

Lister Housing Co-operative Ltd Annual Charter Report to Tenants 2018-19



No, not a worker having a quick bit of physical exercise on our New Site back green climbing frame - but a specialist play area inspector hired through RoSPA to carry out an annual inspection and provide an audit report

At work to keep Lister safe and sound



Climate change has many impacts including severe weather, sometimes at unusual times of the year.

This large branch was split in June 2018 from Storm Hector.

However one of contributory factors to this damage was human in origin - when this tree was much younger and smaller - it was climbed on by children. As a result the central trunk was split into smaller side branches with no one dominant trunk. This left the tree weaker and more prone to wind damage as it had several large branches out to the side but no central core.

<---- Seen left is the split branch

A team from tree specialists - Lord of the Trees - carefully removed the branch and took care of the clear-up work.



Some of the results 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 - 1 flat = **0.5%** of our stock.
- **10** replacement high efficiency A-rated gas boilers were fitted.
- Percentage of gas safety certificates completed within 12 months of the previous certificate - **100%**- thanks to all tenants for helping with access.
- The rent increase for inflation for April 2019 was a very low **1.9%**.



The New Site Bathroom refurb project took place in 2018. Here, tenants have a look at the components to be used, in a pre-start open evening. The work included the replacement of the fuse-box and a new high-spec smoke detector system.

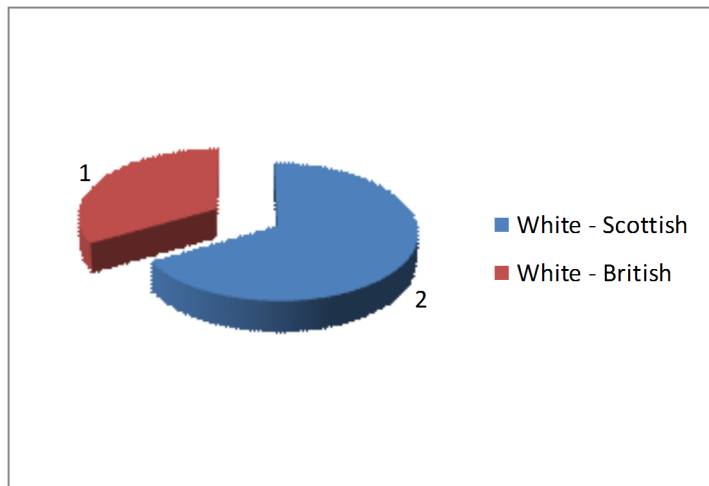
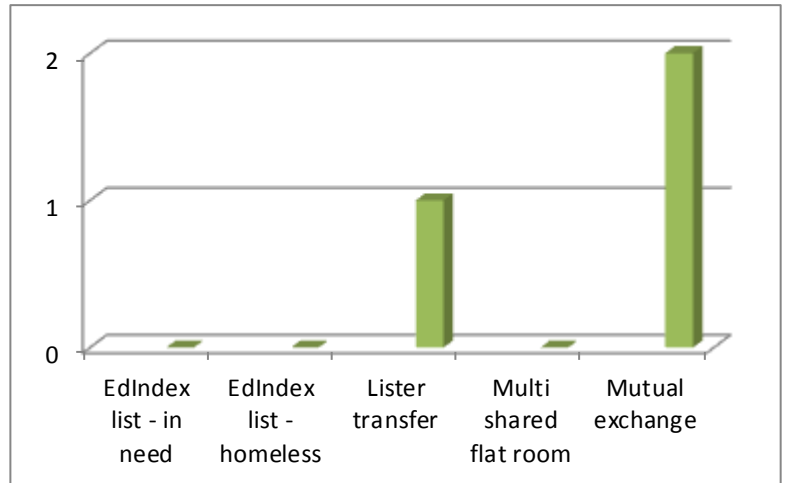
Allocations information

Lets in 2018-19

This last year at Lister we have had an even lower low turnover

- 1 vacancy (let to a transfer applicant) and 2 mutual exchanges -

whilst the housing list on EdIndex has 20,954 applicants.



Ethnic origin of Lets

2018-19

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

Letting performance 2018-19

Average time to relet a whole-flat vacancy 15 days

Average time to relet a multi-flat vacancy n/a - no vacancies

Number of offers made: 1 (for 1 vacancy). 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



Render on the gable wall at Archibald Place had 'spalled' i.e. lost its adhesion to the underneath surface and then started to drop off, posing a risk to those passing by at ground level.

Urgent action needed

Following a report of falling render, on the tall gable wall of Archibald Place, an urgent inspection was made and a contractor instructed to erect protective scaffolding the next day.

The root cause was identified as the stone copes at the top of the gable wall did not overhang the wall sufficiently, allowing rainwater to drip onto the top of the render, then behind it, reducing its adhesion.

