



Homes and places

We plan, design, and build our homes and developments to enable our customers to enjoy a good quality of life, adopt sustainable living habits, and feel part of a community. We invest in improving our customer service and work with partners to deliver quality homes and quality places that enhance nature.



Taylor Wimpey plc Sustainability Summary 2025

Performance in 2025

B

average Energy Performance Certificate (EPC) rating for our completions in 2025

79%

of homes included integrated PV panels (2024: 49%)

97.8%

of build stages achieved a Construction Quality Review score of 4 or above (out of 6) based on independent NHBC inspections (2024: 97.1%)

4.24

HBF customer service satisfaction, equating to a five-star rating (2024: five-star rating)

21%

of completions in the UK are affordable homes (2024: 22%)

Energy-efficient homes

We build new homes that are highly energy-efficient, reducing carbon emissions and running costs for customers.

Features of our homes include energy-efficient walls and windows, 100% low-energy light fittings and energy-efficient appliances. Our latest specification includes enhanced fabric standards, further energy-efficiency measures and low carbon technologies, including triple glazing, wastewater heat recovery systems, high-efficiency boilers, thermally enhanced lintels and photovoltaic (PV) panels. These changes result in an average 31% reduction in carbon emissions from our homes in England, compared with our previous specification, with similar reductions in Wales and Scotland.

We submit photographic records at key build stages as part of our quality control processes to demonstrate that our homes are built to the energy efficiency standards specified, and these are shared with the customer as part of the customer experience.

We are continuing to develop our specification for zero carbon ready homes as we prepare for the introduction of the Future Homes Standard, which is now expected in 2026. Our Net Zero Carbon Working Group is guiding our preparations.



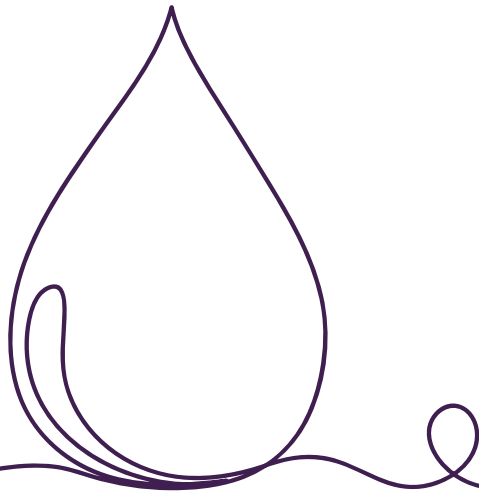
Homes and places continued

Water efficiency

Our water-efficient homes are fitted with water meters (England and Wales), low flow taps and showers, and dual flush toilets. From 2026, our homes will be designed to achieve a maximum water use of 100 litres per person per day, exceeding industry building standards. This can help reduce running costs for customers.

Keeping customers informed

We provide information and advice to ensure customers understand the energy-efficient, low carbon features in their new homes and know how to use new technologies. We have



developed videos and interactive and augmented reality visuals that support customers' understanding of how technologies including air source heat pumps (ASHPs) and wastewater heat recovery systems operate.

Customers are also provided with information on the sustainability features of our homes and tips on saving energy, reducing waste, nature friendly gardening and maintaining good internal air quality via our website, marketing materials, and, once they've moved in, our 'From House to Home' manual and maintenance guide.

Modern methods of construction

Off site construction techniques can improve the energy performance of our homes and have a lower environmental footprint as they can be manufactured efficiently, with less waste. Around 85% of our homes use off site components such as spandrel panels, panellised timber floor and roof cassettes, cassette timber floors and prefabricated porches, canopies and dormers¹. We have our own timber frame manufacturing facility.

Energy-efficient homes Performance in 2025

28%

of completions achieved an EPC A rating

11.4

kgCO₂e per m² average dwelling emission rate (DER) for our homes (2024: 13.2)

12%

of our completions include air source heat pumps

4,000

water butts installed in customer homes since 2021 and 5,300 customers received a voucher for 20% off the purchase price of a water butt

3,700

completions included integrated recycling bins since 2022

Research and innovation

We invest in research and product trials to help us continuously enhance and improve the homes and places we build for customers, to align with evolving regulation and ensure the business and our customers benefit from technological advancements.

