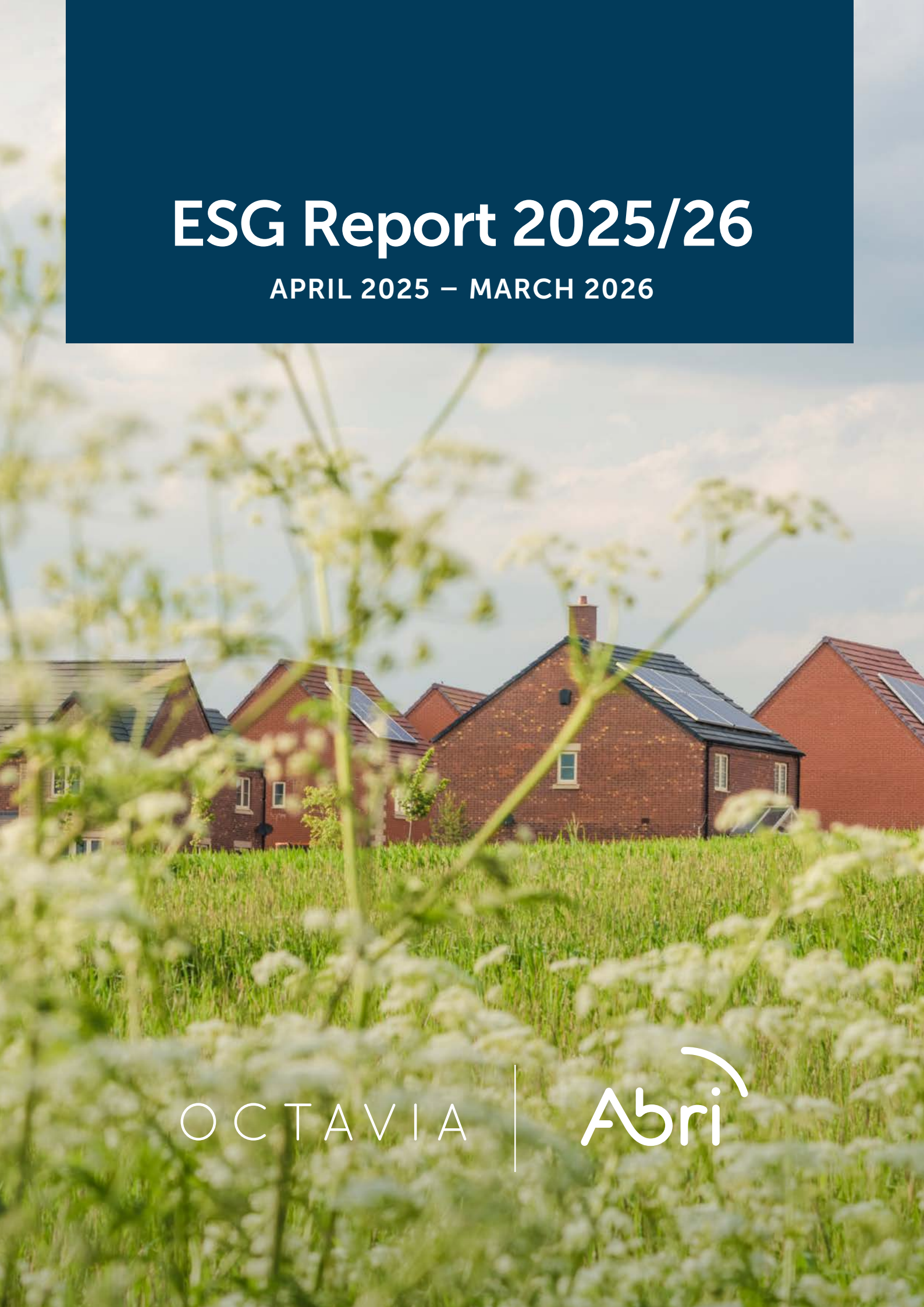
ESG Report 2025/26

APRIL 2025 – MARCH 2026



OCTAVIA | Abri

Foreword

As custodians of Octavia Hill's legacy, Abri is guided by a belief that remains as relevant today as it was more than a century ago; everyone should have access to a quality, affordable home, with access to green space and connected to thriving communities. Those principles continue to shape who we are and how we deliver services for our customers every day.

The context in which we operate is changing rapidly. Climate change is no longer a future risk to prepare for. It is happening now. More frequent extreme weather events, rising temperatures, drought and flooding are already affecting homes and communities. At the same time, demand for affordable housing remains acute and some households continue to face significant cost of living pressures.

These challenges are deeply connected. Customers facing financial hardship are often the most vulnerable to poor-quality housing, high energy costs and the impacts of a changing climate. The quality of a home, the affordability of running it and the strength of the community influence people's ability to thrive. That is why sustainability is not separate from our purpose as a housing provider, it's fundamental to it.

Earlier this year, we launched our new corporate strategy, which was built on the ideals of Octavia Hill. In developing this strategy, we made a conscious decision not to create a standalone sustainability strategy. Instead, we've embedded sustainability and social purpose into every decision we make from investing in homes and services to how we operate as an organisation.

Our response to quality, affordable and sustainable homes must be both immediate and long-term. We're committed to building 20,000 new homes by 2036. We'll ensure they reach a minimum of EPC B and will look to introduce more electrified heating systems and solar technology. At the same time, we continue to invest record amounts into our existing homes with £135m invested in the year, including £16.3m on improving energy efficiency to reach our net zero targets and reduce energy bills for customers. Alongside this, we helped customers secure more than £9 million in additional benefits, ensuring people could access the support available and maximise their income.

While we have made progress, we recognise that there is still much more to do. We must ensure that the way we operate is sustainable. We're continuing to work towards reducing our environmental impact and influence positive change beyond our own organisation. This includes reducing emissions across our offices, fleet and operations; increasing recycling; improving resource efficiency and embedding sustainability considerations within procurement and supply chain decisions.

As expectations around housing standards continue to evolve, including the implementation of Awaab's Law, we are continuing to strengthen our approach to damp, mould and property safety. Every customer deserves a home that supports their wellbeing, and we remain committed to delivering the investment, services and accountability needed to achieve this.

We recognise that sustainability is about more than the environment. Quality homes can only create opportunities for people to thrive when they are part of strong, resilient and inclusive communities. During the year, we've seen communities experience increased pressure and growing social division. In response, we've increased our focus on community cohesion and resilience, while projects such as our Wilder Mansbridge biodiversity pilot in Southampton demonstrates how investment in nature can also bring people together, strengthen local pride and support wellbeing.

Delivering these ambitions requires a resilient, values-led and well-governed organisation. We must have the financial strength and governance arrangements necessary to deliver. We must continue to earn the trust of our customers through transparency, accountability and listening, ensuring customer insight informs decision-making at every level. We must create an inclusive workplace where colleagues feel valued, supported and empowered, and we must remain adaptable and ready to respond to changing needs.

The connection between quality homes, green spaces and thriving communities was central to Octavia Hill's vision. It remains central to ours today. This report sets out the progress we have made over the past year. By embedding sustainability throughout Abri, we are building homes, strengthening communities and creating a resilient organisation that can continue delivering for customers for generations to come.



Gary Orr
Abri Group Chief Executive

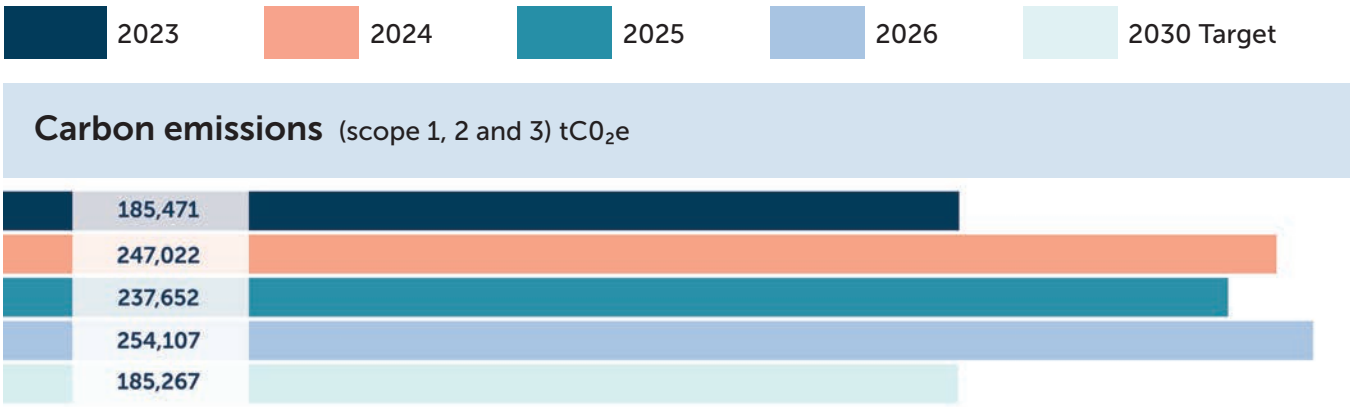
Our ESG report in numbers



We are committed to showcasing our sustainability journey transparently and unambiguously. 2026 marks the fourth year we have shared our ESG KPI dashboard, which we created to enable all our stakeholders to track our progress. We have made some changes this year to increase the number of KPIs associated with our social and governance programmes.

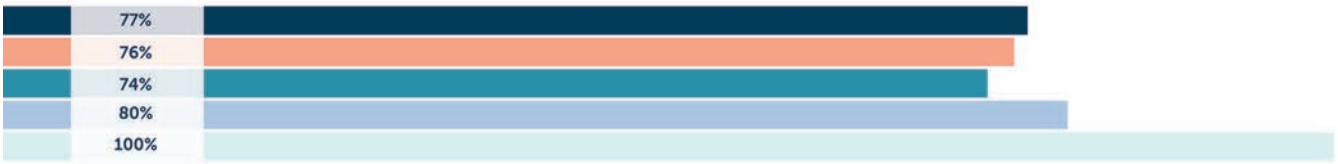
This year, our data also fully includes the performance of Octavia, the 5,000-strong home provider in London, which joined the Abri Group in December 2024.

To reflect the implementation of our new corporate strategy, we are reviewing our reporting commitments to better align to the targets outlined in this document.

