

Sustainable homes and communities

We build houses that become homes, and developments that become communities. We focus on placemaking and design and invest in affordable homes, infrastructure and research and development to help us create great places to live.



2020 highlights

- Ran our third placemaking competition to celebrate best practice in our business
- Contributed £287 million to local communities via planning obligations
- 71% of our UK completions were within 500m of a public transport node
- 20% of our completions were designated affordable
- Surveyed over 1,000 people on their attitudes to the environment and sustainable living

Plans and targets

- Make it easier for close to 40,000 customers to work from home and enable more sustainable transport choices through 36,000 EV charging points and 3,000 additional bike stands by the mid 2020s
- Help 20,000 customers to increase recycling at home by 2025
- Make it easier for 20,000 customer households in water stressed regions to install a water butt by 2025
- Give customers the information they need to maintain good air quality in their homes by the end of 2021
- Add an environmental category to our placemaking awards
- Roll-out our new standard house type range and develop a range of standard apartments
- Update our placemaking guidance and training on sustainable travel



UN SDG: Goal 11 – Sustainable Cities and Communities

Make cities and human settlements inclusive, safe, resilient and sustainable.

We aim to create sustainable, healthy homes and communities across the UK to align with the goal. We are strengthening our approach to placemaking, contributing to the UK's affordable housing stocks, and focusing on sustainable transport, home energy-efficiency and research and development.

Thriving, connected communities

We are equipping our teams to plan, design and deliver schemes that promote social, environmental and economic sustainability, as well as the wellbeing of future residents.

Our placemaking standards are based on best practice, such as Building for a Healthy Life, and incorporate criteria to help us create attractive, successful and healthy communities for the long term. We have an Urban Designer and a Director of Design who work with our teams on placemaking. We have appointed a Design Lead in each of our regional businesses and strategic land teams to champion good design at the regional level. Our approach includes:

- **Review processes:** Our regional businesses complete a self-assessment for new developments, based on Building for a Healthy Life, the National Design Guide and our internal standards. This uses a traffic light system to show if improvements need to be made. We run design surgeries and workshops to review proposals. From 2021, all new developments will be reviewed by our Urban Designer and signed off by our Director of Design before being submitted for planning approval.
- **Guidance, training and engagement:** Our placemaking compendium, Building Blocks of Place, includes practical advice and case study examples. Our e-learning Design Academy covers the core principles of urban design and how to create sustainable communities. We also held a series of masterclasses throughout 2020. We hold regular conferences for our Design Leads and our third internal competition received 26 entries and rewarded colleagues for consistently applying placemaking best practice.
- **External partnerships:** We work with many organisations on placemaking to share our views and learn from the expertise of others. In 2020, we engaged with the Academy of Urbanism, BOB-MK (a design network for Berkshire, Oxfordshire, Buckinghamshire and Milton Keynes), Design for Homes (including participating in a consultation on the new Building for a Healthy Life standard), Home Builders Federation, Homes England, Ministry of Housing, Communities and Local Government, Royal Institute of British Architects, Royal Town Planning Institute and the Urban Design Group. We are participating in several discussions on the implications of the pandemic for placemaking and design.

Two of our schemes were shortlisted at the national Housing Design Awards, which promote excellence, innovation and sustainability in housing scheme design. Our Whitehill & Bordon development won a national planning award and a second scheme was shortlisted.

Infrastructure and facilities

We invest in infrastructure and facilities including affordable housing, green spaces, community and leisure facilities, transport infrastructure, educational funding, jobs for local people, heritage buildings and public art.

The majority of our contributions are made through our planning agreement obligations (Section 106 agreements in England and Wales, Section 75 agreements in Scotland, and Community Infrastructure Levy payments). These are negotiated with local authorities and reflect local needs, council policy and feedback gained through community engagement. During 2020, we contributed £287 million to local communities via planning obligations (2019: £447 million). The reduction reflects reduced building activity in 2020 due to the pandemic.

Encouraging active travel and sustainable transport

We aim to design walkable neighbourhoods that prioritise pedestrians and cyclists and where customers can enjoy an active lifestyle and make sustainable transport choices. Our placemaking standards encourage layouts that integrate paths and cycle routes that connect with existing networks and street design that encourages slower vehicle speeds and safer cycling conditions.

