

	Theme #		Criteria #	Criteria	Measurement Unit	Enhanced Reporting Option(s)	2024/25 results														
Environmental	Climate Change	T1	C1	Distribution of EPC ratings of existing homes (those completed before the last financial year).		Average SAP rating of existing homes (those completed before the last financial year). Energy use intensity [Kwh/m²/yr] of existing homes	<table><tr><td>Band rating</td><td>%</td></tr><tr><td>A</td><td>3</td></tr><tr><td>B</td><td>18</td></tr><tr><td>C</td><td>50</td></tr><tr><td>D</td><td>19</td></tr><tr><td>E or worse</td><td>6</td></tr><tr><td>Unknown</td><td>4</td></tr></table>	Band rating	%	A	3	B	18	C	50	D	19	E or worse	6	Unknown	4
			Band rating	%																	
			A	3																	
			B	18																	
			C	50																	
			D	19																	
E or worse	6																				
Unknown	4																				
C2	Distribution of EPC ratings of new homes (those completed in the last financial year).	% of Homes rated A % of Homes rated B % of Homes rated C % of Homes rated D % of Homes rated E or worse % of Homes without an EPC rating	Average SAP rating of new homes (those completed in the last financial year). Energy use intensity [Kwh/m²/yr] of new homes	<table><tr><td>Band Rating</td><td>%</td></tr><tr><td></td><td></td></tr><tr><td>A</td><td>92%</td></tr><tr><td>B</td><td>3%</td></tr><tr><td>C</td><td>5%</td></tr><tr><td>D</td><td>0%</td></tr><tr><td>E or worse</td><td>0%</td></tr></table>	Band Rating	%			A	92%	B	3%	C	5%	D	0%	E or worse	0%			
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E or worse	0%																				
C3	Does the housing provider have a Net Zero target and strategy? If so, what is it and when does the housing provider intend to be Net Zero by?	% of Homes rated A % of Homes rated B % of Homes rated C % of Homes rated D % of Homes rated E or worse % of Homes without an EPC rating	Is the housing provider's net zero commitment in line with the Science Based Target (SBT) initiative? [Yes/No] Does the housing provider have a costed transition plan? [Yes/No]	No - Rooftop's current Environmental Sustainability Strategy and Action Plan is scheduled to end in 2025. An updated Asset Investment Strategy will be developed in 2025/26 to include more detail on Rooftop's approach to decarbonising it's homes to achieve Net Zero by 2050, including clear targets to achieve Net Zero. Expenditure of £118 million and grant funding of £59 million has been included in the Group's 2025/26 Financial Business Plan to fund this programme. In the meantime, Rooftop continues to decarbonise its homes by utilising available funding to meet the target of achieving EPC Band C across all properties by 2030.																	
C4	What retrofit activities has the housing provider undertaken in the last 12 months in relation to its housing stock? How do these activities align with, and contribute towards, performance against the housing provider's Net Zero strategy and target?	Yes/No Qualitative response, date	Number of homes that have been retrofitted in the last financial year[# homes] Homes that have been retrofitted in the last financial year as a percentage of the total homes the housing providers is aiming to retrofit [%]	We are building energy efficient homes to the highest economically viable solution ensuring a fabric first approach. This will reflect the Future Homes Standard introduced by the Government and our aim is that all our new homes are built to achieve EPC band A subject to viability. By March 2030 we expect to achieve EPC Band C across all existing homes to reduce energy consumption and bills through our Asset Investment Strategy. In 2023, we secured funding through the Social Housing Decarbonisation Fund (SHDF) Wave 2.1, and works are currently underway to retrofit 157 of our hardest-to-heat, off-grid properties. Building on this progress, we have now secured £9,021,346 in grant funding for SHDF Wave 3 and will be upgrading a further 220 properties in 2025–26 in partnership with LivGreen, under a newly procured five-year contract. We continue to utilise ECO4 funding to deliver energy efficiency upgrades, including cavity wall and loft insulation, to nearly 1,000 homes, alongside our ongoing window and door renewal programme. Rooftop's Asset Investment Strategy will be reviewed in 2025/26 to include more detail on Rooftop's approach to decarbonising its' homes to achieve Net Zero by 2050.																	
C5	Scope 1, Scope 2 and Scope 3 Green House Gas emissions Total emissions per home If unable to report emissions data, please state when the housing provider is expected to be able to do so.	Qualitative response	Does the housing provider qualify for SECR reporting? [Yes/No] SECR Intensity Ratio for Total emissions (Scope 1 & 2) [kg C02e/m²]	Currently, we do not report on Scope 1, Scope 2, and Scope 3 greenhouse gas emissions. Our external auditor, BDO, has confirmed we are not required to report for SECR.																	
C6	How has the housing provider mapped and assessed the climate risks to its homes and supply chain, such as increased flood, drought and overheating risks? How is the housing provider mitigating these risks?	Qualitative response		As a social housing provider when building new homes we have to comply with any planning conditions, which often cover climate risks. A Flood Strategy is in the process of being drafted and will be implemented as soon as it is approved internally. No specific risk assessments are carried out to mitigate drought. Rooftop is proposing to include an Overheating Clause in the Development Brief for the building of new homes which states: 'Bedrooms not to exceed 26°C, based on industry guidance: Chartered Institute of Building Survey Engineers (CIBSE) Guide A – Environmental Design (2015 edition) and CIBSE TM 52 – The limits of thermal comfort: avoiding overheating in European buildings (2013)' in addition to compliance with Approved Document O of the Building Regulations, which took effect from 15 June 2022.																	

