

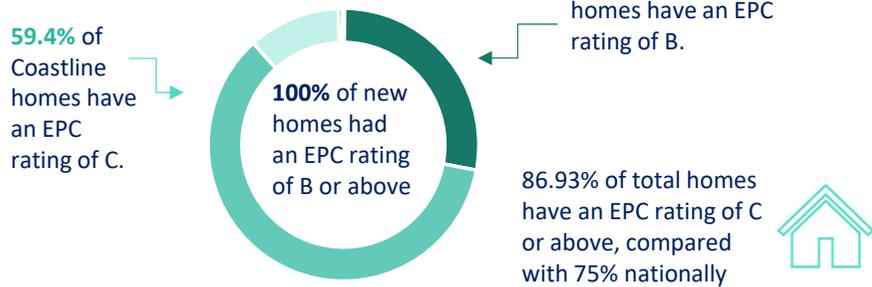
Environmental



Like many other sectors, the social housing industry has historically faced challenges with ESG (Environmental, Social, and Governance) reporting due to the proliferation of multiple frameworks.

Today, the Sustainability Reporting Standard for Social Housing (SRS) has gained significant traction as a unified framework. As of 2025, 170 organisations have adopted or endorsed the SRS. This includes 132 housing providers, collectively managing nearly 2.4 million homes across the UK, and 38 funders, who are responsible for providing nearly all of the approximately £133 billion in private finance to the sector.

EPC Ratings of Existing Homes



There is a strategy in place to actively manage and reduce all pollutants.
39.5% of housing associations nationally have a strategy in place.
60% of housing associations in the South West have a strategy in place.



There is a strategy in place to use and increase the use of responsibly sourced materials for all building work.
40.8% of housing associations nationally have a strategy in place.
60% of housing associations in the South West have a strategy in place.



There is a strategy in place for waste management, incorporating building materials.
46.1% of housing associations nationally have a strategy in place.
40% of housing associations in the South West have a strategy in place.



There is a strategy in place for good water management.
38.2% of housing associations nationally have a strategy in place.
40% of housing associations in the South West have a strategy in place.

Scope 1, 2 & 3 Green House Emissions

Scope 1 - These are the carbon emissions which an organisation directly controls - for example communal heating systems, office energy use and our repairs & maintenance fleet.

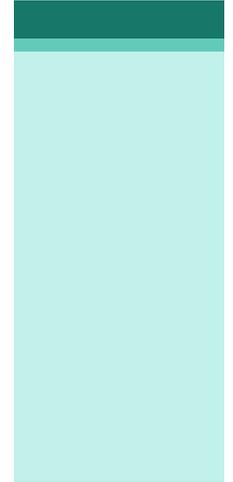
Scope 2 - These are the emissions produced by energy suppliers which in turn fuel Scope 1 activities (e.g. electricity production).

Scope 3 - These are emissions that an organisation is indirectly responsible for. These include supply chain emissions, emissions from our properties and business mileage.

Scope 1- 7.9%
Other indirect emissions, capturing value chain emissions

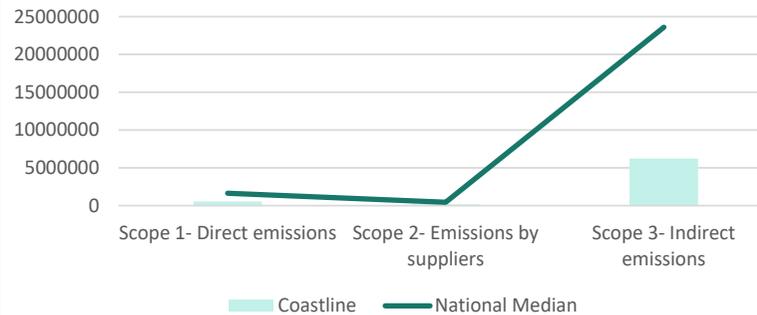
Scope 2- 2.6%
Indirect emissions from owned or controlled sources

Scope 3- 89.5%
Other indirect emissions, capturing value chain emissions



1.5 tonnes of CO₂ are produced by Coastline per unit

Levels of GHG Emissions Released (kg CO₂ equivalent)



Note:
 This data is extremely variable between organisations, especially since the sample is only made up of 47 organisations. The most difficult challenge is calculating Scope 3 emissions, which include indirect greenhouse gas production from residents, contractors, and suppliers.

