

# Annual Report 2017/18

At Catalyst we are committed to improving our Sustainability performance. This Annual Report details the progress that we have made in the last financial year.

Catalyst places sustainability at the heart of our business and our approach focuses on three key areas: sustainable homes, sustainable communities and a sustainable business. Catalyst has set itself key objectives across these three areas and has developed a strategy and action plan to deliver these objectives.

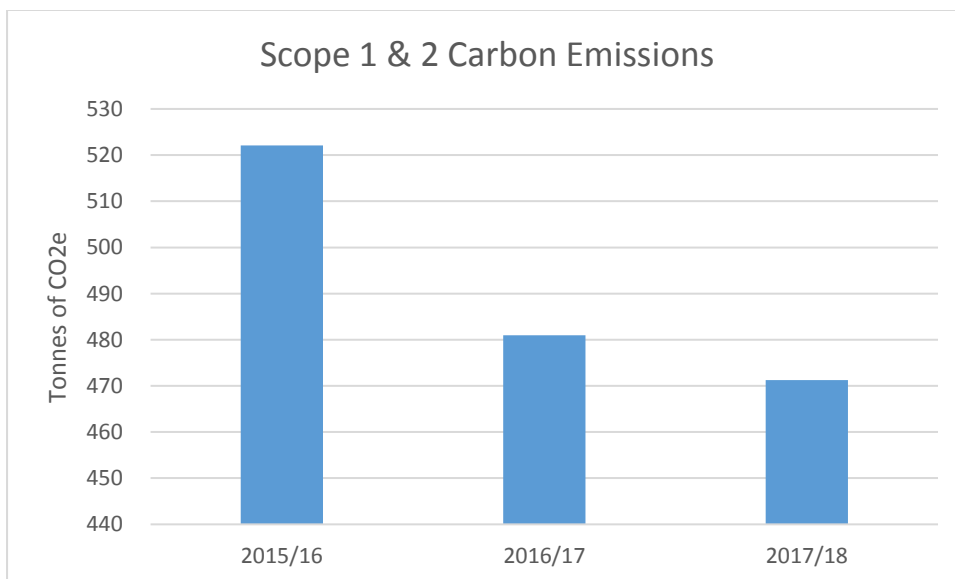
## Sustainable Business

### Awards and Recognition

Catalyst holds Gold status in the Sustainable Homes SHIFT (Sustainable Homes Index for Tomorrow) accreditation scheme. We performed particularly well for our sustainability strategy and for our offices and operations. We are now aiming to achieve Platinum - the highest SHIFT status not yet achieved by any housing provider.

