

DIFFERENT

2023 sustainability commitment



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FORWARD

We are delighted to launch our first Sustainability Commitment for 2023 and beyond.

We are passionate about developing modern family homes for our customers that not only provide the foundation for a great family but also support thriving communities. We know that focusing on sustainability including the environment, social responsibility and governance is the right thing to do. This will drive the level of change and focus we all want and need.

Our team is committed to understanding the climate challenges that we are all facing and delivering key actions to make a difference ... with some tough challenges to ensure the right pace is achieved!

In our Sustainability Commitment we have identified 12 commitments – 6 for the environment and 6 for social responsibility. These 12 commitments are fully aligned to the United Nations Sustainable Development Goals (SDGs) as this provides the rigor and focus on key and important issues.

The other important element to these commitments is that they are rooted in what is important to our customers and with the ever-increasing pressures on energy prices and affordability, we need to find the right balance between acting now and investing in the future.

We believe we have found the right balance through these commitments, which include delivering changes to the specification of our homes to useful day-to-day products that will help our customers facing these challenges every day, all of which set the foundations of our sustainability journey and building blocks for the future.

We will continue to work hard over the next 12 months to deliver this plan and look forward to sharing our progress!



- 1**

**NORRIS GREEN,
LIVERPOOL, L11 2AY**

69 HOMES

5

**RALEIGH STREET,
WALSALL, WS2 8RB**

66 HOMES

2

**TOWER HILL,
KNOWSLEY, L33 1AH**

79 HOMES

6

**MANCHESTER RD FLATS,
WALKDEN, M28 3WD**

72 FLATS

3

**CROMWELL RD,
CHESHIRE, CH65 4AR**

98 HOMES

**MANCHESTER RD,
WALKDEN, M28 3WD**

66 HOMES

**CROMWELL RD 2,
CHESHIRE, CH65 4AR**

77 HOMES

7

**BANK TOP,
OLDHAM, OL10 4PP**

43 HOMES

4

**DOULTON RD,
CRADLEY HEATH, B65 8JG**

98 HOMES

8

**ROSE STREET,
OLDHAM, OL9 8JT**

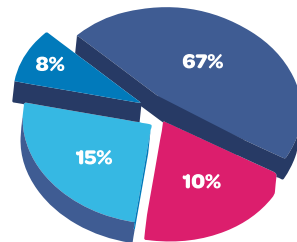
82 HOMES

The DifRent Team & Ascend – our Property Management Partner



The portfolio provides immediate access to 750 homes across 9 operational, fully stabilised and income producing neighbourhoods.

- 1&2 bed apartment
- 2 bed house
- 3 bed house
- 4 bed house



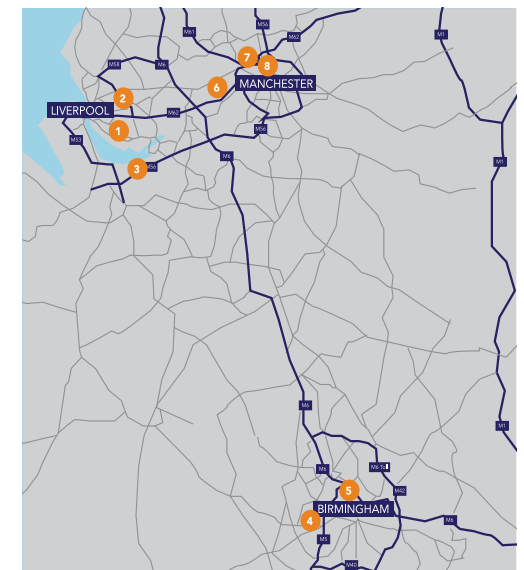
678 single family homes



72 low rise apartments



100% car parking provision



Our Priorities

Energy efficient homes

Energy consumption

Water usage

Carbon Emissions

Access to vital outdoor space

Local businesses/charities

Health and Wellbeing



Our Sustainability Vision and Core Values

To us sustainability is a natural part of being a successful business and we always strive to act in an ethical, transparent and responsible way, expecting our business partners to do the same.



Vision

We are committed to creating and professionally managing efficient and affordable modern family homes, so that our customers and the communities in which they live flourish



Values

- Reducing our environmental impact
- Our social responsibility
- Customer satisfaction
- Sustainable products and purchasing
- Health and wellbeing

Our focus



Level 0
Maintaining



Level 1
Additional energy-saving measures



Level 2
Reduction in energy consumption



Level 3
Affordability



Level 4
Neighbourhoods and Social needs

DIFRENT



2023 sustainability commitment

ENVIRONMENTAL

Our Environmental responsibility

The environment really matters to us at DifRent as it supports all the communities in which we live. Making sure that we act and play our part in protecting the environment, allows us to feel good about who we are and deliver the aspirations of our customers and our teams.