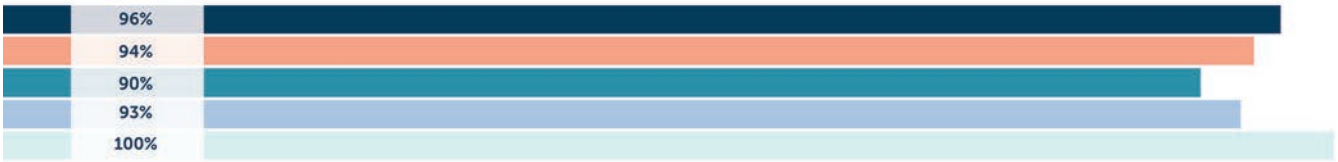


Energy efficiency of homes

(% of existing homes rated EPC C and above)

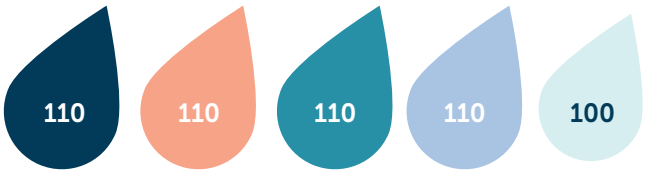


(% of new homes rated EPC B and above)



New Homes built	774	730	901	1,092	20,000 by 2036

Water efficiency on new developments



(litres per capita consumption)

Community Investment (Social value)



Overall satisfaction of rental customers (TSM)

75%	74.5%	74%

G1/V1

About Abri

Abri is one of the South of England's largest not-for-profit housing providers, spanning from London to Devon, Oxford to the south coast. We own and manage more than 59,000 homes and community assets and serve more than 117,000 customers. We exist to provide the very best homes and services we can today, while pursuing the ideals that make tomorrow better.

Every decision we make is rooted in the beliefs that everyone has the right to a safe, warm, affordable and sustainable home; homes and communities are places to belong, grow and thrive; and equal opportunities must exist for communities so everyone can have improved life chances.

Our beliefs are inspired by the ideals of Octavia Hill, whose lifelong mission was to "make lives noble, homes happy and family life good." They're the standards that we strive towards, informing how we approach challenges, engage with our customers and shape our communities to make things better. They challenge us to set a higher standard and lead by example in the relentless pursuit of excellence.

Our 2026-2031 corporate strategy aims to make this a reality by giving us the confidence and ability to address today's realities while striving for tomorrow's ideals. Supported by our investment and services strategy, it focuses on three core themes: homes, services and organisation.



As we grow, we are committed to enhancing our local presence to deliver better services and safer homes. Our regional model has recently been expanded to include London and is supported by regional priorities created in partnership with our regional customer panels. These ensure we are more visible, accountable, and closely connected to our customers and communities by tailoring support to their diverse needs.

Our regional model combines the benefits of a large, financially resilient organisation with a strong understanding of local needs. Through regional leadership teams and customer panels, customers help shape priorities for their areas, influencing decisions on investment, services and community initiatives. This approach helps ensure that local voices are reflected in organisational decision-making while allowing us to share expertise and resources across a larger geography

The integration of Silva and Octavia has created a stronger and more resilient organisation, bringing together complementary skills, resources and local knowledge. This increased scale supports greater investment in homes, services and communities, while strong governance arrangements ensure we remain accountable to customers and continue to deliver locally responsive services.

Becoming a top 5 housing association

In pursuit of our ideals and through the successful delivery of our new strategy, we're building on the foundations of our Achieving Together 2020-2025 strategy to become:

Top 5 housing association by scale

Top 5 for customer satisfaction

Top 5 place to work

Our ideals

Our journey to becoming a top 5 housing association will take time but through our 2026-2031 corporate strategy we have the confidence to address today's realities whilst striving for tomorrow's ideals. Our strategy focuses on three core themes:

Homes: We will provide safe, affordable, sustainable and healthy homes that are designed for long-term value and support people's wellbeing, independence and aspirations.

Services: We will provide reliable, responsive and empowering services that are delivered with empathy and respect.

Organisation: We will be a values-led, purpose-driven organisation that sets the standard in good governance, financial resilience and social impact. Meeting this ideal will build trust with customers and partners, while attracting and nurturing talent within the organisation.

Our ESG Approach

Investment Association Governance and Disclosure Guidelines

We remain committed to sharing information in line with the Investment Association's (IA) 2022 recommendations for UK housing associations participating in the debt capital markets. As a housing association that issues public bonds, we feel it is crucial to champion transparency.

This approach allows us to meet the requirements of our investors and report against the IA guidance in the following areas:

- Scope 1, 2 and 3 Greenhouse Gas (GHG) emissions data
- % of properties with EPC ratings and estimated capital expenditure to reach EPC C across our stock by 2030
- Details on climate reporting - TCFD / Net Zero by 2050
- Prior year benchmarking
- % of tenants on Universal Credit
- Customer satisfaction - age, ethnicity of complainant (discrimination)
- Gender and ethnicity breakdown of employment/ pay gap
- Qualitative discussion on social impact and effort to support tenants

To see the guidance we follow, please **click here**



The Sustainability Reporting Standard for Social Housing (SRS) is a voluntary framework designed to help the housing sector measure, report, and enhance its environmental, social, and governance (ESG) performance.

Launched in November 2020, the SRS allows housing providers to report on their ESG performance in a transparent, consistent, and comparable way. It covers 48 ESG considerations, including affordability, safety standards, and zero carbon targets, and aims to facilitate comparisons and promote best practice within the sector.

The SRS is endorsed by various organizations and has been widely adopted by housing providers and funders in the UK social housing sector.



Environmental

As we complete the last year of our Environment and Climate Strategy, we reflect on significant progress in all three of the main sources of our greenhouse gas emissions; existing stock, new build housing and our supply chain.

We are well on course to meet our target for all homes to be Energy Performance Certificate certified grade C by 2030 through the utilisation of Abri investment alongside valuable Warm Homes Government Funding.

On new build properties, we are delivering leadership in the early adoption of the Future Home Standard where each home is off fossil fuels, instead powered by solar energy and highly insulated.

Our Supply Chain Summit was repeated this year with even more of those that supply products and services to Abri in the room and engagement planning to drive real partnership momentum underway.

We moved forward the training and understanding of managing land for biodiversity with our grounds maintenance teams and are renegotiating waste contracts to increase recycling rates.





HIGHLIGHTS

81% of homes at EPC C+

Hosting the first Sustainability Supply Chain Summit

42 grounds maintenance staff trained in ecosystem enhancement and biodiversity

254,107 tCO_2e total greenhouse gas emissions

First office to have achieved 'Net Zero' status

Theme: Climate Change

EPCs of existing and new homes

Abri's energy efficiency programme across its existing housing stock has continued to make strong progress during the year. The proportion of homes rated EPC C or above has increased from 74% in 2025 to 81% in 2026. This increase reflects more in-depth assessment of our stock. In future years, we anticipate further fluctuations as we work towards 100% EPC B by 2050.

Significant progress continues to be made through the delivery of Wave 2.1 and 2.2 of the Government's Social Housing Decarbonisation Fund and the mobilisation of the Wave 3 Warm Homes Fund programme. These initiatives have enabled the installation of energy efficiency measures at scale, including loft and cavity wall insulation, solar panel systems and mechanical ventilation.

Customer satisfaction remains high, with customers experiencing tangible improvements from pre-installation through to post-installation evaluation. As retrofit activity continues, we remain on track to achieve our target of 100% of homes rated EPC C or above by 2030.

Our new build pipeline continues to grow with a targeted minimum EPC B on all new build properties. Actual performance differed slightly with an actual 93% of new build properties at EPC B and above. Abri has made a firm commitment to meet the Future Home Standard for all new homes moving forward. This includes high insulation standards, a minimum coverage on each roof of at least 40% solar PV and electrified heating systems in homes, so not connected to the gas grid.

All homes		
EPC	Number of homes	% of known EPCs
A	576	1.5
B	12,071	30.9
C	18,839	48.3
D	6,808	17.4
E	679	1.7
F	53	0.1
G	4	0.0
Total	39,030	
Not known	2,004	
Grand total	41,034	

Existing homes		
EPC	Number of homes	% of known EPCs
A	525	1.4
B	11,596	30.1
C	18,802	48.9
D	6,808	17.7
E	679	1.8
F	53	0.1
G	4	0.0
Total	38,467	
Not known	1,475	
Grand total	39,942	

New homes		
EPC	Number of homes	% of known EPCs
A	51	9.1
B	475	84.4
C	37	6.6
D		
E		
F		
G		
Total	563	
Not known	529	
Grand total	1092	



Net zero target and strategy

Following the success of delivering our first net zero office and purchasing green electricity, further progress is proving to be harder as we balance investing in our customers' homes, while improving our corporate estate.

However, we are putting firm plans in place to build on our green electricity contracts and convert our offices, depots and heat networks to a fully electrified solution. Our fleet transition plan is also being developed, with more detail on the phases of delivery.

Retrofit

Abri delivered significant progress on our energy efficiency programme in the last year, successfully upgrading 1,437 homes with a total investment of £16.3million. This programme was supported through a blend of external funding streams, including the Social Housing Decarbonisation Fund, Warm Homes grant and the Energy Company Obligation round 4. This was all matched with investment directly from Abri.

The improvement measures installed across the portfolio included loft insulation, flat roof insulation, cavity wall insulation, solar PV systems, and low carbon heating solutions. Collectively, these upgrades have strengthened the energy performance of our homes, reduced carbon emissions, and supported residents in lowering their energy bills.

We have a firm commitment to improving a further 1,100 homes during the next financial year, and we have already secured Warm Homes Funding to support this programme. In addition to this, we will continue to monitor and pursue any new funding opportunities that may become available. Securing additional investment would allow us to accelerate our energy efficiency upgrades and maintain the strong momentum we have built across our portfolio.

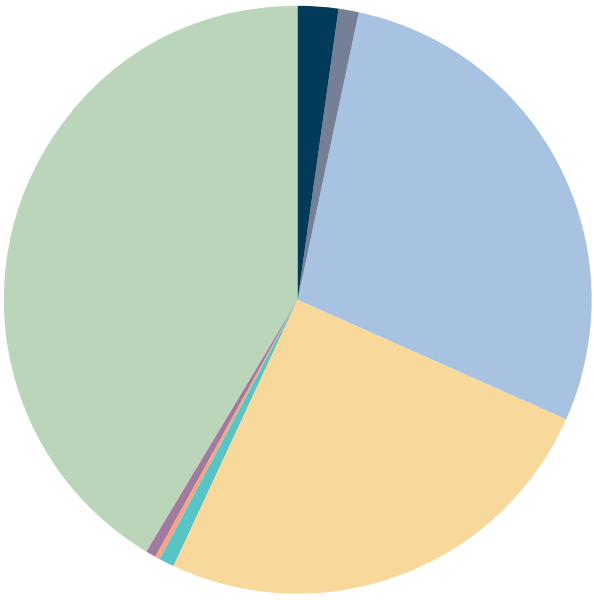
Abri's organisational carbon footprint

The carbon calculations for 2025/26 have been conducted using the relevant activity data that falls within this reporting period and have been calculated in line with Greenhouse Gas Protocol methodology. Our calculations have been assured by our independent advisor, Altair Ltd. The operational control approach has been taken to scope the boundaries of our carbon footprint calculations and apportion these emissions accordingly. Our total emissions across all scopes for 2025/26 equates to 254,107 tCO2e, the breakdown of which is shown in Figure 1.

A significant proportion of this increase relates to embodied carbon associated with new homes. Embodied carbon refers to the emissions generated through the manufacture, transport and construction of building materials, together with activity on development sites. As Abri increases its delivery of affordable homes, these emissions will rise but this reflects a challenge faced across the housing sector: balancing the urgent social need for more affordable housing with the environmental impact associated with construction activity.

