

LISTER HOUSING CO-OPERATIVE LTD

Annual Charter Report to Tenants - 2020-21



A Management Committee meeting - 2020 style.

Held online, using PCs, tablets, laptops, phones..... with participants including cats, dogs, family members.

Here, Director Alistair Cant concentrates on - who's speaking? who's not un-muted themselves? who's raised a hand?

In April 2020, disaster struck



A major fire broke out in a tenanted flat in the early hours, and a full-scale response was needed from the Fire & Rescue Service, evacuating residents and closing the road.

Thankfully no-one died or was badly injured, though one cat in the flat above died from smoke inhalation.

Three families were affected - the flat itself and the one above and below, with significant disruption to all those involved.

This photo shows the extent of the damage - the room was the source of the blaze, and there was a large item of furniture in front of these double-doors.

The item of furniture was destroyed, along with everything in the room, but the adjacent room was relatively unscathed - the fire found a way out down the main hallway, which was also completely destroyed.

There was no fuse-box left in the hall - the whole thing had melted.



A strange year.... (not) to forget

April 2020 to March 2021 - what happened that year?

Oh yes, coronavirus (or Covid-19 as it became to be called) and the world turned upside-down. Lockdown / Zoom / PPE / social distancing / herd immunity

At Lister we all had to adjust, step up to the plate (after disinfecting it) and work on. Tenants, staff, Committee members and contractors were all changing how they lived and worked to keep safe, keep the properties wind and watertight, and ensure gas appliances are checked and serviced.

With a spacious office and few staff, Lister could have people working there to help organise emergency repairs, deal with empty flats, give out keys and instructions to contractors. Of course much contact went online or via the telephone, but we kept going, just as people rallied round to help neighbours, the elderly, the sick.



What strange object has landed in the Lister office reception - some film-set prop from 2001 Space Odyssey?



Of course, a now-familiar object - the sanitisation station - dispensing some protection automatically

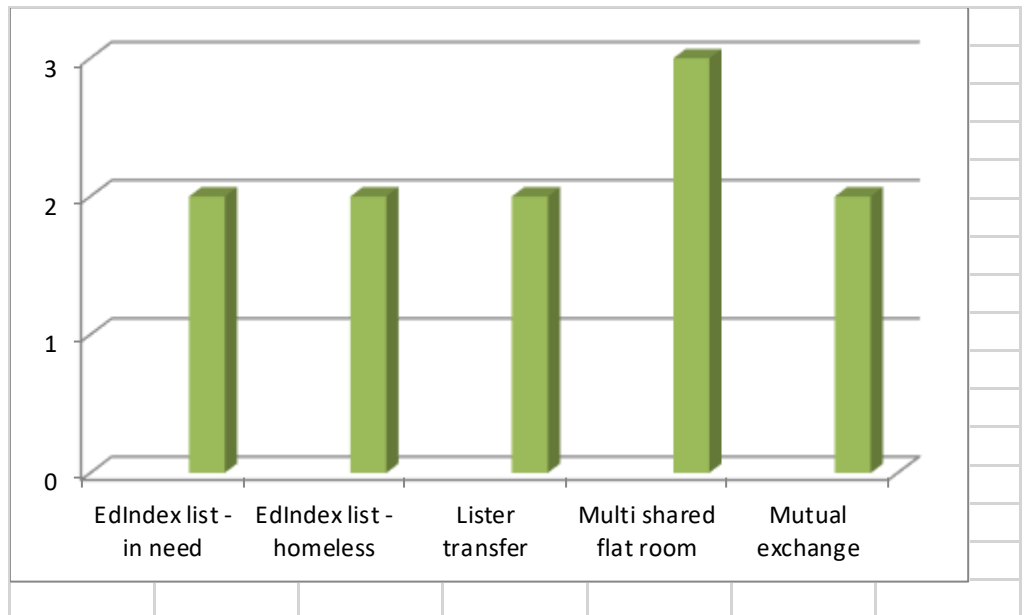
Allocations information

Lets in 2020-21

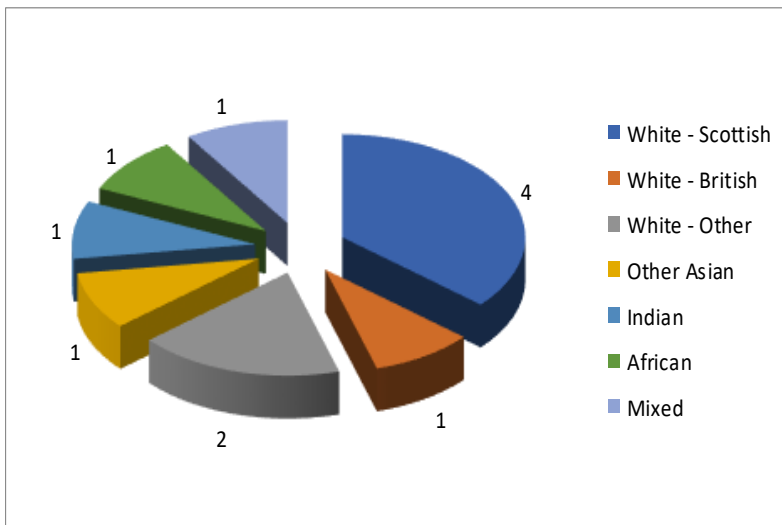
We have a higher turnover this year with 9 lettings in total.

