gentoo



Environmental, Social & Governance Report

Built on purpose

2025/26

www.gentoogroup.com

We are a housing association that provides more than 60,000 people in Sunderland with a place they can call home.

Gentoo in numbers 2025–26

28,866
Homes

1,000+
Colleagues

60,000+
Customers

79%
Live in Sunderland

£1 million
a week invested in existing properties

85%
of homes are EPC C or above

£48 million
invested in our homes and estates

81
new homes sold privately by Gentoo Homes

£5.4m
in additional benefits and discounts for customers

335
new social and affordable homes built

G1,C1,V2
regulatory governance

77.9%
overall customer satisfaction (IFF independent score as of 31 March 2026)

Our Corporate strategy

Our five commitments for the next 10 years

- A housing provider that listens and sorts things out
- Helping our communities to thrive
- Embracing modern technology and data
- Achieving growth through partnerships and innovation
- A professional, caring, great place to work



Vision

To become the best provider of social homes in the country.

Core Purpose

To provide warm, safe and decent homes for our customers of today and tomorrow.

Our Values

Our values are what we stand for and what we want to be known for. They are what make us, us.

- We care about people
- We shape the future
- We deliver
- We take accountability
- We bring leadership

Welcome

A foreword from our Chief Executive

At Gentoo, our purpose is simple: to provide warm, safe and decent homes for our customers. Everything we do starts with that commitment. It's what drives us every day and shapes our vision to be the best social homes provider in the country, delivering services and homes that truly make a difference to our customers' lives.

Over the past year, I have been incredibly proud to see the difference our colleagues continue to make across the communities we serve. From supporting more than 500 children with full school uniforms, to welcoming over 6000 families to community events we've worked alongside our customers to help people thrive. Our mobile service bus has taken support directly into neighbourhoods, helping more than 265 customers access the services they need, while the delivery of 335 new affordable homes has provided more people and families with a place to call home.

Thanks to our colleagues, we were recognised as one of the UK's Top 50 Best Workplaces™ 2026, leading the way with North East employers. We were also proud to achieve White Ribbon Accreditation, reinforcing our commitment to creating safer communities and taking a stand against violence towards women and girls. This is just a snippet of the amazing work our colleagues have been doing for our customers and colleagues in the last year.

While these milestones are important, what matters most is the positive impact we make in people's lives. Through targeted employment support and strong partnerships, we've helped more people access skills, training and job opportunities and welcomed 25 new apprentices into the organisation. We've strengthened our work to tackling child poverty by working with partners and providing direct support to families who need it most and we've continued to develop services that help our older customers live independently, safely and with dignity in their homes and communities.

Alongside this, we've continued to make progress across our Environmental, Social and Governance (ESG) commitments. In a year where our customers and communities have faced ongoing pressures, we've remained focused on what matters most:



keeping people safe, supporting those who need us most, and investing in homes and neighbourhoods for the future.

One of the areas where we've made significant progress is improving the energy efficiency of our homes. Over the past year, more than 3,500 households have benefitted from upgrades that make homes warmer and more affordable to live in. This builds on the progress we reported last year and moves us closer to our ambition for every Gentoo home to achieve an EPC rating of C or above by 2030.

We've also strengthened the way we listen to and learn from our customers. While our satisfaction score of 77.9% reflects positive progress, we know there is more to do. We are committed to achieving over 90% customer satisfaction by acting on feedback, responding to what our customers tell us and continuously improving our services.

At the same time, we've maintained our unwavering focus on safety and quality, achieving 100% compliance across our key landlord safety checks – a reflection of our commitment to providing safe, well-maintained homes.

Together, we are continuing to create homes, opportunities and communities where people can thrive, and taking meaningful steps towards becoming the best social homes provider in the country.

This report reflects the progress we've made together, but it also reminds us of the work still to come. I'm proud of what we have achieved and grateful to our colleagues, customers and partners who have helped make it possible.

Introduction to our ESG reporting themes

This is the fourth year we have published our Environmental, Social and Governance (ESG) report.

We continue to produce the report in line with the Sustainability Reporting Standard (SRS) for social housing, sharing both our performance data and real-life stories from Gentoo customers, colleagues and partners to bring our work to life.

The themes used within the report align with the United Nations Sustainable Development Goals (UN SDGs) and reflect the role housing associations play in addressing environmental challenges, supporting communities and delivering sustainable social value.

Through this report, we demonstrate not only our performance against each theme, but also how we continue to learn, improve and create lasting impact for current and future generations.





The 2026 SRS is structured around eight key themes, which together provide a comprehensive picture of our performance and impact:

Environmental

Climate

How we are reducing carbon emissions, improving the energy efficiency of our homes and preparing for the impacts of climate change.

Nature

How we are protecting and enhancing biodiversity, creating green spaces and supporting nature recovery across our developments and communities.

Resource Management

How we manage natural resources responsibly, including materials, water, waste and sustainable procurement practices.

Governance

Structure and Board

How we maintain strong governance arrangements, manage risk, ensure accountability and provide effective leadership across the organisation.

Colleagues

How we support our colleagues through fair pay, wellbeing, inclusion and development, creating a workplace where people can thrive and reach their full potential.



Social

Affordability

How we provide affordable housing and support customers to manage the rising cost of living, helping them to sustain their tenancies and remain financially resilient.

Building Safety and Quality

How we maintain safe, compliant and highquality homes, ensuring customers can live in homes that are secure, comfortable and well maintained.

Residents and Community

How we listen to customers, respond to feedback, provide support services and invest in communities to improve outcomes and create stronger neighbourhoods.



Our impact: Environment

Protecting our planet and improving our homes

This section sets out how we are reducing our environmental impact, improving the energy efficiency of our homes and managing resources responsibly to support a more sustainable future.

Climate

C1, C2

Distribution of EPC ratings in our homes

We have continued to make strong progress in improving the energy efficiency of our homes, reflecting our long-term commitment to sustainability and customer wellbeing.

Our latest data shows that most of our existing homes now have an EPC rating of C or above. Only a small proportion of homes remain below this standard, demonstrating the steady progress we are making in improving performance across our housing stock.

The performance of our new homes remains strong, with all newly built properties achieving high energy efficiency standards. Over 60% of new homes are rated EPC A, with the remainder achieving EPC B, ensuring that new developments are built to deliver long-term environmental and financial benefits for our customers.



Distribution of EPC ratings of existing homes (those completed before the last financial year).

EPC Rating	%
A	1.67%
B	12.68%
C	70.74%
D	14.30%
E or worse	0.28%
No EPC rating	0.33%
Total	**100.00%**

Distribution of EPC ratings of new homes (those completed in the last financial year).

