

esg report 2026

 Castlehill Housing  
Association

# ESG REPORT

2026

Reflecting CHA's commitment to  
sustain a greener future



[www.castlehillha.co.uk](http://www.castlehillha.co.uk)



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esg report 2026

# ESG & Castlehill

Castlehill HA exists to provide high quality housing options for a range of households and make a positive contribution to the communities we serve. Over the past year we have continued to give a high priority to upgrading our homes, making energy efficiency improvements, addressing issues such as fuel poverty and ensuring tenant safety, benefiting those who live in our properties. Castlehill HA has made significant progress in promoting Net Zero initiatives.

Castlehill HA is committed to promoting good governance, equality, inclusion, and sustainability in all that we do. Our activities are overseen by a voluntary Management Committee, and all Committee members and staff adhere to a Code of Conduct based on the SFHA Model. We are a real living wage employer and provide development, training and wellbeing support for our staff.

This report aims to reflect the steps we are taking on our ESG journey, with the view in the longer term of signing up to the Sustainability Reporting Standard for Social Housing.



# The Importance of ESG





# Castlehill Housing Association

Castlehill Housing Association (CHA) is a Registered Social Landlord operating under charitable rules, providing affordable housing in Aberdeen City, Aberdeenshire and Moray. Aberdeen Care & Repair is also part of CHA.

We have two subsidiaries. Castlehill Housing Trust (providing housing and supported accommodation for adults with complex and evolving needs) and Castlehill Solutions Ltd (a non-charitable company that provides mid-market rent housing).

CHA is the longest established Housing Association in North-East Scotland, being formed in 1970. We currently own and manage over 2000 properties in both urban and rural communities, with a mix of general need properties and housing for older people.

We have a clear vision to be recognised as a leading provider of high-quality affordable homes and as an organisation that cares about people and community.

# Castlehill Housing Association

**2000 +**  
homes managed

**1970**  
established

**3**  
regions covered

## Types of housing available



**Across urban and rural areas of North east Scotland**

# Environmental

CHA has a proud record of championing renewable technologies going back over the past 20 years to our first communal ground source heating installation in a small scheme of 10 properties in Finzean, Aberdeenshire.

Our retrofit programmes have significantly improved our environmental impact and reduced harmful emissions from older heating types such as oil or gas boilers. Examples include replacement of communal oil boilers with air source heat pumps and a biomass plant in our rural independent living housing.



## Renewable energy

Low carbon investment



## Lower emissions

Reducing fossil fuel reliance



## Efficiency

Improving housing performance

# Impact – environmental

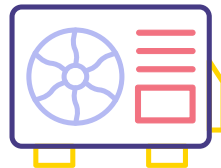
**35**

**ground source  
homes**



**125**

**air source  
homes**



**26**

**homes with  
biomass**



14 of our older traditional tenement properties have benefitted from Internal Wall Insulation and a further 10 ground floor flats from underfloor spray foam insulation.

# Case Study – Cromar Court

**Former Sheltered Housing Scheme, Cromar Court, is located on the edge of Cairngorm National Park and was built in the 1980s .**

- Aging building fabric – old windows and doors
- Building is brick, cavity construction
- Oil based heating
- High energy costs
- Weather exposure – particularly effected by annual snow and power outages
- Unmetered useage of energy
- Communal block used as a community hub



- **Feasibility options appraisal for new 'clean and green' heating systems**
- **Tenant consultation process**
- **Cost modelling on energy usage**
- **External funding options explored to support project delivery**

# Work carried out – Cromar Court

## ECO4 and CHA funding blend approved by Management Committee

- ASHP heating installation to 13 properties and communal block
- PV panel arrays to all roofs
- Battery storage units to all 13 units and communal block
- Triple glazed windows and doors
- Upgrade of loft and underfloor insulation, and cavity fill insulation
- Environmental sensors and remote diagnostic monitoring of whole system
- Individual metered energy usage for tenants delivering fairness of use
- Resilience of energy supply in times of power outage with batteries for tenants and community hub

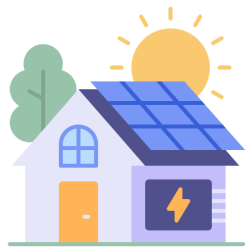


Cheaper energy bills, warmer homes, lower carbon emissions, community impact and happy tenants!

# Impact – environmental

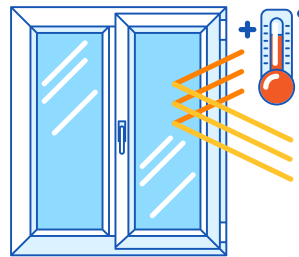
**241**

solar panel homes



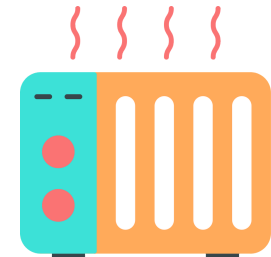
**171**

window upgrades



**72**

energy efficient  
storage heating



Accessed external funding to assist works including: Community Energy Scotland Grant, Energy Saving Trust renewables fund, ECO4 funding and the Scottish Government Social Housing Net Zero Fund.

# Social

## Safe & compliant homes

Central to Castlehill HA's existence is the provision of safe, secure, affordable homes.

We have Scottish Secure Tenancy agreements in 100% of our rented properties.

CHA aims to promote environmental awareness and positive impact through our policies and business activities. Our procurement of goods and services promotes use of materials and work practices that have positive environmental impact and encourage recycling and re-use.

Examples include cleaning services and grounds maintenance.



**100% compliant on gas safety certification for tenants**



**100% compliant on electrical safety inspections**



**Fire safety inspection requirements met**



**99.6% of our homes meet the Scottish Housing Quality standard**



**Mould and damp issues addressed quickly within agreed timescales**

# Supporting our Communities

**£140k**  
estimated tenant  
gains

Key Project supporting tenants resulting in financial gains of £140K each year.



**£60k**  
additional income

Fully trained energy advisors – and provides affordable loans, benefits advice resulting in financial gains for households estimated at over £60K via Care & Repair.



**100k**  
charitable funding

C&R has accessed over £100k in charitable funding enabling them to help over 150 households



Upgrades to housing stock to reduce fuel use and cut tenants bills. Ensuring best value on energy contracts passing benefits to tenants

# Tenant Participation

CHA has a long established Registered Tenant Organisation – CaRTO, that encourages tenants to get involved and input to decision making and help shape the services we provide. CHA supports this employing a specialist Tenant Participation Officer. In addition to the formal RTO, we have a network of tenant groups across our stock supporting activities and wider community involvement.



## Castlehill Connects

Tenant newsletter, delivered digitally and short print run. Keeps tenants informed and updated on changes.



## CaRTO

RTO encourages tenants to input decision making and help shape our services.



## My Home - tenant portal

Our digital portal encourages more autonomy, allowing tenants to manage their tenancy.

# Governance

CHA is a not for profit organisation with surpluses ploughed back to support our business and service delivery.



## Transparent reporting & compliance.

- Annual Assurance Statement submitted to SHR and CHA confirmed compliant with published regulatory standards
- Formal complaints addressed following SPSO model procedures
- CHA is a membership organisation, with members electing the Board.
- Overseen by 100% voluntary, non-executive Management Committee/Board. 60% of Board members are men and 40% women.



## Code of conduct for all employees.

- Annual effectiveness review and succession plan for Board members
- External and Internal Audit supports good governance in CHA
- Meet Fair Work First criteria as an employer and recipient of Scottish Government Grant Funding
- Real living wage paid as minimum.
- Wide range of policies to support staff training, development and wellbeing.
- Active Employee Representative Forum