

**DISCLOSURE AGAINST CRITERIA**

Housing Association details	Name	Torus
	Location (if more than one region select National)	North West
	Date of SRS disclosure	21/09/2023
	Reporting period (month/year - month/year)	04/2022 - 03/2023
	<b>RESPONSE</b>	

Theme #	Criteria #	Type of Criteria	Criteria	Measurement Unit	RESPONSE	
Affordability and Security	C1	Core	For properties that are subject to the <b>rent regulation regime</b> , report against one or more Affordability Metric: 1) Rent compared to Median private rental sector (PRS) rent across the Local Authority 2) Rent compared to Local Housing Allowance (LHA)	% of PRS rent (e.g. 80%)	66.1%	
				% of LHA rent (e.g. 90%)	82.6%	
	C2	Core	Share, and number, of existing homes (owned and managed) completed before the last financial year, allocated to: - General needs (social rent) - Intermediate rent - Affordable rent - Supported Housing - Housing for older people - Low-cost home ownership - Care homes - Private Rented Sector - Other	Number of General Needs units	29480	% of General Needs units 76.1%
				Number of Intermediate Rent units	453	% of Intermediate Rent units 1.3%
				Number of Affordable Rent units	4020	% of Affordable Rent units 10.4%
				Number of Supported Housing units	161	% of Supported Housing units 0.4%
				Number of Housing for Older People units	3384	% of Housing for Older People units 8.7%
				Number of Low-cost Home Ownership units	1176	% of Low-cost Home Ownership units 3.0%
				Number of Care Home units	0	% of Care Home units 0.0%
				Number of Private Rented Sector units	77	% of Private Rented Sector units 0.2%
				Number of Other units	0	% of Other units 0.0%
				C3	Core	Share, and number, of new homes (owned and managed) that were completed in the last financial year, allocated to: - General needs (social rent), - Intermediate rent - Affordable rent - Supported Housing - Housing for older people - Low-cost home ownership - Care homes - Private Rented Sector - Other
	Number of Intermediate Rent units	144	% of Intermediate Rent units 21.0%			
	Number of Affordable Rent units	234	% of Affordable Rent units 34.1%			
	Number of Supported Housing units	18	% of Supported Housing units 2.6%			
Number of Housing for Older People units	79	% of Housing for Older People units 11.5%				
Number of Low-cost Home Ownership units	211	% of Low-cost Home Ownership units 30.8%				
Number of Care Home units	0	% of Care Home units 0.0%				
Number of Private Rented Sector units	0	% of Private Rented Sector units 0.0%				
Number of Other units	0	% of Other units 0.0%				
C4	Core	How is the housing provider trying to reduce the effect of fuel poverty on its residents?	Qualitative response			
C5	Enhanced	What % of rental homes have at least a 3 year fixed tenancy agreement?	% of homes	100.0%		
Building Safety and Quality	C6	Core	What % of homes with a gas appliance have an in-date, accredited gas safety check?	% of homes	99.9%	
	C7	Core	What % of buildings have an in-date and compliant Fire Risk Assessment?	% of buildings	99.9%	
	C8	Core	What % of homes meet the national housing quality standard?	% of homes	99.9%	
Resident Voice	C9	Core	What arrangements are in place to enable the residents to hold management to account for provision of services?	Qualitative response	Full qualitative response is in the body of the accompanying report – section 1.3, criteria 9	
	C10	Core	How does the housing provider measure Resident Satisfaction and how has Resident Satisfaction changed over the last three years?	Qualitative response	Full qualitative response is in the body of the accompanying report – section 1.3, criteria 10	
	C11	Enhanced	In the last 12 months, how many complaints have been upheld by the Ombudsman. How have these complaints (or others) resulted in change of practice within the housing provider?	Number of complaints upheld Qualitative response	6 Full qualitative response and examples are in the body of the accompanying report – section 1.3, criteria 11, 11.1 and 11.2	
Resident Support	T4	C12	Core	What support services does the housing provider offer to its residents. How successful are these services in improving outcomes?	Qualitative response	Full qualitative response and examples are in the body of the accompanying report – section 1.4, criteria 12, 12.1 and 12.2
Placemaking	T5	C13	Enhanced	Provide examples or case studies of where the housing provider has been engaged in placemaking or placemaking activities.	Qualitative response	Full qualitative response and case study is in the body of the accompanying report – section 1.5, criteria 13 and 13.1

