

Lister Housing Co-operative Ltd

Annual Charter Report to Tenants 2021-2022





2021/22- Another Year of Change... and Adaptation

April 2021 to March 2022 meant more Covid-19 measures, albeit with some easing of restrictions, which meant people could start to adapt to (and in many cases embrace) 'the new normal'.

Whilst there was some impact to some of our work during this period, Lister was able to continue to adapt its ways of working to maintain our service, whilst keeping tenants, staff and contractors safe.

As well as the slings and arrows of Omicron, this year saw a steady increase in prices, and a new phrase entering the collective consciousness: 'The Cost of Living Crisis'.

This is an issue that affects everyone, and of course Lister is no exception. Therefore, during this period as well as providing access to financial advice services, Lister was successful in applying for funding from the Scottish/Government/ SFHA , as well as from the Housing Association Charitable Trust (HACT), to provide direct support to our tenants.

Of course there may be more challenges to come, but if the last 2 years have taught us anything it is that Lister's tenants, contractors and team are well-able to adapt to a rapidly changing world.



A Chance to Take Stock... and to Look to the Future!

During 2021-22 Lister's previous long-standing senior officer retired, and a new CEO was recruited.

Prior to this, a huge amount of work was undertaken by the Management Committee and by staff, to conduct an 'Options Appraisal'. This meant detailed independent scrutiny of Lister's systems and processes, and its viability for the future.

The process involved Lister's tenants also, which featured comments from a range of tenants who were contacted, many thanks to all those tenants who took the time to provide their comments and feedback.



Options Appraisal

Final Report

June 2021

1

Thankfully the report by the independent consultant confirmed what the Management Committee had hoped - that Lister has a good viable future and that tenants, Committee members and staff all wish the organisation to remain independent.

This was very positive news for the future of the Co-op, and meant that we could progress our plans to recruit a new senior officer. Whilst during these challenging times no one can predict what the future holds, it was very positive that the Co-op's strength and stability was independently confirmed.

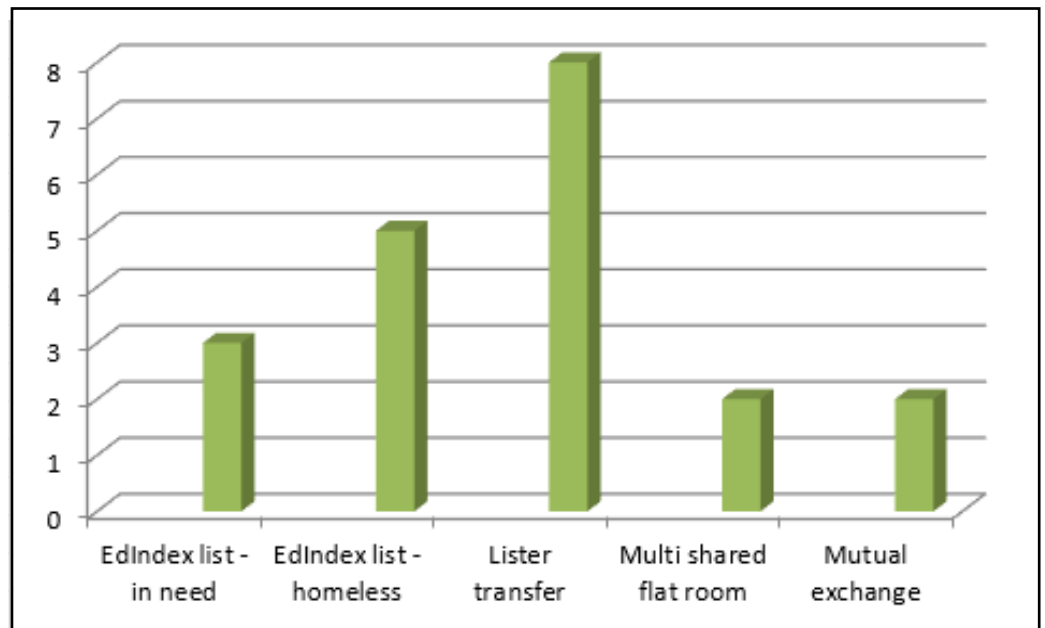
Allocations information



Lets in 2021-22

We had a higher turnover this year with 18 lettings and 2 exchanges in total.

