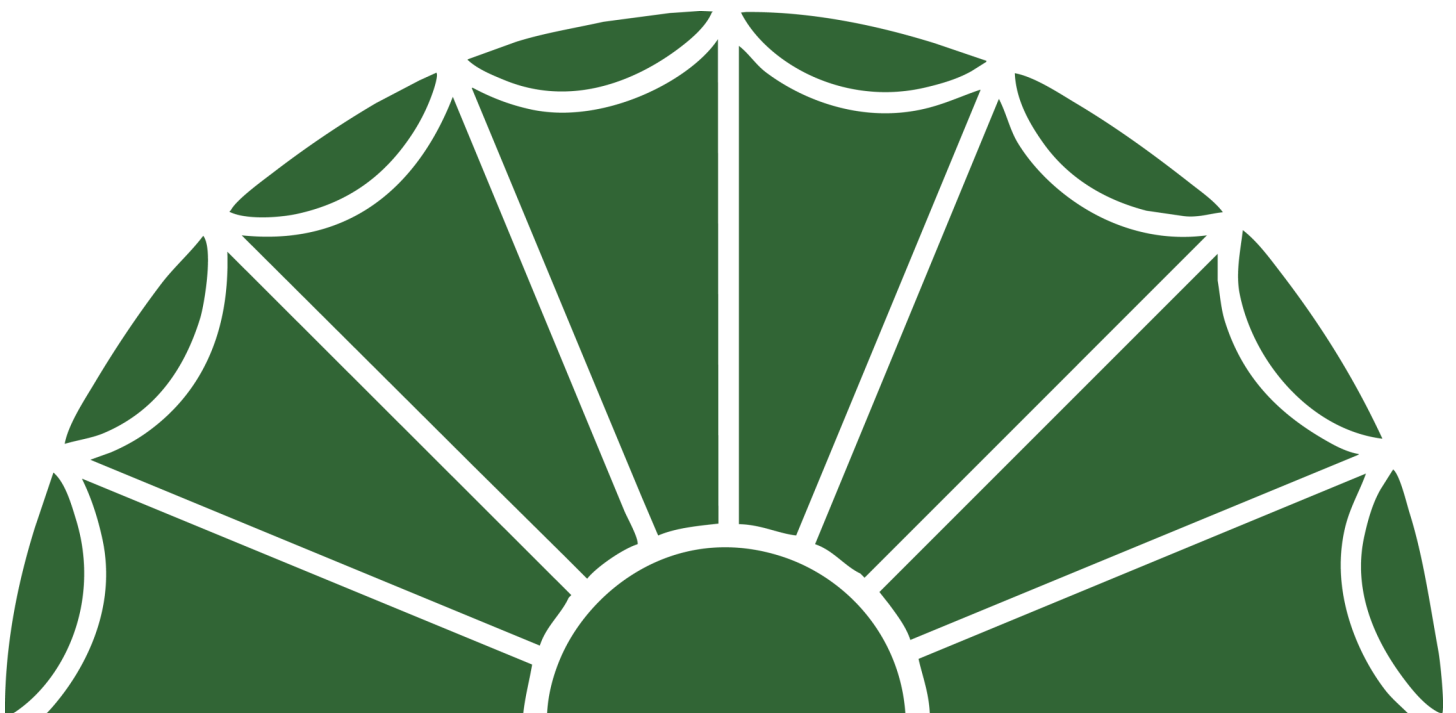


Lister Housing Co-operative Ltd

Annual Charter Report to Tenants 2022-2023





2022 - 2023

Navigating Turbulent Times Together

Following a period of change and transition during the previous year, we were able to get back to something resembling 'business as usual' during the period from April 2022 to March 2023.

That said, we were also acutely aware of the continuing impact of the Cost of Living Crisis on our entire community, in terms of rising food, fuel and energy prices.

We were keen to do our part to contribute where we could, and following consultation this year's rent increase was set at an average of 4.12%.

Whilst this was a higher increase than in recent years, it was lower than the increases applied by the majority of our local peer organisations, and also considerably lower than the Scottish national average of 5.1%.

We were also pleased to hear your thoughts on our rent during this period, with 96.55% of those who responded to our tenant survey advising that they believe that Lister's rent represents good value for money.

During this period we were successful in applying for funding from the Scottish/Government/ SFHA and the National Lottery Community Fund, which meant that we were able to offer further financial support to each Lister household. The staff team made a huge effort to ensure that the support was offered and made available to our tenants at very short notice prior to the busy (and sometimes expensive!) festive period.

Thanks to all of our tenants for your contributions to our Co-operative Community!



Protecting Our Community and Environment



Climate change has many impacts, including severe weather. A large part of one of our trees came down in the Main Site back garden during extremely wet and windy weather which affected much of the country in the wake of Hurricane Ian in September 2022.

Specialist tree surgeons were on site the same day to make the area safe, and thereafter returned to complete the work.