We believe these objectives must be pursued together rather than in isolation. New homes provide substantial long-term social benefits and there simply aren't enough affordable homes for people that need them. We're reducing their environmental impact through improved energy efficiency, lower fuel costs and reduced operational emissions compared with older housing stock. Our focus is therefore on reducing embodied carbon wherever possible through design, procurement, material selection and collaboration with our supply chain, while continuing to increase the supply of high-quality affordable homes.

Total Carbon Footprint (Figure 1)



	tCO2e	%
Natural Gas	5,751.81	2.3
Fleet	2,996.22	1.2
Grid Electricity (Gen)	90.83	0.0
Purchased Goods & Services	72,133.53	28.4
New Homes (Capital Goods)	63,926.52	25.2
Fuel & Energy	2,271.25	0.9
Waste	56.7	0.0
Business Travel	700.43	0.3
Employee Commuting	935.64	0.4
Existing Homes (Downstream Leased Assets)	105,244.29	41.4

Overall, our emissions are 7% higher than what was calculated for 2024/25 (237,652 tCO2e). We acquired a full year's worth of Octavia's emissions this year (compared to a ¼ in 24/25).

Our emissions split by scope

Overall, the majority of our emissions (96%) are created through our scope 3 activities which are not within our direct control. In contrast, our scope 1 & 2 emissions (which are within our direct control) only account for 4% of our overall organisational carbon footprint.

	2022/23	2023/24	2024/25	2025/26	% change since 2024/25
Scope 1 (tCO2e)	5,219	7,103	6,252	9,626	54%
Scope 2 (tCO2e)	-	34	38	91	139%
Scope 3 (tCO2e)	180,252	239,882	231,362	244,391	6%
Total tCO2e	185,471	247,022	237,652	254,107	7%
Intensity Metric (tCO2e/FTE)	118.4	147	141	151	
Intensity Metric (tCO2e/home)		6.91	5.92	6.64	

Our emissions split by category and scope

Scope	Emission Category	2022/23 (tCO_2e)	2023/24 (tCO_2e)	2024/25 (tCO_2e)	2025/26 (tCO_2e)
Scope 1	Natural Gas	2,986	3,338	3,006	5,752
	Fleet Vehicles	2,234	3,765	3,246	2,996
	Refrigerants	-	-	-	1,043
Scope 2	Grid Electricity	-	38	38	91
Scope 3	Fuel & Energy related activities	130	138	1,004	1,228
	Water	2	10	1	-
	Business Travel	435	685	563	700
	Employee Commuting	347	375	621	644
	Purchased Goods & Services	49,979	86,351	55,767	72,134
	Home Working	105	201	260	292
	Waste	529	49	27	57
	Capital Goods	73,635	79,032	71,678	63,927
	Downstream Leased Assets	55,091	73,041	101,438	105,244
	Total	**185,471**	**247,022**	**237,652**	**254,107**

NB: Our full carbon footprint differs from our Streamlined Energy and Carbon Reporting (SECR) disclosure; emissions included under SECR are highlighted in the above table in blue (partial emissions from 'Fuel and Energy related activities').

The parameters for carbon footprint reporting under SECR only require:

- Electricity and gas consumed at office premises, communal areas, construction sites;
- Vehicle emissions from vans used by repairs and maintenance staff and from employees on business mileage and commuting to offices

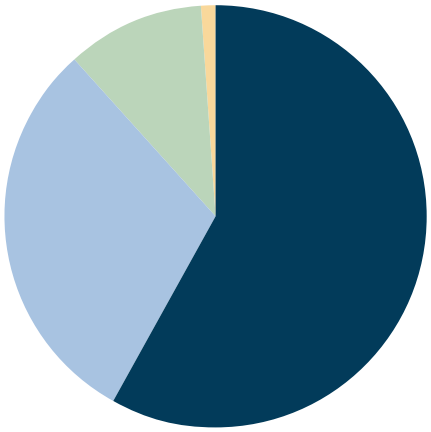
Our SECR calculations were also carried out by a different consultant using a different methodology to our ESG Report scope 1, 2 and 3 carbon footprint, which includes more categories. Therefore, the totals for each category may differ. Natural gas in the table above does not include well-to-tank (WTT) factors. These are captured in 'Fuel and Energy related activities' which are scope 3 emissions. Renewable Energy Guarantees of Origin (REGO) Electricity and 'Transmission & Distribution' emissions are also captured under this category.

Our Scope 1 & 2 emissions

The majority of our scope 1 & 2 emissions are generated through the gas we use to heat our offices, depots, communal areas, and our homes connected to our communal heating systems. Furthermore, 2,996 tCO2e are emitted from the fuel that our fleet uses to service and maintain our homes. In contrast, the electricity we consume across our offices, depots, and communal areas accounts for a very small portion of our scope 1 & 2 emissions as Abri is committed to retaining REGO energy certificates.

In the last year, Abri's total carbon emissions across scopes 1 and 2 have increased from 6,290 by 54% to 9,717 tCO2e. This is considered mainly due to the calculation and incorporation of all of Octavia's emissions and the new addition of refrigerant gases.

Figure 2: Scope 1 & 2 Abri emissions in 2025/26 split by emission category.



	tCO₂e	%
Natural Gas	5,752	58.2
Fleet Vehicles	2,996	30.3
Refrigerants	1,043	10.6
Grid Electricity	91	0.9

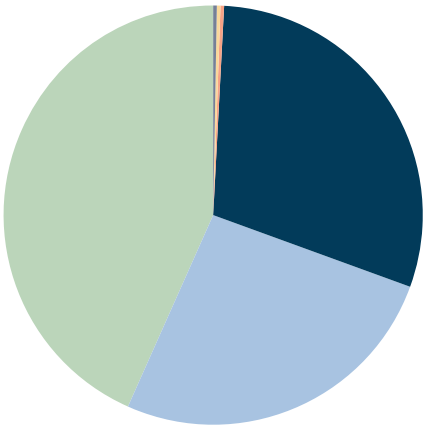
Scope 3

In 2025/26, Abri's total carbon emissions across scope 3 totalled 244,391 tCO_2e which was generated through the following business activities and sources:

- regulated energy from the homes we own and manage (downstream leased assets)
- fuel used for employee commuting and business travel (in vehicles not owned by Abri)
- waste produced at our offices, depots and by Abri Build
- capital goods used to build and maintain our homes
- purchased goods & services beyond capital goods
- energy used in relation to home working
- well-to-tank factors for fuel from our fleet, and gas from our offices, depots, landlord supply and communal heating
- electricity transmission & distribution associated with our offices, depots and landlord supplies.

The majority of our scope 3 emissions are generated from three emission sources: purchased goods and services (72,134 tCO_2e), downstream leased assets (105,244 tCO_2e), and capital goods (63,927 tCO_2e). We recognise that time and resource should be concentrated in the delivery of emission reductions across these three categories. Our purchased goods and services emissions have increased as we have grown and are now capturing more robust data. We continually refine our supply chain methodology and are working with suppliers to move to a hybrid method of calculating emissions. We plan to continue working on this on the back of our second supply chain summit which was held in June 2026.

Figure 3: Scope 3 Abri emissions in 2025/26 split by emission category.



	tCO2e	%
Fuel & Energy related activities	1,228	0.5
Business Travel	700	0.3
Employee Commuting	644	0.3
Purchased Goods & Services	72,134	29.5
Home Working	292	0.1
Waste	57	0.0
Capital Goods	63,927	26.2
Downstream Leased Assets	105,244	43.1



The downstream leased assets category constitutes the area of the highest emission increase (43% of Scope 3) which can mostly be attributed to an updated methodology used to calculate the carbon per home metric.

A full year of Octavia's downstream leased assets emissions have also been included in this year's footprint, inflating this category by almost 7,000 tCO_2e.

The capital goods category has decreased from 71,678 tCO2e in 2024/25 to 63,927 tCO2e in 2025/26 even though there were almost 200 more homes built this financial year. This was due to a revised carbon intensity figure being used and the inclusion of reduced emissions due to modern methods of construction (MMC).

Not yet included within scope 3 is investments, use of sold products, and end-of-life treatment of sold products, which we are considering scoping into our carbon footprint in 2026/27 when we re-baseline our carbon footprint.

Climate Risk

Flood

We have advanced a new project to understand Abri's flood risk at an individual property level. New analysis will involve a new contract with a leading provider of stock-related data being procured. Once complete, analyst time is being deployed to develop a full understanding of fluvial, surface, coastal and river flooding and a related risk rating to inform our asset property team on retrofit priorities. Ensuring that measures to mitigate risks are clearly articulated and inserted into maintenance schedules is a key priority so future climate risks are part of resource deployment.

Drought

With all of Abri's operating regions sitting within a zone of water stress, the threats posed by necessary water restrictions are never far away. Hose pipe bans are becoming an annual feature of life for our customers and water management is increasingly featuring in future ESG plans.

Last year's nutrient neutrality partnership with Wessex Water promoted the benefits of retrofitting water saving devices to help lower water and associated energy bills.

Our new build homes already meet a water efficiency standard of no more than 110 litres per person per day. As part of our commitment to sustainable resource management, we are exploring the introduction of a more ambitious target of 100 litres per person per day across future developments. The Government's proposed water-efficiency labelling scheme is an important development, providing greater transparency on the performance of water-using products and helping developers deliver consistently high water-efficiency standards across new homes.

Overheating

A new Climate Adaptation Working Group has been established that draws members from different parts of Abri, including Risk, Business Insight, Homecare and Sustainability. With studies pointing to around 92% of the UK population suffering from the effects of overheating, the focus therefore turns to the most vulnerable demographic groups of customers. Work is being commissioned to understand how many customers are in our most vulnerable categories, and what practical measures can be deployed to adapt to the changing situation.

Climate risks and opportunities

Abri has mapped its key transition and physical risks, and its opportunities and these are outlined below:

Highest rated transition risks	Highest rated physical risks	Highest rated opportunities
Carbon pricing	Overheating in homes	Consumer demand
Housing standards	Flood risk	ESG finance
Technology deployment	Unpredictable weather	Development pipeline
Energy grid constraints	Supply chain constraints	Retrofit programme

CASE STUDY:

New roof, greener homes for Clifton Lodge customers



When essential roof improvements were needed at Clifton Lodge in Eton Wick, Berkshire, we took the opportunity to fit solar panels across the building.

Our teams replaced tiles, felt and battens across all 19 flats, which strengthened the roof and extended the life and suitability of the building. Customers' homes are warmer and more comfortable, as we upgraded the insulation too.

Customers now each have their own small solar power system. The 95 solar panels we installed at the same time generate renewable power for each flat.

Communal areas now have solar power, too, which has lowered carbon emissions. Providing renewable energy sources helps customers keep bills down and homes more affordable.

Customer Harry* told us, **"I didn't think the solar would produce enough energy at first, but it's already generating free electricity during the day."**

Upgrading customers' homes by combining projects like this kept disruption to a minimum while work was carried out. The success of the project is helping Abri to roll out similar programmes faster across our homes.

