

## REPORT TO THE MANAGEMENT COMMITTEE MEETING OF 28 APRIL 2020

### LISTER AND THE COVID-19 SITUATION

<i>STATUS - for comments</i>
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1. The Covid-19 crisis has had many implications for Lister - its staff, Committee, tenants, contractors, consultants and others. In this, we are the same as most other businesses. On the plus side we are still functioning and staff and people are keeping as safe as possible. We are also a very paper/office-based organisation - not a bad thing in itself - but we could not function easily at present remotely for a number of reasons. Our new housing management software will make working remotely more easier in the future.
2. The housing service is being provided by a rota of skeleton staff in the office, with staff at home being given work to do at home / training / webinars, to fill some of their time. No staff has been furloughed or been made redundant, etc.
3. We have been providing a telephone service to tenants (and the public) and we understand this has been most useful and reassuring for those who have contacted us. The key topics have been about loss of income, paying the rent, dealing with emergencies, organising gas servicing. There is some info on our website.
4. We and Lothian Gas are trying to continue with the gas servicing for every property. This is partly as this is the general advice from the authorities/the GasSafe people. If we cannot get access (and have tried) then the GasSafe/HSE have said that we would have a reasonable defence if it did come to court. However, we would prefer to do all servicing as normal. The Scottish Housing Regulator (SHR) have also asked to be notified of significant problems in doing servicing.
5. We have notified the SHR formally about us closing the office to the public but maintaining a skeleton service, as they had asked all RSLs to let them know of the situation locally. They have been fine in their brief subsequent contact and we only have to report significant new issues.
6. In terms of our tenants we have not been told of anyone having got/had coronavirus, but this may not mean anything. We have not been notified of any deaths (for any reason) since the crisis broke.
7. We are unable to provide any additional services to tenants, such as shopping or finding support. This is primarily as we have a very small staff pool and we cannot either offer much real assistance and we do not wish to put ourselves at risk from the virus which would mean we could not provide the skeleton cover, etc. We believe the continued functioning of Lister as an organisation is a priority and certain key tasks, e.g. telephone cover, accounts preparation, have had to be prioritised.
8. There is clearly a lot of uncertainty, especially on the process for the nation and for the economy, on coming out of lock-down. No doubt much will be speculated on.

Alistair Cant DIRECTOR