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	Ecology	T2	C7	Does the housing provider have a strategy to enhance green space and promote biodiversity on or near homes? If yes, please describe with reference to targets in this area. If no, are you planning on producing one in the next 12 months?	Qualitative response	Biodiversity Net Gain (BNG) of new homes (those completed in the last financial year). What is the housing provider's Biodiversity Net Gain target for new homes? Does this exceed minimum requirements?	As part of our Environmental Sustainability Strategy, we will maintain ISO14001 accreditation to ensure that we meet our legal and regulatory responsibilities, and we will be an active member of the West Midlands Sustainable Housing Action Partnership (SHAP). We will ensure we engage with our colleagues and customers to embrace their ideas and aspirations to make Rooftop the regional number one community-based provider of excellent homes, services, and custodian of the environment. In addition, part of all planning requirements is to provide 30% - 40% green open space on every new development. This is together with the new legal requirement to provide a 110% Biodiversity Net Gain (BNG) on each development ensuring a measurable positive impact on biodiversity compared to pre-development. Examples of where we are providing Green Spaces and Biodiversity near our homes include: • Pocket Parks in Gloucester, including Sudbrook Pocket Park opened in September 2021. • Green roofs installed on Shrewsbury and Cherry Orchard House developments. • Wildflower Garden completed at Barnards Close, Evesham, including fruit trees native hedgerow planting and habitat creation for wildlife. • Green roofs proposed for Almonry Close development and St Stephen's Church, Gloucester. • Community orchard, allotments and wildlife pond proposed for Broomhall development. • Hedgehog friendly measures are included in our design brief for new homes to achieve connectivity with the environment.
			C8	Does the housing provider have a strategy to identify, manage and reduce pollutants that could cause material harm? If so, how does the housing provider target and measure performance?	1. Yes 2. No, but planning to develop a strategy 3. No, no plans to develop a strategy If planning to develop one, when does the housing provider expect it to be established? [Date]		For the building of our new homes, we adhere to the following Design Brief: • All insulation must be free of ozone depleting substances and have a Global Warming Potential of less than five. • Timber must be pre-treated with an organic preservative treatment. • The following materials must not be used in the works: • High alumina cement in structural elements • Woodwool slabs in admixtures for reinforced concrete • Calcium chloride in admixtures for reinforced concrete • Urea/formaldehyde foam • Asbestos products • Lead in paint • Aggregates for use in reinforced concrete which do not comply with the British Standard Specification and/ or aggregates for use in concrete which do not comply with the relevant British Standard Specification • Any other materials or substances not in accordance with British Standards and Codes of Practice current at that time. At this moment in time we do not have targets or measure the performance to identify or manage the reduction in pollutants.
	Resource management	T3	C9	Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building and repairs works? If so, how does the housing provider target and measure performance?	1. Yes 2. No, but planning to develop a strategy 3. No, no plans to develop a strategy If planning to develop one, when does the housing provider expect it to be established? [Date]	% of materials from responsible sources	When building new homes, we are proposing to follow our Design Brief under our Rooftop Homes Living Standard: for 75% by volume of timber and timber products for the basic building elements are to be re-used or manufactured from pre- or post-consumer recycled timber, or to come from a certified source. At this moment in time we do not measure the usage of responsibly sourced materials.
			C10	Does the housing provider have a strategy for waste management incorporating building materials? If so, how does the housing provider target and measure performance?	1. Yes 2. No, but planning to develop a strategy 3. No, no plans to develop a strategy If planning to develop one, when does the housing provider expect it to be established? [Date]	% of materials that are recycled and/or diverted from landfill.	We are continuing to review the Rooftop Homes Living Standard (RHLS). Under the RHLS we have set a target that 50% of waste materials are recycled on our building sites, and for the RHLS Plus the target is that 85% of waste materials will be recycled. At this moment in time we do not measure our waste management performance.
			C11	Does the housing provider have a strategy for water management?	1. Yes 2. No, but planning to develop a strategy 3. No, no plans to develop a		We are continuing to review proposals that water consumption within our new homes will be limited to 105 litres per person per day under the RHLS, and less than 90 litres per person per day under the RHLS PLUS. We are also including rain-water butts in our Design Brief for our new homes. A grey water recycling option is included in our RHLS PLUS standard for new homes. All roofs on our new

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				If so, how does the housing provider target and measure performance?	strategy If planning to develop one, when does the housing provider expect it to be established? [Date]		homes will have a slope of at least 20 degrees to assist with rain-water collection. All ground floor roofs and flat roofs will be considered for the installation of extensive (low maintenance) native green roofs. All our Rooftop offices are equipped with dual flush toilets and printed notifications around toilet and kitchen facilities, which are requirement of our ISO 14001 certification, advising Rooftop colleagues to conserve water. At this moment in time we do not measure performance of our water management performance.																																	
Social	Affordability and Security	T4	C12	For properties that are subject to the rent regulation regime, report against one or more Affordability Metric: 1) Rent compared to average private rental sector (PRS) rent across the relevant Local Authority 2) Rent compared to the relevant Local Housing Allowance (LHA)	% of PRS rent % of LHA rent	Report against both Affordability Metrics.	We charge a combination of social and affordable rents. Our affordable rents are set at 80% of Private Rental Sector rent. Affordable rents are set at an average of 83% of Local Housing Authority rent.																																	