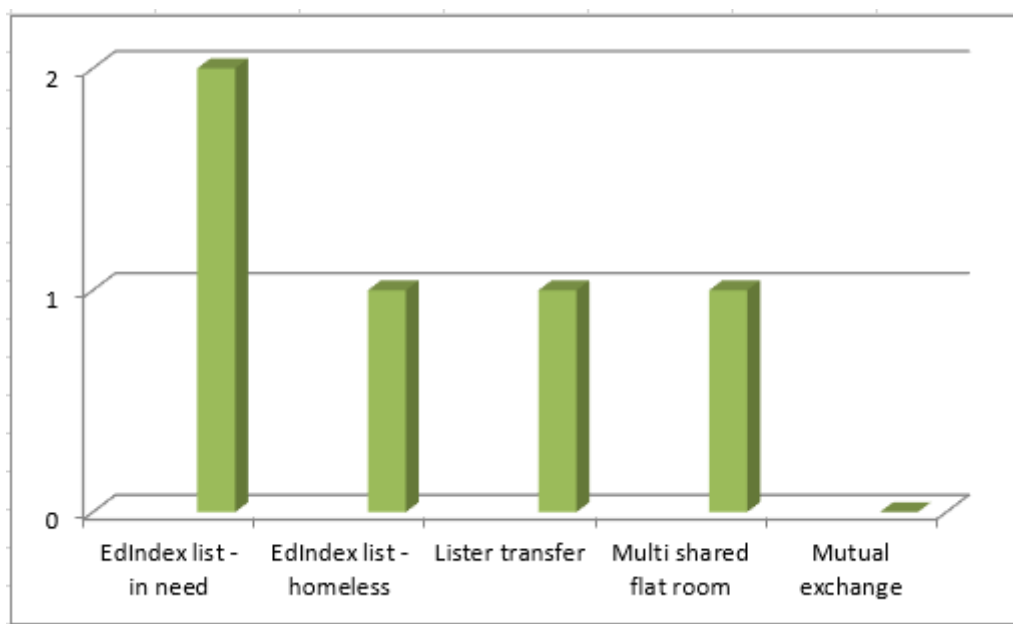
We regularly monitor and care for our trees, alongside the rest of our outdoor spaces, and the Lister Management Committee has more recently commissioned a specialist tree survey of all our trees, to provide us with an action plan to care for and manage our natural environment in years to come.

Allocations information



Lets in 2022-23

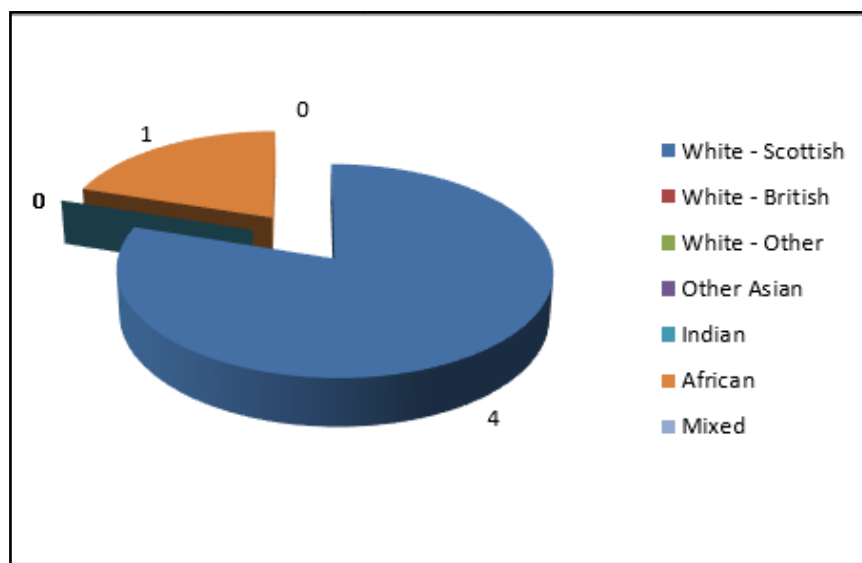
We had a lower turnover this year with 5 lettings and no exchanges. The transfer also created a second vacancy, which could also be let to people on Edindex. The housing list on EdIndex has many thousands of applicants.