EPC Rating	%
A	62.62%
B	37.38%
C	0%
D	0%
E or worse	0%
No EPC rating	0%
Total	**100.00%**

C3

Our Net Zero target and strategy

We remain focused on ensuring that all of our homes achieve an EPC rating of C or better by 2030, where this is practical and financially viable. This commitment reflects our ambition to improve the quality and sustainability of our homes, while also helping customers manage energy use and reduce household costs.

Our approach is centred on a 'fabric first' principle, prioritising improvements to the building itself, such as insulation, roofs, walls and windows, to retain heat more effectively. By strengthening the fabric of our homes, we are able to improve their overall performance in a long-lasting and cost-effective way, creating homes that are naturally more energy efficient and comfortable to live in.

This approach means homes stay warmer for longer, reducing the amount of energy required to keep them comfortable and supporting customers to use less energy day to day. It also ensures that any future investment in heating systems or renewable technologies is more effective, as the homes themselves are better prepared to retain and use energy efficiently.

Once these improvements have been made, we then invest in renewable and low-carbon technologies to further reduce emissions and support our longer-term ambitions. This includes exploring options such as solar energy and low-carbon heating systems, helping us to reduce reliance on traditional fuel sources and move towards a more sustainable housing stock over time.

Together, this approach allows us to take a balanced and practical route to improving our homes, ensuring we deliver meaningful environmental benefits while continuing to support customers now and in the future.



C4

What progress have we made towards Net Zero? What retrofit activities have we completed?

Providing warm, safe and energy-efficient homes remains our top priority for Gentoo, and we continue to invest in our existing housing stock to improve quality, comfort and sustainability for our customers.

In 2025/26, supported by funding from the Social Housing Decarbonisation Fund (Wave 2.2) and the Warm Homes: Social Housing Fund (Wave 3), we delivered energy efficiency improvements to more than 3,500 homes across Sunderland. These improvements form part of a long-term programme to modernise our homes, reduce energy consumption and support our transition to a lower-carbon future.

The work delivered across the year reflects a comprehensive, whole-house approach. Improvements ranged from enhancing insulation and reducing heat loss through loft and cavity wall insulation, to installing more efficient lighting and smarter heating controls that give customers greater control over their energy use. Alongside these measures, we have continued to invest in renewable and low-carbon technologies, including solar photovoltaic panels and air source heat pumps, while also upgrading older heating systems with more efficient 'A-rated' boilers.

These improvements not only reduce the environmental impact of our homes but also make a meaningful difference to the day-to-day lives of our customers. Warmer homes with better ventilation and improved energy systems help to create healthier living environments, while reducing reliance on higher energy usage.

This is particularly important in supporting customers with rising energy costs, ensuring homes are more affordable to heat and maintain.



Case study: Investing in safer, better-quality homes



We completed the first phase of a **£6.7 million** roofing and externals programme in Redhouse, delivering improvements to more than **250** homes

The impact

These improvements have enhanced the comfort, appearance and long-term durability of homes, helping to ensure customers live in warm, safe and well-maintained environments while improving neighbourhood pride.

One customer, whose home received insulation upgrades and a new heating system, said their home now feels **"much warmer and more comfortable, especially during colder months,"** adding that it has made **"a real difference to how much energy we use and how the house feels overall."**

C5

Monitoring environmental impact our greenhouse gas emissions

We continue to monitor and manage our environmental impact through our emissions reporting, using this data to guide our decision making and identify opportunities for improvement. Tracking emissions in this way allows us to better understand the impact of our operations and measure progress as we continue to reduce carbon across our activities.

As shown in the table below, our Scope 1 and Scope 2 emissions totalled 3,913 tonnes of carbon dioxide equivalent during the year, while Scope 3 emissions accounted for a further 115 tonnes. Together, this brings our total reported emissions to 4,028 tonnes of carbon dioxide equivalent, providing a clear picture of our overall operational impact.

Emissions category	Total emissions (tCO_2e)
Scope 1 and 2 emissions	3,913
Scope 3 emissions	115
Total emissions	4,028
Intensity per colleague	3.75

Gas consumption is reported as higher in 2025/26 due in part to changes in the scope and completeness of the data included. This means the figures are not directly comparable with the previous year and provide a more representative baseline for monitoring future performance.



Alongside total emissions, we also monitor emissions intensity per colleague to help us understand our impact relative to the size of the organisation. This supports more meaningful comparisons over time as we continue to grow and evolve.

We are also reducing emissions through investment in a greener vehicle fleet. During the year, we began rolling out a refreshed fleet of more than 320 vans, with 10% of vehicles now fully electric.

Since 2020, our van-based stock initiative with Jewson Partnership Solutions (JPS) has helped save more than 250,000 miles of travel by reducing unnecessary journeys across Sunderland. The initiative enables colleagues to collect materials closer to where they are working, cutting fuel consumption, improving efficiency and reducing vehicle emissions. In 2026, the project reached the significant milestone of 250,000 miles saved, while also saving around £35,000 in fuel costs and reducing time spent on the road.

By combining both total emissions and intensity measures, we are able to build a more complete picture of our environmental performance and identify where further improvements can be made as part of our wider Net Zero ambitions.

Looking ahead, our move from Leechmere to the new Eastgate Point depot will further support our sustainability ambitions. The purpose-built facility has been designed as a modern, energy-efficient workplace and forms part of a wider low-carbon development. In addition to solar photovoltaic (PV) panels and electric vehicle charging infrastructure, the new depot will utilise air source heat pumps to provide heating and hot water through renewable energy sources. These measures will help reduce energy consumption and carbon emissions while creating a more sustainable base for our Property Services operations.

C6

How have we mapped and assessed increased flood risks? How are these risks mitigated?

We continue to assess climate-related risks across our homes to ensure we can respond proactively to the challenges posed by severe weather and a changing climate. As part of this work, we have carried out flood mapping across our housing stock and identified that 98.1% of properties are at low risk of flooding.

To help mitigate flood risk, we have a flood action plan in place alongside incident response arrangements for severe weather. We also subscribe to Met Office and Environment Agency warning systems, enabling us to respond quickly when potential flooding events are identified.

In addition, we work in partnership with Previsico, which provides surface water flooding alerts to help improve preparedness and response. We have also updated our customer handbook to include clearer guidance on flood risk and the actions customers can take to help protect themselves and their homes.



C7

How have we mapped and assessed increased water stress risks? How are these risks mitigated?

We have reviewed the Environmental Agency's water stress determination dataset and associated map and confirmed that all Gentoo properties are in locations within the lowest classification in terms of water stress risk.

C8

How have we mapped and assessed overheating risks? How are these risks mitigated?

We recognise that rising temperatures and more frequent extreme weather events can increase the risk of overheating in homes. As part of our wider approach to climate resilience, we consider overheating risks when improving and modernising our housing stock.

To help mitigate these risks, modernisation works are completed in line with current building regulations and include measures designed to improve ventilation and air flow within homes. This includes the installation of enhanced ventilation systems, such as extraction fans and trickle vents, which help to regulate indoor temperatures and improve air quality.