Wins for Clifton Lodge customers:

- More affordable running costs
- Warmer homes
- Building strengthened for the future
- Less disruption

Wins for the environment:

- Renewable energy generated onsite
- Less power used to keep buildings warm
- Greater building longevity
- Lower carbon emissions

*name has been changed

Theme: Ecology

Enhancing green space (including BNG)

Abri is significantly rethinking the scale and regime of management that we deploy on our network of green spaces. With the completion of the Mansbridge Biodiversity Project (see case study below), several new features and techniques have been deployed and a level of training provided to ensure our colleagues are part of this new thinking.

Housing Associations can play a key role in providing habitat enhancements that link land designated for conservation, such as nature reserves, with urban areas where tree cover, hedgerows and wildflower areas are less abundant.

We have documented the features and techniques adopted in the Southampton demonstration project, producing a new five-year estate management plan in the process, and are taking forward plans for each region to enhance our green spaces. Future planning on the management agreements associated with Biodiversity Net Gain (BNG) requirements is leading to new resourcing and management targets.

Pollutants

Abri does not currently have a formal strategy in place to identify, manage and reduce pollutants. At present we rely on colleagues having access to the COSHH assessments for substances which would detail environmental controls.

Environmental Compliance has recently been added to the remit of the Health & Safety team. It is the intention to create an environmental strategy for the organisation. This may involve engaging services of external auditors and consultants to establish the current state of compliance. As such, the Environmental Compliance strategy is scheduled for completion and publication in the 2027/28 financial year.



CASE STUDY:

Wilder Mansbridge

People can feel more connected to nature, and live in a healthier, more sustainable community through an 18-month biodiversity programme.

Launched in partnership with Hampshire and Isle of Wight Wildlife Trust (HIWWT) in the Mansbridge estate in Southampton, the project has enhanced the neighbourhood with:

- Three new wildflower areas, including one in the Memorial Garden on Mansbridge Road and another on the Howard Close slope.
- 60 swift boxes, installed by Hampshire Swifts, providing nesting spaces for the birds during their annual migration.
- 100 new trees, each adopted by resident 'tree guardians' who volunteer to care for them as they grow.
- Two willow sculptures, a butterfly and a squirrel, created by sculptor and Abri customer.
- HIWWT Training for our Grounds Maintenance teams on species identification, habitat management and climate literacy.
- Engagement with nature and environmental education for local children through the Wilder Schools programme.
- A community garden
- Bee hotels
- Educational signage.

To celebrate the project's completion, colleagues from housing associations across the UK were invited to see the transformation and shared in our learnings. We showcased best practice in the nature-based improvements, and ways residents can become stewards of green spaces.



Photo provided by www.dougscobiephotography.com



Information boards installed in Mansbridge



Grounds Maintenance teams demonstrating battery powered equipment.



One of the bee friendly planters installed on the Mansbridge estate



Photo provided by www.dougscobiephotography.com

Theme: Resource Management

Responsibly sourced materials

Abri does not currently have a formal strategy for measuring the percentage of responsibly sourced materials used across its supply chain, although examples of good practice already exist.

Travis Perkins, a key supplier of timber products to Abri, maintains Programme for the Endorsement of Forest Certification (PEFC) and Forest Stewardship Council (FSC) chain-of-custody certification, while suppliers such as Travis Perkins and Mears are certified to ISO 14001 environmental management standards.

Abri also undertakes supply chain due diligence, including consideration of Modern Slavery requirements and other sustainability standards..



Waste management

Abri continues to focus on pursuing new waste targets, like diverting 95% of waste away from landfill and incineration by 2050, including in the interim:

- Recycle 50% of Abri waste by 2030
- Recycle 80% of Abri waste by 2040

Abri is in the middle of a significant change to both the strategic aims and commercial contracts contained within our waste procurement process. Commercial negotiations to appoint a new waste provider to cover a substantial breadth of our current waste needs are underway. This is designed to improve the amount of waste being recycled, a consistent standard on how we collect and ultimately how that waste gets treated, and a substantial move towards a more circular economy. New waste reduction and recycling targets are contained within a new strategy, which following completion of the process, will be signed off by the Abri Executive Board.

Our in-house construction team ensure that the waste providers used, monitor and report the waste produced by our own construction sites. Since 2022 we have shown an improvement every year on our percentage diverted from landfill and we are currently at 97.02%.

Use of recycled materials

Abri will seek to work across its supply chain to purchase 10% of bought goods with recycled content by 2040 and 25% by 2050.

Abri is seeking, through a new procurement process, to appoint new accredited waste contractors to manage all aspects of waste collection and disposal from various sites across Abri's new operating areas. As part of the competitive dialogue that has been taking place, new recycling and separation aspirations and targets are challenging the waste industry to rise to the new expectations of reducing disposal rates, lowering costs and providing more circularity in our waste strategy. This process is due to conclude by the end of 2026.

As part of a new commitment outlined in Abri's new investment strategy, a circular economy strategy is being created to set out a new focus on what Abri's aspirations are on waste and how as a business we will seek to change the mechanisms to reduce the impact of a traditional make-use-dispose model.

Water management

Abri continues to prescribe a maximum per capita consumption water use figure of 110 litres per person per day on all new developments and has sought to lower this to 100 litres on some new sites to reflect the water stressed nature of our region.

Sustainability within procurement

Sustainability is a core focus within our procurement approach and is actively championed by each member of our team. Through every competitive procurement process we are committed to embedding sustainable principles in a practical, proportionate, and meaningful way. This is reflected in how we design our procurement strategies, ensuring environmental and social considerations are integral rather than supplementary to the process.

The procurement team continues to evolve and strengthen our approach, and this includes developing clear and targeted questions that encourage suppliers to demonstrate their sustainability commitments. The questions are proportionately weighted and we hold suppliers accountable to their commitments throughout the life of the contract through robust contract management practices.

We also review insurance and climate related risks to better understand our areas of highest exposure. While work is primarily focused on identifying and managing risk, it is equally important that we proactively address these considerations.

Together, these actions help us align our sourcing decisions with emerging climate risks and can support resilience across our supply chain.

CASE STUDY:

Hosting the first Sustainability Supply Chain Summit

The goods and services we purchase from suppliers make up about 30% of Abri's overall carbon footprint. This makes collaboration with our supply chain an important part of reducing our environmental impact and progressing towards net zero.In collaboration with the University of Southampton Business School, we invited businesses from across our supply chain to explore shared sustainability challenges and discuss practical ways to reduce the environmental impact of the goods and services we buy.



Before the summit, we sent suppliers a detailed survey to help us understand the key issues and identify opportunities for Abri and its suppliers to work together to reduce environmental impact.

The findings highlighted potential supply pressures in parts of the country and showed that potential future water shortages need to be considered. Although many suppliers operate in areas of water stress, this risk was not always fully recognised or reflected in their business planning.



We are responding by working directly with larger suppliers to improve understanding of environmental risks, strengthen the quality of emissions data and identify where carbon reductions can be made. Smaller suppliers can access free environmental calculations from the University of Southampton, helping them understand their carbon footprint and identify opportunities to reduce it.

The summit established a collaborative approach that we will build on through further supplier engagement and decarbonisation activity. Our focus is on sharing better data, identifying the goods and services responsible for the greatest emissions, and helping suppliers target practical measures such as reducing waste, improving transport efficiency and using sustainable materials.


175


£144
million
capital invested
over five years
Decent homes
standard
100%



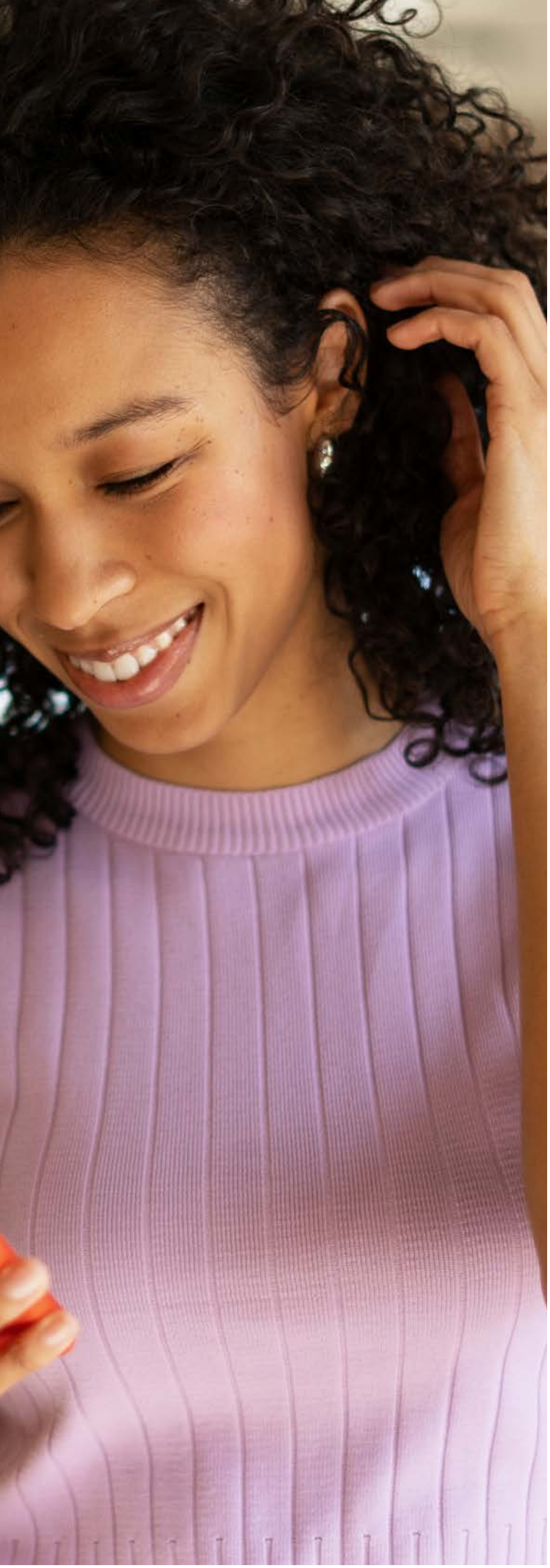
Social

We are committed to providing good-quality, affordable homes, supporting the wellbeing of our customers, strengthening communities and reducing our environmental impact.

During 2025/26, we continued to invest in services, sustainability initiatives and community programmes that help people and places to thrive.

This section of the report outlines how we are delivering those commitments and creating lasting social and environmental values.





KEY HIGHLIGHTS

63.2% average group rent as a percentage of Local Housing Allowance (2024/25: 64.1%). The reduction reflects our continued focus on providing affordable housing options, with average rents remaining substantially below local housing allowance levels

Delivered 1,092 new homes including 532 low cost home ownership homes and 494 affordable rent homes (2024/25: 902 new homes)

Helped customers secure more than £9 million in annualised welfare benefits, helping households maximise their income and better manage ongoing cost of living pressures (2024/25 £7m, 2023/24 £6.3m)

Generated £2 million of social value through community investment activities

Maintained high levels of building safety compliance, including 99.92% gas safety, 99.69% electrical safety and 99.17% fire safety compliance across our homes.

