

# Lister Housing Co-operative Ltd

## Annual Charter Report to Tenants

### 2017-18



Tackling stubborn graffiti on porous sandstone at a prominent corner at Lister. The worker from G. Grigg & Sons carefully works away at the tag, using specialist steam cleaning resources. After treatment, a sacrificial coating is being tried to reduce the impact of any future scribbles.

# Edinburgh Doors Open Day 2017



Lister participated in Edinburgh's Doors Open Day weekend, on Sunday 24 September 2017.

We were able to showcase our office, Main Site back green and the work of the History Group & Arts & Craft Group to almost 100 visitors over the course of the day.

We had previously participated in 1995, and also took part in Gardens Open Day in 2006.

The good work of the Cockburn Association in organising and publicising these events is much appreciated.

<---- *Seen left is the Lister office*

*The displays for Doors Open Day in the Lister main front meeting room.*

*The Lister banner takes pride of place above the mantelpiece.*



# Some of the outcomes for the year

Included in this report are many individual outcomes for the year including some reported in the Annual Charter Return by Lister to the Scottish Housing Regulator.

- Turnover (vacancies) in self-contained flats - 4 flats = **2.2%** of our stock.
- **16** replacement high efficiency A-rated boilers were fitted.
- Percentage of gas safety certificates completed within 12 months of the previous certificate - **98.92%** - we are aiming to beat this in future.
- The majority of tenants in **one** common stair agreed to get their stair cleaning organised by Lister.
- Louise Alexander (Chairperson) & Alistair Cant (Director) ran a workshop on governance in smaller housing organisations at an important conference.

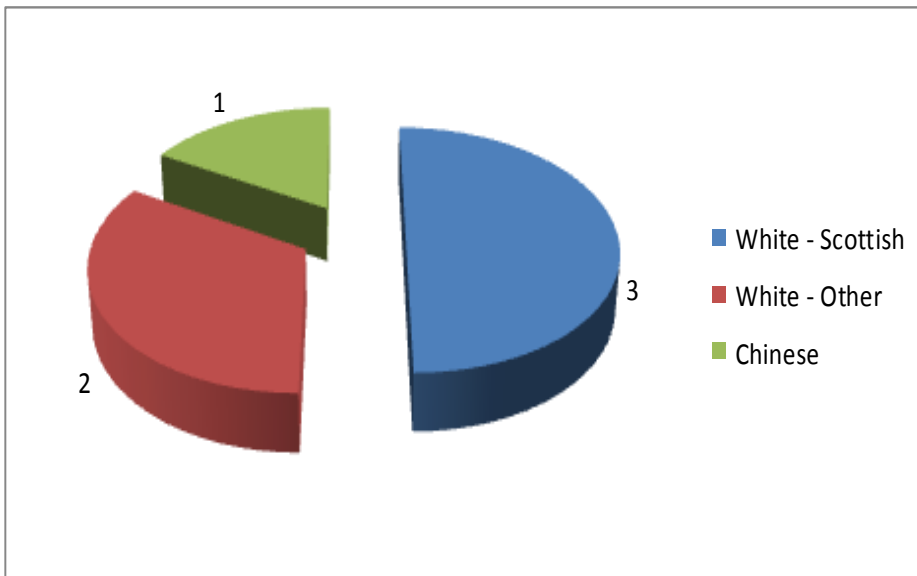
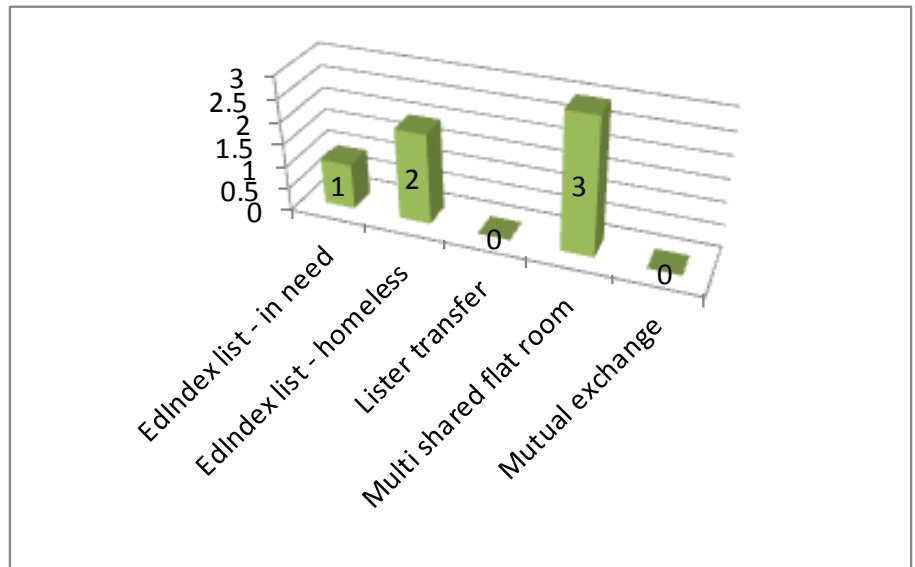


*The newly decorated stairwell at 12 Keir Street with its large cupola. One of the panes in the cupola had a crack so the scaffolding erected by the painters was used as a crash-deck for the reglazing (which was done from the outside).*

# Allocations information

## Lets in 2017-18

This last year at Lister, we have had a very very low turnover  
- 6 vacancies  
and no mutual exchanges or transfers - whilst the housing list on EdIndex has 21,130 applicants.