In addition, some of our homes are fitted with smart thermostats that can provide alerts where there is a risk of excessive heat within the property. These measures help us to identify potential issues earlier and support customers to maintain comfortable living environments throughout the year.

By incorporating climate resilience considerations into our investment programmes, we are helping to ensure that our homes remain safe, comfortable and fit for the future as climate-related risks continue to evolve.

Nature

C9

Our strategy to enhance green space and biodiversity

We are committed to enhancing biodiversity and promoting greener, more sustainable environments for our customers and communities. Our approach is to ensure that biodiversity is considered as part of development activity, helping to create places that are not only good to live in, but that also support nature and ecological resilience.

Our development, Hilltop Park started on site in September 2025 and required 35.10 biodiversity credits, with 7.35 credits delivered on site through wildflower embankment habitats and the remaining 27.75 credits secured as offsite credits through Environment Bank on a site in Hartlepool, as no suitable offsite locations were available within Sunderland in 2025.

Our developments are designed to deliver 10% Biodiversity Net Gain in line with statutory requirements and to create and improve natural habitats through green space, trees, landscaping, sustainable drainage systems, wildflowers and wetland grasses.

Together, these measures help create developments that support wildlife, improve biodiversity and provide better surroundings for customers and communities.

All of our affordable developments are designed with sustainable drainage systems to help manage the water supply, provide habitats for wildlife and reduce flood risk. To improve wildlife corridors and increase biodiversity, we include new shrubs, tree-lined streets, wildflowers and wetland grasses.



C10

How we identify, manage and reduce pollutants

We identify, manage and reduce pollutants through the controls and processes built into our development and construction activity. This ensures that environmental risks are considered at every stage of our work, from planning through to delivery and ongoing monitoring.

Our approach is based on a clear and structured framework, which includes:

- Pre-construction assessments, where environmental risks are identified and considered before works begin, helping us plan appropriately and minimise potential impact
- Dust and emissions control, using measures on site to reduce airborne pollutants and limit disruption to customers and surrounding communities during construction
- Waste management, with clear plans in place to reduce, reuse and responsibly dispose of materials, supporting a more sustainable approach to construction activity
- Sustainable drainage systems, designed to manage water runoff effectively and reduce the risk of pollution entering local watercourses
- Spill response procedures, ensuring that any incidents are managed quickly and effectively to minimise environmental impact
- Ongoing environmental monitoring, allowing us to track performance, identify risks early and take action where needed
- Compliance with environmental legislation, ensuring all activity is carried out in line with relevant laws, regulations and best practice standards

This framework provides a consistent and proactive approach to managing pollution risks across our operations, helping us protect the environment while delivering high-quality homes and services.



Resource management



C11

Our strategy for responsibly sourced materials

We are committed to reducing our environmental impact by increasing the use of responsibly sourced materials across our building and maintenance activities.

This approach is embedded within our specifications and procurement processes, including our Supplier Questionnaire, which assesses suppliers on areas such as sustainable materials, carbon reduction, environmental management and the energy performance of our homes.

Through our materials supply contract, we maintain full traceability of components, ensuring that all timber products are sourced legally and sustainably, in line with the UK Government's Timber Procurement Policy.

We continue to work closely with suppliers to improve environmental standards, including reducing packaging waste, managing the use of volatile organic compounds (VOCs) and addressing modern slavery risks within our supply chain.

As part of the Gentogether partnership, we are piloting a project with Timberpak, JTC Kitchens and our contractors completing internal modernisation work to recycle wood from replaced kitchens. Timberpak processes the wood locally, which is then used by JTC Kitchens in the carcasses of new kitchens installed in our customers' homes.

For our development programmes, we also prioritise the use of locally sourced materials, such as bricks, to reduce transportation impacts and support more sustainable construction practices.

C12

Strategy for waste management

Our approach to waste management (C12)

We are committed to reducing waste, increasing recycling and ensuring that materials are managed responsibly across our operations. Our approach focuses on minimising the environmental impact of our activities while maximising opportunities to reuse, recover and recycle materials wherever possible.

All operational waste generated through our trade activities and operational buildings is managed through two dedicated waste transfer sites.

These facilities play a key role in supporting our waste management strategy by ensuring waste is processed responsibly and diverted away from landfill wherever practicable.

The performance of our waste transfer sites demonstrates our commitment to resource efficiency and responsible waste management:

Transfer Site	Percentage of Waste Recycled	Percentage of Recycled Waste Sent to Energy Recovery	Percentage of Waste Sent to Landfill
Biffa	99%	35%	Less than 1%
Suez	96%	89%	4%

Through these arrangements, the vast majority of waste generated through our operations is either recycled or recovered for energy, significantly reducing the amount sent to landfill. This supports our wider environmental objectives by promoting a circular approach to resource use and helping to reduce the environmental impact of waste generated through the delivery of our services.

We continue to work with our contractors and suppliers to identify opportunities to improve waste performance, increase recycling rates and reduce the amount of waste produced across our activities. By monitoring performance and embedding responsible waste management practices throughout our operations, we are supporting a more sustainable future for our customers, communities and the environment.



C13

Strategy for water management

Keeping our customers safe in their homes is our highest priority. Effective water hygiene management plays an important role in protecting the health and wellbeing of customers, colleagues, contractors and visitors across our homes and buildings.

We take a proactive approach to managing water hygiene risks, including the prevention of Legionella bacteria in water systems. Through regular inspections, risk assessments and ongoing monitoring, we work to ensure our water systems remain safe, well maintained and compliant with relevant health and safety requirements.

Alongside managing these risks, we believe that keeping customers informed is equally important. We provide practical guidance through our website, customer information leaflets and property visits, helping customers understand what water hygiene is, why it matters and the simple steps they can take to support safe water use in their homes. Our Property Access team works closely with customers to answer questions, arrange appointments and ensure necessary inspections can be completed with minimal disruption.

Our approach is underpinned by a Water Hygiene Safety Strategy and robust compliance arrangements that ensure water safety is actively monitored and regularly reported to senior leaders and governance committees. This oversight provides assurance that water hygiene remains a key part of our wider commitment to landlord compliance and customer safety.

Gentoo incorporates water-saving measures across its development and investment programmes. All new homes and properties receiving replacement bathrooms are fitted with showers as standard, helping to reduce household water consumption. Water butts are also installed as part of our new-build developments, enabling customers to collect and reuse rainwater for gardening and other outdoor uses, further supporting sustainable water management.

For new build homes, each development in our affordable homes plan is carefully designed to limit surface water discharge rates and help reduce flood risks.

By combining strong operational controls, clear customer communication and effective governance, we are able to manage water-related risks responsibly and provide reassurance that customers' homes are safe, well maintained and supported by a landlord that puts health and safety first.



