

Pleased to Meet You!



My name is John Rankin, and I have recently started as Lister's new Chief Executive Officer, replacing our retiring Director, Alistair Cant. I am really excited to be taking on this role, and the opportunity that it provides to work with all of Lister's people.

I have already met many of you, and I hope to meet many more in the coming weeks and months. In the meantime I want to take this opportunity to tell you a little bit about me, and more importantly my plans at Lister for the next few months.

I started my working life as a solicitor in a busy Edinburgh Law Centre. In 2009 I took my passion for working in the field of social welfare to a new role as Head of Quality and Compliance at ARK Housing Association in Edinburgh, where I was responsible for many aspects of organisational governance, as well as

participation and business improvement. More recently I have worked at Viewpoint Housing Association, as Head of Business Support, leading the Governance, HR, ICT and Health and Safety functions.

I am an Edinburgh native, having grown up and now living with my family not far from Lister's properties. So if I don't see you at one of our properties, or in the office, there's a good chance that I'll see you out and about in the local community instead!

I believe that the best way to learn about an organisation is to talk to the people who are a part of it. Therefore my key priority in coming months will be to meet as many of Lister's people as possible, and of course this starts with our tenants. I hope that through these meetings and discussions not only will you be able to put a face to a name, but I will also be able to take the opportunity to understand more from you about what Lister does well, and what we might want to develop.

As well as meeting our tenants, my plan over the coming months is to get to know how we provide our services, by working closely with the staff team, Elaine, Fiona, Mark and Sam, as well as the Management Committee. I am also meeting

with the external professionals and stakeholders who support our work, such as our auditors, and financial service providers, as well as our key contractors, and other members of the ARCHIE Alliance of Housing Associations and co-operatives.

I am really pleased to have joined the team at Lister and I very much look forward to working for you, and with you, in the coming months and years.

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Keeping Warm this Winter

If you are concerned about the cost of keeping your home warm, or are worried about heating and electricity costs, Changeworks' Affordable Warmth Services can help:

Call free on 0800 870 8800 (9am-5pm Monday to Friday) or Email warmth@changeworks.org.uk and a friendly advisor will get in touch.

Further information can be found on Changeworks website: www.changeworks.org.uk

You can also contact Home Energy Scotland, whose expert advisors give free, impartial advice on energy saving, keeping warm at home, and advice on cutting waste and greener travel.

Visit their website -

homeenergyscotland.org or ring them on 0808 808 2282

Calls are free and they are available between Monday - Friday 8am to 8pm and Saturday from

9am - 5pm.

More info on their warmer winter programme can be found on their website.



Upcoming Equalities Work

We are all covered by the equalities legislation, for example in relation to our age and gender.

Equalities are also a key element of the Scottish Social Housing Charter.

We are planning to do some work on equalities in the near future, which will involve us asking you for information in respect of equalities characteristics, such as age, ethnicity,

and gender, in order to make sure that we are providing the best services that we can.

When we contact you to ask for equalities information, please be assured that any responses you provide will be anonymous.

However, if there are any specific equalities related issues that you want to raise with us so that we

can adjust how we provide our services to you (eg information in a specific format), we will ask you to provide your details and give us permission to hold the information, so that we can respond to your request. Any information that you do choose to provide will be processed only by Lister staff, and will be held securely, and treated in the strictest confidence.

Welfare Advice

Remember that Lister has teamed up with one of our local Housing Association Partners, Port of Leith Housing Association, to offer free Welfare Benefits advice to our tenants.

If you are interested in this service please contact Fiona Dodds, our Housing Assistant for more information.

Window Boxes

Some tenants have window baskets on the window cills outside their homes. However, with the recent windy weather it is worth remembering that these should be properly secured, so as not to pose a risk through falling on to others.

Please ensure that all window baskets are properly secured so as not to pose a risk to others.

Correction

with our October Newsletter we shared our Landlord Report for 2020-21, based on figures on the Scottish Housing Regulator website. In that report we stated in error that 96.2% of Lister's homes met the Scottish Housing Quality Standard. In fact the correct figure should have been 90.8%, apologies for this error.