			C13	Share, and number, of existing homes (owned and/or 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	% homes Number of homes		<table><tr><th>Tenure</th><th>Number</th><th>Percentage</th></tr><tr><td>General Needs (social rent)</td><td>4,038</td><td>60.1%</td></tr><tr><td>Intermediate Rent</td><td>285</td><td>4.2%</td></tr><tr><td>Affordable Rent</td><td>1,185</td><td>17.6%</td></tr><tr><td>Supported Housing</td><td>143</td><td>2.1%</td></tr><tr><td>Housing for Older People</td><td>510</td><td>7.6%</td></tr><tr><td>Low-cost home ownership</td><td>381</td><td>5.7%</td></tr><tr><td>Care Homes</td><td>8</td><td>0.1%</td></tr><tr><td>Private Rental Sector</td><td>34</td><td>0.5%</td></tr><tr><td>Other</td><td>133</td><td>2.0%</td></tr><tr><td>Total</td><td>6,717</td><td>100.0%</td></tr></table>	Tenure	Number	Percentage	General Needs (social rent)	4,038	60.1%	Intermediate Rent	285	4.2%	Affordable Rent	1,185	17.6%	Supported Housing	143	2.1%	Housing for Older People	510	7.6%	Low-cost home ownership	381	5.7%	Care Homes	8	0.1%	Private Rental Sector	34	0.5%	Other	133	2.0%	Total	6,717	100.0%
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C14		% homes Number of homes	Number of homes acquired in the last 12 months, by tenure type	<table><tr><th colspan="3">New developments 24-25</th></tr><tr><th>Tenure</th><th>Number</th><th>Percentage</th></tr><tr><td>General Needs (social rent)</td><td>24</td><td>50.0%</td></tr><tr><td>Low-cost home ownership</td><td>12</td><td>25.0%</td></tr><tr><td>Other</td><td>12</td><td>25.0%</td></tr><tr><td>Total</td><td>48</td><td>100.0%</td></tr></table>	New developments 24-25			Tenure	Number	Percentage	General Needs (social rent)	24	50.0%	Low-cost home ownership	12	25.0%	Other	12	25.0%	Total	48	100.0%																		
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C15	How is the housing provider trying to reduce the effect of high energy costs on its residents?	Qualitative response		Improving Energy Efficiency and Tackling Fuel Poverty We are undertaking a range of initiatives to enhance the energy efficiency of our homes, with the aim of reducing fuel poverty among our customers. In 2025–26, we expect to complete retrofit improvements to 157 homes through the Social Housing Decarbonisation Fund (SHDF) Wave 2 Programme. In addition, a further 220 properties will be upgraded through SHDF Wave 3, delivered in partnership with LivGreen. Rooftop Housing Association has secured £9,021,346 in grant funding for Wave 3 and procured a five-year contract with LivGreen to																																				

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							deliver decarbonisation works. These upgrades will support our commitment to achieving a minimum Energy Rating Score of Band C across all homes by 2030. We continue to work with The Warmfront Team to deliver energy efficiency upgrades, including loft and cavity wall insulation and solar panel installations, through funded programmes such as ECO4. Alongside physical improvements, we are strengthening partnerships and expanding our provision of affordable warmth advice and support, including guidance on managing utility costs. These efforts are central to our strategy to reduce fuel poverty and ensure customers can heat their homes affordably. Delivering high-quality, energy-efficient, affordable, and safe homes remains a cornerstone of the Rooftop philosophy.
			C16	How does the housing provider provide security of tenure for residents?	Qualitative response		97% of our customers have a protected or assured tenancy with no end date, and a further 0.02% are on fixed term tenancy agreement of five years or more.
	Building Safety and Quality	T5	C17	Describe the condition of the housing provider's portfolio, with reference to: % of homes for which all required gas safety checks have been carried out. % of homes for which all required fire risk assessments have been carried out. % of homes for which all required electrical safety checks have been carried out.	% of homes	% of homes for which all required asbestos management surveys or re-inspections have been carried out. % of homes for which all required legionella risk assessments have been carried out. % of homes for which all required communal passenger lift safety checks have been carried out.	At 31 March 2025 100% of homes had a valid and in date Landlord Gas Safety Record 100% of homes had a valid and in date Fire Risk Assessment 100% of homes had a valid and in date Electrical Installation Condition Report
			C18	What % of homes meet the national housing quality standard? Of those which fail, what is the housing provider doing to address these failings?	% of homes	What is the target date for bringing homes that do not meet the standard into compliance?	As of 31 March 2025, 98% of Rooftop homes meet the Decent Homes Standard. During the 2024/25 financial year, we completed 1,111 additional stock condition surveys, building on the 4,718 surveys carried out over the previous two years. All surveys have been externally validated to ensure accuracy and consistency. Following this expanded survey programme, we have identified an increase in the number of homes that do not meet the Decent Homes Standard, resulting in 95 non-decent properties as of 31 March 2025. Of these, 61 homes contain Category One Housing Health and Safety Rating System (HHSRS) hazards, which are being addressed through our case management approach. Notably, 43 of these hazards relate to Damp, Mould, and Condensation (DMC), and are being remedied in line with our DMC Policy and Procedure. As a rural housing provider, Rooftop owns a significant number of homes that are not connected to mains gas, including cottages that are over 100 years old. The majority of the 34 homes that fail the Decent Homes Standard under Criterion D (thermal comfort) have been identified for improvement works through the Social Housing Decarbonisation Fund, and these works are currently underway. In some cases, customers have declined upgrades to more efficient heating systems, and certain properties present retrofit challenges due to their age, character, or location. These homes are receiving specific consideration within our Asset Investment Strategy to ensure appropriate and sustainable solutions are identified.
			C19	How do you manage and mitigate the risk of damp and mould for your residents?	Qualitative response	How many cases of damp and mould were reported in the period that required action? What % of the housing providers portfolio do these homes account for?	Rooftop Housing Group (RHG) has a case management system to monitor all Hazard categories including Category 1 and Category 2 HHSRS hazards across its' homes which includes a breakdown of each specific hazard category such as DMC, Electrical, Trips and falls etc. RHG has a zero tolerance approach to DMC. HHSRS hazards including DMC data is shared weekly during update meetings and monthly through our compliance pack. Data is shared with our customers via social media and on our website. The Rooftop website also provides valuable advice and information to customers on how to report DMC either via an online reporting mechanism or via phone or email and provides advice on how to minimise DMC, including home ventilation. Rooftop's stock condition methodology ensures that decent homes and HHSRS assessments are carried out at each property inspection. Neighbourhood Housing Officers have received HHSRS training and are also able to identify possible hazards when they visit Rooftop homes and estates to be investigated further and addressed through our case management system. Building Inspectors are

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							enrolled on an online course for the identification of and remedies of DMC to ensure RHG has competent inspectors when assessing issues around DMC. In 2024, a dedicated Property Safety team that focuses purely on hazards and DMC was established to strengthen our response further and this team monitors hazard cases from start to finish to ensure all hazards are remedied in line with regulatory timeframes. Our Customer Contact Advisors have received training on how to identify DMC cases and will notify the Property Safety team via our in house system (QL) to reduce any delays in notification once a report is received. Training is provided to relevant colleagues for their respective disciplines and proposed additional training in HHSRS identification will be provided for relevant colleagues. All RHG colleagues have been advised on the regulatory timescales and requirements for DMC in relation to Awaab's Law commencing 27 October 2025 and that other hazards will be introduced in 2026. In 2024/25, 736 cases of DMC were reported, which covered 725 properties. This represents 10.8% of our total housing stock.
