

L&Q is the largest housing association in London and the South East and one of the largest residential property developers in the capital. We recognise the significant environmental impact a company our size has. As an ethically responsible and commercially disciplined organisation, we know that being less wasteful means we can invest more into creating places where people want to live.

ENVIRONMENTAL POLICY

L&Q's commitment to becoming a sustainable business has been set in stone with a brand new Environmental Policy. The policyPage Content which has been signed by Chief Executive David Montague, spells out how we will minimise our impact on the environment as part of our broader Corporate Responsibility aims. It is also part of our work towards establishing an Environmental Management System.

This year for the first time we have added our Environmental Policy to our annual appraisals, requiring staff to read and discuss the policy as well as making a pledge to support the policy and Corporate Responsibility work. We had a fantastic response rate with over 900 staff members making dedicated commitments.

OTHER ACHIEVEMENTS

We pride ourselves on being pioneers of innovative approaches to sustainable housing including:

- We have our own guide to the Code for Sustainable Homes in order to maximise efficiency and carbon savings
- Only HA members of the UKGBC and Aldersgate group
- We have conducted a conclusive flood risk data assessment with the Environment Agency, identifying all of our homes and their level of vulnerability to flooding.
- We are signed up to The Mayday Network, the UK's biggest business led movement of organisations committed to collectively tackling climate change.

We have a sustainability CSR working group which allows staff from across L&Q to come together and decide which initiatives we take forwards. Our Sustainability work is verified and scrutinized by Business in the Community, and we have won their big tick award for one of our projects as well as scoring 74% on their CSR assessment.

We have provided energy efficiency and the environment training to all of our staff, offering them both classroom training and

an online training module. We are working on a programme of employee workshops and further training to continue engaging and promoting sustainability amongst our staff.



L&Q ENERGY

2013 Saw the launch of our social enterprise L&Q Energy.

- Investing in energy assets that improve the wellbeing of our residents
- Managing our renewable assets
- Ensuring high quality B&M services for residents
- Member of the UK district energy association ukdea

CARBON EMISSIONS FROM OUR HOMES

We have committed to improving all of our homes to EPC Level D by 2020. We have started with survey and EPC data for 42,953 of our homes. We are designing a programme to provide each underperforming home with a variety of the following:

- Solar PV,
- solar thermal
- loft insulation
- cavity wall insulation
- solid wall insulation
- roof insulation
- heating system and controls upgrades
- energy efficient lighting
- draft proofing
- double glazing
- waste water heat recovery
- voltage optimisation units

We continue to improve the energy efficiency of the new homes we build having developed award winning Code Level 4 and 5 homes, with our first Code Level 6 homes being completed this year. We have installed:

- Over 1900kw of Solar PV panels on our homes
- CHP on 12 of our new developments providing greener energy to over 1800 of our residents
- solar thermal, this figure will continue to increase with our new Energy Efficiency programme.

fig.1

Office - 2013	Total floor area m ²	kWh gas	kWh electricity	Total GHG emissions (tonnes)*	kgCO ₂ e/m ² /yr
Cray House	5,474	1,194,485	tbc	684.3	125
Stratford office	3,903	576,555	564,360	379.0	97.1
Beacon House	1,976	tbc	220,760	106.8	125
Printworks	1,160	NO GAS	30,036	14.5	12.5
467/477 Garratt Lane - large unit	942	8,025	103,582	51.6	54.7
Kings Hall Mews	595	0	145,822	70.5	118
The Grange, Southgate Count	486	NO GAS	New supplier	60.8	125
Kingswear House	473	NO GAS	37,914	18.3	38.8
Total	15,009			1,385.8	92.3

fig.2

Year	No. of homes under management	Business miles driven per year	Miles per home managed per year	Total CO2 emissions (kg) per year	Kg CO2 emissions per home managed per year
2013	70,100	987,358.74	14.1	339,651.41	4.85
2012	68,600	1,063,855.13	15.5	365,966.16	5.33

- Biomass boilers and ASHP provide renewable energy to hundreds of residents in our flats and houses

During 2011/12 we managed the install of 7269 solar panels across 469 blocks of flats generating over 2 megawatts of clean electricity a year, lowering carbon emissions by 1,046 tons of CO2 and reducing the communal electricity bills for 2840 of our residents.

Our two year £2million EnergySave project delivered by L&QEnergy helped 20,000 residents to maximise their income and save over £200 a year on their energy bills. The project has saved 1274Kg of CO2 over the 2 years. Innovation- it's our project, tweaking it over the last 5 years from Greener Greenwich.

Residents were visited by an 'Energy Expert' who provided information, energy saving equipment and surveyed the property for other energy efficiency improvements. Residents were also encouraged to submit meter readings on an ongoing basis in order to receive personalised analysis of their energy use and ongoing advice.

L&Q contracted British Gas for the visits and behavioural change specialists ZapCarbon for ongoing resident engagement. The aims of the scheme were:

- To provide on-going reductions to resident's fuel bills and mitigate against the effects of fuel poverty
- To educate residents on managing their bills
- To improve the performance and energy efficiency of L&Q residents' homes
- To signpost residents for other L&Q services

The project has been independently evaluated by energy analysts EEVS and the Tavistock institute who have confirmed the following outcomes of the project.

CARBON EMISSIONS FROM OUR OFFICES

The carbon emissions from our offices in 2013 were 1,767.4 tonnes. This is 117.8kgsCO2/m2/yr which demonstrates a considerable reduction based on 1990 average figures of 125kgsCO2/m2/yr. (See fig.1)

WASTE FROM OUR OFFICES

We ensure that landfill is the last destination for our waste. We only select waste contractors with good waste management credentials. In addition, we implement recycling schemes and initiatives in our offices to reduce generation of waste in the first place. In 2013 we diverted 95.7% of our waste from landfill this equates to 6.3kgs of waste to landfill per employee. Our overall objective is to achieve an average 0 kg of waste per employee to landfill by 2050.

BUSINESS TRAVEL

With a large number of properties all over London and the South East business mileage is a significant source of our carbon emissions.

The table shows how our reported business mileage has reduced since 2012. (See fig.2)

Carbon emissions for our business mileage are 339.7 tonnes, which accounts for 5.4 kg CO2 per home managed per year. Our objective is to continue reducing our carbon emissions from business mileage year on year.

OBERON COURT, PLSHET GROVE

Our new development Oberon Court in Plashet Grove was awarded Bronze in the Green Apple Award for being one of London's most energy conscious housing developments.

- Built to Code for Sustainable Homes Level 5
- Eco Play waste water recycling system
- Solar PV
- Triple glazing
- Street car membership for all residents and a streetcar on site
- Heat recovery shower trays
- Exhaust recovery boilers