## Ethnic origin of Lets 2017-18

Lister offers fair and equal access to housing for all sectors of the community.

## Letting performance 2017-18

*Average time to relet a whole-flat vacancy* 30 days

*Average time to relet a multi-flat vacancy* 89 days

*Number of offers made: 6 (for 6 vacancies). Number of offers refused: 0*

The staff take great care to match the characteristics of the vacant flat with the housing characteristics and need of applicants - Lister wishes to ensure that all vacancies are allocated to those in housing or medical need. This can sometimes take time, and the applicant needs to be sure the flat is right for them too.



# Repairs and maintenance



*Scaffolding for safe access for rendering*

## Repairs performance

Average time taken to complete emergency repairs: 6.8 hours

Average time to complete non-emergency repairs: 4.8 working days

Percentage of repairs completed right first time:\* 93%

\*completed within the timescale and the number of visits agreed with the tenant

Number of adaptations completed - 3

Average time to complete an adaptation (all were grab-rails) - 6 days

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## Chimney rendering

Twelve chimneys on the Main Site were re-rendered in 2017 using modern lime-based render.

This allows the chimneys to 'breathe' better and cope with rain.

The warmer colour used, compared to the grey of the previous cement render, brightens up the skyline.



# The ever-changing world

Other changes being managed at Lister include the following

- Planning our website - with careful work and design by our Director, Alistair Cant, assisted by Jean-Luc Addams from the Committee, and the specialist designers - *graphics.coop* - itself a workers co-operative.
- In response to the concerns about fire safety and the Grenfell disaster, Lister's Committee organised a Fire Safety open evening for tenants, with experts from Lothian & Borders Fire & Rescue Service. Information was publicised in the Lister newsletter.
- As part of the review of fire safety at Lister, contracts have been let to install enhanced smoke detector systems in Lister flats. Shortly after Lister decided on the specification for this important work, the Scottish Government announced that it is consulting on a proposal to make the same high standard of smoke detector system (that we are installing) mandatory across all Scottish housing, whatever the tenure or ownership.
- One other change agreed by the Management Committee has been to join the EdIndex 'Key-to-Choice' choice-based lettings system. Vacant flats (not being let to a transfer) will be advertised through the 'Key-to-Choice' website and people on the EdIndex housing list can bid for them. Lister's same careful allocation procedures will still apply, but this will give more choice to those looking for housing in Edinburgh.

## Representing Lister locally

Lister's tenants, Committee members and staff keep a keen eye on local changes or developments so as to try and make sure that the interests of Lister tenants and their household members are considered in the proposals.

In the last year there has been the Heriot's School refectory/dining hall major upgrade which has impacted on Lister considerably. Lister lobbied both at the planning permission stage and when on-site to try and ease adverse impacts. Lister also liaised with a Quartermile site building manager over impacts from light and noise from their building.

## Modernising the office

A new internet-based phone system has been installed which gives greater reliability and flexibility.

A colour / black & white copier has been leased which enables special print runs in colour of important material such as this report.

# Managing the Co-operative

The Management Committee, supported by the staff, direct the Co-op and provide leadership for the continuing success of this tenant-controlled organisation.

## Careful control

Two important contracts were put out to tender, to both achieve good value for money and to seek the right service provider to meet our requirements.

Both contracts - for gas heating servicing (and boiler replacements) and for the Internal Audit function - were tendered in conjunction with Manor Estates HA. This brought benefits in terms of economies of scale for all parties and a more attractive package for tenderers.

## An active community

Thirty-one members attended the June 2017 AGM - over 12% of the membership.

One new tenant member stood for election to the Management Committee and was elected at the 2017 AGM.

The attendance rate for Management Committee members at their 11 meetings in the Committee year 2017-18 was 82.5%.

Jenny Lewis and Colleen Littlewood received long-service awards from Employers in Voluntary Housing for each having over 25 years service.



*Lister's Internal Auditor, Caron Quinn, provided governance training for Lister's Management Committee - focussing on self-assessment and assurance.*

# Financial results for 2017-18

Income & Expenditure account	2016-17	2017-18
Surplus for the year	£ 143,731	£ 93,757
Other income (revaluation commercial property)	n/a	29,600
Total comprehensive income for the year	£ 143,731	£ 123,357

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Balance Sheet	31 March 2017	31 March 2018
Revenue reserve*	£ 3,386,441	£ 3,480,198
Revaluation reserve	-	29,600
Share capital (number of members with £1 share)	256	252
Total capital and reserves	£ 3,386,697	£ 3,510,050

*\*the revenue reserve represents past re-investment by Lister (since formed 41 years ago) in the buildings and in improvements. It does not represent spare cash.*

## Some finance/rents facts and figures:

<i>Rent collected as % rent due</i>	99.5%
Gross rent arrears (current + former)	3.0%
<i>Percentage rent lost - empty property</i>	0.13%
No. of notices (forewarning court action) issued	10
<i>No. of court proceedings started</i>	1
No. of court orders for possession	0

## Report produced by

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*- printed on recycled paper -*