle Salary Sacrifice scheme for staff.

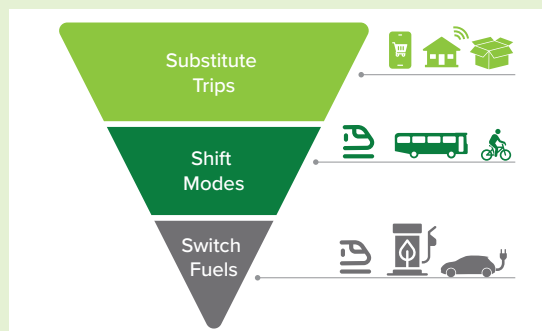
In 2022, the transport sector accounted for 17% of Northern Ireland's greenhouse gas emissions, with cars accounting for 11%⁶.

Within Choice and Choice Services we have a fleet of circa 100 vehicles, which contribute to our scope 1 emissions, which we report annually. In our annual carbon reporting we also include scope 3 emissions from

staff vehicles, for miles travelled for work purposes.

We are also conscious that our employees are required to travel to work, although since the global pandemic our home and remote working policies, and our ongoing investment in IT support systems, have meant that the need to travel to our offices has reduced.

Our c30,000+ tenants will travel in different ways and so we can make a significant impact by not only following the transport hierarchy, but by also promoting this approach to our tenants and partners.



THE TRANSPORT HIERARCHY INCLUDES:

SUBSTITUTING TRIPS

By reducing the need for travel e.g. by continuing to operate a flexible approach to working and encouraging the ongoing use of technology. This will reduce our impact on the environment but also has the potential to save money for the association and our staff, whilst maintaining a high level of service to our tenants.

SHIFTING MODES

By considering alternative ways to travel e.g. by promoting active travel such as walking and cycling, to also improve health. Public transport will also be encouraged where possible to reduce wider emissions.

SWITCHING FUELS

By reducing the use of fossil fuels e.g. by considering options to decarbonise our fleet and facilitate electric vehicle (EV) charging, where feasible.

⁶ NISRA – User Guidance Notes for Carbon Intensity Indicators 2024



Choice have operated a cycle to work scheme for over a decade and we will consider similar options for electric vehicles, by introducing a salary sacrifice scheme.

In recent years we have invested in the 'samsara' system for our fleet, which improves the data available on how our vehicles are used, and the associated emissions. Choice Services have set targets in relation to emissions reductions on vehicles, and an ambition to reduce idling times. We intend to collectively review options for our fleet further, such as replacement vehicle specifications, alternative fuels such as Hydrogenated Vegetable Oil (HVO) and electric vehicle (EV) suitability.

Through a recent review of our electric vehicle policy, we have taken steps to consider requests for EV chargers at our homes, although there are currently challenges across Northern Ireland where homes do not have their own driveway. We currently have over 30 EV chargers installed across tenants' homes, and we expect this figure to rise significantly over time.



STRATEGIC PRIORITY #3 EMPOWERING OUR PEOPLE

MANAGE WATER USE

Target 19:

Carry out a review of landlord or communal water consumption and cost, and identify any improvement opportunities.

Target 20:

Engage with employees, tenants and partners on reducing water use, providing information annually.

Water is a valuable resource and operational emissions from the water industry account for nearly 1% of the UK's total carbon emissions.

This is because water treatment is energy and chemical intensive and transporting water requires a great deal of pumping. This is evidenced by the fact that NI Water is Northern Ireland's single largest electricity consumer⁷.

In 2024/25 Choice paid over £125,000 for water used across the landlord and communal areas of our housing schemes, with most of this recharged on to tenants. These costs relate to both water consumed and also sewage charges to dispose of water. Not all of our water costs will be based on metered charges, and so there may be limited opportunities to make financial savings, however we will commit to reviewing our charges and engaging with NI Water to identify any opportunities to reduce costs and reduce our environmental impact.