Social

Environmental, Social, and Governance (ESG) metrics are now a global standard, applicable across all industries and business types. Social housing is inherently rooted in social purpose, aiming to support individuals and families in need, this gives the sector a natural alignment with the principles of corporate responsibility.

Social housing organisations are increasingly showcasing how they invest in staff wellbeing, while also providing safe, affordable, and quality homes. Recent attention to issues such as damp and mould has underscored the critical link between property conditions and tenant health. In this context, a motivated and supported workforce is more likely to respond effectively to tenant concerns and maintain high service standards.

The latest guidance, updated in May 2025, aims to improve clarity and consistency in reporting without altering the core criteria. It encourages providers to demonstrate their social impact across areas such as:



Affordability



Homes are being let at a **55.47%** discount from the **Private Rented Sector (PRS)**



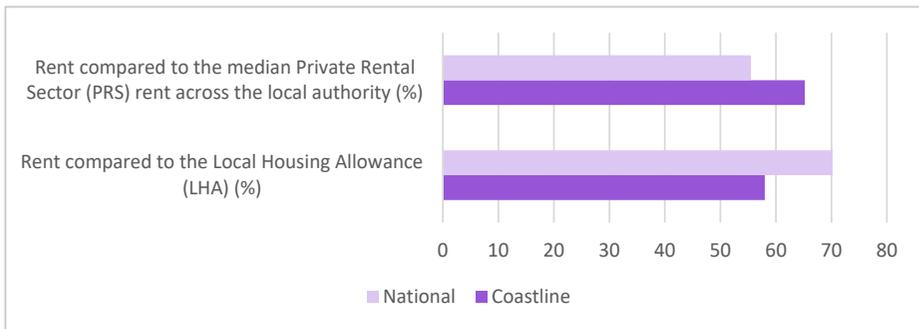
191 affordable homes were completed in the last year



Homes are being let at a **67%** discount from the **Local Housing Allowance (LHA)**



54 affordable homes started development in the last year



Building Safety and Quality

100% of Coastline's properties have had the appropriate gas, fire, lift, legionella and asbestos safety checks where scheduled, therefore showing full compliance.

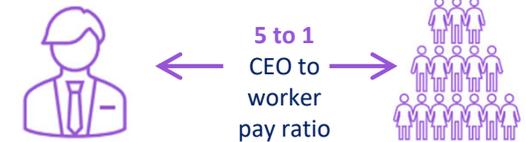
99.57% of Coastline's properties have had the appropriate electrical safety checks where scheduled.

99.96% of Coastline's properties meet the Decent Homes Standard.

Staffing



Compared to **6.8%** nationally, and **5.55%** in the South West



Compared to **120 to 1** for FTSE 100 companies



4.01% of working days lost to sickness per month on average



Coastline pays the Real Living Wage, compared to **68%** of Housing Associations nationally and **75%** in the South West.

Governance

The Regulator of Social Housing (RSH) enforces stringent governance and viability standards, designed to protect tenants, ensure financial resilience, and uphold the reputation of social housing as a secure and responsible investment.

The Sustainability Reporting Standard for Social Housing (SRS) incorporates governance metrics that align with these regulatory expectations. These include:

This approach allows housing providers to demonstrate not only compliance with industry and regulatory standards but also a commitment to equity, accountability, and ethical leadership.

Structure and Governance

Coastline Housing has achieved **G1 rating**, the top governance rating **and a V2 rating**.



90% of Coastline board members are non-executive members.



Coastline has been working with its current audit partner for the **last 3 years**.



2 different people play the roles of board chair and CEO.



5 members of the boards audit committee have relevant financial experience.



A succession plan has been provided to the board in the last 12 months.



Coastline is a non-for profit social housing regulator, along with **100%** of housing associations nationally



Coastline has a visibility regulatory rating of compliant, along with **86%** of housing associations nationally



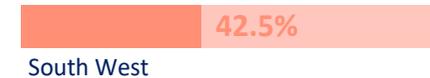
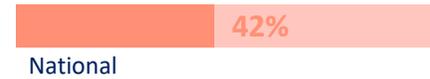
Coastline is registered with a regulator of social housing, along with **100%** of housing associations nationally



Coastline has a governance regulatory rating of compliant, along with **87%** of housing associations nationally

Board Demographics

Women



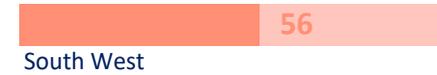
BAME



Disability



Age



Board Tenure



3.1 years is the average length current board members have been active.

10% of the board and exec team have turned over in the past 2 years, compared to 27% nationally.