Ethnic origin of Lets

2022-23

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



Letting performance 2022-23

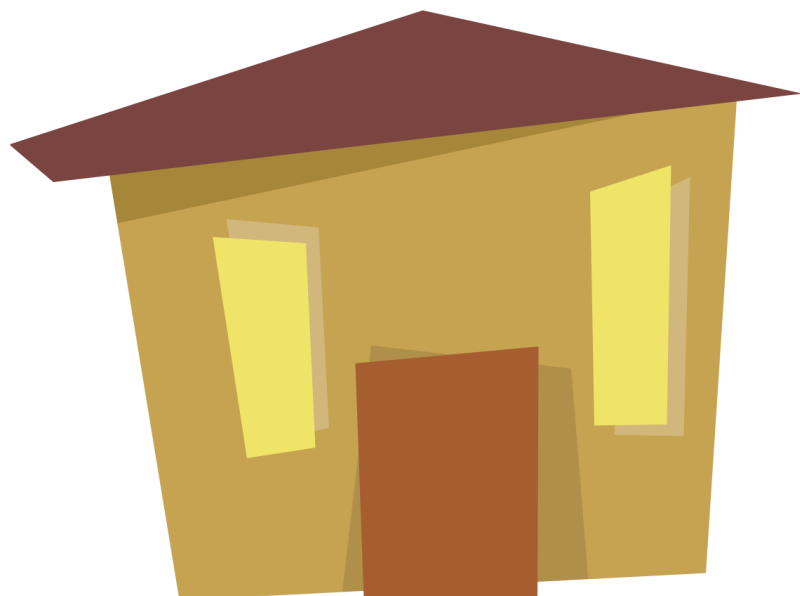
Average time to relet a whole-flat vacancy 93 days

Average time to relet a multi-flat vacancy 78 days

Number of offers made: 5 (for 5 vacancies). Number of offers refused: 0

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 also continued to deliver our Main Site Kitchen renewal programme, alongside completing programmes of electrical checks and electrical board upgrades in Main Site properties.



Repairs performance

Average time taken to complete emergency repairs:
6 hours

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

Percentage of repairs completed right first time:*

74.7%

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

Number of adaptations completed: 6

Av. time to do an adaptation:
25.7 days

% gas services done on time: 100%

Work in Progress in a Lister Kitchen



A Snapshot of Topics this Year

Here are some notes on activities and events from April 2022 to March 2023:

- Louise Alexander, Colleen Littlewood, and Angus McDonald were re-elected as Chair, Secretary, and Treasurer respectively at the first Management Committee meeting after the September 2022 AGM. This continuity at Management Committee level supported the CEO during his first full financial year in post following recruitment in late 2021.
- The Management Committee had a busy year in terms of training, involving sessions on Data Protection, Finance, and its Code of Conduct, all of which help equip this tenant-led body to lead and guide our Co-op.
- The Main Site kitchen programme continued throughout the year, interrupted only by an issue with the kitchen supplier which was resolved positively. Progress has generally been good, and most importantly satisfaction levels have been high.
- Stair cleaning services continued to be provided to Lister tenants by a social enterprise company paying the living wage.
- An average rent increase of 4.12% across all Lister properties applied from 1 April 2023, which was an increase on last year, but still lower than inflation, and also lower than the Scottish average of 5.1% as calculated by the Scottish Housing Regulator.
- Lister was successful in applying for funding from the Scottish Government/SFHA and the National Lottery Community Fund, which meant we could offer direct financial support to each Lister household.
- Our members approved new Rules for the Co-operative, meaning a robust and up to date governance document to support and underpin all of our activities.
- We were able to engage positively with our tenants via our 3 yearly tenant survey and our first equalities data gathering exercise
- Many thanks to all our tenants who took the time to get involved and to provide us with their comments and feedback.



The Co-op in Action



The Management Committee and AGM

The Management Committee, supported by the staff, direct the Co-op and provide leadership for the continuing success of this tenant-controlled organisation.



Thirty-three members attended the 2022 AGM and SGM, either in person or by proxy, which once again was held in the nearby Lauriston Hall. It was great to catch up with friends and neighbours.

There were no new members 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 2022-23 was 81.7%.

Lister Groups

During 2022-23 Lister's Arts and Crafts Group worked with the West Port Community Garden to create a beautiful banner marking 10 years since another local community Group (called GRASS) took over much of the management of the garden from the Council. The Banner was on display at our 2023 AGM.

Staffing Update

After the recruitment of John Rankin as CEO during 2021-22, there were no further changes to Lister's experienced staff team during 2022-23.



The West Port Garden Banner

Financial Results for

2022-2023



Income & Expenditure account	2021-22	2022-23
Surplus for the year	£ 10,871	£ 137,136
Adjustment - pension liabilities re-valuation	£ 60,191	£ (35,670)*
Total comprehensive income for the year	£ 71,062	£ 101,466

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

Balance sheet	31 March 2022	31 March 2023
Revenue reserve^	£ 4,079,755	£ 4,181,221
Share capital (number of members with £1 share)	241	239
Total capital and reserves	£ 4,079,996	£ 4,181,460

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

Some rent & arrears facts and figures for 2022-23:

Rent increase - 1 April 2023 (average all flats)	4.12%
Rent collected as % rent (current + past) due	99.89%
Gross rent arrears (current + former)	3.39%
Percentage rent lost - empty property	0.39%
No. of court proceedings started	1
No. of court orders for possession	0
No. of properties abandoned in the year	0

Report produced by

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