	Resident Voice	T6	C20	What are the results of the housing provider's most recent tenant satisfaction survey? How has the housing provider acted on these results?	% of residents satisfied Qualitative response		Overall customer satisfaction of 65.9% at the 2024/25 year end was just over 10% lower than the 2023/24 result of 76.2%. The majority of the decline can be attributed to the change in methodology from 2024/25, from a telephone survey to a blended telephone and digital approach. Digital (email/SMS) survey satisfaction at the year end was 56.1%, a 16.4% differential versus the comparable telephone result of 72.5%. The blended results across all 12 Tenant Perception measures are, on average, 8.7% lower than the phone survey results. Housemark recently published a 'Tenant Satisfaction Measures (TSMs) Exclusive First Look' report (July 2025). This has the provisional 2024/25 year end TSM results, based on data collected from 217 Registered Providers who are subscribers to Housemark. This represents 2.6 million units of stock, equivalent to 62% of social housing in England, providing a robust comparison with our 2024/25 results. The headline results from Housemark show that overall customer satisfaction (TP01) has turned a corner following several years of decline. Median satisfaction for 2024/25 was 1.2% higher than in 2023/24 (72.5% versus 71.3%). Whilst we are waiting for the Regulator of Social Housing to release the full set of TSM results for 2024/25 in the autumn, the Housemark results show that our overall satisfaction was 6.6% below the sector median (based on our blended results), although our telephone survey results were identical to median. Housemark comments that some of the improvement in satisfaction across the sector has been driven by adapting survey methods; mainly moving away from digital and migrating to telephone surveys. 80% of the 217 RSLs Housemark has based its report on are using telephone surveys as their predominant survey collection method. That said, Housemark also concludes that landlords are developing and improving their services, in order to improve customer perception and satisfaction levels. We are acutely focussed on the repairs and maintenance service, having embarked upon the procurement of an external contractor to replace Platform Property Care (PPC) and the current Cost Sharing Group (CSG) model from July 2026. Housemark comments that repairs services remain the strongest driver of overall perception and satisfaction. We have also reviewed our formal complaints process and are closely monitoring the proportion of Stage 1 and Stage 2 complaints within timescale, which have seen a significant improvement in performance over the past 12 months. We are surveying all customers who have made a complaint that has been dealt with as a formal case to understand their satisfaction with different aspects of the process. Housemark comments that around 30,000 more Stage 1 complaints were reported by customers during 2024/25, an 18% increase from 2023/24, as landlords improve their complaint handling services to meet the Housing Ombudsman's Complaint Handling Code. We have also appointed a Customer Engagement Manager and Customer Engagement Officer to increase the profile of customer involvement and embed mechanisms for customer engagement. We currently have more than 200 'Resident Voices', encompassing a wide range of customers who would like to be involved with Rooftop. This should feed through to TSM TP08: Agreement that we treat tenants fairly and with respect. Housemark comments that questions relating to 'respect', 'listening' and 'informed' all strongly correlate to each other and are a driver of overall satisfaction.

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							At the Board meeting in July 2025, terms of reference were approved for a Customer Strategy Group (CSG), a new strategic customer group that is being created as part of the Customer Engagement framework and will report directly to the Board of RHG.
			C21	What arrangements are in place to enable residents to hold management to account for the provision of services?	Qualitative response		Our Customer Scrutiny Panel (CSP) hold a minimum of two in-depth scrutiny reviews of our main services areas each year that report directly into our Audit and Risk Committee and Group Board. Following reviews the CSP will provide a comprehensive list of recommended actions which are assigned to relevant Heads of Service. Our Residents Voices Group of over 200 customers provide feedback on various procedures, service improvements or ideas for service leads to implement. Our newly created Customer Strategy Group has been implemented to review Strategies and key Policies building a collective strategic direction, sharing priorities and visions.
			C22	In the last 12 months, in how many complaints has the national Ombudsman determined that maladministration took place? How have these complaints (or others) resulted in change of practice within the housing provider?	Number Qualitative response		1. Maladministration Determinations In the last 12 months, the Housing Ombudsman issued four determinations relating to Rooftop Housing Group. These resulted in 13 individual findings, of which 12 were adverse, including: six findings of maladministration and four findings of severe maladministration. This equates to a 92% maladministration rate, an increase from 83% in 2023/24. 2. Impact on Organisational Practice - The Housing Ombudsman's findings have led to significant changes in Rooftop Housing Group's governance, operations, and service delivery: A. Governance and Oversight • A formal Action Plan was launched in August 2024, targeting completion by November 2024. It includes revised procedures for insurance claims and QL case management. • Fortnightly tracking meetings were introduced to monitor the completion of Housing Ombudsman orders and repairs. B. Complaint Handling Reform • A dedicated Central team was established to improve complaint handling and operational oversight. • Rooftop's complaint process now fully aligns with the Housing Ombudsman's Complaint Handling Code, supported by Board-approved self-assessments. C. Policy and Procedure Updates • The Customer Complaints Policy was updated in May 2025 to include: • A lessons-learned database • Monitoring of action completion and effectiveness • Reporting to relevant committees and panels D. Learning Themes Addressed Recurring themes across the determinations have been addressed through targeted interventions: • Customer communication and tone • Clarity of maintenance responsibilities • Timeliness and effectiveness of responses • Policy adherence and complaint definition • Contractor performance and accountability • Safety checks on void properties • Record keeping and vulnerability awareness E. Operational Adjustments • All open Housing Ombudsman cases have been risk-assessed and categorised as high, medium, or low risk. • Rooftop is actively re-engaging with affected customers and embedding early warning indicators and interdependency tracking into its risk registers.

