

AGM and SGM 2022

This year's Annual General Meeting (AGM) was once again held in the Lauriston Hall, which is a spacious Hall situated very close to our community, on Lauriston Place.

We were very pleased to welcome 31 tenant members (and thanks to the 2 people who sent in a proxy form too).

People were able to gather socially and meet with friends and neighbours. Some refreshments were also on offer, and after the formal business a raffle was held, and prizes were won by new and long-standing

tenants - well done to the winners.

At the AGM, there were no new people standing for election to the Management Committee this year, but 5 members of the Committee were re-standing, and were re-elected without the need for a vote, as there were more places than people standing. They were Lucy Bald, Susan Baxter, Carol Goodwin, Maureen Midgley and Angus McDonald.

At the SGM updated Model Rules for Lister were approved by those members in attendance. The new rules will not take effect until they

have also been approved by the Financial Conduct Authority.



The AGM and SGM were held in Lauriston Hall

Management Committee 2022-2023

At the first Management Committee meeting after the AGM, the Office-Bearers for this year were elected and they are as follows:

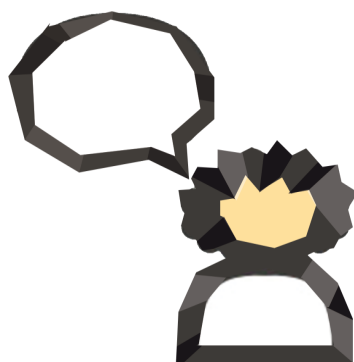
Chair: Louise Alexander

Secretary: Colleen Littlewood

Treasurer: Angus McDonald

The full Committee for 22-23 is as follows:

Louise Alexander, Angus McDonald, Colleen Littlewood, Jean-Luc Addams, Lucille Bald, Susan Baxter, Joanna Dydak, Carol Goodwin, Jacquie Leith, Jennifer McCuaig, Maureen Midgley, Jennie Renton.



INSIDE

AGM, SGM AND
COMMITTEE **1**

COST OF LIVING
HELP **2**

HOME HEATING
ADVICE **3-4**

FOOD SERVICES
AND SUPPORT **5**

OTHER NEWS **6**

LANDLORD RE-
PORT **7-8**



Cost of Living Crisis Support



With rising energy bills and price inflation affecting all of us, the Management Committee would like to share some useful information on energy and fuel efficiency, as well as other advice and assistance resources.

There is lots of help available should you need it, and if you would like support accessing any of the services on offer below please let the staff team know. If there is any further practical support that the team can provide—for example access to a warm room within the office, please let us know.

There are also tenant volunteers who might be able to help eg with deliveries from food services for tenants who are not able to access these themselves. Again, if you would like more information about this please contact the office.

Lister Advice Services

Welfare Rights Debt Advice

Remember that Lister has teamed up with one of our local Housing Association Partners, Harbour Homes (Formerly known as 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 info.

We also offer a free, independent debt advice service for our tenants, which is provided confidentially by the Community Help and Advice Initiative (CHAI).

If you are interested in accessing this service you can contact Fiona in the office. However, if you prefer to self-refer you can contact CHAI direct by calling them on 0131 442 2100,

or by emailing them at chai@chaiedinburgh.org.uk



City of Edinburgh Council Advice



To support Edinburgh residents during the cost of living crisis, The City of Edinburgh Council has created web pages

which are full of useful guidance, information and links for support if anyone is struggling this

winter. The pages include guidance and advice on:

- Money worries
- Food support
- School meals and clothing grants
- Welfare funds
- Benefits advice
- Housing and homelessness

The Website can be found here:

www.edinburgh.gov.uk/costofliving



Lister Housing Co-Operative



Home Heating Efficiency- Advice From Lister's Gas Contractors



Lister's Gas Contractors, Lothian Gas, have produced the following guidance for Lister Tenants who have gas boilers/ gas central heating, on managing them in an energy efficient way.

Set Your Room Thermostat

A room thermostat prevents your heating system from using more fuel than it needs to. It will turn the heating on until the room reaches the temperature you have set and then off until the temperature drops below your programmed temperature.