Our Director of Research and Technical Innovation oversees our research strategy and chairs our Innovation Group for New Ideas, Transformation and Excellence (IGNITE) and Road to Net Zero Carbon working group.

During 2025, we refreshed our research strategy, incorporating learnings from recent large-scale research projects such as our Future Homes Trial in Sudbury. Our updated strategy includes a focus on regulatory compliance, skills, supply chain resilience, product innovation, efficiency and risk mitigation. Recent research projects have included:

- Working closely with our industry partners and supply chain to identify and develop solutions and specifications which may support us to meet the requirements of the Future Homes Standard, which is expected in 2026.
- Research into using energy efficiency measures, combined with renewable technologies, smart optimisation, and innovative energy tariffs, to reduce customer energy costs and support grid capacity improvements.

¹ Over 69% of completions use category 2 panelised systems, as defined in the MMC Definition Framework.



Homes and places continued

- Testing the next generation of bathroom products that can be more efficiently installed, supporting build quality, performance for customers and operational efficiency.
- Partnering with key supply chain partners to trial in-roof ASHPs which can reduce noise for customers while increasing useable internal floor space.
- In addition, we are testing an off site manufactured component in partnership with a supply chain partner to make it easier to install ASHPs and other technology in the roof space. This can improve efficiency in construction while supporting the adoption of low carbon technology and reducing risks from working at height. Following the trials, this innovation is now being rolled out for use in our smaller house types with ASHPs.
- Testing brick slip and external facade systems with several of our suppliers to understand the potential to reduce materials use, enable more off-site manufacturing to improve build efficiency, and reduce embodied carbon.

In 2026, we will be running projects focusing on home water efficiency and water management on our developments; advancing training and resources in relation to installation of low carbon technologies; and reviewing processes for introducing new products.

We participate in regulatory and non-regulatory industry working groups, to shape and support the evolution of future legislation and best practice standards. We are involved in a number of working groups with the Future Homes Hub and Home Builders Federation, looking at areas such as grid capacity, heat networks, sustainability metrics, biodiversity net gain, overheating, the new Home Energy Model (HEM), PV and ventilation.

Build quality

We aim to lead the industry in quality standards, investing in upskilling our teams and strengthening our policies and processes.

Getting things right first time meets customer expectations, reduces costs and is important from an environmental perspective, as fewer mistakes mean less waste, fewer deliveries and visits to sites, and homes that perform to the energy efficiency standards we expect.

We make quality inspections throughout the build process, and every home must pass our Home Quality Inspection before the customer can move in. The National House Building Council (NHBC) carries out an independent Construction Quality

Review (CQR) for each site twice a year, measuring build quality at key build stages. They also carry out a pre-handover inspection of each completed home.

We are digitising many of our quality processes, and in 2025, successfully tested a digital version of our Build Quality Checklist which will be fully rolled out in 2026. The tests showed this improves accountability by enabling Site Managers to more easily view photographic evidence of work completed and assess whether subcontractors have met our quality standards.

We set a quality improvement plan for any sites not fully meeting our quality targets and we work with our commercial, technical and production teams to swiftly implement the actions. Progress on each plan is reviewed monthly by our Group Management Team (GMT).

Our GMT of executive leaders reviews progress on our quality standards and KPIs. Build quality on site is overseen by our UK Head of Production, who works closely with our Group Customer Director. We have Quality Managers in all regional businesses who work closely with Production Directors, Customer Directors, site teams, contractors and suppliers to review performance and address quality issues. We are also appointing a Group Quality Manager to further strengthen our approach.

Quality is integrated into our employee incentive schemes based on CQR scores and the average reportable items per inspection found during NHBC inspections.

Case study

Pride in the Job Awards

The NHBC Pride in the Job Awards celebrate the role of Site Managers in building high-quality new homes based on independent site inspections. In 2025, we were proud to win 50 Quality Awards, 12 Seal of Excellence Awards and three Regional Awards. Our Site Manager Lee Dewing in North Yorkshire, was honoured with the NHBC Supreme Award in the Large Builder category.