Theme: Affordability and Security

Homes by tenure type.

Having access to a safe and affordable home is vital for our customers. By meeting these needs, it provides a foundational level of stability and security.

As of the end of the last financial year, Abri owned over 59,000 homes and assets across our regions. 58.5% of these homes were allocated to general needs housing at social rent levels. While the overall share of general needs properties is 0.6% lower than last year, this reflects our focus to add affordable rent and low-cost home ownership properties. 11.2% of these properties were allocated to affordable rent housing and 10.5% accounted for low-cost home ownership schemes (a 0.5% increase from last year).

In the 2025-26 financial year, our aim was to meet the needs of our communities and provide more affordable rent and low-cost home ownership properties. We met this goal by adding 1,092 new homes and assets to our portfolio.

The difficulty and cost of entering the property ladder have been major concerns for families across the country. Low-cost home ownership contributed to nearly half of these homes with 532 new additions, accounting for 48.6% of all added homes. However, our customers in affordable rent housing were another area of focus. We added 494 affordable rent homes to our portfolio, accounting for 45.1% of additions in the last financial year. This number is a 69% increase from the number of affordable rent homes added in the last financial year at 291.

The rising cost of energy bills has been another source of concern for our existing customers. Last financial year, our tenancy support services team issued £9,815 in fuel vouchers to 350 customers who were struggling to pay their energy bills. Additionally, the team helped customers across our regions to claim over £9million in annualised benefits to support with the cost of living.

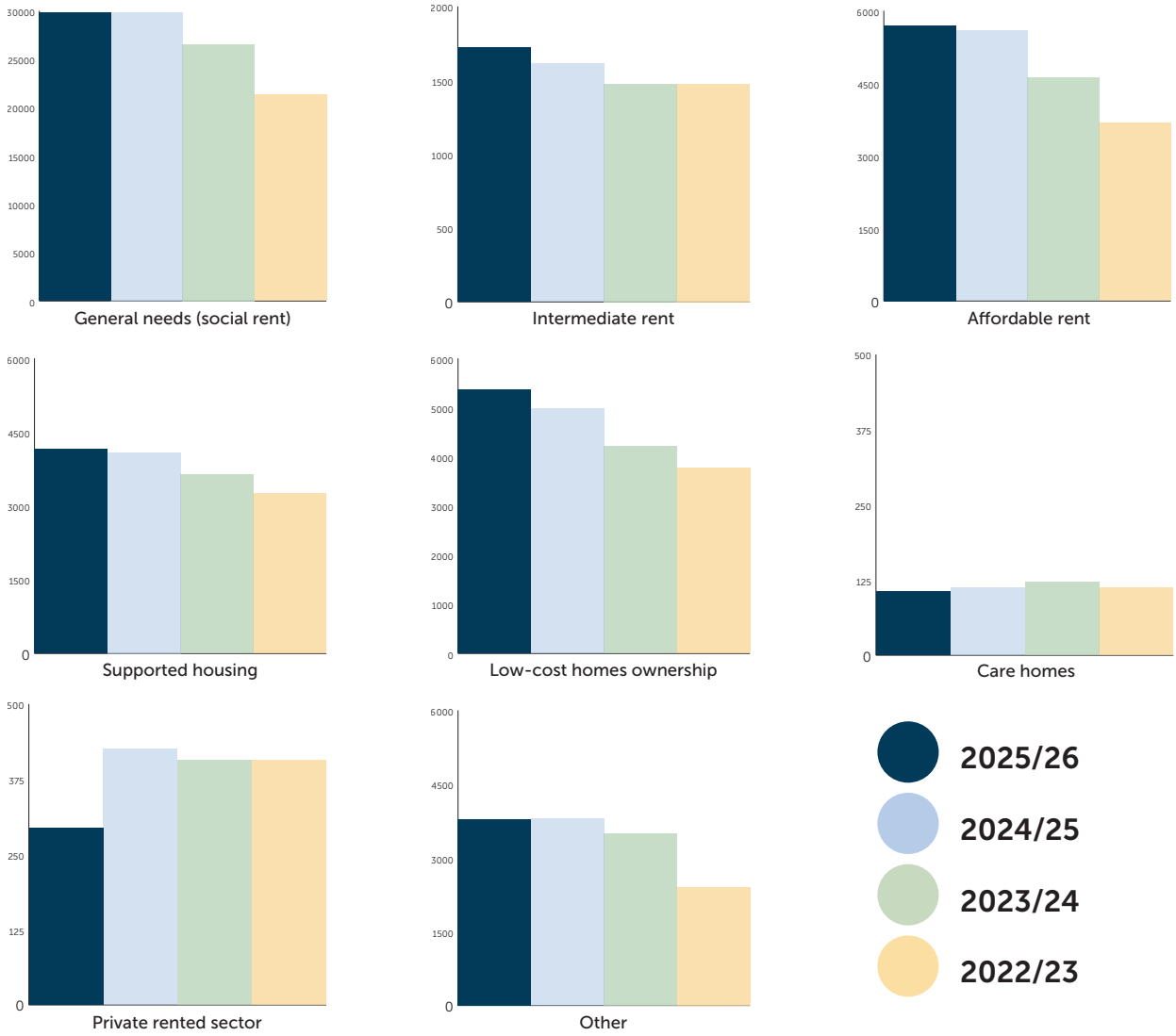
Our retrofit programme gives residents the opportunity to lower their energy bills and register for the Smart Export Guarantee (SEG). This allows households to receive a small payment for any surplus electricity they export back to the grid, providing an additional financial benefit alongside lower energy costs. With the cost of living crisis worsening, these aid networks continue to be a cornerstone in Abri's continued support to our customers.

As the cost of living crisis and rising energy costs continue to affect households, we remain focused on giving our customers the stability they need through homes that are safe and affordable so they can build secure, fulfilling lives.

Share, and number, of new homes (owned and/or managed) that were completed in the last financial year, allocated to:

	2025/26		2025/26	
Tenure	**Homes**	**%**	**Homes**	**%**
General needs (social rent)	69	6.3	129	14.3
Affordable rent	494	45.2	292	32.4
Supported housing	0	0.0	0	0.0
Low-cost homes ownership	529	48.4	480	53.3
Total	**1092**		**901**	

Share, and number, of existing homes (owned and/or managed) completed before the last financial year, allocated to:



	2025/26		2024/25		2023/24		2022/23	
Tenure	Homes	%	Homes	%	Homes	%	Homes	%
General needs (social rent)	29,530	58.3	29,667	59.3	26,515	59.6	21,321	58.5
Intermediate rent	1,719	3.4	1,510	3.0	1,476	3.3	1,476	4.1
Affordable rent	5,705	11.3	5,778	11.5	4,615	10.4	3,682	10.1
Supported housing	4,138	8.2	4,010	8.0	3,635	8.2	3,249	8.9
Low-cost homes ownership	5,258	10.4	4,877	9.7	4,215	9.5	3,771	10.4
Care homes	106	0.2	106	0.2	122	0.3	112	0.3
Private rented sector	255	0.5	294	0.6	407	0.9	407	1.1
Other	3,906	7.7	3,798	7.6	3,488	7.8	2,407	6.6
Total	**50,617**		**50,040**		**44,473**		**36,425**	



CASE STUDY:

Shared ownership helps growing family find a larger home

Jack and Stacey Harman lived in a one-bedroom apartment in Feltham, West London, but when their family grew from one to two children they needed more space.

Jack and Stacey found that buying a larger home on the open market would have been challenging. Using the proceeds from the sale of their previous one-bedroom shared ownership apartment, they were able to continue their homeownership journey, securing a three-bedroom family home at Broxborough Park in Ottershaw, Surrey.

Their children now have more space, and a private garden to play in. Stacey has somewhere comfortable to work from home, and the village has green spaces, local amenities and good schools. Having a home that better met their needs is helping the family put down roots in their new community.

Looking ahead, Jack and Stacey are considering staircasing to increase their ownership share over time.

Many households find themselves in a similar position to Jack and Stacey: rising rents and high house prices can make it difficult to save for a deposit or plan for the future. But having a safe, affordable home is important for long-term stability, wellbeing and opportunity.

Our shared ownership homes provide a more affordable route into home ownership and support customers through different life stages as they take the next steps on the housing ladder.





Theme: Building Safety and Quality

Building safety remains a core priority, with a focus on maintaining high levels of compliance while strengthening assurance across all safety programmes.

At the end of the financial year, compliance across the Abri portfolio remained consistently strong, with most safety areas achieving levels close to 100%. Gas safety compliance reached 99.92%, while electrical safety was recorded at 99.69%. Fire risk assessments (FRA) were completed for 99.17% of homes where required. We also maintained very high compliance in asbestos management (99.99%) and legionella (water safety) compliance (99.95%).

Lift safety compliance was recorded at 98.55% for communal passenger lift inspections in buildings where lifts are present. As with all safety areas, this reflects a point-in-time snapshot, with inspections delivered through a rolling programme.

Within our London homes, performance remains strong but reflects the complexity of the buildings we manage. Full compliance was achieved in asbestos management, lift inspections and water safety (all at 100%). Electrical safety compliance stood at 98.33% and gas safety at 98.10%, while fire risk assessment compliance was recorded at 95.31%. These figures reflect ongoing inspection and remediation activity.

Compared to the previous year, overall performance remains broadly stable, with small variations reflecting the timing of inspections and the scale and complexity of our homes. In some areas, particularly within London, compliance levels are influenced by access requirements and the progression of wider remediation work.

We take a structured and proactive approach to building safety, supported by strong governance, regular auditing and ongoing data validation. Where compliance falls below 100%, we have targeted actions underway to address outstanding cases as quickly as possible and to minimise risk.

Building safety is not static, and we remain focused on continuous improvement to ensure residents can feel safe and confident in their homes.



Housing Quality and Decent Homes

At the end of the financial year, 99.97% of our homes met the Decent Homes Standard. This reflects our ongoing investment in maintaining the quality of our homes and ensuring they provide safe, warm and comfortable environments for residents.

For homes that do not yet meet the standard, we have a prioritised programme in place to address these through our asset investment and maintenance activity. We are prioritising homes based on condition data and customer needs, with a target to bring all homes into compliance over a defined timeframe. Progress against this is monitored regularly as part of our asset management strategy.



Managing hazards, damp and mould

We actively manage risks associated with damp, mould and other hazards in line with the Housing Health and Safety Rating System (HHSRS), addressing both Category 1 and Category 2 hazards. Our approach focuses on early identification, prioritisation and resolution of issues to minimise risk to residents.

Customers are encouraged to report concerns through multiple channels, including online via the MyAbri portal, telephone and customer contact centres. All reported cases are assessed and triaged based on severity, with emergency hazards responded to within 24 hours and significant hazards addressed within defined timescales.

We are strengthening communication and engagement with customers, providing advice and guidance on ventilation and managing moisture in the home. Alongside this, we are developing a data-led approach to identifying patterns and proactively addressing risks, ensuring earlier intervention and improved outcomes for customers.