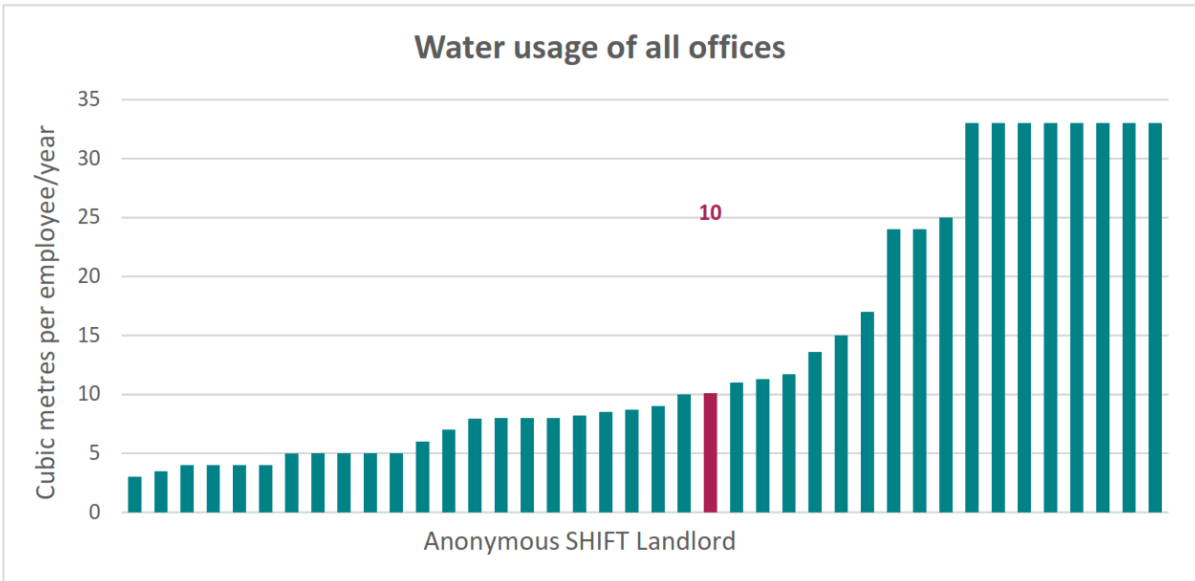
### Carbon

Our combined scope one (gas, diesel and petrol) and scope two (electricity) emissions have dropped each year since 2015/16.



### Water

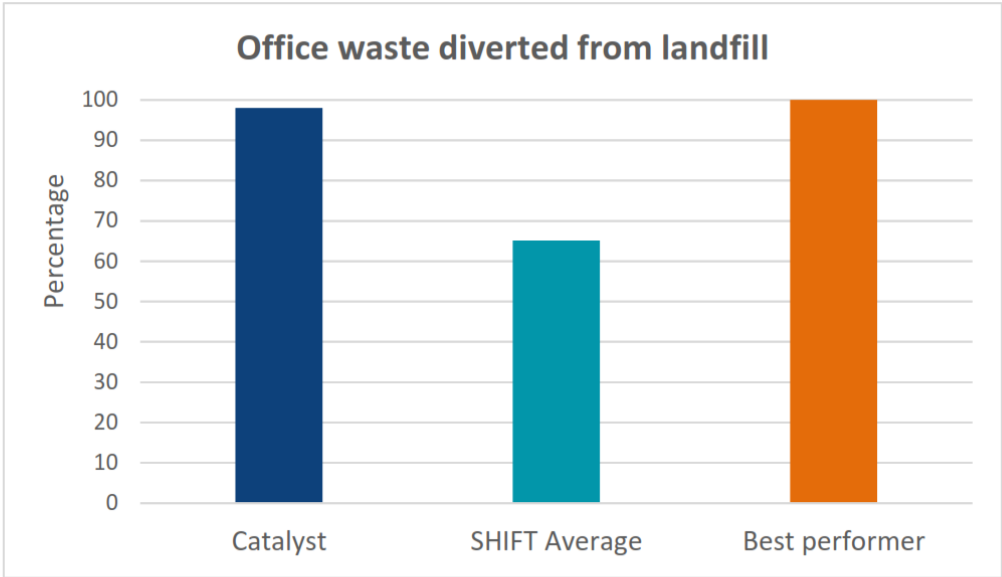
The water consumption from Catalyst's office is far lower than many SHIFT landlords, at 10.1 cubic meters per year, per employee.



Office water use per year (m<sup>3</sup> per employee)

**Waste**

At Catalyst we divert 98% of our waste from landfill and perform much better than the average SHFIT landlord.