C14

How is sustainability considered in procurement? How is supply chain sustainability monitored?

Sustainability is embedded throughout our procurement processes, ensuring that environmental considerations are taken into account when awarding and managing contracts.

Environmental impacts are assessed on a scheme-by-scheme basis, reflecting the value, scale and nature of the works being procured. As part of the tender process, suppliers are asked to demonstrate how they will minimise environmental impact, including how materials will be sourced responsibly, how waste will be segregated and recycled, and what sustainability initiatives they have implemented or intend to introduce over the lifetime of the contract.

Performance against environmental commitments is monitored through key performance indicators (KPIs), which carry the same importance as other contract performance measures and are reviewed on a monthly basis. This enables us to track progress, identify opportunities for improvement and ensure suppliers continue to meet the standards expected of them.

We have also strengthened our approach to supplier engagement by incorporating innovation into our standard Supplier Relationship Management (SRM) agenda. This provides a regular opportunity for suppliers to share new ideas, technologies and approaches that can help reduce environmental impacts, improve resource efficiency and support our wider sustainability ambitions.

Together, these measures help ensure that sustainability is considered throughout the procurement lifecycle, supporting responsible decision-making and contributing to our long-term environmental objectives.





Our impact: Social

Supporting our customers and strengthening communities

This section highlights how we support customers, improve services and invest in communities to help people live well, feel safe and thrive.

Affordability

C15

Affordability metric

As a not-for-profit housing association, we reinvest income generated through rents and service charges back into our homes, services and neighbourhoods. This helps us balance affordability for customers with continued investment in warm, safe and well-maintained homes.

To help demonstrate affordability, we compare our rents against both average private rented sector (PRS) rents and the relevant Local Housing Allowance (LHA) rates.

The tables below demonstrates how Gentoo's rents compare to alternative housing options in the local market and helps provide assurance that our homes remain affordable for customers. By maintaining affordable rents while continuing to invest in homes and services, we support greater financial resilience, tenancy sustainment and long-term housing stability.

Alongside maintaining affordable rents, we provide targeted tenancy sustainment support to help customers remain securely and sustainably in their homes.

Property Size / Category [1]	LA Weekly Rate	Gentoo Average social rents	Private rent average Sunderland	PCM	Weekly
Shared Accommodation	£73.95	£0.00	–	–	–
1-Bedroom (Self-contained)	£97.81	£90.80	1-Bedroom	£519.00	£119.36
2-Bedrooms	£109.32	£103.45	2-Bedrooms	£642.00	£147.64
3-Bedrooms	£126.58	£114.34	3-Bedrooms	£766.00	£176.16
4-Bedrooms or more	£161.10	£125.57	4+ Bedrooms	£1,073.00	£246.76



Providing affordable homes remains at the heart of our purpose and is one of the most important ways we support customers and communities across Sunderland.

C16

Existing homes by tenure

Our housing offer continues to include a mix of tenures that support different customer needs and life stages.

Share, and number, of existing homes (owned and/or managed) completed before the last financial year allocated to:	
• General needs (social rent)	26,299
• Intermediate rent	55
• Affordable rent	1,979
• Housing for older people	206
• Low-cost home ownership	202
• Supported Housing	145
	28,866



C17

New homes by tenure

During the year, we have completed a mix of new homes across affordable rent, social rent, rent to buy, shared ownership and market rent. This reflects our continued focus on delivering a varied housing offer that supports affordability, choice and long-term sustainability.

As set out in the table, the majority of new homes delivered were for affordable and social rent, demonstrating our ongoing commitment to providing homes that meet local need, while also offering routes into home ownership and a broader range of housing options.

Tenure type	Number of homes	Percentage of total
Affordable rent	193	57%
Social rent	93	27%
Rent to buy	24	7%
Shared ownership	25	7.5%
Market rent	5	1.5%
Total	**340**	**100%**

The data shows that the majority of new homes delivered continue to be focused on affordable tenures, while also supporting customer choice through a mix of ownership and rental options.

C18

How are we reducing the effect of high energy costs on customers?

We are helping to reduce the impact of rising energy costs on customers by combining targeted energy efficiency improvements with tailored financial support.

Through our retrofit programme, we are investing in measures that make homes more energy efficient, warmer and cheaper to run. These improvements reduce overall energy demand, helping residents to lower their household bills while improving comfort. We also track the reduction in CO_2 emissions from homes that have received energy efficiency upgrades, demonstrating both the financial and environmental benefits of this work.

Alongside this, our Money Matters team provides direct support to residents to help manage the cost of living. Over the past year, we have helped customers access more than **£5 million** in additional income, through benefits advice, budgeting support and wider financial guidance.

By combining practical improvements to homes with personalised financial support, we are helping customers manage rising costs more effectively while building more sustainable, resilient communities.



Building safety and quality



C19

Condition of housing portfolio

100%
compliance for all required gas safety checks

100%
compliance for all required electrical safety checks

100%
compliance for all required fire risk assessments

100%
compliance for all asbestos checks

This demonstrates continued strong performance in delivering key landlord health and safety responsibilities and reflects the importance placed on providing safe, well-managed homes for customers.

C20

What % of homes meet the national housing quality standard?

99.93% of homes meet the national housing quality standard. This indicates that the vast majority of Gentoo's homes continue to meet the expected quality threshold.

We have an action plan in place for all properties which do not meet the standard. The majority of those that did not meet the standard in 26/27 were dependant on work being completed by Northern Power Grid and regular progress meetings are held with them to ensure remedial works are completed at the earliest opportunity.

C21

How do you manage emergency hazards including damp and mould?

We continue to take a proactive and customer-focused approach to damp and mould, recognising the impact it can have on safety, wellbeing and confidence in the home.

In 2025/26:

5,342
damp and mould cases were reported

Across
4,388
individual properties

Affecting
15%
of our overall housing portfolio

These figures highlight both the scale of the issue and the importance of maintaining a clear, responsive and well-governed approach to identifying, managing and resolving cases.

This work is supported through regular reporting and governance, with performance reviewed through monthly landlord compliance reporting and bi-monthly reporting to the Risk and Audit Committee, ensuring continued oversight and accountability.

Customer involvement has also helped shape the way we approach this work. Feedback from the Customer Committee has led to a more empathetic and customer-focused response, recognising that how we support customers through the process is just as important as resolving the issue itself.

Case study: Improving customer safety through Awaab's Law

Strengthening our approach to safe homes

The introduction of Awaab's Law has provided an opportunity to strengthen how we respond to health and safety issues in customers' homes, particularly damp and mould.

In response, we have enhanced our processes and invested in our people to ensure faster, more effective action. This includes strengthening our dedicated damp and mould team, improving systems and providing specialist training to colleagues.

We have also introduced a new policy focused on emergency and significant hazards and take a proactive approach, with colleagues and contractors identifying risks during visits rather than relying solely on residents to report issues.