The thermostat should be set to the lowest comfortable temperature, typically between 18°C and 21°C. You don't need to turn your room thermostat up

when it is colder outside; the house will heat up to the set temperature whatever the weather, however it may take a little longer on colder days. Turning up your room thermostat won't make your home heat any faster.

Also, bear in mind that room thermostats need a free flow of air to sense the temperature, so make sure they're not blocked by

curtains or furniture, and keep them away from heat sources.



Use Your Programmer



A timer or programmer allows you to control when your heating and hot water comes on and when it goes off.

This is useful because it means you can programme your central heating to fit

around the way your home is used. If you're not at home or don't require heating at night, for example, then you can programme the heating system to switch off during these times.

Programmers allow you to set 'on' and 'off' time periods. You should set the central heating programme to come on around half an hour before you get up, and go off around half an hour before you go to bed. And if the house is empty during the day, or you can manage without heating during

the day, make sure you've set the programmer to go off for this period too.

Check that the clock on the programmer is correct before you set your programmes. Remember, you might need to adjust it when the clocks change.





Use Thermostatic Radiator Valves

Thermostatic radiator valves (TRVs) allow you to control the temperature of your individual radiators, so you can turn down the heat in rooms you are not using.

They work by sensing the air temperature around them. If the room is warmer than the setting on the TRV, the valve will close a little, reducing

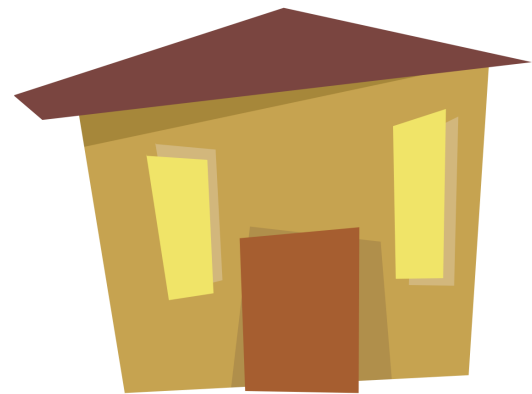
the volume of hot water flowing into the radiator. If the room temperature is lower than the valve setting, the valve opens, increasing the flow of hot water into the radiator.

They are usually marked with a scale from 0 – 5, where zero (0) is off and five (5) is fully open. Aim

for the lowest setting that keeps the room at a comfortable temperature, as this will reduce the volume of hot water, using less energy and saving you money.

Check Your Boiler Thermostat

Your boiler should have a dial or a digital temperature setting, usually marked in numbers or from minimum (min) to maximum (max). This sets the temperature of the water that is pumped from the boiler through the radiators to heat your home. If it's not set high enough when it's very cold outside, your home may not reach the temperature you need to be comfortable.



More Home Energy Advice- Home Energy Scotland

Home Energy Scotland, offers help in relation to:

- Reducing Bills
- Going Green and Saving
- Making homes warmer
- Finding Funding

More information can be found at:

www.homeenergyscotland.org





Affordable Food Services

Too Good to Go

Too Good To Go is an anti-food waste app which lets people purchase unsold food at reduced prices from businesses such as shops and restaurants to save it from going to waste. Lots of local shops, cafes and restaurants participate in this scheme.

More information can be found at:

toogoodtogo.co.uk/en-gb/consumer

The app itself is available in the apple app store and via Google Play for android users.



Too Good To Go



The Food Sharing Hub

The Food Sharing Hub at 22 Bread Street is Scotland's first rescued food shop and exists to save surplus food from supermarkets and small businesses around Edinburgh from an unnecessary fate in the bin.

It is open for everyone. You can simply come along to the Food Sharing Hub. Fill a basket with food and pay as you feel.

Further information can be found here: <https://www.shrubcoop.org/working-groups/food-sharing-hub/>

The Edinburgh Food Project

The Edinburgh Food Project operates food banks at several locations in and around Edinburgh, including at St Columba's by the Castle. More information can be found at: <https://edinburghfoodproject.org/>



Remember...

If you think you will struggle to get to one of these food resources to collect food, someone else in Lister might be able to help. If that is the case please contact the office in the first instance and we will see what we can do to help.