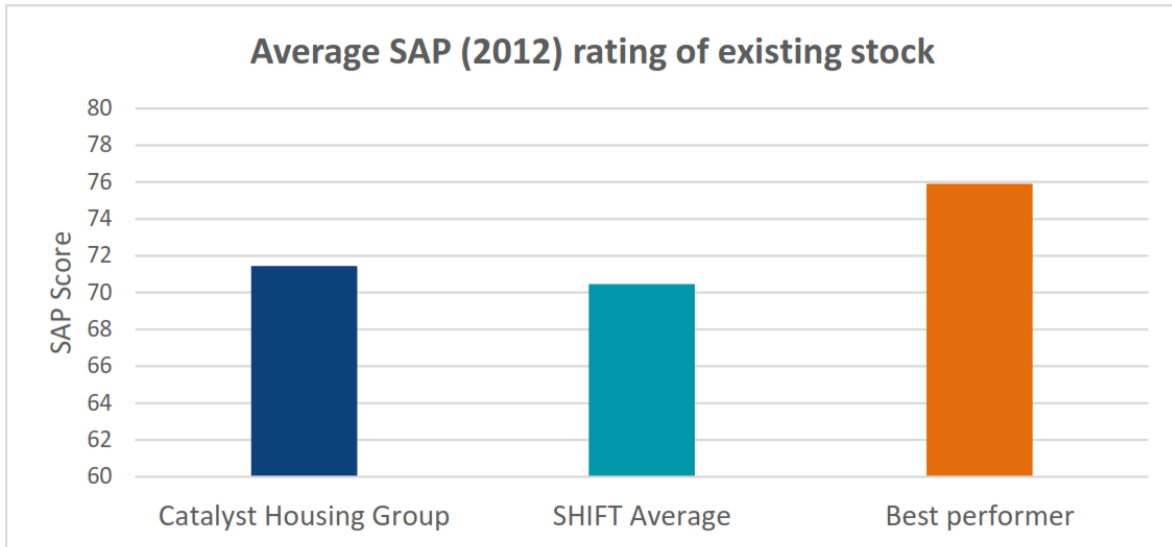
Percentage of office waste not destined for landfill (e.g. Recycled, re-used, or used for energy generation)

**Sustainable Homes**

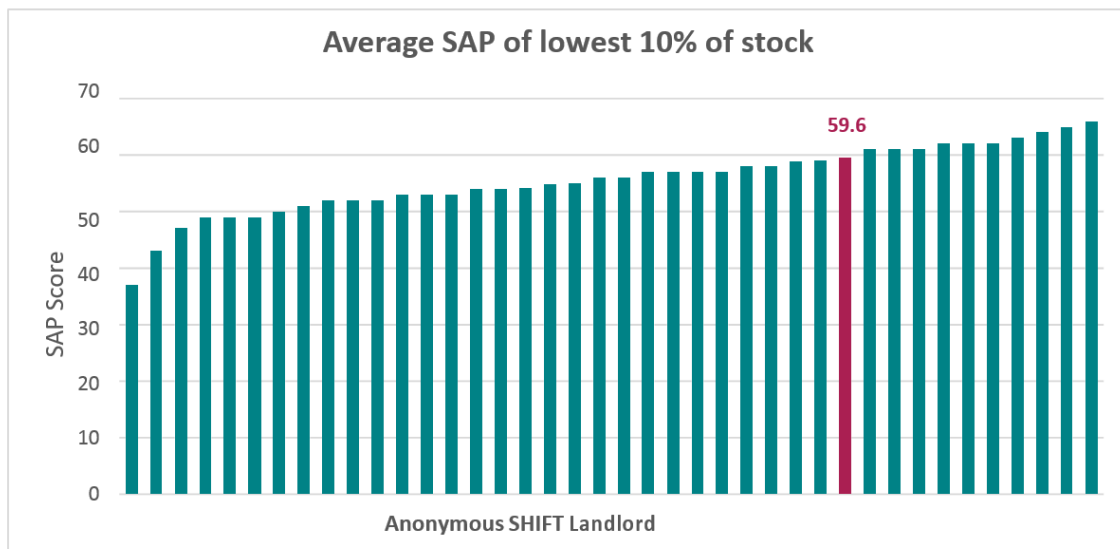
**Existing Stock**

Catalyst performed better than the average SHFIT landlord in terms of the energy efficiency of existing stock. However, the average SAP of our lowest 10% of stock shows that improvements are

needed to increase the quality of our most inefficient homes. Improving the energy performance of our existing stock represents one of our biggest challenges to ensure our homes reduce their carbon emissions and our residents have lower energy bills and do not fall into Fuel Poverty. It is also key to achieving SHIFT Platinum status.



