

LISTER HOUSING CO-OPERATIVE LTD ANNUAL CHARTER REPORT TO TENANTS ~ 2019-20



A new door being modelled at Lister?
Hey! - look inside to find out more

How to test the airtightness of a property...



1. Insert large, red, false door in doorway.
2. Make sure it is tight-fitting with edges taped .
3. Apply a large electric fan in the hole at the lower part of the door (see photo below).
4. This will pressurise the air in the flat and special instruments measure how much air escapes.
5. Switch on!

The airtightness testing was organised to give useful information about Lister flats and energy conservation measures.

With thanks to Glaze and Save Ltd, and Napier University for their technical expertise (and the tenants who agreed to being blown up).

This all helps inform our EESSH (Energy Efficiency Standard for Social Housing) work.



A first for Lister for a long, long time

At every AGM, members (tenants) of the co-operative can be nominated to stand for the Management Committee. There are also the usual one-third of the existing Committee who have to stand down and (if they re-apply) face an election..... except that if there the same number or fewer candidates than vacant places, an election is not needed.

However, on 25 June 2019, we had 10 candidates for 8 vacant places so there was a ballot, complete with statements from all the candidates. We were very pleased to see such interest from people wishing to contribute to their co-op.

And now, the 2020 AGM has other challenges for different reasons.



A picture taken just before the start of the 2019 AGM in late June, with (from left to right), Jeremy Chittleburgh of auditors, Chiene+Tait, Louise Alexander (Chairperson), Fiona Dodds (Housing Assistant) and Heather Kiteley (then Director of Finance & Corporate Services, Port of Leith HA) and the raffle prizes.

Allocations information

Lets in 2019-20

We have a higher turnover this year with 9 lettings in total. By doing some transfers we then create a second vacancy which can be let also.

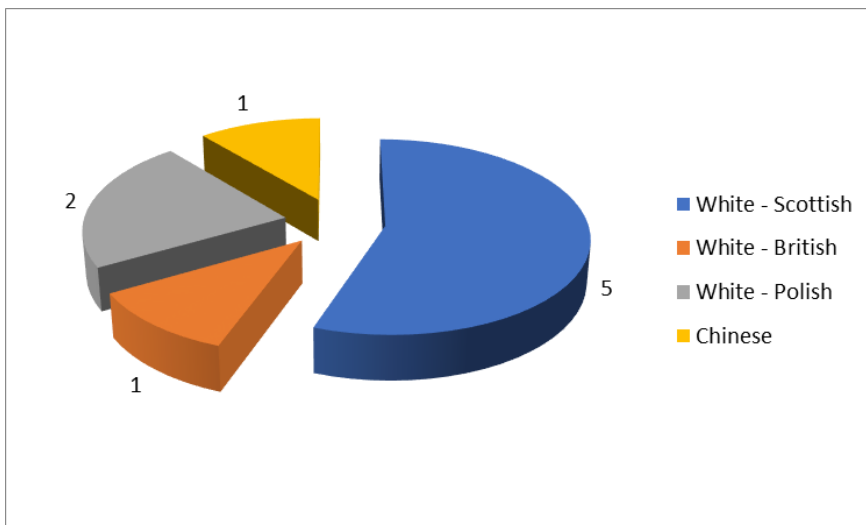
Of the transfers, one was overcrowded and two had medical need.

The housing list on EdIndex has 23,998 applicants.



Ethnic origin of Lets 2018-19

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



Letting performance 2019-20

Average time to relet a whole-flat vacancy 41 days

Average time to relet a multi-flat vacancy 0 days

Number of offers made: 13 (for 9 vacancies). Number of offers refused: 4

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



All the railings and other metalwork were painted in 2019-20. Some people said they liked the grey undercoat as it gave them a different look. Here, we see the gate with spot primer (red), and the other railings are getting the grey undercoating. The finish coat is black.

Repairs performance

Average time taken to complete emergency repairs: 7.0 hours

Average time to complete non-emergency repairs: 5.6 working days

Percentage of repairs completed right first time:* 94.9%

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

Number of adaptations completed - 1
Ave. time to do an adaptation - 74 days

% gas services done on time - 100%



Drainage collapses and chokes

We had several drainage issues - some due to chokes primarily caused by wet wipes being flushed down toilets. In a couple of cases we also had collapses in the drains in the back gardens/back green, necessitating a mini-digger. These drains can be very deep and finding the break can be hard work.



