



***"Offering our community more than a home"***

## **Environmental Policy**

Management Committee submission: 23 February 2021

Last Approved: 31 October 2017

Date Approved:

Next Review date: February 2024

### **Relevant Clydebank HA Objectives**

- To provide quality, affordable housing that meets the changing needs of our customers and to ensure fair access to housing within our area.
- To manage the houses provided, in a professional and cost effective manner, for the benefit of our local community and the environment.
- To provide a first class maintenance service which offers value for money and ensures the comfort and safety of our residents while achieving high levels of satisfaction?
- To work in partnership with others, supporting our tenants and other customers, to maximise opportunities for physical and socio-economic regeneration in Clydebank.
- To ensure local decision-making and community control, we will encourage our tenants and other customers to influence our policy and participate in decisions, which may affect them.
- To ensure that our resources are adequate to deliver our objectives by investing in our people, increasing digitalisation, demonstrating value for money and through robust procurement practices.
- To promote social inclusion by applying principles of equality and diversity to everything we do.

### **Relevant Regulatory Standards:**

- Standard 1** The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- Standard 2** The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.
- Standard 3** The RSL manages its resources to ensure its financial wellbeing, while maintaining rents at a level that tenants can afford to pay.
- Standard 4** The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.

***This policy can be made available on request in a variety of different formats, such as on audio CD, in large print and translated into other languages.***

# Environmental Policy

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Clydebank Housing Association (CHA) is committed to the highest performance standards in our remit to provide the people of Clydebank with quality housing and community services. We commit ourselves to carrying out all our work with four Core values in mind. These are

- Respectful – we treat all our customer and staff with courtesy and respect.
- Responsive – we listen, respond and inform through timely effective communication.
- Professional – we strive for excellence in all aspects of service provision.
- Accountable – we are open, honest, approachable and act with integrity.

In working to our Core Values, we recognise that we have an impact on the environment through the emission of CO<sub>2</sub> and other Greenhouse Gases due to use of gas, electricity, water, transport and waste creation and that we must take action to address and reduce these impacts. We also recognise that we have a wider responsibility to assist CHA tenants to reduce their own environmental impact from the housing stock that we operate.

To this end we commit our organisation to:

- Creating and implementing a carbon management strategy that helps us monitor and our environmental impact.
- Creating and implementing projects and activities that can help us reduce our environmental impact over time.
- Identify and work towards a reduction target that is stated in our carbon management strategy and formally agreed by the Management Committee.
- Assist our tenants in reducing their environmental impact through events, information and practical support.
- Abide by any environmental and climate change legislation that is relevant to our Sector and our organisation.
- Review and continually improve our carbon management strategy.
- Report on our progress and make this information available to our tenants.

Signed

Chief Executive      Date

Signed

Chairman              Date