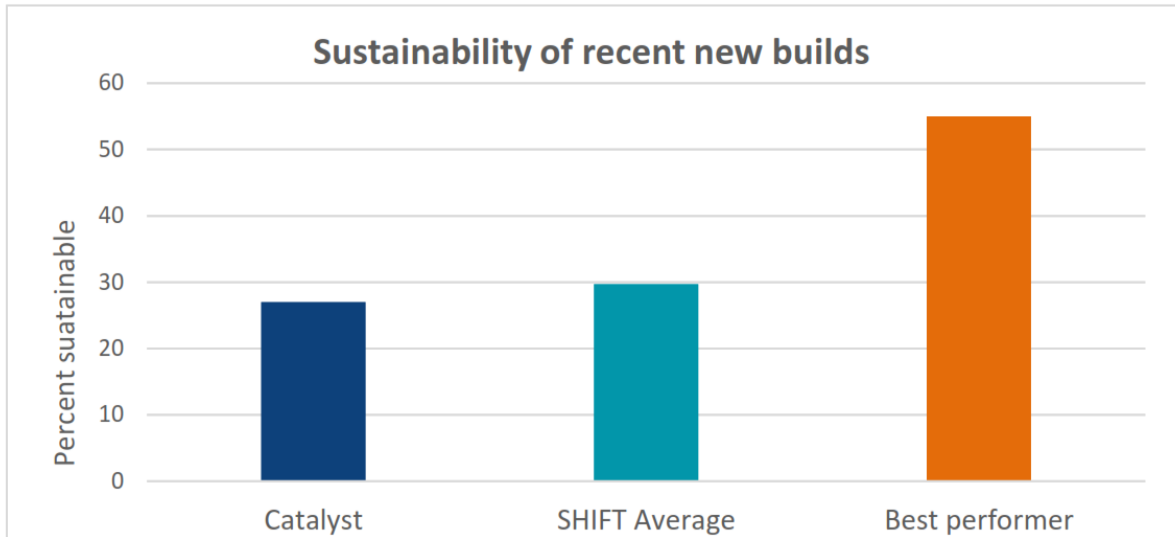
Average SAP score from whole housing stock



An average of the lowest 10% of SAP scores

### New Build Homes

Catalyst’s new build homes fall slightly below the SHIFT average in terms of their Sustainability criteria. This is in part due to the average SAP ratings of our new build homes. Building to a higher SAP rating would help us to raise our score. Securing Home Quality Mark assessments and implementing verification systems (such as post occupancy evaluation) would help with reaching SHIFT Platinum.



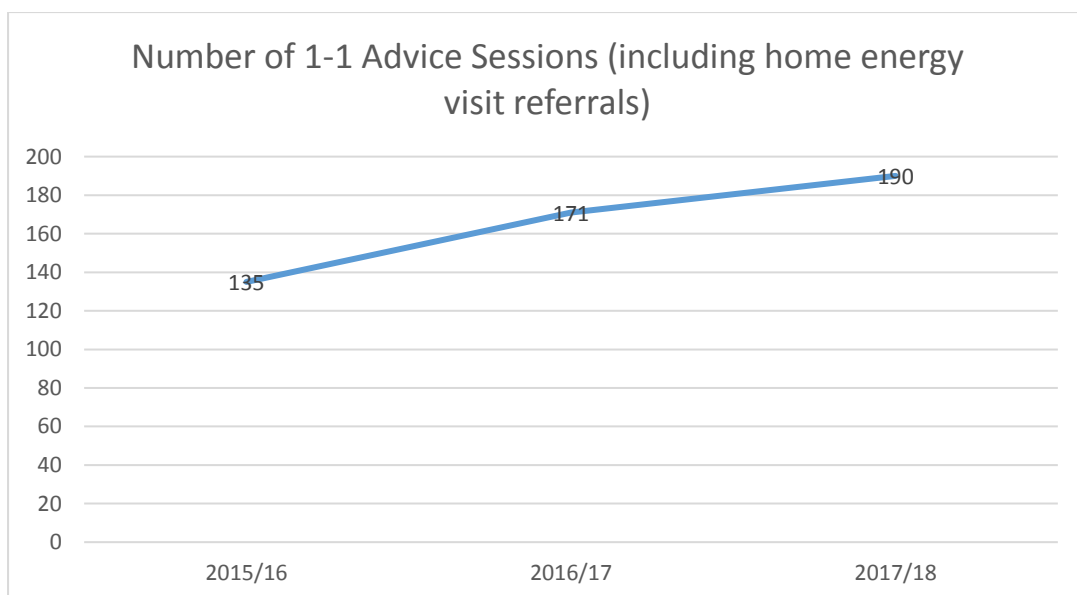
Sustainability percentage score of recent new build housing (last two years)