Climate Change	T6	C14	Core	Distribution of EPC ratings of existing homes (those completed before the last financial year).	% of homes rated A	0.2%
					% of homes rated B	8.9%
					% of homes rated C	66.4%
					% of homes rated D	23.9%
					% of homes rated E or worse	0.3%
		% of homes without EPC rating (unknown)	0.1%			
		C15	Core	Distribution of EPC ratings of new homes (those completed in the last financial year).	% of homes rated A	1.2%
					% of homes rated B	91.6%
					% of homes rated C	7.2%
					% of homes rated D	0.0%
	% of homes rated E or worse				0.0%	
	% of homes without EPC rating (unknown)	0.0%				
	C16	Enhanced	Scope 1, Scope 2 and Scope 3 green house gas emissions.	Scope 1: Kg CO2 equivalent	4649.62 (tonnes CO2e)	
				Scope 2: Kg CO2 equivalent	790.39 (tonnes CO2e)	
				Scope 3: Kg CO2 equivalent	82,746.40 (tonnes CO2e)	
				Scope 1, 2 & 3: Total Kg CO2 equivalent	<b>88,186.41 (tonnes CO2e)</b>	
	C17	Enhanced	What energy efficiency actions has the housing provider undertaken in the last 12 months?	Qualitative response	Full qualitative response is in the body of the accompanying report – section 2.1 criteria 17	
	C18	Enhanced	How is the housing provider mitigating the following climate risks: -Increased flood risk -Increased risk of homes overheating	Qualitative response	Full qualitative response and case study is in the body of the accompanying report – section 2.1 criteria 18 and 18.1	
	C19	Enhanced	Does the housing provider give residents information about correct ventilation, heating, recycling etc? Please describe how this is done.	Qualitative response	Full qualitative response is in the body of the accompanying report – section 2.1 criteria 19	
Ecology	T7	C20	Enhanced	How is the housing provider increasing Green Space and promoting Biodiversity on or near homes?	Qualitative response	Full qualitative response is in the body of the accompanying report – section 2.2 criteria 20
		C21	Enhanced	Does the housing provider have a strategy to actively manage and reduce all pollutants? If so, how does the housing provider target and measure performance?	Yes / No / No, but planning to develop one  Qualitative response	No  Full qualitative response is in the body of the accompanying report – section 2.2 criteria 21
Resource Management	T8	C22	Enhanced	Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building works? If so, how does the housing provider target and measure performance?	Yes / No / No, but planning to develop one	No, but planning to develop one
					Qualitative response	Full qualitative response is in the body of the accompanying report – section 2.3 criteria 22
		C23	Enhanced	Does the housing provider have a strategy for waste management incorporating building materials? If so, how does the housing provider target and measure performance?	Yes / No / No, but planning to develop one	No
					Qualitative response	Full qualitative response is in the body of the accompanying report – section 2.3 criteria 22
C24	Enhanced	Does the housing provider have a strategy for good water management? If so, how does the housing provider target and measure performance?	Yes / No / No, but planning to develop one	No		
			Qualitative response	Full qualitative response is in the body of the accompanying report – section 2.3 criteria 22		

Structure and Governance	T9	C25	Core	Is the housing provider registered with the national regulator of social housing?	Yes / No	Yes
		C26	Core	What is the most recent regulatory grading/status?	Varies by nation	V1/G1
		C27	Core	Which Code of Governance does the housing provider follow, if any?	Name of code	National Housing Federation's Code of Governance (2020)
		C28	Core	Is the housing provider Not-For-Profit? If not, who is the largest shareholder, what is their % of economic ownership and what % of voting rights do they control?	Yes / No If no, name, %, %	Yes
		C29	Core	Explain how the housing provider's board manages organisational risks.	Qualitative response	Full qualitative response is in the body of the accompanying report – section 3.1 criteria 29
		C30	Enhanced	Has the housing provider been subject to any adverse regulatory findings in the last 12 months (data protection breaches, bribery, money laundering, HSE breaches etc) - that resulted in enforcement or other equivalent action?	Yes / No	No
Board and Trustees	T10	C31	Core	What are the demographics of the board? And how does this compare to the demographics of the housing provider's residents? Add commentary if useful.	% of board that are women	33.0%
					% of board that are BAME	8.3%
					% of board that have a disability	0.0%
					% of board that are LGBTQ+	0.0%
					Average age of board members (years)	61.0
					Average board tenure (years)	5.0
					Additional commentary	Full narrative and commentary is in the body of the accompanying report – section 3.2 criteria 31
	C32	Core	What % of the board AND management team have turned over in the last two years? Add commentary if useful.	% of board	16.6%	
				% of management team	0.0%	
				Additional commentary	Full narrative and commentary is in the body of the accompanying report – section 3.2 criteria 32	
	C33	Core	Is there a maximum tenure for a board member? If so, what is it?	Yes / No	Yes	
				Length of maximum tenure (years)	9	
	C34	Core	What % of the board are non-executive directors?	% of the Board	75.0%	
	C35	Core	Number of board members on the Audit Committee with recent and relevant financial experience.	Number	4	
				Description of experience	Qualified Accountants	
C36	Core	Are there any current executives on the Remuneration Committee?	Yes/ No	No		
C37	Core	Has a succession plan been provided to the board in the last 12 months?	Yes/ No	No		
C38	Core	For how many years has the housing provider's current external audit partner been responsible for auditing the accounts?	Number of whole years	3 (2020/21-2022/23)		
C39	Core	When was the last independently-run, board-effectiveness review?	Date (month/year)	N/A		
C40	Core	Are the roles of the chair of the board and CEO held by two different people?	Yes/ No	Yes		
C41	Core	How does the housing provider handle conflicts of interest at the board?	Qualitative response	Full qualitative response is in the body of the accompanying report – section 3.2 criteria 41		
Staff Wellbeing	T11	C42	Core	Does the housing provider pay the Real Living Wage?	Yes/ No	Yes
		C43	Core	What is the median gender pay gap?	% gap (median)	17.6%
		C44	Enhanced	What is the CEO:median-worker pay ratio?	Total annual CEO remuneration divided by annual median working remuneration	9.71:1
		C45	Enhanced	How does the housing provider support the physical and mental health of their staff?	Qualitative response	Full qualitative response is in the body of the accompanying report – section 3.3 criteria 44
		C46	Enhanced	What is the average number of sick days (both long and short term) taken per employee?	Number of days	11.3
Supply Chain	T12	C47	Enhanced	How is Social Value creation considered when procuring goods and services?	Qualitative response	Full qualitative response is in the body of the accompanying report – section 3.4 criteria 47
		C48	Enhanced	How is Environmental impact considered when procuring goods and services?	Qualitative response	Full qualitative response is in the body of the accompanying report – section 3.4 criteria 48