We have aligned our plan to the United Nations Sustainable Development Goals as they provide a recognisable and proven framework that ensures that we have everything covered, whether we are measuring the impact of our activities, incorporating new methods of building or calculating our carbon emissions.

Affordable and Clean Energy

The energy landscape is shifting and evolving rapidly so ensuring that it remains affordable, reliable, sustainable and modern for everyone has its challenges. At DifRent, we are committed to doing everything we can for our customers from improving the Energy Performance Ratings (EPCs) of our homes, to wider decarbonisation assessments, to the sourcing of easy-to-use products for the home. We have made some significant improvements this year, but we are not stopping as we want to make sure that our customers keep as much of their money as they can to spend on living their lives to the full.

Sustainable Communities and Cities

Living in an inclusive, safe, resilient and sustainable community is so important to the lives of our customers and their families. At DifRent, we start with all our houses having private back gardens so our customers have their own little slice of turf, but we also take care of streets with landscaping and trees to ensure they are well-kept and inviting. These are the little things that make a huge difference to the place where people live and where they want to grow their families. As we continue to support sustainable communities, we are also committed to supporting and encouraging local businesses.

Climate Action

Climate change is real and taking action is a fundamental part of our plans and activities over the coming years. With our professionally managed, modern homes we continue to strive to operate and maintain them efficiently and effectively. Building materials not only have strong impacts on the building, but they also have negative impacts on the environment, so we source and procure extremely durable and long-lasting materials to build our homes. This saves energy, conserves natural resources and improves the health and wellbeing of our customers. We have also supported car sharing, cycle provisions and installed Electric Vehicle Charging Points where possible.

Life on Land

How we live our lives day-to-day and how we interact with nature can positively impact the quality of our life and wellbeing. At DifRent, we recognise this is important for our customers so have encouraged wild seeding at sites to promote insects with food from leaves, pollen, nectar, shelter and places to breed. We have also encouraged bird feeders that support a diverse and rich ecosystem.



7 AFFORDABLE AND CLEAN ENERGY

To ensure access to affordable, reliable, sustainable and modern energy for all.

11 SUSTAINABLE CITIES AND COMMUNITIES

To make cities inclusive, safe, resilient and sustainable.

13 CLIMATE ACTION

Taking urgent action to tackle climate change and its impacts.

15 LIFE ON LAND

To sustainably manage forests, combat desertification, halt & reverse land degradation, & halt biodiversity loss.



Environmental Commitments



Commitment 1

We will ensure all our houses, existing and new, will be EPC rating B or above by 2030



Commitment 2

We will report on our carbon emissions annually from 2023/24 and have targets in place to reduce emissions



Commitment 3

Where possible, we will provide electric vehicle charging points for all our new build properties



Commitment 4

We will actively promote Smart Meters with all customers to increase adoption



Commitment 5

We will actively support carbon off-setting by planting 1 tree for every new customer



Commitment 6

We will ensure that 100% of all communal spaces in our developments will have sensor lighting



Other Environment activities

In addition to our environmental commitments, we continue to support wider activities that support our homes and communities:

- We have a responsive and efficient professional repair and maintenance service for our customers homes and communal areas.
- Our homes enjoy a private garden or access to vital outdoor space.
- Bird Feeders are available and installed at sites, to encourage an ecosystem rich in diversity.
- Wild seeding is encouraged at sites to provide pollinators and insects with food from leaves, pollen, nectar, shelter and places to breed.
- Car sharing, cycle provisions and appropriate recycling are all encouraged at our developments.
- We will advocate the circular principles in our operations and services, which includes providing our customers and employees with information and advice for implementing the 5Rs, which are: Recycle, Reuse, Reduce, Repair, and Recovery.

DIFFERENT

2023 sustainability commitment

SOCIAL

Our Social responsibility

At DifRent, our social commitment is simple – our customers are at the heart of our business, and we are dedicated to supporting local communities and the neighbourhoods in which we live. It is important our customers feel safe, healthy, and ultimately happy in their family homes and neighbourhoods.