New cope stones *-seen on the right --->* were ordered and installed, then the render was renewed across the whole top section of the gable wall. Job done.



Repairs performance

Average time taken to complete emergency repairs: 6.0 hours

Average time to complete non-emergency repairs: 6.2 working days

Percentage of repairs completed right first time:* 95.4%

*completed within the timescale & the number of visits agreed with the tenant

Number of adaptations completed - 5

Average time to complete an adaptation - 36 days

A snapshot of topics from 2018-19

Life continues apace, at Lister, with new challenges arising and ongoing workloads:

- We joined in April 2018 the EdIndex Key-to-Choice system to advertise vacant flats for people to bid for, however we did not have a vacancy to advertise for over a year - not until May 2019.
- New regulations on personal data - GDPR (General Data Protection Regulations) - came into force in May 2018 and much training and preparation was undertaken. This continues as the ramifications are wide and far-reaching.
- The complexities of the new Universal Credit welfare benefits system are becoming more evident, as Lister sees more tenants having to claim UC - rather than housing benefit and other benefits. The new system also places a large onus on claimants being able to navigate on-line all aspects of their claim.
- The New Site bathroom programme was a significant contract carried out. As well as the complete refurbishment of the bathrooms, there were also new hot and cold water tanks, new fuse-box and new smoke detector systems installed.
- Lister is pleased to see more focus on the key role that co-operatives, of any type, play in the local, the Scottish and UK economy. There are 7,215 independent co-ops in the UK employing 233,733 people and generating £38 bn of turnover. There is a huge network of successful thriving co-ops out there.

Lister tenants - from the Management Committee - spreading the word

Tenants elected onto the Management Committee do not just attend Committee meetings - many offer to take part in other events - seminars, conferences, etc.

During such occurrences, they are not just representing Lister, but also showing that ordinary tenants can be active participants in their community and the wider voluntary housing movement at various levels in Edinburgh and Scotland.

In 2018, one or more Committee members attended the following -

- ~ Scottish Federation of Housing Associations Governance conference ++++++++
+++++++ Shelter Scotland's 50th Anniversary event ~
- ~ SFHA Housing Day reception at the Scottish Parliament, Holyrood ++++++++
+++ Scottish Housing Regulator Tenant consultation on new Regulatory Framework ~

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.

An active community

Thirty-one members attended the June 2018 AGM - over 12% of the membership.

One tenant member, who was interested in joining the Committee, was co-opted onto the Committee in July 2018.

The attendance rate for Management Committee members at their 11 meetings in the Committee year 2018-19 was 76.3%.

New external auditors found

At the 2018 AGM, our previous auditors, Scott-Moncrieff, were re-appointed but they then withdrew as we had failed to agree a cost for the work. The Committee then agreed to go out to tender for a new firm.

After a Public Contracts Scotland website tender process, followed by interviews held by Lister's Audit Sub Committee, we were very pleased to appoint Chiene + Tait, a well-known Edinburgh firm of accountants.

Important local liaison

In November 2018, we organised a site walk-about involving the Principal of George Heriot's School, Lesley Franklin and our Chairperson, Louise Alexander.

This was very useful and allowed a mutual sharing of thoughts and issues that affect both of us immediate neighbours.

Pictured - Lesley, Louise, and Heriot's Estate Manager Andrew MacLachlan --->



Financial results for 2018-19

Income & Expenditure account	<i>2017-18</i>	<i>2018-19</i>
Surplus for the year	£ 93,757	£ 87,826
Other income (revaluation commercial property)	£ 29,600	-
Adjustment - pension liabilities re-valuation	-	£ (18,000)
Total comprehensive income for the year	£ 123,357	£ 69,826

Balance Sheet	<i>31 March 2018</i>	<i>31 March 2019</i>
Revenue reserve*	£ 3,480,198	£ 3,579,624
Revaluation reserve #	£ 29,600	-
Share capital (number of members with £1 share)	252	253
Total capital and reserves	£ 3,510,050	£ 3,579,877

**the revenue reserve represents past re-investment by Lister (since formed 42 years ago) in the buildings and in improvements. It does not represent spare cash.*

The revaluation reserve (from the commercial property revaluation) was amalgamated into the general Revenue reserves, at 31 March 2019.

Some rent & arrears facts and figures:

<i>Rent collected as % rent due</i>	100.51%
<i>Gross rent arrears (current + former)</i>	2.87%
<i>Percentage rent lost - empty property</i>	0.03%
<i>No. of notices (forewarning court action) issued</i>	4
<i>No. of court proceedings started</i>	3
<i>No. of court orders for possession</i>	0

Report produced by

Lister Housing Co-operative Ltd

0131 229 6176

36 Lauriston Place

Edinburgh EH3 9EZ

www.lister.coop

info@lister.coop

October 2019

- printed on recycled paper -