Our approach to damp and mould - YouTube

CASE STUDY:

Customers shape our Building Safety Resident Engagement Plans

Customers living in our higher-risk buildings (HRBs) need to know they can trust us to keep their buildings safe. It's also important they feel meaningfully involved in protecting their homes.

A key part of this is the way we keep our customers informed. To make sure we're getting this right, and to meet our responsibilities under The Building Safety Act 2022, we asked customers to take part in surveys and consultations.

The resident engagement programme took place across hundreds of households in Bristol, Windsor, Slough and London so we could understand:

- What building safety information matters most to customers
- How they prefer to receive building safety information
- How they want to be involved in decisions affecting their home

Higher-risk buildings are defined as:

At least **18 metres** or **7 storeys** high, and

Containing at **least two** residential units.

Customers consistently told us they want clear, straightforward information that's specific to their building. They want to know:

- How their building is constructed
- What building safety works are taking place
- Abri's responsibilities and residents' responsibilities
- How often safety-critical systems such as lifts, sprinklers and water systems are inspected
- Results of Fire Risk Assessments in short, easy-to-understand summaries.

Although many customers valued digital tools such as the MyAbri portal and email updates, the results showed people consistently prefer:

- Letters or newsletters delivered directly to homes
- Posters and notices in communal areas
- Clear updates when something changes or directly affects residents.

Our customers told us they want us to make our communications accessible, using easy-read formats, large print, audio options or translations where needed.

We used our customers' feedback to develop our Building Safety Resident Engagement Plans. Our safety information is now:

- Clearer and more accessible
- Available in digital and non-digital channels
- Updated when changes occur, not just annually
- Created with accessibility in mind.







Theme: Residents and Community

Tenant Satisfaction Measures

Tenant Satisfaction Measures (TSMs), introduced by the Regulator of Social Housing, continue to provide a consistent framework for assessing landlord performance and strengthening accountability to customers. We use TSM results alongside wider engagement to understand customer priorities and drive service improvements.

Our 2025/26 TSM surveys were completed in July to March 2026 by an independent research company, using a mixed-method approach, including telephone, face-to-face and online surveys, to improve accessibility and participation. We surveyed 2,976 rental customers and 600 shared ownership customers, both of which are above the minimum required number of customers set out by the Regulator of Social Housing.

The full methodology can be read here.

This is the first year that TSM results have been reported on a combined basis following the integration of Abri and Octavia. Overall satisfaction was 74.0% for rented customers and 53.2% for shared ownership customers. This combines our Abri (excluding legacy Octavia homes, which make up our London region) satisfaction score of 76.9% for rented customers and 56.1% for shared ownership customers, with the London region satisfaction scores of 52.9% for rented customers and 29.2% for shared ownership customers.

Customer feedback highlighted several consistent priorities. For rented customers, the quality and timeliness of repairs, and feeling listened to, were key drivers of satisfaction. Delays, poor communication and issues not being resolved first time were the main causes of dissatisfaction. Shared ownership customers emphasised the importance of clear, consistent communication and confidence that we will deliver on commitments, with dissatisfaction driven by unfinished repairs and lack of updates.

In response, we have taken targeted action to improve services. This includes reducing average repair times from 28 to 17 days, launching a Customer Communications Panel to strengthen customer input into our communications, and introducing more localised customer newsletters. We are also working with customer panels to identify regional priorities and develop tailored action plans to address them.

We are committed to improving the shared ownership customer experience by providing clearer information, ensuring fair treatment and strengthening trust. During the year, we joined the Shared Ownership Code and have representation on the Shared Ownership Panel, giving us a direct route to raise issues and help influence improvements across the wider sector.

Customer voice

While Tenant Satisfaction Measures provide an important annual benchmark, we recognise that customer voice is strongest when it is continuous, varied and embedded throughout our decision making- from shaping strategy and services, to learning from complaints and independent scrutiny.

Our customers are the heart and soul of Abri. It is critical for us to provide channels for our customers to voice their experiences, feedback and suggestions, and it is equally important that we listen to what our customers have to say and make improvements where required.

Earlier this year, we launched our ambitious new corporate strategy that will guide us to 2031, setting out our vision to provide the very best homes and services we can today, whilst pursuing the ideals that make tomorrow better. We want to put customers at the centre of everything we do, especially when deciding on the priorities and goals of our corporate strategy.

So, in September 2025, before we'd finalised our strategy, we heard from 2,500 of our customers to understand their priorities around our homes, services and communities in their area. This directly informed our corporate strategy and our services strategy.

But we know that our communities have different priorities across our geography. So as part of our regional approach, we've gone one step further by creating regional priorities that reflect local needs. To do this, we combined the insights from the 2,500 customers we spoke to, with insights and data from the regular surveys we do and our Tenant Satisfaction Measures. We then took these to our regional customer panels.



They worked closely with our housing leadership teams to better understand what matters most to people in their communities, and where extra support and investment is needed.

The result of these conversations is a clear set of regional priorities that have been shaped with customers, not just for them, for our south, south west and south east regions, with London to follow later in the year.

Surveys, regional customer panels and local residents' associations are just some of the ways our customers can engage with us and hold us to account for the services we provide. We also have:

- Customer Committee
- Resident Scrutiny Group
- Customer Consultations
- Complaints Panel
- Communications Group
- Task and Finish Groups
- Funding Panel
- Hyper-local Opportunities e.g. estate walkabouts and community action days.

We have an ever-growing list of customers who tell us they want to be more involved, and we regularly recruit these customers for different engagement opportunities with us. The important factor is that they set the boundaries of our relationship; they can have as little or as much involvement as they like.

Complaints and the Housing Ombudsman

The Housing Ombudsman continues to play an important role in supporting residents and driving improvements across the housing sector. Complaints provide valuable insight into the experiences of customers and highlight where services can be strengthened.

We take all complaints seriously and use them as an opportunity to learn and improve. During 2025/26, we continued to refine how we respond to complaints and how we use feedback to shape our services.

Responding to complaints

In our South, South East and South West regions, we maintained strong performance in responding to complaints within target timeframes, with 99% of both Stage 1 and Stage 2 complaints responded to on time.

In London, performance reflects a period of transition following the integration of Octavia, with 87% of Stage 1 and 82% of Stage 2 complaints responded to within target timeframes. This reflects part of the year being within a recovery phase as services were brought in line with Abri's approach.

For legacy Abri regions, the average time to respond to Stage 1 complaints was 15.16 working days and 7.93 working days for Stage 2 complaints.



Learning from complaints

We bring together insights from complaints, Tenant Satisfaction Measures (TSMs) and customer feedback through our Service Improvement Monthly forum. This ensures that feedback is consistently reviewed and translated into action in line with the Housing Ombudsman's Complaint Handling Code. In line with the recovery narrative above, we know that the customer experience in our London Region needs dedicated focus. In response, the combined analysis is being utilised to inform a project called 'Advancing the Customer Experience' in London.

As a result, customer complaints, TSM and insight all inform the deliverables of the project. Examples have included aligning call centre standards in London, contributing to a 73% reduction in call waiting times. The expansion of the MyAbri digital portal has increased self-service, leading to a 26% rise in messages received and a 2.2% increase in payments made through the portal. New options for virtual and in-person appointments have supported customers with more complex needs, while demand for walk-in services has reduced.

The project is still live and we will continue to monitor the longer term impact during 2026/27.

Improvements delivered

More broadly, across the year, feedback has led to a range of tangible service improvements across the organisation. Customer feedback is reviewed, bringing together insights from complaints, Tenant Satisfaction Measures and transactional surveys. During 2025/26, this analysis identified recurring themes relating to communication, repairs, process and accountability. These insights informed service improvements across the organisation and helped shape the Advancing the Customer Experience project in London.

Communication

We have improved how we communicate with customers, including redesigning property inspection letters with customer input to improve clarity and transparency.

Repairs

We strengthened contractor management to support more consistent performance and communication. This has been reflected in improved customer satisfaction, with a 10.5% increase in satisfaction with completed repairs and a 9.6% increase in satisfaction with the time taken to complete repairs.

Process, ownership and accountability

We improved reporting on follow-on works, giving operational teams greater visibility and enabling quicker responses. Complaints relating to follow-on work reduced from 73 per month in the first quarter to 32 per month in the final quarter, this is a 56% reduction.

Following a Housing Ombudsman determination relating to noise transference, we introduced a new procedure in August 2025. This included practical changes such as installing acoustic mats in certain homes, alongside clearer communication with customers.

Further improvements included new anti-social behaviour communications, stronger case recording processes, and a reduction in overall complaints volumes.

Ombudsman determinations

During 2025/26, the Housing Ombudsman continued to review cases relating to Abri. The maladministration rate was 47.69% for Abri and 65% for Octavia. These figures have been validated by the Housing Ombudsman.

Importantly, there were no findings of severe maladministration or Complaint Handling Failure Orders across either organisation during the financial year.

Sharing what we've learned

We are also committed to increasing transparency by regularly sharing examples of how customer feedback and complaints have informed service improvements and organisational decision-making.

Examples of service improvements informed by customer feedback are available through our Annual Complaints Performance and Service Improvement Report and our "You said, we listened" updates.

Resident support

Over the past 12 months, we have provided targeted support to residents through a coordinated approach across housing management, tenancy support services and partnerships with local organisations. Our activity is informed by a data-led methodology, identifying Community Investment Zones using external sources such as the Indices of Multiple Deprivation, alongside internal data and customer insight, to ensure support is focused where it is most needed.

Employment and skills

Community Hubs now bring together services such as tenancy support, income teams and external partners to provide integrated, accessible support. For example, Connect to Work advisors are co-located in hubs in Clewer and Dedworth and Longwood Park, offering tailored employment support alongside wider services.

Customers are also supported to develop skills through volunteering opportunities across two community cafés, pantries and 11 retail shops. Over the past year, residents contributed over **18,000 volunteer hours, including 14,953 hours in London charity shops from a volunteer base of 126 (up from 111 in 2024/25).** These opportunities support skills development in areas such as customer service and food hygiene, while building confidence and improving employment prospects.



Wellbeing and mental health

We continue to support residents' wellbeing through community-based interventions that improve both physical and mental health.

Our community pantries provide access to affordable, healthy food while helping to reduce financial pressures.

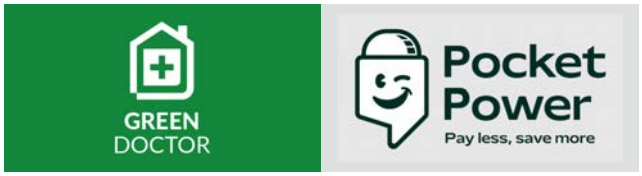
Over the past year, more than 400 members completed 5,407 shops, generating savings of £118,954.