This review will align with wider plans to continue to assess areas such as the specifications for our new homes, water consumption management, improvement measures for our head office and schemes, and support and information for employees, tenants and stakeholders.

The average household in the UK uses around 330litres of water a day, or around 140litres per person every day⁸.



⁷ NI Water – The Power of Water

⁸ Environment Agency calls for action on water efficiency (Gov.uk)

STRATEGIC PRIORITY #3 EMPOWERING OUR PEOPLE



EQUIP OURSELVES FOR THE JOURNEY AHEAD!

Target 21:

Assess technologies and skills required to decarbonise, holding annual workshops with staff.

A significant challenge we face is the financial cost of decarbonisation, whether that be fabric improvements, renewable technologies and low carbon heat options, changes to our fleet, and management of our supply chains. We will continue to lobby for financial support for our sector and for any future financial support schemes in Northern Ireland to be 'tenure blind' so that all households may be able to benefit.

We have initially reviewed a range of technologies and skills required to decarbonise our housing stock, including energy efficiency improvements, heat pumps, and solar panels. In 2024/2025 we trialled different approaches, including the deep retrofit of a small number of homes, the installation of landlord solar PV systems with battery storage, and the installation of remotely accessible and controllable storage heaters. We will continue to learn from these projects, and our existing renewable energy portfolio, and seek opportunities to undertake further innovative research projects, to inform our net zero journey.

We will also continue to review the experience and expertise of our employees, consultants and contractors to ensure we are well positioned for the future, identifying any associated risks, training needs and contractual requirements. By continuing to review our procurement specifications and contractor performance we will deliver wider environmental improvements and identify further recommendations for the future.

With the need to take immediate action to reduce emissions, policy and technology are evolving

rapidly, which may present opportunities for Choice and our tenants. This may include the roll out of smart meters, the introduction of time-of-use tariffs, and the introduction of new technologies and controls. By ensuring we are appropriately resourced and skilled we will be better placed to take advantage of opportunities which arise.

In such a fast-moving environment we also want to ensure our employees are supported to reduce their emissions, and also educated to provide support for tenants and partners. Wider training needs, including climate literacy, will be considered.

Choice must continue to collaborate with a range of partners to support our tenants and communities, and to contribute towards wider Northern Ireland emissions reduction targets. This includes working with local Government, Councils and our supply chain.

As part of our wider Group, we will work closely with Choice Services to support delivery of their Sustainability Strategy, whilst also working with Maple & May to support wider improvements for households across Northern Ireland. We will also continue to work with other social housing providers to learn from them and to share our expertise in the areas of energy management and sustainability. Choice report annually on our emissions as part of Streamlined Energy & Carbon Reporting (SECR) requirements and will continue to do so. We will also continue to report voluntarily on our environmental, social and governance (ESG) performance, through the Sustainability Reporting Standard (SRS) Framework.

SUMMARY OF TARGETS

Strategic Priority	Area of Work	No	Target	Year 1	Year 2	Year 3
#1 Providing Great Homes	Build Sustainable Homes	1	Develop homes to SAP Band A where financially viable.	*	*	*
		2	Carry out research on the costs and benefits of delivering new homes to higher standards, along with the embedded carbon of our new homes.	*	*	*
	Improve our Existing Housing Stock	3	Aim to have 92% of homes with an EPC Band A-C.			*
		4	Create an initial heat decarbonisation pathway, subject to wider NI policy & direction.		*	
		5	Monitor our recently completed deep retrofit projects over 2 years and report on performance.	*	*	
	Invest in Renewable Energy	6	Generate at least 700,000kWh of renewable electricity annually from our Solar PV Portfolio.			*

