

## LISTER HOUSING CO-OPERATIVE LTD

**THE LISTER CHARTER, SERVICE STANDARDS AND TARGETS**

## THE LISTER CHARTER

1. Lister aims to provide a high standard of service to its tenants, to those applying for housing and to others with whom we have contact. The principles of the service are outlined below.
  2. The Co-operative will maintain its flats to a high standard and endeavour to upgrade the standard of housing as and when possible.
  3. The Co-operative will provide an effective and efficient repairs service within response times set out by Lister.
  4. The Co-operative will respond to all enquiries promptly and efficiently.
  5. The Co-operative will endeavour to ensure that all tenants contacting Lister will be able to speak to the person they wish or at least a staff member equipped to deal with their enquiry.
  6. The Co-operative will consult tenants on policy issues which affect significantly the manner in which their homes are managed and maintained.
  7. The Co-operative will provide formal channels whereby complaints or grievances about Lister's performance can be received, acted upon and remedied.
  8. The Co-operative will provide advice and assistance to tenants and applicants on a wide range of housing issues and publicise sources of independent advice and information.
  9. The Co-operative participates in the Scottish Public Services Ombudsman service.
  10. These standards will be monitored and regular reports presented to the Management Committee and publicised to Lister tenants.
  11. Failure by the Co-operative to fulfil any of these objectives should be reported to the Director so that the matter can be looked into and steps taken to improve the service
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