Clean water and affordable energy

Living a more sustainable lifestyle and running a more sustainable home has become necessary with the ever-increasing climate awareness. We are committed to helping our customers, by providing simple, easy to action advice and products to reduce energy and water usage in the home.

Partnerships and sustainable cities

We also recognise the importance of building strategic partnerships which we will form through supporting local charities and diverse and local businesses, to help build sustainable cities and communities in which we live.

Health and wellbeing

Good health and feelings of wellbeing are fundamental to the overall health of an individual. Therefore, health and wellbeing is a key priority for us, for both our customers and employees. Studies have proved employee wellness is greatly linked to employer turnover, absenteeism, and employee morale - while in local communities, implementing wellness programmes and initiatives brings about stability. To ensure healthy lives and promote wellbeing for all, we will actively promote a calendar of sustainability / wellbeing initiatives with our customers and provide an employee volunteering programme.

3 GOOD HEALTH AND WELL-BEING



To ensure healthy lives and promote well-being for all at all ages.

6 CLEAN WATER AND SANITATION



To ensure access to safe water sources and sanitation for all.

7 AFFORDABLE AND CLEAN ENERGY



To ensure access to affordable, reliable, sustainable and modern energy for all.

11 SUSTAINABLE CITIES AND COMMUNITIES



To make cities inclusive, safe, resilient and sustainable.

17 PARTNERSHIPS FOR THE GOALS



To strengthen the means of implementation & revitalize the Global Partnership for Sustainable Development.

Social Commitments



Commitment 1

We will provide our customers with a 'Sustainable Welcome Box' to improve water, energy and waste efficiency



Commitment 2

We will provide useful information and handy guides to all our customers to increase awareness by 25%



Commitment 3

We will work directly with a minimum of 2 social enterprises this year to support local businesses



Commitment 4

We will launch our first corporate charity and through a variety of activities achieve our first annual contribution



Commitment 5

We will commit to 1 volunteering day per employee to support local communities, charities, schools or businesses



Commitment 6

We will commit to supporting a calendar of Sustainability Activities throughout the year which will be promoted with our customers and employees

Our Social responsibility

We are a people business that cares about the individuals and families that live in our homes - who they are and how they feel matters to us.

Creating thriving communities is unpinned by the right transport links, local employment, good schools and colleges, and access to social and leisure facilities. At DifRent, our customers have told us that these things are important so thinking more broadly about these factors is taken seriously in our long-term planning.

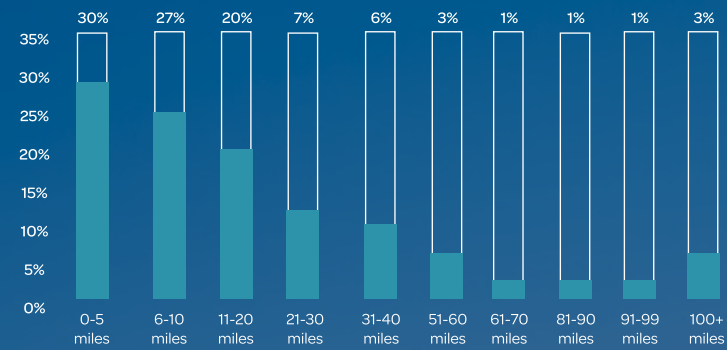
We also know that it is difficult for individuals to purchase their first home and get onto the homeownership ladder so providing high quality homes, built exclusively for rent enables our customers to focus on their hopes, dreams and ambitions. It's a big responsibility but we relish this challenge and love to see our customers happily living their lives in our homes.