50

Quality Awards in the NHBC Pride in the Job Awards (2024: 62)





Homes and places continued



Upskilling our teams

Our Academy of Production Excellence helps us to upskill our workforce, keep improving our quality scores and support employee engagement and retention. Participants, including our Assistant Site Managers, Site Managers and Production Managers, complete an NVQ at the relevant level, from construction site supervision to construction senior management. They can also complete technical courses developed by the NHBC and adapted to reflect our business, and complete development programmes that support progression to more senior roles in the business.

We also run training on our finishing standards for our Customer Relationship Managers. Trade subcontractors attend training sessions run by our quality, site and HSE teams, and by the NHBC.

Build quality Performance in 2025

4.96

average NHBC CQR score out of 6 (2024: 4.93) compared to an industry benchmark average of 4.75 (2024: 4.70).

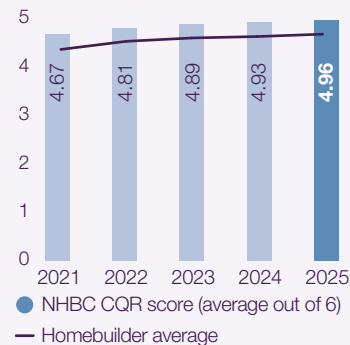
97.8%

of build stages score 4 or above in all regional businesses (2024: 97.1%), compared to a 94.0% industry benchmark.

0.17

average reportable items per NHBC inspection (2024: 0.18)

Construction Quality Review score (out of 6)



Building safety

We prioritise the safety of the homes we build, and it is something our teams and partners take incredibly seriously.

The introduction of the Building Safety Act in England introduces enhanced safety and compliance measures for the design, construction and management of buildings, with additional requirements for high-rise buildings. It includes obligations for both our business and any consultants or contractors working on our sites. Our GMT, the Managing Directors of our regional businesses, and the production, commercial and technical teams have completed training on the requirements of the Act. Training is also integrated into new starter training that must be completed before a new employee can work on site. All contractors working on site are required to demonstrate they have the relevant qualifications or have completed training.

Our house type designs are reviewed by our Group technical and Group health and safety teams to ensure they are safe to build and live in. For information on safety on site, see page 41 and for fire safety, see page 48.



Product quality and safety

When we specify a new product for use in our homes it must first go through a rigorous review process involving our health and safety, technical, sales, procurement and production teams. This assesses whether it meets our high technical performance requirements (such as performance, durability and longevity, warranty, efficiency and ease of installation), whether it is safe to install, maintain and use, and whether it can be procured in sufficient quantities. Our Innovation Group for New Ideas, Transformation and Excellence (IGNITE), chaired by our Director of Research and Technical Innovation, oversees research and trials of new products.

The products we use in our homes are manufactured and tested in line with relevant British and European standards. In addition, most products have also undergone a third party independent assessment in line with NHBC standards.

At the start of a new site or build phase, product suppliers are invited to train our subcontractors, Site Managers and Quality Managers on the correct installation of their products to ensure a quality build. Key supply chain partners carry out an on-site inspection to ensure products have been installed correctly and safely.



Homes and places continued

Contractor safety systems

Contractors working on our sites, principal contractors and design contractors must obtain third party health and safety (H&S) accreditation to demonstrate they have a robust health, safety and environment (HSE) management system, training process and risk assessment.

Customer service

We want every customer to receive a great service and clear communication during the sales process and once they have moved into their new home. If issues arise we aim to resolve them promptly.

Each of our regional businesses has a Customer Director who sits on the management team, to elevate the voice of the customer in our regions. They review data on customer issues, complaints and defects to identify any trends or recurring issues and put measures in place to address them and keep improving our service.

We have signed up to the New Homes Quality Code and aligned our governance and processes to its requirements.

Our training and skills programmes help us to equip employees to deliver great customer service. Key programmes include:

- Our Academy of Customer Excellence for customer service teams and Academy of Sales Excellence for sales teams, see page 25;
- A comprehensive induction training for all new joiners in our customer service teams;
- Upskilling for our Customer Service Managers, to help them develop the skills needed to transition to a Senior Customer Service Manager or Customer Director role; and
- Training on the New Homes Quality Code for all customer-facing employees and key colleagues in our commercial and technical functions and for our subcontractors.