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	Resident Support						Our Customer Strategy focuses on providing excellent services to our customers and covers five core areas: • Providing excellent customer service • Getting to know our customers • Good quality efficient homes • Delivering quality landlord services The fifth area focuses on engagement with our customers providing various ways for customers to be involved.
		T7	C23	What are the key support services that the housing provider offers to its residents? How successful are these services in improving outcomes?	Qualitative response		Our Neighbourhood and Supported Housing Officers provided low level support to residents in their homes and communities. We have a dedicated resource to provide housing management support to our Housing First properties working closely with support providers to maintain independence for ex-homeless customers. We provide properties to be used as safehouses for victims of domestic violence. We have completed service reviews to ensure Value for Money has been achieved by streamlining services and focusing on areas that are important for our customers. Cross-team working has improved, and the operational management of services works collaboratively to enhance the services provided for customers. We continue to build new partnerships and strengthen existing ones, such as with Citizens Advice Bureau (CAB) in the effective management of Universal Credit (UC) cases, and the Police Neighbourhood teams to provide safer communities, and more strategically with local authorities and county council health and social care teams to improve services for customers and assist with the complex needs of customers.

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	Placemaking	T8	C24	Describe the housing provider's community investment activities, and how the housing provider is contributing to positive neighbourhood outcomes for the communities in which its homes are located.	Qualitative response	Social Value calculations (including monetisation's) of all resident support services and placemaking activities [£]	Rooftop provides general needs, supported housing, housing for older persons, key worker accommodation, low cost home ownership, and housing for the Gypsy and Traveller community. These help address diverse housing needs. We have Neighbourhood Housing Officers whose role includes dealing with tenancy issues, supporting customers, managing communal areas, dealing with Anti-Social Behaviour, property inspections, and making referrals for support. This gives customers direct support and maintains neighbourhood quality. They also undertake property and tenancy audits, which help identify issues early (e.g. safety hazards, abandoned vehicles, fly tipping) and addresses them accordingly. Rooftop offers various support and advice services and signposting (e.g. money advice, domestic abuse, Housing First) to customers. We actively encourage customer engagement and influence, for instance through a revised Influencing Framework, customer surveys, Tenant Satisfaction Measures, and resident groups. This helps ensure the services respond to what customers actually need. We publish performance and service reports, including Tenant Satisfaction Measures, making their work more transparent. Rooftop develops new homes to meet demand. This brings new opportunities for housing and can help relieve pressure in housing markets. Being a partner with Homes England through the Matrix Housing Partnership also suggests access to funding, collaboration, and alignment with broader local, regional and national housing goals. Through the role of Neighbourhood Housing Officers, Rooftop takes responsibility for communal estate matters: cleaning, safety, maintenance of common areas. This helps preserve or improve the physical environment, which in turn supports community pride and wellbeing. We have supported customer-led initiatives: for example, assisting the creation of Residents Committees, working with Local Police to set up neighbourhood watch schemes, providing newsletters and updates via social media, community events. These help build social cohesion. Retirement Living and Housing with Care Schemes and on site officers ensure we identify health and welfare needs or assistance to those who may need more care or support due to vulnerable circumstances, to maintain stability in their lives and homes, which has knock-on effects for the wider neighbourhood community. Examples - Partnership working: We collaborate with councils, police, health services, and voluntary groups to improve the wider neighbourhood, not just the homes. In Bishop's Cleeve we have worked hard with customers, the Police and the Local Authority to improve an area with multiple shops and open spaces, accessible by all members of the public, making it more aesthetically pleasing and improved satisfaction with customers, shop owners and the wider community. - Safe, inclusive spaces: Create parks, allotments, play areas, and community gardens for customers enjoyment, and make shared spaces accessible for all ages and abilities. In our recent development in Broomhall we have included in the design within the local vicinity, allotments, a community orchard, wildlife pond, and play area for customers and the wider community to use. - Customer voice: We actively encourage and empower customers to shape decisions about services, estate improvements, and community needs. We regularly survey all customers to gain feedback on the top priorities for their home and community. The information gained from this is used to shape our Corporate Plan.
				Provide examples or case studies of where the housing provider has been engaged in placemaking or placeshaping activities.			

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Governance	Structure and Governance	T9	C25	Is the housing provider registered with the national regulator of social housing?	Yes/No		Rooftop Housing Group Limited (RHG), the Group parent, is a non-asset holding, non-charitable Registered Society (29661R), registered with the Regulator for Social Housing (RSH) (L4404), providing operational and corporate services, including treasury management, information and communication technology, and human resources for the whole Group. Rooftop Housing Association Limited (RHA) was registered as a Registered Society in May 1993 (27786R) and obtained registration with the RSH in September 1994 (LH4050). RHA provides core social housing that meets charitable criteria.															
			C26	What is the housing provider's most recent regulatory grading/status?	Varies by Nation		The Board considers it a priority to comply with the regulatory framework and to maintain G1 and V2 ratings from the Regulator of Social Housing (RSH) under the Governance and Financial Viability Standard. In May 2024, the Regulator undertook its inspection of Rooftop and confirmed the G1 rating for governance and V2 for financial viability in recognition of the prevailing economic pressures on the sector. The Group was inspected under the new consumer regulation regime and received a C2 rating for consumer. The Group is currently working on a plan to achieve a C1 regrading.															
