Community Counts
Milnbank
Housing Association
53 Ballindalloch Drive, Glasgow G31 3DQ

TO:	MHA Board
PREPARED BY:	Mark Smith (Director of Asset Management)
SUBJECT:	SUSTAINABILITY POLICY
DATE OF MEETING:	13 October 2026
APPROVED BY:	Paul Martin (CEO)
VERSION NUMBER:	2026
DATE OF LATEST VERSION:	October 2026

SUSTAINABILITY POLICY



If you have difficulty with reading this policy, including any difficulties with sight or hearing, or if you require this document translated into another language, please contact us and we will be happy to provide this information in a format that suits your needs.

MS/OCTOBER.2026/REF P98

SUSTAINABILITY POLICY

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1 MILNBANK HOUSING ASSOCIATION (MHA) STRATEGIC

MHA's mission is to provide excellent homes and services in a thriving community. We believe that people living in the MHA community should:

- Have warm, safe, and affordable homes, and receive excellent services from MHA.
- Live in neighbourhoods that are clean and well cared for, with real community pride.
- Have access to opportunities and services that promote a good quality of life.

2 MHA's VALUES

Working as 'One Milnbank' so that we offer the same quality of services, support and housing to all tenants and residents.

3 POLICY INTRODUCTION

The aim of this policy is to set out the key principles in Milnbank Housing Association's (MHA) approach to sustainability in building and the environment, our community and in the workplace.

4. PRINCIPLES OF THE SUSTAINABILITY POLICY

4.1 MHA aims to provide excellent housing and services in the Dennistoun and Haghill community. The Association believe that people living in our community should have a warm, safe, and affordable home and receive an excellent service.

4.2 The Management Board is aware of its corporate social responsibility towards operating in a sustainable and green way and will endeavour to promote good practice and develop a long-term sustainability strategy.

4.3 MHA endeavours to promote to staff and the community a culture that focuses on the economic, social, and environmental improvement of our area to sustain the communities of today and the future.

4.4 MHA endeavours to meet targets relating to areas like the transition to net zero standards, Scottish Housing Quality Standard (SHQS), and compliance with the Energy Efficiency for Scottish Social Housing (EESSH).

5. SUSTAINABLITY IN BUILDINGS AND THE ENVIRONMENT

5.1 The sustainability focus of our development and maintenance activities will be on the following areas:

5.2 Reduce the carbon footprint of our operations: ensuring that MHA's activities reduce waste, energy consumption and minimise CO2

emissions. MHA seeks to integrate sustainability measures at all stages of the process including decisions on location, mix and function of projects; layout, design, and specification; the most effective forms of procurement; construction methods; material specification; energy sources and energy efficiency; the future use and maintenance of the buildings; waste management and site management. We will seek to influence the sustainability practices of our contractors and where appropriate include sustainability targets within contract conditions.

5.3 Reduce Residents' Energy Consumption: we will provide advice to support to reduce fuel consumption whilst enabling residents to remain safe and warm. This will inform improvement works and include provision of various forms of learning and information.

5.4 Reduce low life cycle products where possible: we will seek to use components in our new build developments, and in our planned replacement programme, that have long lifespans and deliver energy efficient solutions during their lifetime.

5.5 Reduce waste: we will encourage and participate in recycling activities for both our residents and our office to recycle as much as possible. We will also ensure that goods are re-used as far as possible by supporting and participating in schemes that promote this.

5.6 Make the best use of green space: where possible, MHA will encourage a range of planting and growing to increase biodiversity across our area of operation. This includes engaging with residents in the use of their open spaces and where quality of open spaces is poor, we will work with residents to undertake improvements.

5.7 Manage water efficiently: we will work to reduce water consumption and encourage residents to do the same. We will seek to use components in our new build developments, and in our planned replacement programme, that limit water usage where possible (e.g. flow-restricted showers).