Average time to complete emergency repair

5.8 hours



The impact

These improvements ensure we can investigate and address hazards quickly keep customers informed throughout the process and provide safe alternative accommodation where needed.

This helps us deliver safer, healthier homes and meet strengthened legal standards.

Residents and community



C22

Our most recent Tenant Satisfaction Measures show an overall satisfaction figure of 77.9%. We are working with IFF and CustomerSure to analyse customer feedback and triangulate it with complaints and transactional insight to inform service improvement actions.

This reflects a clear commitment not only to measuring customer experience, but to using that insight to drive practical change.

We have established improvement plans focussed on complaints handling, customer communication and neighbourhood services, which represent our lowest scoring measures.

2025/26 Annual TSM Perception Measures

Overall satisfaction (TP01)
77.9%

Satisfaction with repairs (TP02)
77.7%

Satisfaction with time taken to complete most recent repair (TP03)
75.3%

Satisfaction that the home is well maintained (TP04)
75.5%

Satisfaction that the home is safe (TP05)
81.3%

Satisfaction that the landlord listens to tenant views and acts upon them (TP06)
65.2%

Satisfaction that the landlord keeps tenants informed about things that matter to them (TP07)
73.3%

Agreement that the landlord treats tenants fairly and with respect (TP08)
80.8%

Satisfaction with the landlord's approach to handling complaints (TP09)
42.3%

Satisfaction that the landlord keeps communal areas clean and well maintained (TP10)
77.2%

Satisfaction that the landlord makes a positive contribution to neighbourhoods (TP11)
66.6%

Satisfaction with the landlord's approach to handling anti-social behaviour (TP12)
61.4%

We listen and act



C23

How do our customers hold us to account?

Customers play an active and important role in holding Gentoo to account and shaping how services are delivered. Their voice is built into our governance processes, ensuring that feedback directly informs decisions and drives improvement.

Our customer annual report is developed in collaboration with involved customers, with the final version reviewed and challenged through our engagement platform and the Customer Committee before publication. This ensures transparency and provides customers with a meaningful opportunity to influence how we report on our performance.

Scrutiny is also embedded across the organisation, with regular sessions held across service areas. These sessions bring customers and colleagues together to review service performance, identify opportunities for improvement and agree actions. Insights from this work are used to inform service delivery and drive continuous improvement, supported by the publication of Tenant Satisfaction Measures (TSMs) so customers can clearly see how we are performing.

This approach is underpinned by our **Listen to Act** campaign, which focuses on hearing from customers, understanding their experiences and taking action based on what they tell us. Through this work, we are strengthening how we gather feedback, respond to concerns and demonstrate the changes made as a result. It reflects our ongoing commitment to not only listening, but to acting in a way that builds trust and improves outcomes for customers.

Together, these arrangements ensure that customer voice is embedded at every level of the organisation, enabling customers to hold us to account and play a key role in shaping the services they receive.

Turning insight into action

Feedback from customers has led to a number of practical improvements:

- **Improved understanding of customer experience**
  We strengthened how we capture and analyse feedback by partnering with CustomerSure, helping us identify trends and improve the overall customer journey.
- **Better communication when contacting us**
  Customers told us they wanted more transparency when calling. In response, we introduced queue position updates and a call-back option, meaning customers no longer need to wait on hold.
- **More appropriate property advertising**
  Customers highlighted that homes were sometimes advertised too early. We updated our approach so properties are now only advertised when they are nearly ready, helping to manage expectations and reduce inconvenience.

These changes are helping us deliver clearer, fairer and more convenient services for our customers. By listening and responding to feedback, we are creating a more positive and seamless customer experience.

Improving services with the people who use them

Customer engagement has played a key role in improving how our services are delivered, helping us make them clearer, more consistent and more focused on what matters most.

Over 240 customers worked with us to design six new Service Standards, leading to clearer timescales, better safety information and more consistent communication.

Customers have helped shape improvements to key services, including repairs and allocations, resulting in clearer communication, better appointment management and improvements to how homes are advertised.

We've also improved how we communicate performance, introduced clearer information on how rent is spent and made it easier for customers to understand what we're doing and why.

We've also introduced changes based directly on feedback, including making it easier to contact us and improving the overall customer experience.

Services are clearer, more reliable and better aligned with what customers need.







C24

Complaint performance

How have complaints led to change?

We view complaints as an important source of insight, helping us understand where services can be improved and driving positive change for our customers. We are committed to maintaining a culture of transparency, accountability and continuous improvement, ensuring that feedback is used to strengthen services and improve customer experience.

During 2025/26, all complaints were handled in line with the Housing Ombudsman's Complaint Handling Code, with 100% of Stage 1 and Stage 2 complaints responded to within the required timescales. Where extensions were necessary, these were agreed with customers and managed in accordance with the Code.

Customer feedback and complaints data are reviewed alongside Tenant Satisfaction Measures (TSMs) and wider engagement insight to identify recurring themes and prioritise service improvements. During the year, the most common issues raised by customers related to repairs and maintenance, damp and mould, delays in service delivery, and communication and updates.

Learning from complaints continues to shape improvements across the organisation. Key areas of focus have included strengthening early resolution, improving communication with customers, enhancing record keeping and case management, and ensuring colleague training better supports the identification of customer needs and vulnerabilities. This learning is shared across services and embedded into improvement plans, service reviews and colleague development programmes.

We also work closely with the Housing Ombudsman Service and use determinations as an opportunity to learn and improve. All Ombudsman determinations received during 2025/26 were reviewed with senior leaders, used to identify service improvements, monitored by our Customer Voice team and reported through our governance arrangements, including the Customer Committee and Group Board. This helps ensure that learning from complaints leads to meaningful and sustained improvements for customers.

Supporting this work is our Listen to Act approach, which focuses on listening to customer feedback, understanding customer experiences and taking action where improvements are needed. By combining complaint insight with wider customer feedback, we are strengthening services, improving communication and creating better outcomes for our customers.

Complaint performance 2025/26	Result
Stage 1 complaints handled within timescale	100%
Stage 2 complaints handled within timescale	100%
Stage 1 complaints received	638
Stage 2 complaints received	190

Key themes:
Repairs and maintenance, damp and mould, service delays, communication

C25

What support services do we offer and how successful are they?

At Gentoo, we do much more than provide homes. We provide the support that helps people thrive in them.

Our dedicated Support Services offer practical, financial and specialist support to help customers stay safe, secure and independent. This includes tenancy sustainment, domestic abuse and safeguarding support, financial guidance through our Money Matters service, practical assistance such as furniture, carpets and energy support, and early intervention services that help prevent issues from escalating.