4.24 out of 5

HBF customer satisfaction score, equating to a five-star rating (2024: five-star)

4 out of 5

Trustpilot score at the end of 2025, with over 11,000 reviews (2024: 4 out of 5) with a trust score of 4.0 out of 5 (2024: 4.0 out of 5)

Incentivising strong performance

Customer service is integrated into our incentive schemes, including the Executive Incentive Scheme, the performance-related bonus for senior leaders and the corporate bonus scheme for all employees. This is calculated based on performance measures such as the HBF customer service score.

Monitoring progress on customer service

We track customer satisfaction metrics to identify where we are performing well and how we can improve. The HBF independent survey provides insight into customer satisfaction at eight weeks and nine months after completion. In addition, our InHouse survey gathers customer feedback at two weeks and six months post-completion, focusing on service, build quality, aftercare and customer experiences of living on our developments. We compare scores from different regional businesses and developments to identify and learn from stronger performers and address issues contributing to lower scores.

In 2025, we extended our customer journey to include further follow-ups with customers across the first two years of living in their new home. This will provide insight into the experience of living in our homes and on our developments and the performance of the estate management companies we work with.

If customer service scores in one of our regional businesses fall below our minimum level, we put in place a customer service improvement plan to address the causes. Progress is reviewed monthly by our Group Customer Director and our GMT. We have a similar process for underperforming sites, with progress reviewed monthly and the lowest-performing sites monitored by our Operational Management Team (OMT). In 2026, we appointed our first Customer Experience Director to Taylor Wimpey as a member of the GMT, to ensure the continued delivery of a cohesive journey for all our customers.





Homes and places continued

Resolving issues and complaints

When issues arise for our customers, we want to address them as quickly as possible. Our MyTask portal enables us to monitor subcontractors' response times to customer issues such as snagging items. We follow up with a call to our customer after the subcontractor has visited to confirm the issue has been resolved satisfactorily.

If issues aren't resolved to our customers' satisfaction, they can raise a complaint with our customer service teams, who are trained on handling complaints effectively and sympathetically. We aim to resolve all complaints or have an agreed action plan in place within eight weeks.

Any complaints that can't be resolved are referred to the regional Customer Director. This process is overseen by our Group Customer Director. If customers are dissatisfied with our final response, or with any delay in providing our final response, they can ask the New Homes Ombudsman Service to investigate.

Progress against customer service targets is regularly reviewed by our Customer Directors, Managing Directors, Divisional Chairs and other senior leaders.



Customer service Performance in 2025

5-star

HBF customer satisfaction score (2024: 5-star)

94%

of customers would recommend us to a friend, based on the 8-week survey (2024: 96%)

86%

of customers would recommend us to a friend, based on the 9-month survey (2024: 80%)

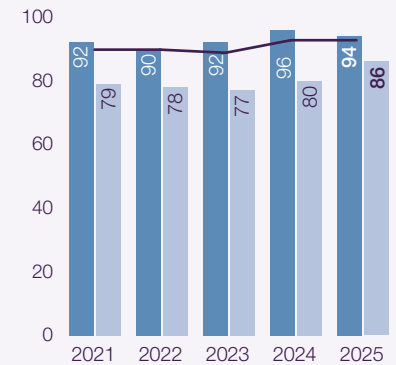
68%

of customer issues resolved within 30 days (2024: 66%), against our target of 75%

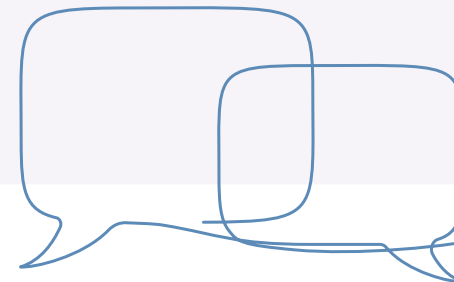
82%

of complaints were resolved or had an agreed action plan in place within 56 days (2024: 77%) against our target of 85%

Customer satisfaction: 'Would you recommend us to a friend?' (%)



- Customers who would recommend us to a friend (8 weeks)
- Customers who would recommend us to a friend (9 months)
- Homebuilder average (8 weeks)





Homes and places continued

Placemaking and design

At Taylor Wimpey, placemaking is about more than building homes. It's about creating places where people feel comfortable, connected and proud to live. We aim to create sustainable, connected neighbourhoods for our customers that integrate well into surrounding communities. Our Placemaking Charter guides our approach and is based around five key principles:

- **Connected communities:** Customers can access local facilities by walking and cycling as well as by car;
- **Places where life happens:** Customers have space for recreation, relaxation and social interaction, enabling them to be part of a community;
- **Attractive and welcoming places:** Public spaces, streets, buildings and landscapes are designed to create places where customers want to live;
- **Safe places:** Customers feel safe on our developments and feel that their families, children and visitors are safe; and
- **Places designed with nature:** Developments are designed with nature in mind, to support customer wellbeing and contribute to nature's recovery.