In 2020, around 71% of our UK completions were within 500m of a public transport node and around 88% within 1,000m. We invest in public and community transport, walkways and cycle paths through our planning obligations and aim to install this infrastructure at an early stage.

Connected communities

When moving into a new home, people want to quickly feel part of a thriving community. However, it can take time for social networks to establish on new developments. We're exploring how we can accelerate this process.

We launched a pilot in 2020 to test the impact of different approaches to fostering community connections. At our Pennington Wharf site in Manchester, we created a Community Hub, a community centre kitted out with shared working facilities, a kitchen, a community notice board and spaces for socialising and community activities such as yoga sessions and childrens' classes. We also appointed a community champion to facilitate regular events and introduce new residents to their neighbours. We assessed the impact using customer research and early findings suggested that the approach can help to foster connections. A second pilot did not take place due to the impact of the pandemic.

Our Community Communications Plan, launched in 2019, provides guidance for our teams on actions they can take throughout the development process to help foster new communities.

Affordable homes

A lack of affordable housing is one of the biggest challenges facing people across the UK, with rising house prices and rents and younger generations waiting longer to get on the housing ladder.

We can play a part in addressing these problems by creating high-quality homes for a greater number and wider range of people and exploring new initiatives to improve affordability and encourage homeownership. Our approach includes:

- Building houses and apartments to suit a wide range of budgets
- Exploring new initiatives that can improve affordability
- Working with local authorities and registered provider partners (housing associations) to integrate high-quality social housing on our developments

In 2020 we completed 9,609 new homes in the UK, including joint ventures (2019: 15,719), with prices starting from under £100,000. 40% of our total completions were to first time buyers (2019: 36%). Second time buyers accounted for 34% of total completions (2019: 35%) and investors around 4% (2019: c.5%). Around 53% of private completions used the Government's Help to Buy scheme in 2020 (2019: 48%), of which approximately 79% were to first time buyers (2019: 80%).

We participate in Home Reach, a government-backed shared ownership scheme. This allows customers to buy up to 50-75% of a new home with a 5% deposit and pay a low monthly rent on the remaining share. We are also trialling our own rent to buy scheme at our Kilnwood Vale development in West Sussex.

In 2020, we were pleased to offer care workers a special 5% discount off the purchase price of a new home as a thank you for their efforts during the COVID-19 pandemic. We are pleased that over 3,000 NHS and care workers used the scheme, saving a combined c.£46 million on reservations made in the year. We also have a discount for armed forces personnel at many Taylor Wimpey developments.

Apartments can be more affordable and help us provide more homes on our developments. In 2020, 9% of completions were apartments (2019: 11%).

Contributing to social housing

The majority of our developments include affordable 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. In 2020 we delivered 1,904 affordable homes including joint ventures (2019: 3,548), equating to 20% of total completions (2019: 23%).

Greener living – what do our customers think?

Focus on environmental issues has never been higher, but how does concern for the environment influence customers when choosing a new home? We conducted research with over 1,000 consumers around the UK in 2020 to explore attitudes to the environment and sustainable living.

Our research shows that environmental issues are becoming increasingly important. Around 26% of people in our research rated climate change and the environment as one of the top three concerns facing the country, ahead of education, immigration, housing and terrorism. The research also showed that 42% of people were more focused on environmental issues as a result of the pandemic.

43% said that environmental performance was an important factor in choosing who to buy a new home from. Issues such as energy efficiency, water efficiency and green space were viewed as the most important environmental features. Cost and convenience were seen as the biggest barriers to more sustainable living.

We're using the research findings to help us engage customers on environmental issues and explore how we can make it easier for customers to adopt sustainable habits.

More sustainable living

Our homes integrate features to help customers live a more sustainable lifestyle. This includes: energy-efficient walls and windows; insulated loft spaces; 100% low energy light fittings and LED recessed downlights; and appliances that are at least A-rated for energy efficiency. This reduces running costs for our customers and helps cut carbon emissions. On average, our standard house types are designed to achieve an Energy Performance Certificate rating of B.

Around 14% of our homes also integrate on-site renewables such as photovoltaic (PV) panels. All our homes have water meters fitted, as well as low flow taps and showers, and dual flush toilets. Our homes are designed to achieve a maximum internal water use of 120 litres per person per day.