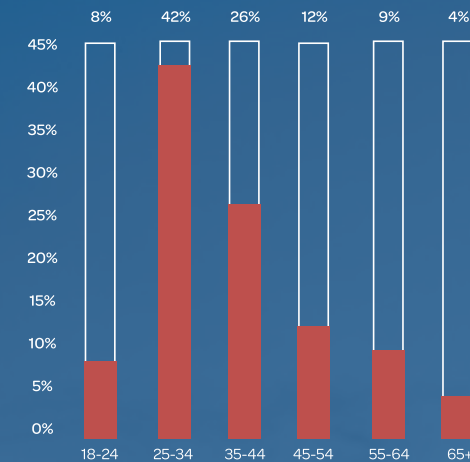
Meet our Customers



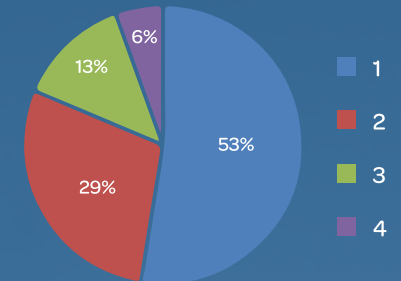
Distance Travelled for Work



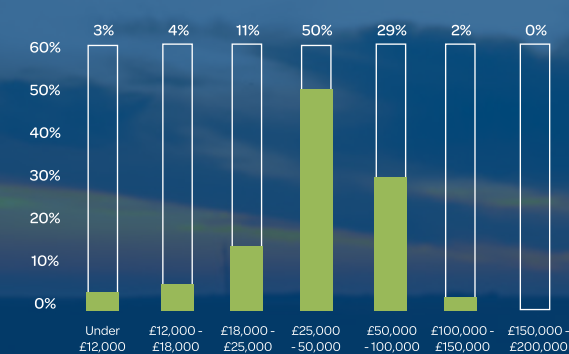
Age of Lead Customer



Number of Children in Household



Household Salary Breakdown





2023 sustainability commitment

Governance Commitments

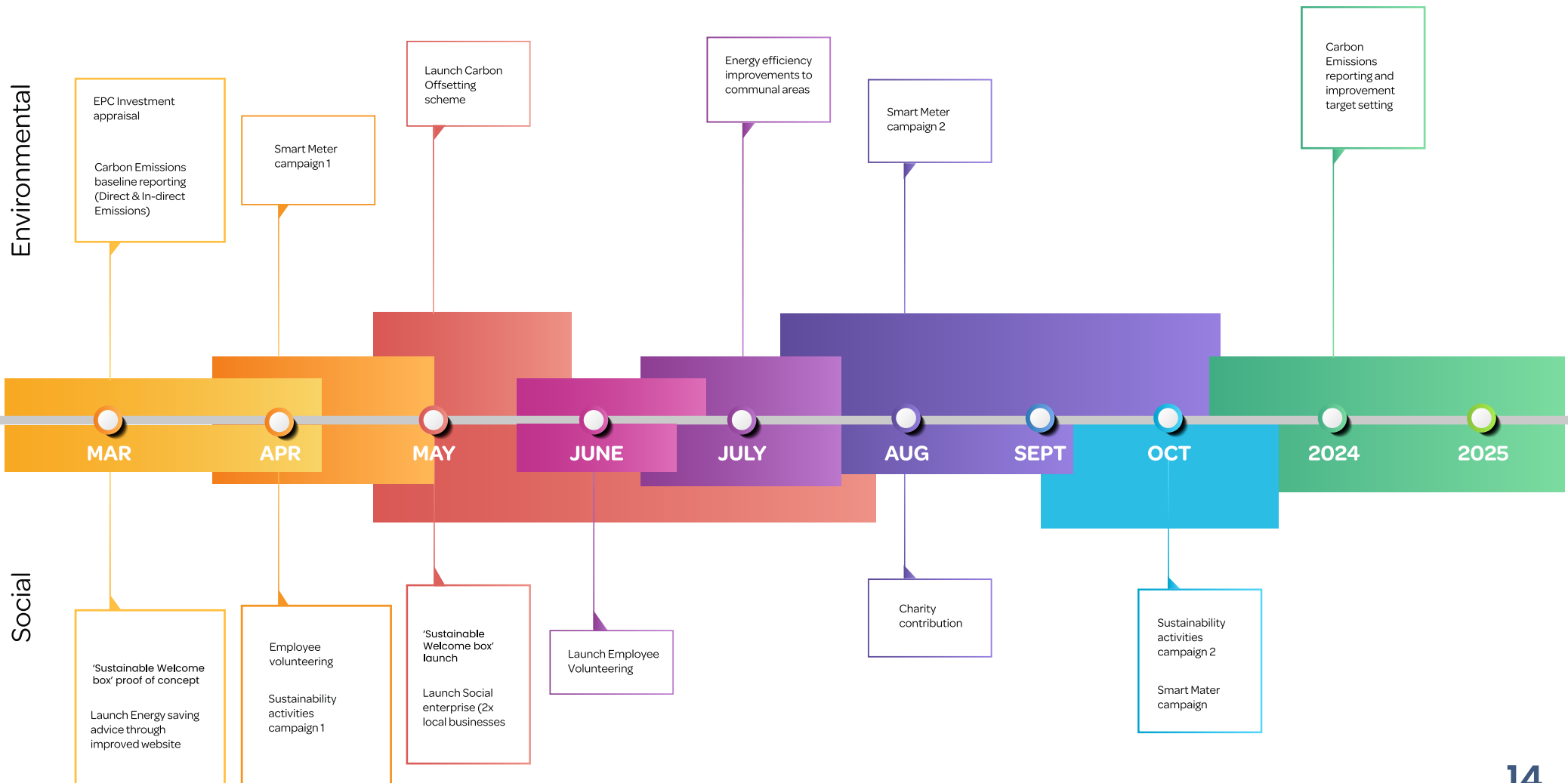
Governance is the final component of any effective sustainability plan for ensuring an organisation has the right foundations in place to deliver their commitments alongside environment and social responsibility.