Lister Housing Co-Operative



Community Groups Update

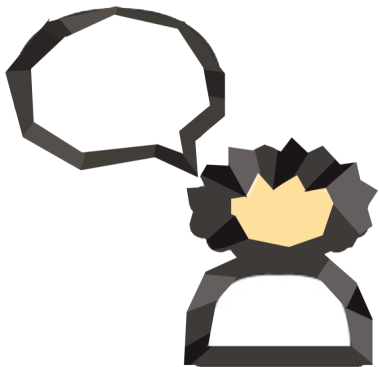
Following an enforced break during Covid, Lister's Crafts Group has recently started meeting again in the same room as before, in the Lister office.

The room has been 'upgraded' with new LED bulbs and table lamps for the Group's use.

If you would like more info on the work of the Group please contact the office.



Upcoming Tenant Survey



Every three years Lister conducts a survey of all our tenants, to ask you what you think of our service, in order that we can review and improve it wherever possible.

We are now due to complete another survey, and we will be back in touch in the near future with more information in relation to how to take part.

Please take the time to complete the short questionnaire when you get a chance, it will be a great opportunity for us to review how we are doing, and where we might be able to improve.

Equalities Data Collection Forms- Reminder

Earlier this year we sent out anonymous equalities data gathering forms to all of our tenants. If you were planning to complete and return a form to us, but haven't done so already, please do so.

Whilst completion of the form is voluntary, by completing and returning it you will be helping Lister obtain 'big picture' equalities information about our community, to support planning and decision making in the future.

If you would like another form please contact the office and we can drop one round for you to complete and return.





LISTER HOUSING CO-OPERATIVE LTD

Landlord report

How Lister performed in 2021-22
as reported to the Scottish Housing Regulator (SHR)

Lister Housing Co-operative Ltd

The SHR's role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, the SHR requires Lister and other social landlords to report on their performance against the Charter.

The SHR asked tenants to tell us what matters most when it comes to their landlord's performance. Here is how Lister performed in those areas in 2021-22.

Homes and rents

At 31 March 2021 Lister owned 185 homes. The total rent due to Lister for the year was £834,309. Lister increased its weekly rent on average by 1.8% from 2020-21.

Average weekly rents

Size of home	Number owned	Lister HC rents	Scottish ave. rents	Difference
Bedsit	7	£65.87	£75.95	-13.3%
1-bed	22	£73.99	£81.32	-9%
2-bed	89	£82.43	£84.18	-2.1%
3-bed	52	£89.58	£91.48	-2.1%
4+ bed	15	£114.23	£100.74	13.4%

Tenant satisfaction

Of the tenants who responded to Lister's most recent tenant satisfaction survey:

- » **91.5%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 87.8%.
- » **90.4%** felt that Lister was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 91.2%.
- » **78.7%** of tenants were satisfied with the **opportunities to participate** in Lister's decision making, compared to the Scottish average of 86.9%



Quality and maintenance of homes

- » **82.7%** of Lister's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 73.2%.
- » The average time Lister took to complete **emergency repairs** was **16.8 hours**, compared to the Scottish average of 4.2 hours.
- » The average time Lister took to complete **non-emergency repairs** was **10.6 days**, compared to the Scottish average of 8.9 days.
- » Lister completed **79.6%** of **reactive repairs right first time** compared to the Scottish average of 88.3%.
- » Lister does not operate a **repairs appointment system**.
- » **87.0%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 88%.

Neighbourhoods

- » **87.5%** of **anti-social behaviour cases were resolved** within targets agreed locally, compared to the Scottish figure of 94.7%.

Value for money

- » The amount of money Lister collected for current and past rent was equal to **98.6%** of the **total rent** it was due in the year, compared to the Scottish average of 99.3%.
- » It did not collect 1% of rent due because **homes were empty**, compared to the Scottish average of 1.4%.
- » It took an average of **97 days** to **re-let homes**, compared to the Scottish average of 51.6 days.

Want to know more?

If you want to find out more about your landlord's performance, contact Lister directly. The SHR expect all landlords to make performance information available to tenants and others who use their services.

The SHR website has lots of further information about Lister, other landlords and the SHR's work. You can:

- § compare your landlord's performance with other landlords;
- § see all of the information your landlord reported on the Charter;
- § find out more about some of the terms used in this report; and
- § find out more about the SHR's role and how they work.

Visit the SHR website at www.housingregulator.gov.uk