			C27	Which Code of Governance does the housing provider follow, if any?	Name of code		The Board has adopted the National Housing Federation's Code of Governance (2020) and formally annually assesses its compliance. On 21 May 2025 the Group Board confirmed that the organisation is fully compliant and a statement to this effect was included in the 2024-2025 financial statements.															
			C28	Is the housing provider a 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 % %		The Group is a Not-For-Profit organisation and a public benefit entity. Rooftop Housing Association is registered as a Charitable Community Benefit Society under the Co-operative and Community Benefit Societies Act 2014. The principal activity of the Group is to provide housing accommodation at below market rents for people in housing need. Additionally, the Group provides: • housing for sale, both shared ownership and outright sale • temporary housing accommodation through supported housing schemes • housing accommodation for keyworkers • housing accommodation for market rent • a limited number of commercial properties • management of older people schemes in partnership with the ExtraCare Charitable Trust • provision of support services primarily to older people.															
			C29	Explain how the housing provider’s board manages ESG risks. Are ESG risks incorporated into the housing provider’s risk register?	Qualitative response	Is the housing provider required to report against TCFD? If yes, is the housing provider doing so?	The Group Board remains responsible for the overall system of internal control throughout Rooftop Housing Group and for reviewing its effectiveness. Initial responsibility for audit, risk and assurance is delegated to the Audit and Risk Committee, which comprises Board Members from across the Group with the required skills and experience. The Audit and Risk Committee continues to oversee: - The adequacy of all risk and control-related statements prior to endorsement by the Group Board. - The effectiveness of internal control systems, including management, financial, operational and risk controls, ensuring the Group can be reasonably assured that - appropriate and effective risk management arrangements are in place. - The Risk and Assurance Policy and Framework, including quarterly reports on significant risks and the accuracy of assessments and controls. We have a comprehensive and well-established risk management system, which allows risks to be identified for all parts of the business. Risks are assessed, prioritised and control measures are implemented. The risk process is dynamic with risks being reviewed quarterly. We have identified the key business risks that could impact the achievement of business objectives. Risks are managed across three risk registers: Strategic, Business and Operational within our risk management system. This gives the Board additional clarity of the principal risks that could impact the achievement of business objectives. All ESG themes are aligned at least at the Operational Risk level within the Group’s Symbiant Risk Register. A formal review of risk reporting against ESG themes has been carried out for 2024/25: <table><tr><th>ESG Risk Area</th><th>Control Effectiveness</th><th>Board Assurance Level</th></tr><tr><td>Governance & Oversight</td><td>Strong</td><td>High</td></tr><tr><td>Internal Audit Coverage</td><td>Robust</td><td>High</td></tr><tr><td>Risk & Assurance Framework</td><td>Comprehensive</td><td>High</td></tr><tr><td>Operational ESG Risks</td><td>Well-Controlled</td><td>High</td></tr><tr><td>Strategic ESG Integration</td><td>Strategically Embedded</td><td>High</td></tr></table> ESG risks—such as health and safety, contractor performance, data integrity, and customer vulnerability—are actively monitored and discussed at every Audit and Risk Committee and Board meeting.	ESG Risk Area	Control Effectiveness	Board Assurance Level	Governance & Oversight	Strong	High	Internal Audit Coverage	Robust	High	Risk & Assurance Framework	Comprehensive	High	Operational ESG Risks	Well-Controlled	High
ESG Risk Area	Control Effectiveness	Board Assurance Level																				
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Operational ESG Risks	Well-Controlled	High																				
Strategic ESG Integration	Strategically Embedded	High																				

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							ESG-linked stress testing and scenario planning were embedded into the Financial Business Plan approved in May 2025, aligned with the Regulator of Social Housing's Sector Risk Profile.										
			C30	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	If yes, describe	We have not been subject to any adverse regulatory findings in the last 12 months.										
	Board and Trustees	T10	C31	How does the housing provider ensure it gets input from a diverse range of people, into the governance processes? Does the housing provider consider resident voice at the board and senior management level? Does the housing provider have policies that incorporate Equality, Diversity and Inclusion (EDI) into the recruitment and selection of board members and senior management?	Qualitative response		RHG is governed within the framework set by its rules as a Registered Society. These state that RHG will have a Board and determine its membership. In making appointments to the Board, the Group seeks members with a range of skills that it requires to effectively govern its business supported by a Skills Matrix which is reviewed annually and prior to any recruitment. Board Members are carefully selected to make sure that they have the mix of skills and experience appropriate to their roles within the Group. Our current Board Members are listed on the website here Governance and The Board Rooftop Housing (rooftopgroup.org). The Group Board has a membership of nine members; the subsidiary Board has a membership of six members which are drawn from the Group Board. Both Boards have a member with direct customer experience. We have an Independent member to the Audit and Risk Committee to provide further oversight. We have recruited a new member with treasury and financial expertise to replace a retiring member from September 2024. We recruited two members in late 2024 to replace two retiring members in line with the Group Board approved Succession Plan. The specific demographics of our Board members as of August 2025 are as follows: <table><tr><td>% of female Board members</td><td>55%</td></tr><tr><td>% of BAME Board members</td><td>22%</td></tr><tr><td>% of Board members with a disability</td><td>22%</td></tr><tr><td>Average of the Board</td><td>50 years</td></tr><tr><td>Average tenure of the Board</td><td>3.2 years</td></tr></table> Customer voice: There is a report that is provided to the Board at each meeting which reports on the customer voice. A group of engaged customers reviews key customer related Strategies and Policies which are reported to the Senior Management level and the Board. The responses from the customer surveys are also reviewed and reported regularly to the Senior Management level and the Board. Equality, Diversity and Inclusion (EDI) considerations in recruitment of Board Members and Senior Management Team: Both the Board and Independent Member Appointment and Recruitment and Selection Policies state how EDI is incorporated into the two recruitment processes. At Rooftop we are committed to creating and sustaining a diverse and inclusive environment achieving positive outcomes for potential and existing customers, our colleagues, and the wider community. Our commitments to our customers, colleagues and communities are detailed in our Equality, Diversity and Inclusion (EDI) Strategy. We are an organisation that values diversity, champions equality and inclusion. We demonstrate this through the activities and the services we provide. This means living by, working to and acting on our Values. Whilst we are committed to developing our existing colleagues, our priority is always to appoint the most suitable person for each role. We value diversity and seek to achieve equality of treatment and access for all colleagues, including prospective colleagues. To ensure this is done without discrimination or prejudice, the HR department, managers, and members interview panels will not conduct searches on social media websites to vet prospective colleagues.	% of female Board members	55%	% of BAME Board members	22%	% of Board members with a disability	22%	Average of the Board	50 years	Average tenure of the Board	3.2 years
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C32	What % of the housing provider's Board have turned over in the last two years? What % of the housing provider's Senior Management Team have turned over in the last two years?	% %		The turnover for our Board is 33.3% and the turnover for the Management Team in the past two years is 50% due to two Executive Directors leaving.													