The Charter is aligned to Building for a Healthy Life, national and local planning policy (including the National Design Guide and National Model Design Code) and other best practice. The five principles are supported by detailed design and delivery points in our Placemaking Charter Design Assessment Framework. Sustainability aspects are integrated across each of the five principles.

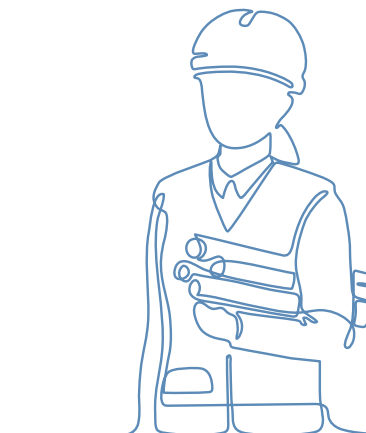
Embedding our placemaking standards

The design and layout for our new schemes undergo assessment at several stages to ensure they meet our placemaking expectations. This includes:

- A self-assessment by the design team against our placemaking standards. From 2026, all schemes will be rated using our Placemaking Charter Design Assessment Framework as part of our governance process to ensure implementation.
- At least one in-process design review by our Group design team (whose members have qualifications in architecture, urban design and chartered town planning) to identify placemaking improvements at an early stage.
- Review and sign-off of the proposed layout and design by our Director of Design or Head of Urban Design before it can proceed to planning application.

We will be introducing two further assessment stages as part of the roll-out of our Placemaking Charter. The first of these will take place once planning is complete but before construction has started, to assess how placemaking plans have been integrated into build and landscaping plans, and will support our sales teams in communicating the placemaking features to customers. A final assessment at site completion will evaluate whether we have achieved our goals and help us keep improving. We also conduct post-occupancy research to understand customer views on our design and placemaking approach and make improvements. In 2025, this included follow-up research on our Future Homes Trial at our development in Sudbury, Suffolk.

Once planning permission has been obtained, any proposed design changes must be reviewed and signed off by a member of the regional management team, or, for significant changes, a Group director to ensure the customer remains at the forefront of our proposals.



21%
of completions in the UK are affordable homes (2024: 22%)

£359m
contribution to communities through our planning agreement obligations (2024: £345m)



Homes and places continued

Training our teams

We run regular training, design surgeries, workshops and masterclasses to build competencies in our teams. Design teams complete our Design Academy training on the core principles of urban design and sustainable communities. The 14 online modules include: Good design, Our design process, Site appraisal, Design concept, Appraising character, Creating character, Integration and structure, Street hierarchy, Designing blocks, Key buildings and spaces, Frontages, Public realm, Green infrastructure, and Car parking. Our Placemaking Compendium, includes practical advice and case study examples to help implement our standards.

During 2025, we have been focusing on training and upskilling all our teams to enable them to implement our Charter and conduct initial design assessments effectively. Face-to-face training was run in every business unit, with colleagues from the regional management team, sales, land, planning and other functions.

Our Placemaking Competition

We celebrate good design and placemaking through our annual internal competition, aimed at raising the profile of design around the business. Entries are judged by our Design Leads, members of our GMT, and Heads of Functions. Environmental impact is one of the criteria considered.

Every regional business submitted at least one entry demonstrating how 'live' development proposals are being molded by our Charter.

External engagement

We work with many organisations on placemaking to share our views and listen, learn and collaborate. In 2025, organisations we engaged with included Design for Homes, the Home Builders Federation, Homes England, the Ministry of Housing, Communities and Local Government, the Royal Town Planning Institute, the Urban Design Group BOB-MK (a design network for Berkshire, Oxfordshire, Buckinghamshire and Milton Keynes). Our Design Director chairs the Place and Nature workstream for the Future Homes Hub (FHH). Our Chief Executive was appointed Chair of the FHH, effective from 10 June 2026.