At DifRent, we ensure the right Corporate Governance is in place through responsible owners and leadership teams providing accountability and oversight. Our structures, policies, rules and controls are defined through our governance framework.

We are relentless in our commitment to health and safety and through our Property Management Partners, Ascend, we ensure that any health and safety risks are managed swiftly and effectively. Ensuring our customers and employees stay safe is vital to us and we continue to always maintain our high performance.

One other key element is our commitment to equality, diversity and inclusion. Our approach to diversity is simple: it's about embracing everyone. We believe when people feel respected and included they can be more creative, innovative, and successful. We are committed to creating a culture where all employees can bring their best selves to work. We are investing to move our company and industry forward and we're doing what it takes to build a more equitable workplace and world.

high level roadmap



Environmental Commitments

| | Commitment | 2022 Achievements | 2023 Targets | Comments |
|---|--|--|--|--|
| 1 | We will ensure all our houses, existing and new, will be EPC rating B or above by 2030 | 100% of homes EPC B 100% of low rise apartments are EPC C | 2023 target to be determined through investment opportunity underway | Ongoing commitment |
| 2 | We will report on our carbon emissions annually from 2023/24 and have targets in place to reduce emissions | N/A | TBD | We are committed to reducing our operational carbon emissions by 1.5% every year and becoming net carbon zero in our business operations by 2030 |
| 3 | Where possible, we will provide electric vehicle charging points for all our new build properties | 66 EV charging points | TBD | Ongoing commitment |
| 4 | We will actively promote Smart Meters with our customers increasing adoption | N/A | Increase adoption of smart meters in our homes | Ongoing commitment |
| 5 | We will actively support carbon off-setting by planting 1 tree for every new customer | N/A | 1 tree for every new customer | Ongoing commitment |
| 6 | We will ensure that 100% of all communal spaces in our developments will have sensor lighting | N/A | 100% of communal spaces have sensor lighting | Ongoing commitment |

Social Commitments

| | Commitment | 2022 Achievements | 2023 Targets | Comments |
|---|--|-------------------|--|---|
| 1 | We will provide our customers with a 'Sustainable Welcome box' to improve water and energy efficiency | N/A | Proof of Concept (March 23) Launch (April 23) | Embed 'Sustainable Welcome box' into our customer moving in journey |
| 2 | We will provide useful information and handy guides to all our customers to increase customer awareness by 25% | N/A | 25% increase in awareness | We will continue to promote useful information and will consider alternative and digital channels |
| 3 | We will work directly with a minimum of 2 social enterprises this year to support local businesses | N/A | 2 social enterprises (local businesses) | We will increase our commitment with social enterprises and increase our partnership approach |
| 4 | We will launch our first corporate charity and through a variety of activities achieve our first annual contribution | N/A | First annual contribution | Ongoing commitment – Charity Partnerships / Sponsorship / Events |
| 5 | We will commit to 1 volunteering day per employee to support local communities, charities, schools or businesses | N/A | 1 day per employee | Ongoing commitment |
| 6 | We will commit to supporting a calendar of Sustainability Activities throughout the year which will be promoted with our customers and employees | N/A | Promotion of 6-9 activities | We will continue to expand our calendar of events and invite other local business to be involved |

2022 highlights

DIFRENT

95% customer satisfaction



100%

of our Houses EPC B or above

100%

of our Homes enjoy a private garden,
or access to vital outdoor space



All our latest homes have electrical vehicle
charging points installed or are electrical
vehicle charging point ready

An aerial photograph of a residential development featuring a canal. The houses are arranged in a grid-like pattern, with a canal running through the center. The houses are mostly two-story brick buildings with dark roofs. The canal is surrounded by green grass and trees. In the background, there are more houses and a hillside with a church spire.

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