The impact of this support can be life changing. One customer, who was experiencing severe mental health challenges and was at risk of losing their home, received targeted, trauma-informed support including financial advice, advocacy and access to essential household items. Through this intervention, rent arrears were cleared, their tenancy was secured, and they were able to remain safely in their home while rebuilding confidence and stability.

Another customer was supported through a successful Personal Independence Payment (PIP) tribunal, securing a backdated payment and additional financial support, alongside help with home adaptations and a move to more suitable accommodation following a bereavement. This support improved their financial security, independence and quality of life.

These examples demonstrate how our Support Services provide more than short-term assistance. By offering the right support at the right time, we help customers overcome challenges, sustain their tenancies and build safer, more stable futures.

During 2025/26,

952

customers were referred to our Support Service, with 1,743 proactive support visits delivered, helping customers access the support they need to remain safe, secure and independent in their homes.

Case study: Reducing pressure on families



We provided 565 children across Sunderland with a full school uniform, including clothing, shoes and essential items.

96%

of families said this support improved their child's experience or eased financial pressure, and 98% said they would like it to continue

One customer said: "This helped me massively as a single mam... it helps with the stress and worries."

Families are better supported with the cost of everyday essentials, reducing pressure and improving wellbeing.

C26

Community investment and placemaking activity

Case study: No child left on the sidelines – supporting children through sport

Gentoo is working in partnership to tackle child poverty and improve opportunities for children and young people through the 'Together Through Sport' campaign.

Launched in December 2025, the campaign brings together partners across the North East, including the North East Housing Partnership and major regional sporting foundations, to remove barriers that prevent children from accessing sport and physical activity.

Through this partnership, organisations are working together for the first time to provide sporting opportunities for children across the region, regardless of their background. Funds raised through the campaign are used to create free places on holiday activity programmes and school-based sports sessions, helping more children to take part.

The campaign reflects Gentoo's commitment to investing in communities beyond housing, supporting children to build confidence, develop new skills and improve their overall wellbeing through access to sport.



Impact:

By working collaboratively with regional partners, we are helping to reduce inequalities in access to sport, supporting healthier, more active lifestyles and giving children the opportunity to play, grow and thrive.

Case study: Blackie Park Community Play Area



In February 2026, Gentoo supported the opening of a new play park at Blackie Park on Fordfield Road, creating a safe, inclusive and accessible space for local families. Residents played an active role in shaping the project through a community consultation, with more than 55% of respondents selecting the final design. The park, funded through Section 106 contributions from Sunderland City Council, features modern play and fitness equipment designed to encourage physical activity, social interaction and healthier lifestyles for children of all ages and abilities. The investment demonstrates Gentoo's commitment to community engagement, placemaking and improving wellbeing by creating spaces that bring people together and strengthen neighbourhood pride.

Community engagement

We've engaged with more than 6,000 families through a wide range of events across Sunderland, including large-scale events at the Beacon of Light as well as community-led activities such as Pennywell Community Days, Thorney Close Fun Day and the Pallion Action Group sports day.



Case study: Supporting community partners to increase capacity

Investing in community support

We worked in partnership with local charity Love, Amelia to complete expansion works at its premises, helping the organisation increase capacity and support more families across the region.

The improvements created additional space to store and distribute essential items, enabling the charity to respond to growing demand and support more people in need.

The impact

By investing in local community infrastructure, we have helped extend the reach of vital support services. This partnership is enabling more families to access practical assistance, strengthening community resilience and improving outcomes for those most in need.



C27

How is social value considered in procurement? How is delivery monitored?

Creating social value is an integral part of our procurement approach and helps ensure that the contracts we award deliver benefits beyond the core goods, services or works being procured.

To maximise the positive impact of our spending, all tenders with a value exceeding £100,000 include a mandatory social value weighting of 10%, with this approach agreed as part of the pre-tender process. Social value is also considered for contracts below this threshold where appropriate, ensuring community benefit remains a key consideration across our procurement activity.

Through this approach, we work with suppliers to create opportunities that support our customers and communities, with a particular focus on the areas where we can make the greatest difference.

During the last 12 months, our procurement activity delivered

£1,507,650

in social value, helping to generate positive outcomes for local people and communities

This reflects our commitment to using procurement as a tool to support wider social, economic and environmental benefits, alongside the delivery of high-quality and cost-effective services.



Our impact: Governance

Doing the right thing, the right way

This section sets out how we ensure strong governance, transparency and accountability, supporting trust and long-term sustainability.

Structure and board



Regulatory grading (C28)

Gentoo continues to demonstrate strong governance and regulatory performance, maintaining a clear focus on compliance, accountability and delivering positive outcomes for customers.

In August 2024, Gentoo received regulatory gradings of **C1 for Consumer Standards, G1 for Governance and V2 for Financial Viability.** These gradings were confirmed through a stability check undertaken by the Regulator of Social Housing in December 2025, providing assurance that the organisation continues to meet the standards expected of a well-governed and financially resilient housing provider.



G1,C1,V2
regulatory governance

Managing ESG risks (C29)

Strong governance is central to how Gentoo identifies, manages and responds to risk. ESG risks are managed through the organisation's wider risk management framework, ensuring that environmental, social and governance considerations are embedded within decision-making processes and day-to-day operations.

Strategic risks are reviewed regularly by the Executive Team, Risk and Audit Committee and Group Board, providing consistent oversight and accountability at all levels of the organisation. Risk management is closely integrated with business planning, supported by regular stress testing and mitigation planning to understand the potential impact of risks on the delivery of our corporate strategy.

Our internal audit programme is aligned to key organisational risks, providing independent assurance and supporting continuous improvement across the business. We also monitor emerging sector-wide risks, including those identified within the Regulator of Social Housing's annual Sector Risk Profile, helping us to remain responsive to changing external challenges.

Together, these arrangements provide a robust framework for managing risk, maintaining compliance and delivering our strategic objectives in a transparent and accountable way.

Adverse regulatory findings (C30)

Gentoo was not subject to any adverse regulatory findings, enforcement action or equivalent regulatory intervention during 2025/26. This reflects our continued commitment to maintaining strong governance, effective controls and compliance across the organisation.

Diverse input into governance (C31)

Customer voice plays a central role in our governance arrangements, ensuring that decisions are informed by the experiences and perspectives of the people who live in our homes and communities.

Customer and Community Voice Groups are open to all customers and residents, creating opportunities for feedback, involvement and influence. The Customer Committee supports the Group Board by overseeing customer engagement activities, scrutinising performance and monitoring outcomes linked to the Tenant Satisfaction Measures. The Committee also leads scrutiny activity and helps identify opportunities for service improvement.

Customer insight is regularly discussed by both the Executive Team and Group Board, ensuring that feedback is considered as part of strategic decision-making. This is reinforced through reporting frameworks that embed customer voice into decision-making across the organisation.