Programmes designed to reduce social isolation and support wellbeing include peer support groups, coffee afternoons and music sessions. Within our Independent Living schemes, 4,456 attendances were recorded at activities, demonstrating sustained engagement. Targeted initiatives are also delivering measurable outcomes, with 54% of participants in a seated exercise programme reporting increased confidence. Our approach prioritises customers most in need, including older people and those experiencing financial hardship or social isolation. Through integrated support delivered via Community Hubs and Independent Living schemes, we provide tailored, wrap-around services that promote independence, resilience and improved quality of life.

Vulnerable customers

We continue to provide targeted support for customers experiencing financial hardship and other vulnerabilities through a coordinated approach across our housing management, tenancy support and income teams. Community Hubs bring together a range of services and external partners, enabling customers to access tailored, wrap-around support based on their individual circumstances.

During 2025/26, we helped customers secure more than £9 million in annualised welfare benefits, helping households maximise their income and better manage ongoing cost of living pressures. We also provided **fuel vouchers worth £9,815 to 350 customers** struggling with energy costs and referred customers to specialist organisations, including Green Doctors and Pocket Power, for energy efficiency advice and support with managing household bills.



Social value and impact

Across our community investment activity, we **generated £2 million of social value** in 2025/26. This includes monetised outcomes such as improved wellbeing, increased employability and reduced demand on public services. We continue to refine our approach to ensure reporting is transparent, proportionate and consistent year on year.

Stronger communities and places

Over the past year, our place-making activity has focused on strengthening community cohesion and supporting a greater sense of pride in place. This work aligns with our Community Cohesion Action Plan, which promotes shared understanding, inclusive communities and positive connections between residents.

Using insight and data, we identified areas requiring targeted intervention, including Slough, Southampton and Bristol, enabling us to focus activity on communities where it can have the greatest impact. We delivered a range of community-based initiatives designed to bring people together and foster inclusion. In 2025/26, we delivered 325 interventions, reaching 8,195 people, including 2,829 Abri residents. Activities included cultural and community events such as Mela festivals, Pride and Black History Month.

These activities are designed not only to increase participation, but also to strengthen relationships and build community understanding. For example, our Bridgwater Black History Month event has led to the introduction of ongoing monthly cultural workshops, supporting continued engagement and learning.

We also supported targeted cohesion activity in areas experiencing local challenges. This includes a Community Connector event in Portswood, Southampton, where we brought together customers in an area with an asylum hotel to support dialogue and build stronger community relationships. Our work is supported by partnerships with local organisations and stakeholders. In Bracknell Forest, we have contributed to the borough-wide Communities Strategy through participation in the operational delivery group, with delivery continuing into 2026/27.

These activities contribute to improved community cohesion, increased participation and stronger, more connected neighbourhoods.

Embedding social value in procurement



Social value is a formal component of our procurement process and is assessed at the tender stage for all relevant contracts. Depending on the nature and scale of the contract, social value typically accounts for 5–10% of the overall tender evaluation score and is never weighted below 5%. This ensures that social value is a meaningful factor in supplier selection alongside cost, quality and technical competence.

As part of their tender submissions, suppliers are required to set out clear, measurable social value commitments using our structured Social Value Matrix and supporting guidance. Commitments are expressed as a proportion of the total contract value and aligned to Abri's priority social value outcomes, such as employment and skills, community wellbeing and environmental benefit.

For applicable contracts, we expect suppliers to dedicate a minimum of 2.5% of contract value to the delivery of social value activities over the life of the contract. This expectation helps ensure that social value commitments are proportionate, deliverable and embedded within contract delivery, rather than treated as aspirational or standalone initiatives.

Delivery and monitoring

Following contract award, social value commitments are actively managed. Supplier commitments are shared with delivery teams and matched to community priorities through a cross-organisational panel, which meets monthly to review and allocate opportunities.

Delivery is monitored using recognised tools, including the Housing Associations' Charitable Trust (HACT) social value framework, ensuring a consistent and transparent approach to tracking outputs and outcomes.

Social value delivered

Over the past year, our supply chain delivered **£262,923.68 of direct social value funding across 65 projects.** This reflects financial contributions from suppliers and does not include additional value created through in-kind support such as staff time, training or work placements.

These contributions support a range of initiatives, including employment opportunities, skills development and community projects aligned to local needs.

CASE STUDY

Residents and community: The value of green spaces

Green spaces are an important part of thriving communities. They support physical and mental wellbeing, encourage active travel, provide opportunities for social connection and help people develop stronger relationships with the places where they live. To better understand how residents use and value local parks and green spaces, Abri's Community Investment team took part in Keep Britain Tidy's national Love Parks campaign, an annual initiative that celebrates the benefits parks and green spaces bring to people and communities.

The campaign was delivered across our South, South West and South East regions, using a range of activities to hear directly from local residents. In Bordon, the team used Abri's Café 1759 community hub as a base for engagement activities, combining customer surveys with a community litter pick and family friendly activities. In Bridgwater and Bracknell, engagement took place at popular community events and parks, creating opportunities to gather insight from a wide range of residents about how green spaces contribute to everyday life.





Across all three locations, residents consistently highlighted the importance of accessible, safe and well-maintained green spaces. Parks were valued as places for exercise, recreation, children's play and spending time with family and friends. Many residents told us they regularly walk or cycle to local parks, reinforcing the role that local green infrastructure plays in supporting healthier and more sustainable communities.

The feedback also highlighted opportunities to strengthen both environmental and social outcomes. In Bordon, litter was identified as a significant concern, and many residents expressed an interest in participating in future community litter-picking activities. In Bridgwater and Bracknell, residents emphasised the importance of inclusive design, safety and facilities that meet the needs of people of all ages, including families with children who have additional needs.

The campaign provided valuable insight that will help inform future community investment, placemaking and environmental projects. By listening to residents and understanding how green spaces contribute to wellbeing, inclusion and community cohesion, we can ensure future investment reflects local priorities while strengthening the communities we serve.

Governance

Strong governance underpins everything we do. It provides the framework through which we set direction, manage risk and remain accountable to our customers, colleagues, regulators and partners.

Our approach to governance encompasses transparent and effective Board leadership, a strong focus on Equality, Diversity and Inclusion (EDI), and investment in the skills, wellbeing and development of our colleagues.

Together, these practices support effective decision making, help us manage social and environmental risks, and strengthen our long-term resilience as an organisation.





HIGHLIGHTS

G1/V1 rating for Abri, demonstrating our strong governance and ambition.

Real Living Wage employer.

Strong Board diversity, with 73% women representation, 18% ethnic minority representation and 9% resident representation.

84.6% of Board members are non-executive directors (2024/25: 81.8%).

Customer voice embedded at all levels of governance through resident scrutiny, customer committees and Board engagement.

Theme: Structure and Board

Abri Group Limited is a Community Benefit Society and not-for-profit registered provider of social housing. We are regulated by the Regulator of Social Housing (RSH) in England and continue to operate in accordance with the RSH regulatory framework. Abri follows the National Housing Federation Code of Governance and remains committed to high standards of accountability, transparency and effective leadership.

We continue to hold the highest possible governance and financial viability ratings from the Regulator of Social Housing, maintaining our G1/V1 grading during 2025/26. This reflects the strength of our governance arrangements, risk management framework and financial resilience. At the time of publication, Abri has not yet been assessed against the Consumer Standards and therefore has not received a Consumer (C) grading.

During the year, Abri continued to strengthen its governance framework following the integration of Octavia Housing. Octavia joined the Group in December 2024 and transferred its engagements into Abri Group Limited on 16 February 2026, creating a single, unified organisation serving customers across the South of England and London. This follows the successful integration of Silva Homes into Abri Group Limited in October 2024.

Abri Group Limited is the parent organisation within the Abri Group. The Group contains three registered providers of social housing: Abri Group Limited, The Swaythling Housing Society Limited and Oriel Housing Limited. Oriel Housing Limited owns no stock and acts as a VAT-efficient development company for the Group.

The Group Board is responsible for the strategic direction of the organisation, oversight of performance and ensuring effective governance across the Group. The Board is supported by several specialist committees, including the Audit and Risk Committee, People and Culture Committee, Customer Committee, Remuneration Committee, Investment Committee, Integration Committee and the Octavia Foundation.

REGULATORY GRADING

G1/V1

Managing ESG Risks

Abri utilises an enterprise risk framework to manage its ESG risks, which is reviewed annually by the Board. This framework defines a consistent approach to assessing risk and encompasses a wide range of categories, including financial, health and safety, regulatory, service quality and reputational risks. In addition, it includes a dedicated carbon category, enabling the Board to assess the potential carbon impact of relevant risks and reflect this within overall risk evaluations.

Through this framework, the Board has identified a range of ESG risks which, if not managed effectively, could threaten the viability of the Group and the achievement of its strategic objectives. These include risks relating to effective governance, the safety and wellbeing of customers and colleagues, and the environmental impact of our operations, particularly where we do not meet the ambitions set out in our sustainability strategy, including decarbonisation.

ESG risks are embedded within the Group's risk register and are actively monitored and managed as part of our broader risk management approach. Oversight of these risks is provided through the Group Board and Audit and Risk Committee, supported by regular reporting and review processes. The Board also maintains a defined risk appetite and tolerance framework, including specific consideration of environmental sustainability and net zero risks, helping to ensure that ESG matters remain integrated into strategic decision-making.

While we continue to monitor best practice in climate-related financial disclosures, the Group is not currently required to report against the Task Force on Climate-related Financial Disclosures (TCFD) framework. Nevertheless, we chose to do this and continue to assess and report on climate-related risks and opportunities through our wider ESG reporting and risk management processes.



Adverse regulatory findings

During the reporting period, Abri Group Limited was not subject to any adverse regulatory findings relating to data protection, bribery, money laundering, health and safety or other matters that resulted in enforcement action.

For transparency, the Group notes Octavia Housing's C3 regulatory grading and historic Housing Ombudsman Complaint Handling Failure Orders relating to Silva Homes Limited prior to its transfer of engagements into Abri Group Limited on 1 October 2024, and Octavia Housing prior to its transfer of engagements into Abri Group Limited on 16 February 2026. Actions arising from these historic matters have been incorporated into the Group's wider governance, assurance and service improvement programmes.

EDI in governance



Equality, Diversity, and Inclusion (EDI) are qualities that are central to Abri's Board and governance practices. It remains our goal for our Board and senior leadership to represent the diverse communities that Abri and Octavia serve, while maintaining high standards of transparency, accountability and effective decision making.

Octavia's Board and senior leadership team have been integrated within Abri's governance structure, with their previous structures ceasing in December 2024 when we formed our partnership.

Key Equality, Diversity and Inclusion (EDI) KPIs:

- Percent of Board members who are women: 73%
- Percent of Board members identifying as BAME: 18%
- Percent of Board members with a disability: 18%
- Percent of Board members who are Abri customers: 9%
- Average Board member age: 59.5 years
- Average Board member tenure: 3 years
- Percent of Board members that are non-executive directors: 84.6%

EDI in recruitment

Our Board has established policies that embed EDI into the recruitment and selection of Board members and senior leaders. We also actively consider diversity and inclusion throughout the recruitment process. Our Equality, Diversity and Inclusion Group (EDIG) supports the implementation of our Board-approved EDI Strategy and acts as a forum for EDI-related matters concerning both colleagues and customers.