C33	Number of board members on the housing provider's Audit Committee with recent and relevant financial experience.	Number and description of experience		There are two Board Members who are on the Audit and Risk Committee with recent and relevant financial experience. One member of the Committee is currently the Deputy Chief Financial Officer of a large housing association. The other member previously was Finance Director for a mutual society. In													

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							July 2024, we recruited an Independent member to the Audit and Risk Committee with treasury, audit and financial skills.
			C34	What % of the housing provider's board are non-executive directors?	%		100% of our Board Members are Non-Executive Directors.
			C35	Has a succession plan been provided to the housing provider's board in the last 12 months?	Yes/No		Yes, this is reviewed at every meeting of the Nominations and Performance Committee (three times per year) and presented to the Board as part of the annual collective review of its effectiveness.
			C36	For how many years has the housing provider's current external audit partner been responsible for auditing the accounts?	Number of whole years		Our current external auditors are BDO. The Senior Audit Partner has been responsible for the auditing the accounts for three years, including the 24/25 accounts.
			C37	When was the last independently-run, board-effectiveness review?	Date		The last Board effectiveness review was held in 2022. The next review is due in 2025.
			C38	How does the housing provider handle conflicts of interest at the board?	Qualitative response		Board Members are required to complete a declaration of interests on appointment. This is reviewed every six months. Prior to the start of any formal meeting of the Boards or Committees, declarations of interest in agenda items are sought.
	Staff Wellbeing	T11	C39	Does the housing provider pay the Real Living Wage?	Yes/No		We do not pay the Real Living Wage. Instead, we pay the National Living Wage. 3.5% of our employees are paid the National Living Wage, with the remaining 96.5% being paid more than the National Living Wage.
			C40	What is the housing provider's median gender pay gap?	% gap		Due to our size (under 250+ employees) we don't publish our gender pay gap figures. Our policy is to maintain salaries for all roles at a median level for the sector. Salaries for roles are determined by an external job evaluation consultancy every three years and are based on the role description, person specification and market pay data. Newly created roles are evaluated in the same way. Evaluations are based on role descriptions not role-holders.
			C41	What is the housing provider's CEO:median-worker pay ratio?	Ratio		Due to our size (under 250+ employees), we do not report on the CEO-worker pay ratio.
			C42	How is the housing provider ensuring equality, diversity and inclusion (EDI) is promoted across its staff?	Qualitative response		An EDI Strategy and Action Plan that promotes a culture where EDI is alive, valued and respected at Rooftop. We support Pride and colleagues have recently signed up to an LGBTQ+ Allyship Pledge to celebrate our commitment to creating and maintaining a positive and inclusive environment. All Policies (new and reviewed) are reviewed using an Equality Impact Assessment that considers potential or actual impact (positive and negative) of the Policy subject on each of the nine protected characteristics. We have Mental Health First Aiders who promote conversations about mental health and an Inclusion Alliance (IA) group who oversee and build on our inclusive culture and workplace. IA colleagues oversee our work and seek challenge and input from the Board and, in particular, the Board EDI representative.
			C43	How does the housing provider support the physical and mental health of its staff?	Qualitative response		We challenge and act on inappropriate behaviour such as bullying, harassment and discrimination of any kind and continue to take positive action to adjust working practices to remove barriers in to physical and mental health. We also have a rewards and benefits package which includes: - Group-funded health cash plan with a range of treatments including eye tests, dental treatment, physiotherapy, acupuncture, osteopathy, chiropody, consultation, and scans (MRI and CT). -Employee Assistance Programme with 24-hour free confidential phone helpline for colleagues. -Access to eight free confidential counselling sessions each year -Hybrid working, flexible working patterns and flexitime working -Subsidised fitness/gym and club memberships and Cycle Scheme -New Home Leave and Volunteering Leave -Celebration Leave for a special day -Occupational maternity and adoption pay -Occupational sick pay and time off for hospital appointments -Occupational health assessments -Mental Health First Aiders.
			C44	How does the housing provider support the professional development of its staff?	Qualitative response	What % of employees have received qualification that are relevant for their professional development, within the last year?	We have been partnered with the Chartered Institute of Housing as Gold Members for the last three years. We have sponsored or are currently funding 63 colleagues to undertake professional qualifications, which include CIH professional qualifications in housing practice and housing maintenance as well as professional human resources, ICT, Health & Safety (NEBOSH), damp and mould and professional accountancy qualifications.