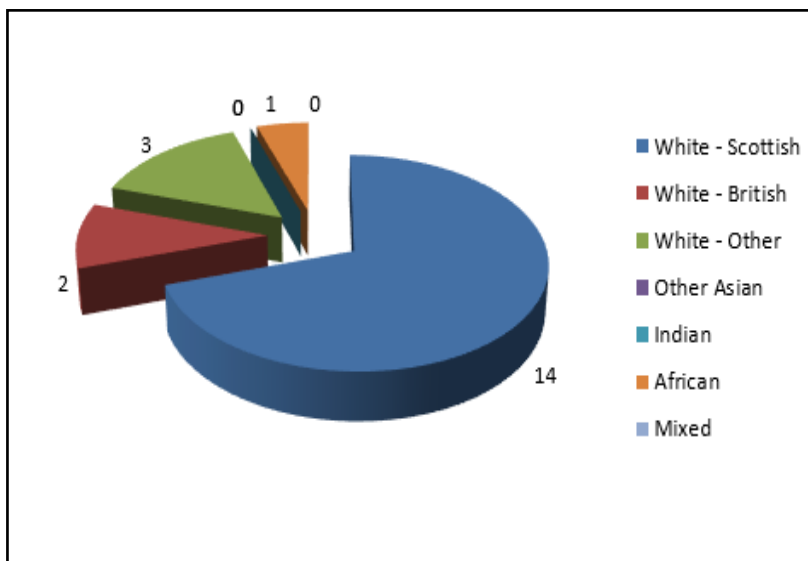
The transfers also created second vacancies, which could also be let to people on Edindex. The housing list on EdIndex has many thousands of applicants.



Ethnic origin of Lets

2021-22

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



Letting performance 2021-22

Average time to relet a whole-flat vacancy

38 days

Average time to relet a multi-flat vacancy

569 days (2 long vacancies)

Number of offers made: 20 (for 18 vacancies). Number of offers refused: 2

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



As well as ensuring that we could maintain our usual service in relation to reactive repairs and maintenance during this period, we were able to deliver programmes to upgrade main site timber fencing and back green lights. We also undertook work on the roof of a block in Keir Street, to address ongoing leaks and other repairs.



Repairs performance

Average time taken to complete emergency repairs:
16.8 hours

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

Percentage of repairs completed right first time:*

79.6%

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

Number of adaptations completed - 3

Ave. time to do an adaptation - 67.3 days

% gas services done on time - 100%

Repairs on a roof In Keir Street



A Snapshot of Topics this Year

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

- After a significant amount of planning by the Maintenance Sub Group, including the development of a high-quality specification with a wide choice, the Main Site kitchen programme got properly underway during 21-22. Although there have been some Covid-19 related interruptions, progress has generally been good, and satisfaction levels have been high.
- The programme to upgrade the smoke detectors at Lister to the new modern standard was progressed to completion, and the programme to carry out whole-house electric checks by May 2022 was progressed also, and was completed in the early months of 2022-23. In addition to these programmes we also progressed a programme to renew fuse-boards in relevant properties.
- Louise Alexander was elected Chair at the first Management Committee meeting after the September 2021 AGM. Louise has previously acted as Chair, is very experienced, and helped guide Lister through a period of transition in 2021-22, with the retiral of the previous Director and the recruitment of the incoming CEO.
- Stair cleaning services continued to be provided by a social enterprise company paying the living wage.
- An average rent increase of 1.8% across all Lister properties applied from 1 April 2021, which was much lower than inflation, and also lower than the increases being applied by most other social landlords in the sector.



Lister was able to work with our neighbours at the Book Festival, to receive plants and flowers at the end of the Festival, which otherwise would have been thrown away.

Managing the Co-op



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

Forty-eight members attended the 2021 AGM (either in person or by proxy).

There was one new member elected to the Committee, and otherwise those Committee Members re-standing were elected.

The attendance rate for Management Committee members at their 11 meetings in the Committee year 2021-22 was 81.3%.



Staffing Update

After the detailed Options Appraisal and robust recruitment exercise, our new CEO, John, joined Lister in November 2021.

John was able to benefit from a carefully planned handover process from his predecessor Alistair, and therefore could 'hit the ground running', getting used to all our systems and processes, as well as getting to know many of Lister's people.

John looks forward to continuing to work with the Committee, staff and tenants to progress the good work of the co-operative into the future.

During this period Management Committee meetings were able to continue, usually following a blended approach, with some people in person, and some joining remotely. We were also able to hold our AGM and SGM in the nearby Lauriston Hall (below) - it was great to be able to meet face to face with friends and neighbours again.



Financial Results for

2021-2022



Income & Expenditure account

	2020-21	2021-22
Surplus for the year	£ 225,488	£ 10,871
Adjustment - pension liabilities re-valuation	£ (93,000)*	£ 60,191*
Total comprehensive income for the year	£ 132,488	£ 71,062

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

Balance sheet

	31 March 2021	31 March 2022
Revenue reserve^	£ 4,008,693	£ 4,079,755
Share capital (number of members with £1 share)	242	241
Total capital and reserves	£ 4,008,935	£ 4,079,996

Some rent & arrears facts and figures for 2021-22:

Rent increase - 1 April 2020 (average all flats)	1.8%
Rent collected as % rent (current + past) due	98.58%
Gross rent arrears (current + former)	3.68%
Percentage rent lost - empty property	0.97%
No. of court proceedings started	0
No. of court orders for possession	0
No. of properties abandoned in the year	1

Report produced by

Lister Housing Co-operative Ltd 0131 229 6176

36 Lauriston Place

Edinburgh EH3 9EZ

A registered society SP 1876RS

<https://lister.coop>

info@lister.coop

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