

**DISCLOSURE AGAINST CRITERIA**

<b>Housing Association details</b>	Name	Torus
	Location (if more than one region select National)	North West
	Date of SRS disclosure	Sep-22
	Reporting period (month/year - month/year)	April 2021 - March 2022

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%)	63.0%	
				% of LHA rent (e.g. 90%)	84.0%	
	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	29,651	% of General Needs units 78.3%
				Number of Intermediate Rent units	141	% of Intermediate Rent units 0.4%
				Number of Affordable Rent units	3,608	% of Affordable Rent units 9.5%
				Number of Supported Housing units	139	% of Supported Housing units 0.4%
				Number of Housing for Older People units	3,375	% of Housing for Older People units 8.9%
				Number of Low-cost Home Ownership units	911	% of Low-cost Home Ownership units 2.4%
				Number of Care Home units	0	% of Care Home units 0.0%
				Number of Private Rented Sector units	53	% of Private Rented Sector units 0.1%
	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 General Needs units	0	% of General Needs units 0.0%
				Number of Intermediate Rent units	170	% of Intermediate Rent units 49.1%
				Number of Affordable Rent units	95	% of Affordable Rent units 27.5%
				Number of Supported Housing units	0	% of Supported Housing units 0.0%
				Number of Housing for Older People units	0	% of Housing for Older People units 0.0%
Number of Low-cost Home Ownership units				81	% of Low-cost Home Ownership units 23.4%	
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%				

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	C4	Core	How is the housing provider trying to reduce the effect of fuel poverty on its residents?	Qualitative response	Full qualitative response and case study is in the body of the report – <b>section 1.1, criteria 4 and 4.1.</b>	
	C5	Enhanced	What % of rental homes have at least a 3 year fixed tenancy agreement?	% of homes	100.0%	
Building Safety and Quality	T2	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	100.0%
		C8	Core	What % of homes meet the national housing quality standard?	% of homes	100.0%
Resident Voice	T3	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 report – <b>section 1.3, criteria 9.</b>
		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 report – <b>section 1.3, criteria 10.</b>
		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	9 Full qualitative response is in the body of the report – <b>section 1.3, criteria 11, 11.1 and 11.2.</b>
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 is in the body of the report – <b>section 1.4, criteria 12, 12.1 and 12.2.</b>
Placemaking	T5	C13	Enhanced	Provide examples or case studies of where the housing provider has been engaged in placemaking or placeshaping activities.	Qualitative response	Full qualitative response and case study is in the body of the report – <b>section 1.5, criteria 13 and 13.1.</b>

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Climate Change	T6	Core	Distribution of EPC ratings of existing homes (those completed before the last financial year).	% of homes rated A	0.3%
				% of homes rated B	9.0%
				% of homes rated C	64.0%
				% of homes rated D	25.8%
				% of homes rated E or worse	0.8%
				% of homes without EPC rating (unknown)	0.3%
		Core	Distribution of EPC ratings of new homes (those completed in the last financial year).	% of homes rated A	0.0%
				% of homes rated B	93.7%
				% of homes rated C	6.3%
				% of homes rated D	0.0%
				% of homes rated E or worse	0.0%
				% of homes without EPC rating (unknown)	0.0%
	Enhanced	Scope 1, Scope 2 and Scope 3 green house gas emissions.	Scope 1: Kg CO2 equivalent	3,996,480	
			Scope 2: Kg CO2 equivalent	860,300	
			Scope 3: Kg CO2 equivalent	98,273,150	
			Scope 1, 2 & 3: Total Kg CO2 equivalent	103,129,930	
	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 report – <b>section 2.1 criteria 17.</b>	
	Enhanced	How is the housing provider mitigating the following climate risks: - Increased flood risk - Increased risk of homes overheating	Qualitative response	Full qualitative response is in the body of the report – <b>section 2.1 criteria 18.</b>	
	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 and case study is in the body of the report – <b>section 2.1, criteria 19 and 19.1.</b>	
	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 report – <b>section 2.2 criteria 20.</b>	

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Ecology	T7	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	No
				Qualitative response	Full qualitative response is in the body of the report – <b>section 2.2 criteria 21.</b>
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 report – <b>section 2.3 criteria 22.</b>
		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 report – <b>section 2.3 criteria 23.</b>
		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 report – <b>section 2.3 criteria 24.</b>
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	G1/V1
		C27	Core Which Code of Governance does the housing provider follow, if any?	Name of code	NHF 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	Yes
If no, name, %, %					

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	C29	Core	Explain how the housing provider's board manages organisational risks.	Qualitative response	Full response is in the body of the report – <b>section 3.1 criteria 29.</b>
	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	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	27.0%
				% of board that are BAME	0.0%
				% of board that have a disability	0.0%
				% of board that are LGBTQ+	0.0%
				Average age of board members (years)	58.0
				Average board tenure (years)	6.0
				Additional commentary	Commentary provided in body of report – <b>section 3.2, criteria 31</b>
	C32	Core	What % of the board AND management team have turned over in the last two years? Add commentary if useful.	% of board	0.0%
				% of management team	0.0%
				Additional commentary	
	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	91.0%
	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	

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	C37	Core	Has a succession plan been provided to the board in the last 12 months?	Yes/ No	Yes	
	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	
	C39	Core	When was the last independently-run, board-effectiveness review?	Date (month/year)		
	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 report - <b>section 3.2, criteria 41.</b>	
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)	15.4%
		C44	Enhanced	What is the CEO:median-worker pay ratio?	Total annual CEO remuneration divided by annual median working remuneration	9.6
		C45	Enhanced	How does the housing provider support the physical and mental health of their staff?	Qualitative response	Full response is in the body of the report - <b>section 3.3, criteria 45.</b>
		C46	Enhanced	What is the average number of sick days (both long and short term) taken per employee?	Number of days	12.4
Supply Chain	T12	C47	Enhanced	How is Social Value creation considered when procuring goods and services?	Qualitative response	Full response is in the body of the report - <b>section 3.4, criteria 47.</b>
		C48	Enhanced	How is Environmental impact considered when procuring goods and services?	Qualitative response	Full response is in the body of the report - <b>section 3.4, criteria 48</b>