LISTER HOUSING CO-OPERATIVE LTD

Landlord report	How Lister performed in 2023-24 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 2023-24.

Homes and rents

At 31 March 2024 Lister owned 185 homes. The total rent due to Lister for the year was £884,296 . Lister increased its weekly rent on average by 4.23% from 2022-23.

Average weekly rents

Size of home	Number owned	Lister HC rents	Scottish ave. rents	Difference
Bedsit	7	£71.20	£82.24	-13.4%
1-bed	22	£78.70	£87.87	-10.4%
2-bed	89	£87.31	£90.29	-3.3%
3-bed	52	£94.81	£98.30	-3.6%
4+ bed	15	£120.76	£108.29	11.5%

Tenant satisfaction

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

» **87.9%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 86.5%.

» **90.5%** felt that Lister was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 90.5%.

» **83.6%** of tenants were satisfied with the **opportunities to participate** in Lister's decision making, compared to the Scottish average of 87.7%

Quality and maintenance of homes

» **91.4%** of Lister's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 84.4%.

» The average time Lister took to complete **emergency repairs** was **10 hours**, compared to the Scottish average of 4 hours.

» The average time Lister took to complete **non-emergency repairs** was **9.9 days**, compared to the Scottish average of 9 days.

» Lister completed **80.4%** of **reactive repairs right first time** compared to the Scottish average of 88.4%.

» Lister does not operate a **repairs appointment system.**

» **87.1%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 87.3%.

Neighbourhoods

» **92.3%** of **anti-social behaviour cases were resolved** within targets agreed locally, compared to the Scottish figure of 94.3%.

Value for money

» The amount of money Lister collected for current and past rent was equal to **97.3%** of the **total rent** it was due in the year, compared to the Scottish average of 99.4%.

» It did not collect 0.8**%** of rent due because **homes were empty**, compared to the Scottish average of 1.4%.

» It took an average of **224.3 days** to **re-let homes**, compared to the Scottish average of 56.7 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**