A customer Board member provides direct customer representation at Board level, strengthening the connection between governance and customer experience. Together, these arrangements help ensure that a diverse range of perspectives are considered and that customer voice remains at the heart of how Gentoo operates and delivers services.



Equality, Diversity and Inclusion in Board and Senior Leadership Recruitment (C32)

Gentoo is committed to ensuring that Equality, Diversity, Inclusion and Belonging (EDIB) principles are reflected throughout its governance arrangements and leadership recruitment processes.

The People Committee has approved the organisation's Equity, Diversity, Inclusion and Belonging Policy, which includes commitments relating to the recruitment and selection of both Board members and colleagues. Our approach seeks to attract diverse talent, remove barriers to participation and ensure appointments are made fairly and transparently.

By embedding EDIB considerations into recruitment, succession planning and governance practices, we continue to strengthen the diversity of perspectives available across leadership and decision-making structures.

Board and senior management turnover (C33)

Regular Board and leadership renewal helps ensure that the organisation continues to benefit from a broad range of skills, experience and perspectives.

As of 31 March 2026, three of the six members of Gentoo's Executive Team had been appointed within the previous two years. Following a retirement and internal succession on 1 April 2026, this increased to four of the six Executive Team members.

During the same period, seven Board members were appointed within the previous two years, primarily following the completion of existing members' terms of office. These appointments reflect a planned approach to Board and leadership succession, supporting both continuity and the introduction of fresh perspectives.

This ongoing refresh of leadership helps ensure that Gentoo maintains the skills, expertise and capability required to deliver its strategic priorities now and in the future.

Audit Committee financial experience (C34)

Strong financial oversight remains an important component of Gentoo's governance framework.

The Group's Risk and Audit Committee includes a Board member with recent and relevant financial experience at director level, providing specialist expertise and ensuring robust scrutiny of financial performance, risk and assurance.

This supports effective decision-making and helps ensure that financial risks are identified, understood and managed appropriately.

C35

% of Board that are non-executive

The Group Board is comprised entirely of non-executive members, providing independent challenge, oversight and accountability.

This structure ensures that decisions are subject to appropriate scrutiny and that governance arrangements remain balanced, transparent and aligned with best practice.

C36

External audit partner tenure

Our external audit arrangements provide independent assurance over the organisation's financial performance and reporting.

The current external audit partner has audited the Group's financial statements for the past three years, providing continuity while maintaining independence and professional scrutiny.



C37

Last independently-run board effectiveness review

Regular independent reviews are undertaken to assess the effectiveness of the Group Board and its committees.

The most recent review was completed in early 2025, with findings reported to the Board to support continuous improvement in governance, leadership and performance.

These reviews provide assurance that governance arrangements remain effective and aligned with best practice.

C38

Conflicts of interest

We manage conflicts of interest through clear and well-established governance controls.

Board members are required to complete a declaration of interests on appointment and on an annual basis, and to update this throughout the year where necessary. Potential conflicts are also declared at Board and Committee meetings when relevant to business under discussion.

Board members are encouraged to identify and discuss potential conflicts in advance, ensuring transparency and appropriate management of any risks. A formal policy is in place to guide this process, including arrangements for managing conflicts where Board members hold roles across related organisations.

This structured and transparent approach ensures that decisions are made in the best interests of the organisation, maintaining integrity and trust in the governance framework.

Our colleagues

Supporting our people to grow and succeed



Our colleagues are at the heart of everything we do. Creating a supportive, inclusive and positive workplace is essential to delivering great services for our residents and communities.

This year, we are proud to have been recognised as a Great Place to Work, reflecting the strength of our culture and the experiences of our colleagues across the organisation. This achievement highlights our ongoing commitment to listening, supporting and investing in our people.

Our approach to pay (C39, C40 & C41)

We continue to focus on fair pay, inclusive practices, wellbeing and development, ensuring colleagues feel valued, supported and able to thrive. By creating an environment where people can be themselves and reach their full potential, we are building a stronger organisation for the future.

Every colleague at Gentoo is paid the Real Living Wage or above. Our Gender Pay Gap remains significantly lower than the UK Median of 14.9%.

Together, these results reflect the ongoing work to promote fairness, transparency and equity across the organisation, while supporting a more balanced and inclusive workforce over time.

	FY26	FY25	FY24
Median Gender Pay Gap	8.9%	9.3%	9.2%
CEO: median worker pay ratio	5.70:1*	6.09:1	6.08:1

*Decreased from prior year due to salary sacrifice deductions



C42

How is EDI promoted across colleagues?

We promote Equality, Diversity and Inclusion (EDI), through a comprehensive, embedded approach, key actions include:

- **Leadership commitment and capability building:** Senior leaders, executives and board members have received dedicated input on EDI and psychological safety, alongside mandatory training for managers on EDIB, unconscious bias and sexual harassment. Managers then cascade learning through team discussions.
- **Ongoing listening and data-led action:** Colleague feedback is actively used to understand experiences and shape future EDI priorities, ensuring policies and actions reflect colleague needs.
- **Colleague involvement and representation:** A diverse EDIB steering group of colleagues with protected characteristics meets regularly to shape the EDI action plan, influence policies and champion initiatives across the organisation.
- **Awareness, celebration and culture-building:** The organisation promotes inclusion through events, campaigns and storytelling (e.g. National Inclusion Week, International Women's Day, Ramadan), highlighting diverse experiences and encouraging colleagues to bring their whole selves to work.
- **Embedding EDI in everyday practices:** This includes a self-assessment framework for colleagues, an enhanced EDIB policy, revised recruitment and people practices, and tools such as equality impact assessments to ensure decisions consider inclusion.
- **Focus on inclusive environments:** Action plans (e.g. for neurodiversity) and emphasis on psychological safety help ensure all colleagues feel safe, heard and able to thrive.
- **Governance, monitoring and accountability:** Progress is tracked through the EDIB steering group, colleague forums and annual board reporting, with clear action plans and measurable outcomes.
- **Targets and positive action:** The organisation has set aspirational workforce diversity targets and uses positive recruitment actions to improve representation from underrepresented groups.