Our 2025 design conference included talks from external experts on placemaking and urban design topics.



Measuring social value

Our developments bring a range of benefits to local communities, from new homes and jobs to new local infrastructure and facilities.

Our Social Value Toolkit helps our teams to assess and communicate social impacts to Local Planning Authorities and local communities during the planning process. The Toolkit assesses social value generated during construction and when a development is complete, under three key headings:

- **Thriving local economy** – Including local economic growth, employment, education and skills development;
- **Strong communities** – Including affordable housing and the health and well-being of local communities; and
- **Sustainable way of life** – Including sustainable transport, energy use and waste.

We also use our Economic Benefits Toolkit to estimate and communicate economic impacts, including the number of direct site and indirect supply chain jobs that our developments will create, expected revenue gains for local businesses, the impact of new infrastructure and amenities, and new revenue for Local Authorities from council tax and business rates.

Affordable homes

In the UK, access to affordable housing is a major challenge with many people unable to afford to buy or rent their own home. We play a part in addressing the undersupply of new housing in the UK and we aim to make our homes affordable to a wide range of people.

Our approach includes:

- Building houses and apartments to suit a wide range of budgets;
- Supporting new initiatives that can improve affordability and mortgage availability; and
- Working with Local Authorities and registered provider partners (housing associations) to build and integrate high-quality social housing on our developments.

We continue to engage with the UK Government to support planning reform that will support growth in housebuilding and we are working with the New Homes Accelerator Unit on several large developments to speed up the delivery of new homes. Read more on page 53.



Homes and places continued

We run or participate in several initiatives that help customers to buy their own home or make it easier to get a mortgage. In 2025, these included:

- **Key worker discount:** Customers working in education, the NHS, the police and fire services and other public sector roles can benefit from up to £15,000 off the purchase price of a new home at many developments.
- **Armed forces discount:** Worth up to £500 off for every £25,000 spent on one of our homes. At some sites we also participate in Forces Help to Buy, a Government-run scheme. We are also a signatory to the Armed Forces Covenant.
- **First Homes:** A Government backed initiative enabling first-time buyers to purchase a new home at a discount of at least 30% off the market price.

Read more about support for buyers at www.taylorwimpey.co.uk/ways-to-buy

Green mortgages are offered by some UK banks and building societies to encourage homeowners to buy energy-efficient and environmentally friendly homes. Benefits can include a cheaper rate, a higher loan or a standard rate with cashback.

Integrating social housing

Most of our developments include affordable and social housing (homes made available at below market rates, including social rent, affordable rent, low cost home ownership and discount market sale tenures), which are negotiated as part of planning obligations.

We aim to be a developer of choice for social housing providers. Our standard affordable house types integrate feedback from housing associations on optimal sizes and layouts. We apply and maintain the same rigorous build quality control standards for our affordable homes as for our private homes.

Inclusive and accessible homes

The majority of our standard house types offer improved accessibility for people with reduced mobility, in line with the optional requirements in Building Regulations Part M (4)2. Over 55% of homes planned in the last year meet this standard and we expect this to increase over the next few years as we roll out our latest house types. We also have six house types designed to be fully wheelchair accessible. Ground floor flats in our new standard apartment range are also compliant with the optional requirements in Building Regulations Part M (4)2.

Affordable homes Performance in 2025

11,229

new homes completed (2024: 10,593), including joint ventures across the Group

This is consistent with the previous year, reflecting ongoing challenging market conditions.

£374k

average selling price of our homes in the UK (private sales) (2024: £356k)

31%

of private completions were sold to first time buyers (2024: 31%)

13.5%

of completions (including joint ventures) were apartments (2024: 11%)

2,241

affordable homes including joint ventures (2024: 2,199), equivalent to 21% of completions (2024: 22%)





Homes and places continued

Community infrastructure

We integrate community and social infrastructure and facilities on our developments, to benefit customers and the local community. We estimate that well over 90% of our schemes contribute to community infrastructure.