A snapshot of topics from 2019-20

These are some notes on activities and events from April 2019 to March 2020:

- A lot of effort and staff time was spent preparing for 11 November 2019, when Lister and other housing associations and co-ops would become covered by the Scottish Freedom of Information (Fol) Act requirements. One implication was that we had to have a Data Protection Officer (DPO) appointed formally in terms of the GDPR data protection legislation. Lister appointed a specialist outside consultancy - recruited through the ARCHIE Alliance of smaller independent HAS and Co-ops in Edinburgh.
- The DPO consultancy helped Lister considerably with not only GDPR work but also Fol preparations. As part of this, the information available on Lister's website expanded considerably and now forms a good resource for tenants and others.
- Work continues with upgrading the smoke detectors at Lister to the new modern standard that becomes a legal requirement from February 2021. These give high quality protection and peace of mind, together with a handy Alarm Controller.
- Lister's Committee signed up to a commitment to maintain and develop its support for those suffering Domestic Abuse, primarily women and children. Lister's Director is on a multi-agency Housing & Domestic Abuse working group.
- The office upgraded its computers to new ones running Windows 10 and the latest version of Office. In February, the Management Committee signed up for new specialist housing management and finance software, using a web-based service. This has been especially useful in the Covid-19 period since mid-March.

Right - insulating the underside of 16 Heriot Place pend, using spray foam.



Left - Insulating a fragile ceiling in Lauriston Place where access was very difficult. Foam was pumped from a van in Heriot Place, up the gable.

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-two members attended the June 2019 AGM - over 13% of the membership.

The first election for Committee places in over 30 years saw 8 people elected from 10 candidates for the Management Cttee.

The attendance rate for Management Committee members at their 12 meetings in the Committee year 2019-20 was 78.7%.

Staffing changes

June 2019 saw the retiral of our long-standing, faithful Housing Assistant, Julie Fleming, after over 32 years at Lister. The Committee wished her well at their June meeting.

Her replacement, Fiona Dodds, was recruited after a selection process with a lot of good candidates.

Our gardener of 5 years standing, Charlie Welch, decided to move on. His replacement, Paul Lyall, worked hard for 6 months but changes in his family circumstances meant he had to leave us for a full-time job elsewhere.

Assurance statement submitted

From October 2019 every registered social landlord has to issue an Assurance Statement to the Scottish Housing Regulator (and to its tenants) giving assurance that the RSL meets the expectations on it from the SHR.

This is an 'active' duty that is re-asserted each year and any significant reductions in compliance must be notified to the Regulator. Lister's first statement was brief - one sentence.

We plan to say and explain more in our 2020 statement which is being prepared now for submission soon.



One man and his bins.....talking rubbish (again)

Our Director, Alistair Cant, standing proudly outside our office with three garden waste bins freshly labelled with official Council stickers. There had been a delay in getting the stickers which was eventually resolved to our satisfaction.

Financial results for 2019-20

Income & Expenditure account

	2018-19	2019-20
Surplus for the year	£ 87,826	£ 234,608
Adjustment - pension liabilities re-valuation	£ (18,000)	£ 61,973*
Total comprehensive income for the year	£ 69,826	£ 296,581

*Lister benefitted from the revaluation of liabilities on our pension deficit liabilities.

Balance sheet

	31 March 2019	31 March 2020
Revenue reserve^	£ 3,579,624	£ 3,876,205
Share capital (number of members with £1 share)	252	246
Total capital and reserves	£ 3,579,877	£ 3,876,451

^the revenue reserve represents past re-investment by Lister (since formed 44 years ago) in the buildings and in improvements. It does not represent spare cash.

Some rent & arrears facts and figures for 2019-20:

Rent increase - 1 April 2020 (average all flats)	1.9%
Rent collected as % rent due	98.8%
Gross rent arrears (current + former)	3.1%
Percentage rent lost - empty property	0.4%
No. of court proceedings started	3
No. of court orders for possession	0
No. of properties abandoned in the year	0

Report produced by

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