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	Supply chain	T12	C45	How is social value creation considered when procuring goods and services? What measures are in place to monitor the delivery of this Social Value?	Qualitative response	What is the relative weighting of Social Value considerations in procurement policies? How much Social Value has been delivered from the housing provider's supply chain in the last 12 months?	Rooftop is committed to abide by the legislation introduced by the Public Services (Social Value) Act 2012. The Procurement Policy acknowledges the importance of social value and Rooftop's responsibility to consider ways of improving the social, economic and environmental wellbeing of its communities when sourcing new works, services and goods. Rooftop approaches its procurement activities with a view, where possible, to supporting the local economy and developing more tailored, community-focused services in a sustainable way. Rooftop has a suite of procurement templates which embed social value considerations. These are available via the Procurement SharePoint and Rooftop's Procurement Officer proactively works with procuring colleagues to promote their use. Depending on the type of works, services or goods being procured, procuring colleagues can incorporate relevant and proportionate social value requirements into the procurement process to reflect Rooftop's community investment priorities. Procuring colleagues are encouraged to consider local small and medium-sized enterprises (SMEs) amongst potential service providers during below threshold restricted competition procedures. To encourage small to medium enterprises (SMEs) and locally based businesses to participate in tendering for Rooftop's above threshold contracts, the opportunity is published via the government's new Find a Tender service. It is mandatory to incorporate an element of social value into the tender process for public contracts. Therefore, a minimum weighting of 10% is applied within the evaluation/award criteria to above-threshold procurements. Social value is assessed within the qualitative evaluation criteria, requiring service providers to demonstrate how they contribute to the communities in which they operate. Rooftop commits to working with appointed service providers to identify opportunities to develop social value initiatives during the contract term. Rooftop is also making increasing use of several established public sector procurement frameworks and dynamic purchasing systems (DPS) for procurements over £30k. These frameworks often include predefined social value requirements which are aligned with the Public Services (Social Value) Act 2012 and/or local policies. Engagement criteria for these frameworks encourage innovation and ensure that service providers are capable of delivering meaningful social impact, such as ethical sourcing and fair labour practices. Use of such frameworks helps Rooftop ensure that its procurement activities contribute directly to broader organisational and regional objectives. The EEM framework chooses to distribute its operating surplus to the membership in the form of Community Donations. In 2024/25, based on the first-time use of the framework to award a contract, Rooftop received a donation in the sum of £2,273 to its Corporate Donations Fund. Procurement templates incorporate an initial screening process to evaluate service providers' capability to deliver contracts effectively. This qualitative assessment covers key areas such as financial stability, organisational suitability, equality and diversity, health and safety, data protection, modern slavery compliance, and insurance. The use of standardised procurement templates ensures consistency of approach and facilitates robust data capture and record keeping. Acting as a due diligence measure, it helps safeguard the organisation and its communities by identifying potential gaps in supplier practices early, enabling informed decision-making. Social value is integrated into the evaluation model. Procuring colleagues have the discretion and flexibility to tailor the model, but a minimum weighting of 10% for social value is mandatory for applicable procurements. During the evaluation stage, bidders' social value commitments must be documented in the Bidders Response Scoring template to ensure transparency, consistency, and accountability in scoring. For example, a recent successful tenderer provided robust evidence of the way that social value is embedded in the way their business is delivered, helping local communities to thrive. In addition to office collections, work placements, career support, basic fire safety training, and environmental targets, they offer a non-frontline staff one day per year to get involved with a community project or initiative organised by Rooftop. Where appropriate, Rooftop contracts make social value delivery contractually binding by including expected outcomes within the contract terms and appendices. For example, Rooftop's communal cleaning service provider's contract has social value expectations embedded within it, an appendix specifying quantitative provision by the service provider of mentoring hours at school, wider social value support to local community through donations and the provision of training. Rooftop's contractual engagement with new SMEs is reported to the Executive Team on a quarterly basis as a procurement KPI.
			C46	How is sustainability considered when procuring goods and services? What measures are in place to monitor the sustainability of your supply chain when procuring goods and services?	Qualitative response	What is the relative weighting of environmental impact considerations in procurement policies? How does the housing provider monitor supply chain risks, and what	Rooftop recognises its procurement activities as an opportunity to align purchasing decisions with environmental, social, and economic objectives that benefit the local community. Rooftop's Procurement policy outlines clear expectations for service providers to adopt sustainable practices that align with the standards set out in Rooftop's Environmental Sustainability Strategy. Service providers are expected to demonstrate compliance with these standards across their entire supply chain, and

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						initiatives has the housing provider taken to drive higher sustainability performance across its supply chain?	Rooftop may request that potential service providers submit their environmental and/or sustainability policies as part of the tendering process. Procuring colleagues have the flexibility to set specific sustainability requirements within their specifications, such as certifications like ISO 14001 (Environmental Management), when preparing tender documents. Depending on the nature of the goods or services being procured, procuring colleagues can also incorporate environmental or sustainability-related quality criteria into the scoring evaluation. This requires bidders to provide qualitative information about their sustainability practices and plans for reducing environmental impact, such as supporting local supply chains to reduce transport emissions and boost the local economy, and their environmental commitments, such as the prioritisation using low-carbon, energy-efficient, and recyclable products. Rooftop is making increasing use of public procurement frameworks, such as Procurement for Housing, Fusion21 and EEM, which embed sustainability criteria, such as environmental certifications (e.g., ISO 14001), social value commitments and ethical sourcing practices into their tender specifications, evaluation criteria and contract terms as standard. For example, EEM framework evaluates bids based on price and quality, where quality criteria usually include sustainability factors such as use of eco-friendly materials, waste reduction strategies and energy-efficient technologies. Use of frameworks provides assurance to Rooftop that sustainability is considered from the outset. Furthermore, most frameworks provide contract management support throughout the contract period, helping ensure that service providers adhere to sustainability commitments. Rooftop continues to use the expertise of an energy broker to procure utilities (gas and electricity), providing assurance that energy suppliers comply with Environmental, Social, and Governance (ESG) regulations, meet environmental standards and comply with environmental legislation. Depending on the works, services or goods being procured, Rooftop uses the initial screening process to evaluate service providers' sustainability practices and accreditations. During the evaluation stage and/or contract award stage, service providers' sustainability policies and accreditations should be documented in the procurement records to ensure transparency.