Strategic Priority	Area of Work	No	Target	Year 1	Year 2	Year 3
#2 Supporting Communities to Thrive	Reduce Emissions and Energy Consumption	7	Reduce landlord energy consumption by 3% (24/25 baseline).			*
		8	Reduce scope 1 & 2 emissions by 5% (24/25 baseline).			*
		9	Develop a carbon baseline (Scopes 1, 2 & 3), decarbonisation pathway and future targets.	*	*	
	Adapt to Climate Change	10	Prepare a climate adaptation plan with appropriate actions.	*	*	
	Protect and Enhance Biodiversity	11	Produce a Biodiversity Action Plan.	*		
		12	Recruit a 'Biodiversity Co-ordinator' to lead on biodiversity improvements.	*		
		13	Increase employee and tenant engagement on biodiversity, with 3 initiatives per annum.	*	*	*
	Effectively Manage our Resources	14	Carry out a review of material use and identify opportunities for improvement.	*	*	*
		15	Produce a waste & recycling policy, identifying areas for improvement. Trial improvements at 3 schemes per annum.	*	*	*

Strategic Priority	Area of Work	No	Target	Year 1	Year 2	Year 3
#3 Empowering our People	Tenant & staff engagement	16	Continue a programme of employee & tenant engagement on energy efficiency, fuel poverty and sustainability, with 3 major tenant initiatives per annum.	*	*	*
	Promote Sustainable Transport Options	17	Promote sustainable transport options, including active travel and public transport.	*	*	*
		18	Introduce an Electric Vehicle Salary Sacrifice Scheme for staff.	*		
	Manage Water Use	19	Carry out a review of landlord or communal water consumption and cost, and identify any improvement opportunities.	*		
		20	Engage with employees, tenants and partners on reducing water use, providing information annually.	*	*	*
	Equip Ourselves for the Journey Ahead	21	Assess technologies and skills required to decarbonise, holding annual workshops with staff.	*	*	*

GLOSSARY AND ACRONYMS

Air Permeability – The rate at which air leaks through the fabric of a building.

Battery Storage – For Solar PV systems, this is a system that uses batteries to store excess electricity which has been generated for later use.

Biodiversity – The variety of life on Earth, the communities they form and the habitats in which they live.

Biofuels – Fuels produced over a short time span from biomass rather than fossil fuels. Normally produced from plants, agriculture or waste products.

BREEAM (Building Research Establishment Environmental Assessment Method) – is a method of assessing projects in relation to sustainability.

Carbon Baseline – A snapshot of an organisation's greenhouse gas emissions at a point in time, used as a reference point to track progress in reducing emissions over time.

Circular Economy – An economic system based on the reuse and regeneration of materials or products, to reduce waste.

Climate Action Plan (NI) – Northern Ireland's first Climate Action Plan will set out the approach to meeting the carbon budget for 2023-2027.

Climate Adaptation – Actions taken to adjust to the impacts of climate change which have already happened or are expected to happen in the future. These can be reviewed as part of a 'Climate Adaptation Plan'.

Climate Change – Long-term shifts in temperatures and weather patterns.

Climate Mitigation – Actions taken to limit the effects of climate change by reducing or preventing the release of greenhouse gases into the atmosphere.

CO₂e (Carbon Dioxide Equivalent) – A unit of measurement used to standardise the climate impact of various greenhouse gases, allowing for comparison of their global warming potential.

Decarbonisation – Reducing or eliminating carbon dioxide emissions. Proposals for decarbonisation can be explored in a variety of ways e.g. through strategies, plans or pathways.

Deep Retrofit – A comprehensive renovation of an existing building that focuses on significantly reducing its energy consumption and carbon emissions.

Ecosystem services – The numerous benefits that humans derive from the natural environment and its ecosystems.

Embedded Carbon – The greenhouse gas emissions associated with the production, transportation and use of materials throughout their lifecycle. (Also can be referred to as embodied carbon).

EPCs (Energy Performance Certificates) – A document that provides a property's energy efficiency rating, from A (most efficient) to G (least efficient).

ESG (Environmental, Social and Governance) – A framework to evaluate a company's sustainability and ethical impact.

FGHR (Flue Gas Heat Recovery) – A device that recovers heat from the flue gases of a boiler, to improve efficiency.