With the launch of our environmental strategy, we will be adding integrated recycling bins to many of our homes and making it easier for customers in water stressed regions to install a water butt. We'll also make it easier to work and study from home, which can reduce customers' travel footprint by providing at least one study area per home with space for a desk and easy access to broadband and electricity sockets. Most homes will include two such spaces.

All our customers receive information on their new home via our 'From House to Home' manual. This includes tips to help customers save energy, reduce waste, and encourage nature in their gardens. We give customers details on how to use and maintain their home's environmental features through our Maintenance Guide.

We will be increasing our communications on sustainable living and resource efficiency for customers in 2021.

Our new house type range

Our standard house types are designed to be high-quality, energy-efficient homes that are cost-effective and safe to build. They can be adapted to reflect local character and scheme design, and are used for the majority of our homes.

We worked with architects to update our standard house types, which we will start using in 2021. The new range incorporates more open plan living, more natural light and improved storage, reflecting customer feedback and the results of our research and development (R&D).

Most will offer improved accessibility, in line with the optional requirements in Building Regulations Part M (4)2. This means they can be adapted more easily for people with disabilities. Around 60% of homes planned in the last year already meet this standard.

Researching the homes of the future

We invest in research and development (R&D) to help us meet changing customer needs, prepare for regulation, improve efficiency and respond to social, demographic, economic and environmental trends. Our R&D Manager coordinates our research efforts. In 2019 (the last year for which data is available), we allocated 249 days to R&D projects.

We are exploring a range of energy-efficient and low carbon technologies to help us meet our climate change targets and comply with expected changes to Building Regulations: Approved Documents L and F. Trials were expected to start in 2020 but have been delayed due to the pandemic.

Other research projects include: working with industry peers on reducing packaging and waste; air quality; and use of recycled materials (pages 19 and 20).

In 2021, we will be launching an internal environmental innovation grant scheme. Our regional businesses will be able to apply for small grants to help them test new approaches to reducing our environmental footprint.

We are integrating more off site construction techniques which can improve the performance of finished homes. For example, we use off site pre-insulated panelised systems for the top storey of our 'room in the roof' house types.

We are co-funding a PhD at Birmingham University exploring opportunities to save energy and enhance health and wellbeing in new homes.

Fire safety






The safety of our customers is of paramount importance and we have always been guided by this principle. Following the tragic fire at Grenfell Tower, Taylor Wimpey moved quickly to identify where action was needed to remove ACM cladding on legacy high rise apartment buildings, even though the buildings concerned met the requirements of building regulations at the time construction was approved. We announced a £40 million provision to cover the cost of removing and

replacing ACM cladding on those buildings, and to date we have completed work on 12 out of 19 of the apartment buildings identified in this review.


At the time of our 2020 full year results, we announced our intention to support building owners and leaseholders with fire safety investment to ensure their apartment buildings are safe and meet current EWS1 (External Wall Fire Review) requirements. This applies to Taylor Wimpey apartment buildings constructed over the last 20 years, including apartment buildings below 18 metres.


We announced an additional £125 million provision to cover this cost. More detail is included in our Annual Report and Accounts.

Progress against targets

Target	Progress	Achieved?
Test our new standard house type range ahead of a full roll out and develop a range of standard apartments	Roll-out of the new house types was delayed due to the pandemic. We built our first prototypes in late 2020 and roll-out will begin in 2021. We are also developing a standard apartment range.	
Complete our connected community trials at two sites and assess the findings	We launched the pilot at Pennington Wharf in Manchester and assessed the initial impact using customer research. Early findings suggested that the approach can help to foster connections. The final research and a second pilot did not take place due to the impact of the pandemic.	
Run our third internal placemaking competition with a focus on sustainability and update our Design Academy training	We ran our third internal placemaking competition, which received 26 entries. We will introduce additional sustainability categories into our 2021 competition. We rolled out six online masterclasses as part of our Design Academy training.	
Increase the number of schemes rated green on our placemaking self-assessment	We have seen an increase in green rated schemes, reflecting an improved understanding of placemaking best practice among our regional businesses following training and engagement.	
Develop a more energy-efficient build specification to improve performance for customers and comply with updated building regulations	We have undertaken initial modelling work to develop the specification. This is being finalised inline with the published details of the Future Homes Standard and changes to Building Regulations Part L and F.	

 Achieved

 In progress

 Not achieved