Turnover

Board turnover over the two-year period from 1 April 2024 to 31 March 2026 was 23% (excluding the Chief Executive and Chief Financial Officer, who are included within the Senior Leadership Team figures below). Senior Leadership Team turnover, comprising the Executive Director Team, was 31% over the same period.

Financial experience in Abri's Audit Committee

The Audit and Risk Committee is chaired by a chartered accountant and former Chief Financial Officer of Southern Housing Group, ensuring strong financial expertise within the Group's governance arrangements.

Non-Executive Directors

Non-executive directors account for 84.6% of Board membership, supporting independent scrutiny and effective challenge.

External Audit

BDO completed its tenth year as Abri's external auditor during 2025/26. The Group is currently progressing the appointment of Ernst & Young (EY) to provide external audit services from 2026/27 onwards.

Board effectiveness

The most recent independently facilitated Board effectiveness review was completed in August 2024. A further review commenced in April 2026 and is expected to conclude in June 2026.

Board Conflict of Interest

Abri has a Conflict of Interest Policy in place, with conflict management requirements also embedded within the Group's Standing Orders.

CASE STUDY

Inclusive recruitment training

To support our commitment to equality, diversity and inclusion, Abri developed and delivered Inclusive Recruitment Training for hiring managers across the organisation. The programme was designed to help colleagues recognise and reduce barriers in recruitment; it supported fair, consistent and inclusive hiring decisions.

The two day training increased understanding of the business benefits of diversity, the requirements of the Equality Act 2010 and the impact unconscious bias can have throughout the recruitment process.

Managers explored practical ways to create more inclusive recruitment practices, including writing inclusive job descriptions, using objective shortlisting criteria and conducting structured interviews.

Participants were also encouraged to adopt evidence-based decision making and consistent assessment approaches, helping to improve fairness, transparency and the overall candidate experience.

Since its launch in 2025, the programme has been delivered to more than 90 hiring managers, embedding a more consistent approach to recruitment across Abri. The training has strengthened awareness of inclusion and helped equip managers with the knowledge, confidence and practical tools needed to attract and recruit talent fairly.

By investing in inclusive recruitment practices, we are helping to build a workforce that better reflects the diverse communities we serve while creating a more inclusive culture across the organisation.

"For me, inclusive recruitment is one of the most powerful ways we can turn our commitment to diversity and inclusion into meaningful action. The people we recruit shape our culture, our decisions, and the services we provide. By giving managers the tools to recruit fairly and confidently, we are helping to ensure that talent, potential and capability are what matter most, creating a stronger, more representative, and more inclusive Abri for colleagues and customers alike"

Savinder Bhamra, Head of Diversity & Inclusion



Theme: Colleague Wellbeing



Real living wage

Abri is committed to paying the Real Living Wage, or the London Living Wage for those whose contractual place of work is in London, to all colleagues including agency temps but excluding apprentices.

Median gender pay gap

Abri's median gender pay gap was 5.9%, unchanged from the previous year and an improvement from 7.0% in 2023/24. The figure remains below the UK median gender pay gap of 6.9% for full-time employees reported by the Office for National Statistics in 2025.

CEO to median worker pay ratio

12:1 (2024/25: 9:1)

EDI across staff

Abri is committed to promoting equality, diversity and inclusion across our workforce and creating a culture where colleagues feel valued, respected and able to thrive.

All colleagues are introduced to our Equality, Diversity and Inclusion (EDI) strategy, action plan, governance arrangements and EDI Champions network as part of their induction. Mandatory EDI learning is also required for all colleagues, helping to build a shared understanding of inclusive behaviours and responsibilities

We provide a programme of learning and development opportunities designed to encourage greater awareness, understanding and inclusion across the organisation. During the year, colleagues were able to access sessions covering topics including race, allyship, unconscious bias, neurodiversity, pronouns, microaggressions, trans awareness and deaf awareness.

These opportunities help colleagues better understand different lived experiences and support the delivery of inclusive services to customers and communities.



Alongside formal learning, we continue to raise awareness through colleague communications and campaigns linked to key inclusion events, including Black History Month and National Inclusion Week. Our EDI Champions play an important role in promoting inclusion, sharing lived experiences and helping to shape and support EDI initiatives across the organisation.

During 2025/26, we strengthened our focus on embedding EDI into everyday decision-making, helping colleagues understand how inclusive practices support both our organisational values and our responsibilities under the Public Sector Equality Duty.

Supporting the physical and mental health of colleagues

Supporting the physical, mental and financial wellbeing of colleagues remains a key priority for Abri. We recognise that healthy, engaged and supported colleagues are essential to delivering excellent services for our customers and communities.

Throughout 2025/26, we continued to invest in a wide range of wellbeing initiatives designed to support colleagues at every stage of their employment journey. These include a network of Mental Health First Aiders who provide peer support and signposting, access to an Employee Assistance Programme offering a confidential 24/7 helpline and counselling services, and Occupational Health support which provides advice, guidance and health surveillance for relevant colleague groups.

We also delivered a broad programme of wellbeing learning and awareness activity. This included our popular 'Elephant in the Room' sessions, which create safe spaces for colleagues to discuss personal and often sensitive topics such as cancer, baby loss and bereavement. Colleagues also had access to webinars and workshops covering topics such as nutrition, stress management, hormone health, trauma risk management, wellbeing resilience, conflict management and personal safety.

Flexible ways of working continue to help colleagues balance professional and personal responsibilities. Where possible, working arrangements are adapted to support individual needs and wellbeing.

In addition, annual health checks, flu vaccinations, eye tests, return-to-work support following sickness absence and individual stress risk assessments are all available to help colleagues maintain their physical and mental health. Particular attention is given to supporting customer-facing colleagues who may experience challenging situations as part of their role.

Recognising the impact that financial pressures can have on wellbeing, we have continued to promote financial wellbeing support through webinars, pension guidance and a colleague benefits portal that helps colleagues make savings on a range of purchases, from everyday shopping to bikes and electric vehicles. Colleagues can also access interest-free loans to help manage unexpected expenses, such as car repairs, boiler breakdowns or veterinary bills, as well as payday advances that provide additional flexibility when managing household budgets.

To ensure wellbeing remains a business priority, colleague engagement surveys include measures relating to physical and mental health. Results are reviewed by Executive Directors and used to inform ongoing action plans, helping us continually improve the support available to colleagues and strengthen our culture as a great place to work.

Investing in professional development



We remain committed to supporting colleagues' professional development and career progression through a broad range of learning opportunities, professional qualifications and sector-specific training programmes. Our quarterly Great Conversations process encourages meaningful discussions between colleagues and managers about performance, wellbeing and development, achieving an average compliance rate between 95 and 97% during 2025/26.

Our Housing Professional of the Future (HPoF) programme continues to build sector knowledge and capability across the organisation. Since launch, the programme has achieved 3,026 module completions, with 958 colleagues (39% of the workforce) beginning their learning journey, compared with 634 colleagues reported in 2024/25. The programme aligns with Chartered Institute of Housing professional standards and includes dedicated modules covering sustainability and other key housing topics.

Alongside internally delivered learning, 916 colleagues completed externally delivered professional development opportunities during the year, spanning disciplines including housing, governance, communications, development and IT.

In total, approximately 16% of colleagues engaged in formal learning activity during the reporting period. Additionally, 142 colleagues were undertaking apprenticeships, demonstrating our ongoing commitment to developing future talent.

CASE STUDY

Housing Professional of the Future

The Housing Professional of the Future (HPoF) programme is designed to help every colleague at Abri, regardless of role, build a deeper understanding of the housing sector, our customers, and the critical role we play in creating thriving communities.

Through a blend of workshops, e-learning, resources and self-directed learning, the programme strengthens sector knowledge, develops professional capability, and connects colleagues to Abri's core purpose.

It supports our ambition to be a sector-leading organisation, helps prepare colleagues for emerging regulatory and professional standards, and ensures we continue to deliver excellent services for residents and communities."

Sustainability is fully integrated into the main programme as a fundamental overarching influence that drives impacts on the sector, with housing on the front line of climate change mitigation and adaptation as one example.

Since launching the module, 641 colleagues have completed the session with high satisfaction on both the content and relevance to their lives, as well as the role within Abri that they deliver.



Conclusion and the year ahead

During 2025/26 we have continued to make progress across all aspects of environmental, social and governance performance. We have invested in the quality, safety and energy efficiency of homes, delivered more affordable housing, strengthened communities, supported customers through cost-of-living challenges and maintained strong governance during a period of organisational growth and change.

As we continue to grow through partnership, we remain focused on combining the benefits of scale with strong local accountability. The integration of Octavia and Silva has strengthened our ability to invest in homes, services and communities, while our regional model and customer panels help ensure that local priorities and customer voices remain central to decision-making. Together, these approaches enable us to create a greater impact for customers and communities across our geography.

Looking ahead, our Home and Place Standard will play an important role in shaping investment across our homes and neighbourhoods. The standard reflects our belief that sustainability is about more than carbon reduction alone. By bringing together environmental performance, building safety, customer experience, placemaking and community wellbeing, it will help us create homes and places where people can thrive while supporting positive environmental, social and governance outcomes.

The challenges facing housing associations continue to evolve. Demand for affordable housing remains high, customers continue to face financial pressures and the impacts of climate change are becoming increasingly visible. These challenges reinforce the importance of our purpose and our responsibility to create positive environmental, social and economic outcomes through the homes and services we provide.

As we move another year closer to the legally binding target to be net zero by 2050, we have concluded that more tangibility is needed to guide the business in the short to medium term on what it means for homes, services and the wider organisation.

With Octavia now a full part of the Abri Group, we feel that a fresh update of our organisation footprint should take place. Our commitment to keeping our stakeholders informed and engaged continues, with action across more areas to improve upon our ESG disclosures in the coming year.

Abri is moving to the next phase of our sustainability journey, where we are seeking to build partnerships to deliver meaningful reductions in our environmental impact. We have made significant progress in improving the environmental performance of our homes and operations. Through collaboration with customers, partners and suppliers, we will continue to seek opportunities to reduce our environmental impact while delivering lasting social value and maintaining the strong governance needed to support long-term success.

In the 2026/27 reporting year we will focus on:

- Rebaselining our carbon footprint and setting interim carbon budgets
- Finalising our new waste management contracts and setting recycling targets
- Producing property level data analysis work on net zero measures
- Ensuring we have a deeper understanding of flood risk
- Researching the impacts of overheating effects on our customers
- Testing a new sustainability charter with our supply chain
- Appointing a new Electric Vehicle software and hardware partner
- Enhancing plans to fully utilize opportunities presented by Biodiversity Net Gain
- Get the business 'Future Homes Standard' ready



Links to other key documents

- Abri ESG Report – data performance sheet
- Sustainable Finance Framework
- Abri ESG Report 2024/25
- Customer Annual Report
- Gender Pay Gap Report
- Annual Inclusion and Belonging Report
- Our Customer Performance Scorecard

OCTAVIA | Abri