6. SUSTAINABLE COMMUNITIES

6.1 MHA will contribute to the establishing and the enhancement of sustainable communities through the following:

6.2 Provide homes that people want to live in, both now and in the future

6.3 Promote social inclusion within balanced and socially diverse communities.

6.4 Promote and participate in the development of community facilities and with a focus within neighbourhoods.

6.5 Work with stakeholders and other partner agencies to engender a sense of ownership and responsibility to promote safer and healthier communities.

6.6 Promote and create opportunities for the development of skills and

enhancement of knowledge within communities and promote local employment initiatives.

6.7 Promote and participating in partnership working with other organisations and agencies to ensure effective delivery of services to local people.

7. SUSTAINABILITY IN THE WORKPLACE

7.1 The sustainability focus of MHA's activities within the workplace will be in the following areas:

7.2 Reduce the carbon footprint of our operations: we will ensure that our activities reduce waste, reduce energy consumption, and minimise CO2 emissions.

7.3 Achieve best VFM through consideration of quality and whole life costs of goods and services purchased.

7.4 Reduce waste: through encouraging and participate in recycling activities for our residents and our own operations to reduce consumption and encourage recycling as much as possible. We will also ensure that goods are re-used as far as possible by supporting and participating in schemes that promote this.

7.5 Where possible, we will start to set targets and measure progress in terms of deliverable outcomes such as carbon emissions and identify actions we need to take to make improvements.

8. EQUALITY & HUMAN RIGHTS

MHA's is committed to equal opportunities, and we will respond to the different needs and service requirements of individuals, and we will not discriminate against any individual for any reason outlined in Equality & Human Rights Legislation.

9. DATA COLLECTION

MHA will manage all personal data in accordance with our obligations under the GDPR regulations and the Association's Policy.

10. POLICY MONITORING & REVIEW

The Sustainability Policy be reviewed by the Management Board on a triennial basis in line with EVH updates, or as otherwise deemed necessary.

Milnbank Housing Association **Equality Impact Assessment Tool**	

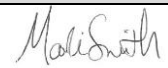
Name of the policy / project proposal to be assessed	Sustainability Policy	Is this a new policy /proposal or a revision?	Revision
Person(s) responsible for the assessment	Mark Smith, Director of Asset Management		
1. Briefly describe the aims, objectives and purpose of the policy / proposal	The policy sets out MHA's legal obligations under current legislation and to ensure that they have an effective policy and system in place for the inspection, maintenance and management of Water systems.		
2. Who is intended to benefit from the policy/ proposal? *(e.g. applicants, tenants, staff, contractors)*	All Milbank Resident and Staff members.		
3. What outcomes are wanted from this policy/ proposal? *(e.g. the benefits to customers / benefit to staff)*	Sustainable living and properties.		

4. Which protected characteristics could be adversely affected by the proposal? (*tick all that apply*) **N/A**

☐ Age ☐ Race ☐ Disability ☐ Marriage & civil partnership ☐ Pregnancy / Maternity

☐ Religion or belief ☐ Sex ☐ Gender reassignment ☐ Sexual Orientation

5. Which other characteristics could be adversely affected by the proposal? (*tick all that apply*) **N/A** ☐ Socio-economic ☐ Geographic Location ☐ Literacy & Numeracy ☐ Carers ☐ Migrant Status ☐ Single Parents ☐ Families ☐ Other (including Human Rights), please state: Policy is inclusive of all individual needs		
6. Have you consulted on the potential impacts of the policy/proposal? (this could be internally with other staff, or externally with customers, focus groups etc) ☐ Yes ☒ No If yes, provide further details, of who was consulted:		
7. Describe the likely positive or negative impact(s) the policy/proposal could have on the groups identified in part 4 & 5.	**Positive impact(s)**	**Negative impact(s)**
	The Policy should benefit the Milnbank Community and staff working arrangements.	N/A
8. What actions are required to address / mitigate the impacts arising from this assessment? *(This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).*	N/A - no negative impact.	
Decision / Outcome (Pending Committee Approval)	☒ Approved, no changes required (no impact) ☐ Approved after changes made ☐ Approved with no changes (despite impact) ☐ Stop the Policy . Proposal	

Signed:  Job title: Director of Asset MAnagement

Date the Equality Impact Assessment was completed: 05/10/26