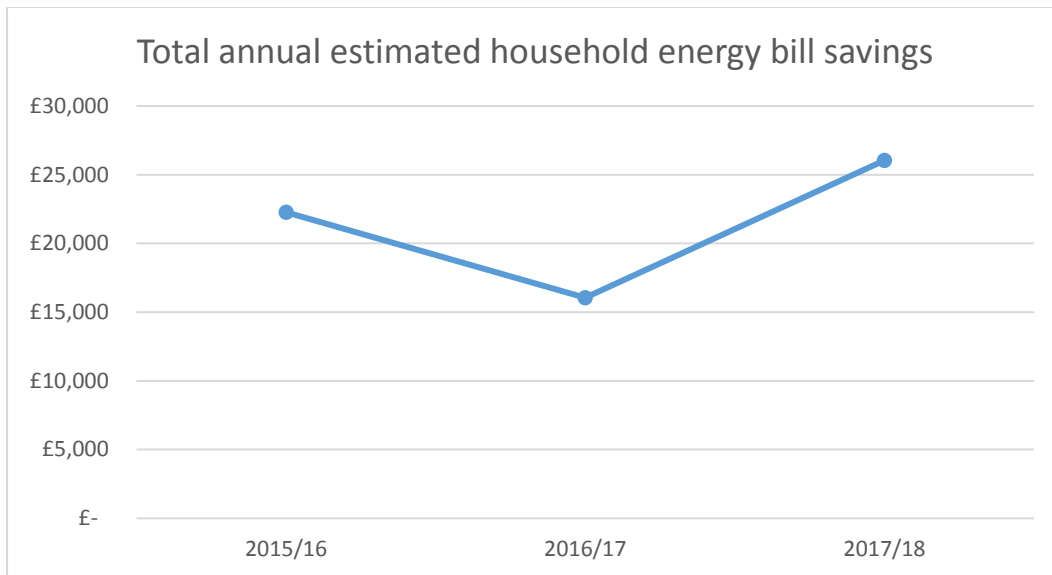
**Sustainable Communities**

**Fuel Poverty Programme**

Many of our social rented customers are facing fuel poverty and are often forced to choose between eating and heating their homes. Supporting our customers to reduce their energy bills is a key part of our work to improve customer experience.

During Winter 2017/18 Catalyst successfully ran a government funded, fuel poverty outreach project called the 'Big Energy Saving Network'. We received a grant of £5,000 to carry out this work. Through this project and our existing energy advice offer we were able to assist 186 residents to lower their energy bills. We did this through assistance with switching energy supplier, application for grants, tips on home energy saving and small energy saving measures such as LED bulbs and radiator reflectors.





We referred 79 customers for home energy visits from our partner charities (Groundwork, SHINE and Agility Eco). Commissioning home visits can often cost £250 per home. The home visits were funded externally, saving us up to £19,750.

#### Smart Thermostat Pilot Project

Catalyst worked on a trial project with Switchee and Agility Eco to install sixteen smart thermostats in resident homes. By combining smart sensor information with times that customers adjust their heating, Switchee builds the best heating profile for a customer's home, learning when to turn a customer's heating on and off and helping our customer to save money on their energy bills. The devices can also save Catalyst money on maintenance, as they allow us to carry out remote checks on boilers and alert us to issues of condensation.

The devices and installation were funded through LEAP (Local Energy Advice Partnership) saving us around £500 per household or £8,000 in total. The project is being monitored and a final report of the outcomes will be produced in 2019/20.



Catalyst has also been working on the PEAT project. This is a trial of innovative new technology which allows customers to heat the hot water in their homes more efficiently through the installation of a smart boiler cylinder.