By doing some transfers we then create a second vacancy which can be let also.

Both of the transfers, were overcrowded.



The housing list on EdIndex has 20,564 applicants.



Ethnic origin of Lets 2020-21

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

Letting performance 2020-21

Average time to relet a whole-flat vacancy 48.5 days

Average time to relet a multi-flat vacancy 47.3 days

Number of offers made: 10 (for 9 vacancies). Number of offers refused: 1

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



There were a number of leaks from a old lead gutter into a top floor flat in Keir Street. Diagnostic work was done over the winter so that a complete renewal of that main section of leadwork could be planned for the following Spring.

Additional work, useful to be done whilst the skilled roofers were there, was also identified.



Repairs performance

Average time taken to complete emergency repairs:
9.0 hours

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

Percentage of repairs completed right first time:*

84.6%

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

Number of adaptations completed - 3

Ave. time to do an adaptation - 116 days

% gas services done on time - 100%

(1 tenant isolating so service deferred)

Floor insulation for Main Site flats with concrete floors

These flats have cold concrete floors and we endeavour to put this insulation throughout if one comes empty. We can also do it to occupied flats if the tenant can work with us to prepare for the work. It makes a good difference to insulation levels.

A snapshot of topics from 2020-21

These are some notes on activities and events from April 2020 to March 2021:

- A lot of effort and staff time was spent preparing for the Main Site kitchen programme, with special meetings of the Maintenance Sub Group and a visit by them to one supplier's showroom on Leith Walk to view the options. A comprehensive high-quality specification was drafted and tendered on the Public Contracts Scotland website. We were, at the year-end, just assessing the tender returns, and then to award the contract and set a Start Date.
- Work continues with upgrading the smoke detectors at Lister to the new modern standard that becomes a legal requirement from February 2022. The system fitted give high quality protection and peace of mind, together with an Alarm Controller. In addition we have a programme to renew fuse-boards and carry out whole-house electric checks; the latter must be done for every flat by May 2022.
- Jennifer McCuaig was elected Chair at the first Management Committee meeting after the September 2020 AGM. She is very experienced and helped guide Lister through a busy period in 2021 as outlined on the next page.
- The Committee decided to employ a professional stair cleaning company to do the common stair cleaning, releasing the Gardener from this work, for a number of reasons. We were delighted that a social enterprise company paying the living wage was able to take this work on successfully.
- There was no increase for inflation on 1 April 2021 due to the difficulties everyone was facing in the economy, with only the Main Site major repairs points increase going ahead.



In early Spring 2021 Lister got Scottish Government funding from different sources .to assist tenants. Some enabled us to get 'goody bags' for every tenant .



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

Twenty-seven members attended the 2020 AGM (either in person or by proxy) - which was held online due to Covid-19.

There were no new members of the Committee but those re-standing were elected.

The attendance rate for Management Committee members at their 12 meetings in the Committee year 2020-21 was 83.2%.



The 2020 online AGM held in September - hopefully a one-off. Thanks to all those involved and those who submitted a proxy form as that helped us meet the quorum (minimum attendance required) and make the meeting valid.

Staffing changes

Our new Gardener/Handyperson, Sam McGillivray was recruited in June 2020 and he rapidly was able to improve things with his expert knowledge.

We have also given him funds to buy new equipment and also more plants, etc. For the first time for a while we can start planning ahead for the communal greens and the gardens.

In January 2021 our Director, Alistair gave early notice of his retirement in December 2021 - the end of an era.

A busy year coming up

With the retirement of our Director, the co-op had to do an Options Appraisal - getting a specialist consultant in to assess our viability, our finances, the views of the Committee, tenants and staff on the future.

Thankfully this, although onerous, went well and the Committee was able to decide to continue as an independent housing provider and to press ahead to recruit a replacement senior officer.

So next year, 2021-22 will be a busy year with the new Chief Executive Officer (CEO) to be trained up and settle in, and then work with the Committee and tenants to continue the good work at Lister.

Financial results for 2020-21

Income & Expenditure account	<i>2019-20</i>	<i>2020-21</i>
Surplus for the year	£ 234,608	£ 225,488
Adjustment - pension liabilities re-valuation	£ 61,973*	£ (93,000)*
Total comprehensive income for the year	£ 296,581	£ 132,488

**changes due to the revaluation of our pension deficit liabilities - not actual cash*

Balance sheet	<i>31 March 2020</i>	<i>31 March 2021</i>
Revenue reserve [^]	£ 3,876,205	£ 4,008,693
Share capital (number of members with £1 share)	246	242
Total capital and reserves	£ 3,876,451	£ 4,008,935

[^]the revenue reserve represents past re-investment by Lister (since formed 45 years ago) in the buildings and in improvements. It does not represent spare cash.

Some rent & arrears facts and figures for 2020-21:

Rent increase - 1 April 2020 (average all flats)	0.9%
Rent collected as % rent (current + past) due	95.0%
Gross rent arrears (current + former)	3.9%
Percentage rent lost - empty property	0.9%
No. of court proceedings started	1
No. of court orders for possession	1
No. of properties abandoned in the year	0

Report produced by

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