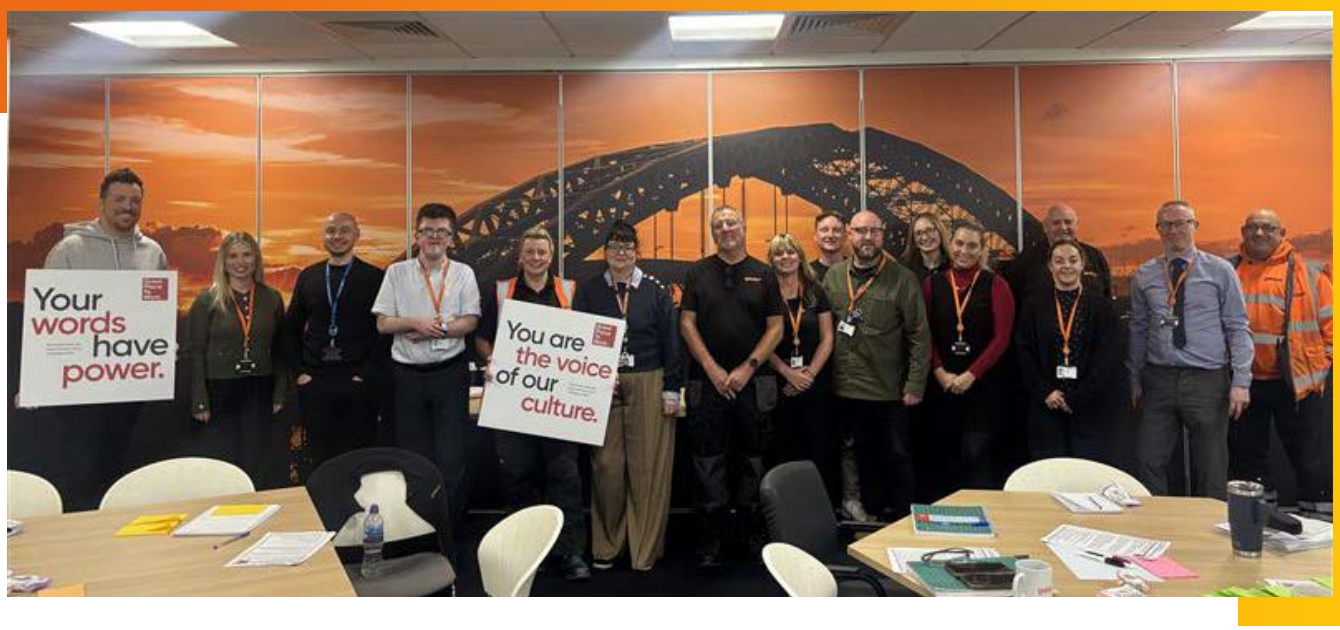


C43

Supporting colleague physical and mental health

We support the physical and mental health of our colleagues through a broad, proactive wellbeing strategy that combines services, training, activities and a supportive culture. Key elements include:

- **Comprehensive health support:** Access to occupational health services, health screenings, return-to-work plans, private medical insurance and a cash health plan (via Westfield) enables early diagnosis, treatment and ongoing physical health support.
- **Mental health support and awareness:** A network of trained Mental Health Advocates (Mental Health First Aiders) offers confidential peer support and signposting to professional help. Managers are also trained to support mental health, and partnerships with organisations such as Sunderland Mind strengthen provision.
- **Wellbeing programmes and activities:** Regular initiatives promote healthy lifestyles and engagement, including sports events (e.g. football, golf, Get Active games), awareness campaigns (e.g. Mental Health Awareness Week), webinars, and themed activities to reduce stigma and encourage open conversations.
- **Employee-led wellbeing culture:** Wellbeing Champions and advocates help design and deliver activities, promote key messages, and support psychological safety across teams.
- **Financial wellbeing support:** Initiatives such as partnerships with a credit union, mortgage advice, and internal forums for money-saving tips help reduce financial stress, alongside access to discounts (e.g. gyms, Blue Light).
- **Flexible and supportive policies:** Colleagues can attend medical appointments during working hours with full pay, supported by a range of wellbeing, work-life balance, and specialist policies.
- **Specialist support and training:** Additional resources include resilience coaching, menopause awareness, neurodiversity training, suicide prevention sessions, and tailored support for specific groups (e.g. trades staff via Lighthouse Charity).
- **Inclusive and open environment:** The organisation actively promotes psychological safety, encouraging colleagues to be open about health issues and fostering a culture where individuals feel comfortable being themselves at work.



C44

Professional development for colleagues

At Gentoo we ensure that colleagues have the required skills, knowledge and behaviours to be at their best from day 1. Colleagues are set for success through their onboarding and comprehensive induction offer.

Gentoo provides a competitive blended learning offer for all colleagues throughout each step of their career. Colleagues will complete essential learning pathways, unique to their role.

Colleagues will also participate in organisational wide learning opportunities aligned to organisational goals and attend energising colleague roadshows throughout the year.

In 2025/26, colleagues completed 6816 digital or face to face learning as part of their job role.

All colleagues have a Brilliant Conversation every quarter with their line manager to agree their goals and any development needs to support them in their current role, or a role that they may aspire to in the future.

We appreciate that colleagues' development needs are a forever changing landscape. Alongside the onboarding and essential learning offer, the Group supports ongoing professional development routes. This can include formal qualifications via an application route, attending seminars and conferences or undertaking self-study.

To support future skills, we continue with the established Gentoo Trades Academy and will launch Professional Services Academy in Sept 2026. Both academies are in partnership with Sunderland College and Bishop Chadwick Education Trust.

These innovative Academies gives 14–16-year-olds hands-on works experience, equivalent GCSEs mapped to a recognised qualification. This gives guaranteed progression routes into securing an interview for Gentoo apprenticeships or further education.



Case study: Bringing housing learning to life through the Housing Academy

We developed the Housing Academy, a comprehensive learning programme designed specifically for frontline housing colleagues.

The academy combines learning events, professional resources and development opportunities that provide colleagues with the knowledge, skills and confidence needed to succeed in their roles.

Working in partnership with Sunderland College, we have introduced immersive learning experiences that allow colleagues to step into realistic housing scenarios and apply their knowledge in practice.

These interactive sessions bring learning to life and encourage colleagues to explore complex situations from different perspectives.

How it helped colleagues

- Created a dedicated learning programme tailored to frontline housing roles.
- Developed learning pathways aligned to housing professional standards and operational priorities.
- Helped challenge social housing stigma and encourageed colleagues to adopt a customer-centred approach that prioritises understanding individual circumstances and sustaining tenancies.



The impact

- Strengthened colleagues' ability to identify support needs and take a tenancy sustainment approach when working with customers.
- Enhanced understanding of community safety, income management and wider housing responsibilities through practical, scenario-based learning.
- Created opportunities for collaborative problem-solving, reflective practice and peer learning.

Over 200

colleagues are part of the Housing Academy

On demand

training for colleagues

The Housing Academy demonstrates our commitment to continuous learning, professional excellence and delivering high-quality services that help customers thrive.

Our people make **Gentoo**

Gentoo Trades Academy goes from strength to strength





We welcomed **25** new apprentices

We have invested in new talent as part of our commitment to fire and building safety



Great Place To Work. Certified

We were named 32 in the top 50 best places to work by Great Place to Work



Over 60 colleagues completed Give Racism the Red Card training



Thank you for reading this year's Gentoo Environmental, Social and Governance report. We hope you enjoyed it.

Visit our investor relations page to learn more about how we are performing.

https://www.gentoogroup.com/about-us/investing-in-gentoo/