Fuel Poverty – The condition of a household being unable to afford to keep their home adequately heated. In Northern Ireland a household is generally considered to be in fuel poverty if it needs to spend more than 10% of its income on fuel to maintain a satisfactory level of heating.

Green Economy – An economic model that aims to create a balance between economic growth and environmental well-being, reducing environmental risks and improving human well-being and social equity.

Greenhouse Gas Emissions – The release of gases into the atmosphere that trap heat and contribute to the greenhouse effect.

Heat Pump – A device that moves heat from one place to another, using electricity. Heat pumps can be used to replace boilers in order to reduce emissions.

HVO (Hydrogenated Vegetable Oil) – A renewable liquid fuel that can be used as an alternative to traditional diesel, for heating and transport.

Just Transition (to Net Zero) – A framework for moving towards a net-zero economy in a way that prioritises fairness and inclusivity.

kW / kWh / kWp – kW (Kilowatt) is a unit of power, kWh (kilowatt-hour) measures energy, and kWp (kilowatt-peak) refers to the maximum power output of a renewable technology, such as a solar PV panel.

Landlord Energy (or communal energy) – This relates to the energy which Choice directly purchases across our housing schemes, including electricity, natural gas, heating oil and LPG.

MVHR (Mechanical Ventilation with Heat Recovery) – A system that provides controlled ventilation to a building which recovering heat from the extracted air.

Net zero – A state where the total amount of greenhouse gases emitted into the atmosphere is balanced by the amount removed.

PAS2035 – A British Standard specification that provides a framework for managing domestic retrofit projects.

Passive House – A highly energy-efficient building designed to maintain a comfortable indoor temperature with minimal energy used for heating and cooling.

SAP (Standard Assessment Procedure) – The methodology used by UK Government to estimate the energy performance of homes.

Scope 1 & 2 Emissions – Scope 1 emissions are those generated directly by a company's activities e.g. burning fossil fuels for heating or transport. Scope 2 emissions are indirect emissions from purchased energy, such as electricity.

Scope 3 Emissions – All indirect emissions that occur in a company's value chain, including upstream and downstream activities.

SDGs (UN Sustainable Development Goals) – 17 interconnected targets adopted by the United Nations in 2015 to achieve a more sustainable future for all by 2030.

SECR (Streamlined Energy & Carbon Reporting) – A UK Government initiative that mandates certain companies to report on their energy use and greenhouse gas emissions in their annual accounts.

Smart meters – An electronic device that measures and records energy consumption (e.g. electricity) and automatically communicates this data to an energy supplier.

Solar PV (Solar Photovoltaics) - A technology that converts sunlight directly to electricity.

Solar Thermal – A technology that uses the sun's energy to heat water, often for domestic hot water.

SRS (Sustainability Reporting Standard Framework) – The Northern Ireland Housing Association SRS is a voluntary framework designed to help housing providers report on their environmental, social and governance (ESG) criteria.

SUPs (Single Use Plastics) – Plastic items that are designed to be used once before being discarded.

Sustainable Transport – The movement of people and goods with minimal environmental impact. The sustainable transport hierarchy is a framework that prioritises modes of transport based on environmental impact and efficiency.

Swift boxes / bricks – Specially designed boxes or bricks intended for swift birds to nest in.

Thermal Bridging – Areas in the fabric of a building where heat can pass more easily due to the conductivity of materials.

VOCs (Volatile Organic Compounds) – Gases emitted into the air from products or processes.

Waste Hierarchy – A prioritised framework for managing waste, aiming to minimise environmental impact.

Weather Compensation – These are additional heating controls that adjust a boiler's heat output based on the outside temperature, ensuring optimal comfort and energy efficiency.

**Choice Housing
Ireland Limited**
Leslie Morrell House
37 - 41 May Street
Belfast
BT1 4DN

T: 0300 111 2211
choice-housing.org