We make significant contributions towards affordable housing (see page 17); green spaces; community, commercial and leisure facilities; transport infrastructure; heritage buildings; and public art. These are funded through our planning agreement obligations (Section 106 agreements in England and Wales, Section 75 agreements in Scotland, and Community Infrastructure Levy payments). Our planning agreement obligations are negotiated with Local Authorities and reflect local needs, council policy and feedback gained through our community engagement. In 2025, we contributed £359 million to communities through our planning agreement obligations.

We aim to install infrastructure at an early stage of the build process to support the establishment of new communities from the start. Our teams use our Community Communications Plan, which includes a range of recommended actions and activities for use throughout the development process to support engagement and foster a sense of community among new residents.

More sustainable transport

We design our developments to create walkable neighbourhoods where customers can enjoy an active lifestyle, cycle safely, access public transport and use electric vehicles. Our layouts integrate paths and cycle routes that connect with existing networks, and street design that encourages slower vehicle speeds and safer cycling conditions. This supports the existing community as well as our new residents.

Through our planning obligations, we invest in public and community transport infrastructure, contributing £4.6 million to local public transport provision in 2025.

We install electric vehicle (EV) charging points on our homes and developments and integrate study areas to support working from home.



Community infrastructure Performance in 2025

£359m

contribution to communities through our planning agreement obligations (2024: £345m)

62%

of our UK completions were within 500 metres of a public transport node (2024: 67%), 87% were within 1,000 metres (2024: 92%)

13,200

EV charging points on our homes and developments since 2021

4,400

homes have included a study in their floorplan since 2021 to support working from home, potentially reducing the need to travel

28%

of homes included secure cycle storage in 2025

Sustainability and landbuying

The land we buy and develop is our most important asset. We integrate sustainability factors into our land selection process, including aspects such as proximity and access to local infrastructure and services, sustainable transport, community wellbeing, Biodiversity Net Gain, flood risk, and local economic development.

We review each potential piece of land against the Government’s revised National Planning Policy Framework (and equivalents in Scotland and Wales), which aims to ensure that developments are economically, socially and environmentally sustainable, and guidance including the National Design Guide.

We use a digital platform, LEADR (Land and Environment Assessment of Development Risk), for assessing and managing sustainability and technical risks such as remediation, flooding, biodiversity, air quality and ground stability. It includes a pre-acquisition screening and risk assessment process for potential new sites. Risks during construction are managed through our environmental management system.

We integrate sustainability topics into briefings and training sessions for our land and planning teams, with recent sessions covering areas including ecology, flood risk sequential testing and design.



Homes and places continued

Climate resilience

We build our homes and developments to be resilient to the impacts of a changing climate.

We have a rigorous process for managing flood risk. We carry out a flood risk assessment on all our sites and do not buy land unless we can mitigate flood risk. We use the Environment Agency’s flood mapping tools, and take account of their input during our planning consultations. We integrate sustainable drainage systems (SuDS) that decrease flow rates to watercourses, increase infiltration into the ground and improve water quality. These include ponds, swales, permeable paving, retention basins, wetlands, green roofs, infiltration trenches and soakaways, with guidance for our teams in our Green Infrastructure Guide. These features also support and develop good placemaking, benefiting residents and the surrounding community. We are complying with the updated National standards for sustainable drainage systems (SuDS) in England.

19%

of completions built on brownfield land (2024: 22%)

We minimise overheating risks in our homes by reducing the potential for solar gain through the design and positioning of windows and the use of triple glazing and ventilation systems, complying with Building Regulations Part O. We also consider the location and impact of planting and trees to help reduce temperatures, preventing heat build-up in urban areas while supporting nature.

Many parts of the UK are already experiencing water stress and this will increase with climate change, see page 67. We are improving water efficiency in our homes, see page 10, and working with local authorities on issues such as water and nutrient neutrality.

More information on our approach to climate risk is included in our Annual Report and Accounts.

Greenfield and brownfield sites

We often transform previously developed, derelict or contaminated land (brownfield land) into new communities, which helps support urban redevelopment and regeneration. In 2025, around 19% of our homes (excluding joint ventures) were built on brownfield land (2024: 22%), which includes infill sites.

Case study

Developing community heat networks

On some of our larger sites, community heat networks can offer an efficient, low carbon approach to replacing gas boilers.

We’ve already installed one such system on our Chilton Woods development in Sudbury, Suffolk. Here we worked in partnership with utility provider GTC to create a community heat hub that uses large scale ASHPs to supply homes with heat and hot water. Both ground and air source heat networks create opportunities to reduce the electrical load from new developments on the national grid and can offer a useful solution in areas of constraint.

A further heat hub is now planned for one of our sites in Yorkshire, while in Scotland we are collaborating with another developer to trial a ground source heat network. We have an internal working group that is developing our approach to planning and implementing heat network systems.

We are pleased that OfGem is now the Regulator for Heat Networks, which provides further reassurance and protection for consumers.





Homes and places continued

Every site we develop – whether it’s a greenfield or previously developed site – is built to our environmental and placemaking standards, and complies with environmental and planning regulations and social and environmental standards set by the Local Planning Authority.

We aim to use land efficiently, factoring in on-site constraints and prevailing planning policies. Our plotting efficiency template tool helps teams to make best use of available land while enhancing design and placemaking to ensure that the customer and community remains at the centre of our decision making and design. Read more on page 68.

2,700

bee bricks and bug hotels installed on our developments since 2021

4,000

bird boxes installed on our developments since 2021

Nature on our developments

We believe that places designed with nature are better for our customers and biodiversity, and this is one of the key principles in our Placemaking Charter. We aim to understand the ecological context of each site, to protect and enhance existing habitats and create new ones, and to design sites which enable residents to support and interact with nature on a daily basis.

Our approach starts with site design and layout. With the support of ecologists and landscape architects we integrate green infrastructure, habitat improvements, wildlife enhancements and wildlife friendly planting from the beginning. We partner with nature organisations to ensure our actions reflect best practice. In 2025, our partners were Hedgehog Street, a campaign by the British Hedgehog Preservation Society and People’s Trust for Endangered Species, and Buglife – the Invertebrate Conservation Trust.

Biodiversity net gain

New sites in England submitting their first planning application must now include a minimum Biodiversity Net Gain (BNG) of at least 10% in line with regulation. We have published guidance and held training sessions for our regional businesses to support them to manage the risks, costs and opportunities associated with BNG and ensure the best outcomes for nature and the local community. We are updating our Production Manual to ensure site teams and contractors understand what’s required in relation to BNG during the groundwork and construction phases of each development. Our aim is for BNG to be delivered on site where possible.





Homes and places continued

Supporting native species

We integrate wildlife enhancements into new sites to support native species, including bug hotels, bee bricks, bird bricks and boxes, bat boxes and hedgehog highways.

We co-developed and signed the Homes for Nature commitment via the Future Homes Hub, committing to install a bird-nesting brick or box for every home built and hedgehog highways as standard on new sites.

We have guidance for our regional businesses on the installation of bird and bat boxes, hedgehog highways, bee bricks and bug hotels, which have been developed with input from our nature partners where relevant.

Engaging our customers on nature

Gardens account for an important share of the green space on our sites, so we engage with customers to encourage them to adopt nature friendly gardening techniques.

We have distributed home welcome packs with wildflower seeds, bug hotels and other products to customers and added how-to guides on creating a more nature friendly garden to our website in partnership with Hedgehog Street and Buglife. We have developed communication tools our regional businesses can use to engage customers and local communities in nature-based activities. In 2025, we also partnered with a gardening business to offer customers a discount on a pollinator friendly planting scheme for their garden.

We've installed beehives on a selection of sites to encourage residents to engage with nature, and some sites include features such as community orchards and allotments.

Ecological impact assessment

We conduct an ecological impact assessment for all sites, which identifies protected species or habitats. We use ecologists' reports to identify the mitigation measures needed and their recommendations are embedded into the Site Specific Environmental Action Plan, part of our Environmental Management System. Our LEADR system also assesses biodiversity risks, such as proximity to sites of particular importance for biodiversity or protected areas.

Nature on our developments Performance in 2025

8,800

wildlife enhancements installed on our sites since 2021, including bug hotels, bee bricks, bird bricks and boxes and bat boxes

7,800

home welcome packs with wildflower seeds, bug hotels and other products distributed to help customers create a more nature friendly garden since 2022

382

sites have included hedgehog highways since 2021

105

beehives installed on our sites since 2021

13%

average biodiversity net gain for sites granted outline planning permission in 2025

