

Lister Housing Co-operative Ltd

Annual Charter Report to Tenants 2023-2024





2023 - 2024

Supporting Our Community

April 2023 to March 2024 was another busy period for the Lister community.

We all felt the continuing impact of the Cost of Living Crisis. Although it has been positive to see inflation starting to come down since last year, prices are still rising, just not as quickly, having an ongoing effect on essentials such as food 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 4.23%.

Whilst this was very slightly higher than last year's increase, it was considerably lower than the Scottish national average of 6%, as calculated by the Scottish Housing Regulator, and also lower than the majority of our local peer organisations, many of whom were above the Scottish Average.

During this period we were also successful in applying for further funding from the Scottish/Government/ SFHA, which meant that we were once again able to offer further financial support to each Lister household.

Finally, as well as the Debt and Welfare Rights services which we continue to offer to all of our tenants, we were also very pleased to secure funding, working in partnership with other local peer organisations, to continue to fund our shared energy advice service to tenants, for a further 2 years.

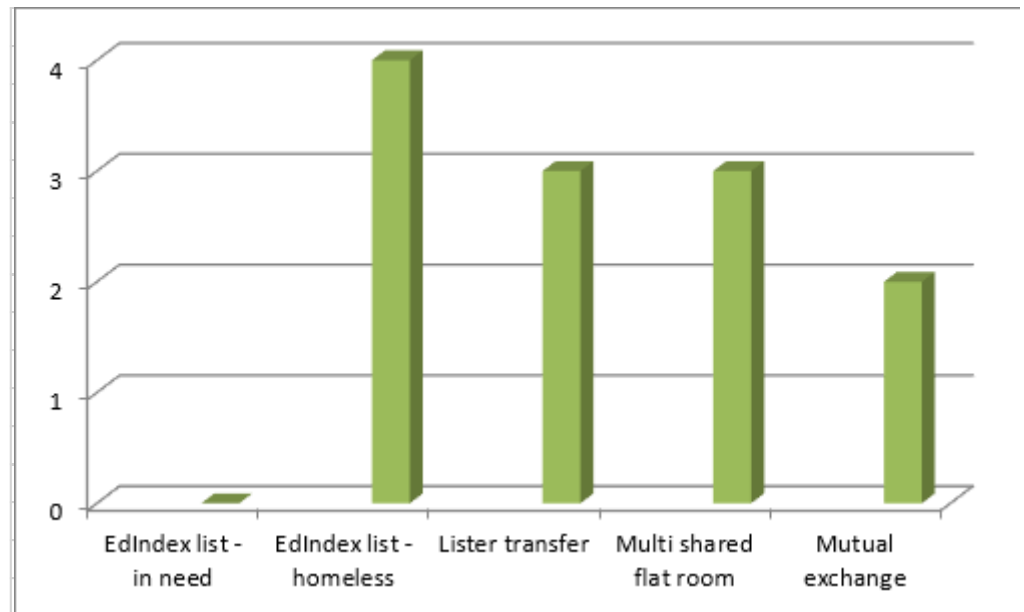
Thanks to all of our tenants for your continued valuable contributions to our Co-operative Community!

Allocations information



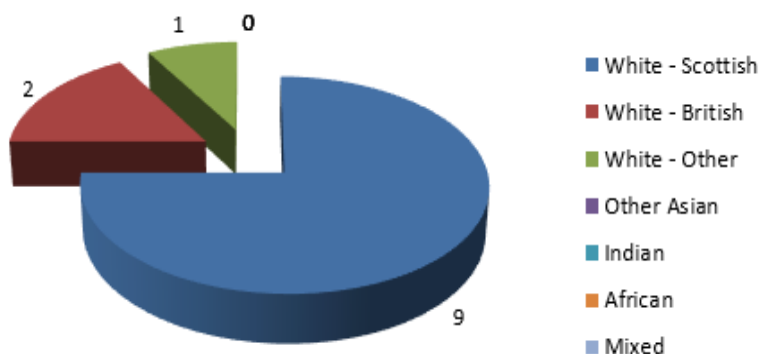
Lets in 2023-24

We had a higher turnover this year with 12 lettings including 2 exchanges, and 3 transfers to Lister tenants, which also created vacancies which could also be let to people on Edindex. The housing list on EdIndex has many thousands of applicants.



Ethnic origin of Lets

2023-24



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

Letting performance 2023-24

Average time to relet a whole-flat vacancy 42 days

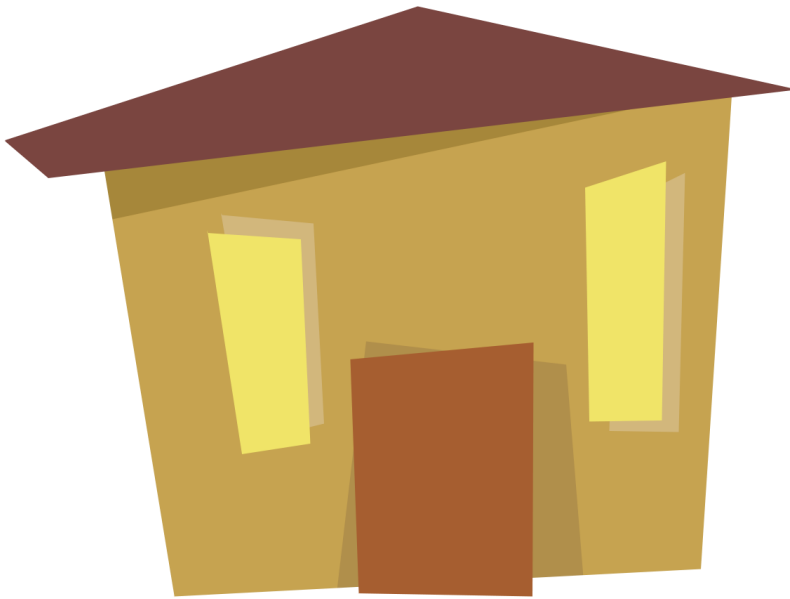
Average time to relet a multi-flat vacancy 650 days*

Number of offers made: 13. Number of offers refused: 2

* Multi vacancies can be longer because multi tenants sometimes prefer not to fill a void immediately. Multi vacancies do not generate a loss of income to the Co-operative.

We take care to match the characteristics of the vacant flat with the housing characteristics and need of applicants, so that vacancies are allocated to those in housing or medical need. This can 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, almost to completion, as well as a programme of electrical checks in those New Site properties (the majority of them) which needed these done at this time.

Repairs performance

Average time taken to complete emergency repairs:
9.95 hours

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

Percentage of repairs completed right first time:*
80.44%

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

Number of adaptations completed: 8

Av. time to do an adaptation:
17.36 days










% gas services done on time: 100%

Electrical Checks in New Site properties



How Do We Compare?

Below you can find a sample of our key Charter performance indicators, together with an indication of whether performance was improved or otherwise compared to last year. We also include the Scottish average figures, together with an average sample of 5 local peer organisations, for comparison.

Charter Performance Indicator	Lister Performance 2023-24	Lister Performance 2022-23	Trend: Better/Worse/Same	Scottish Average	Local Peer Group Average
Rent Increase	4.23%	4.12%		6%	6.8%
Overall Satisfaction with the service provided	87.9%	87.9%		86.5%	88.18%
Average Time to complete emergency repairs	9.95 hrs	6 hrs		4 hrs	1.96 hrs
Average time to complete non-emergency repairs	9.85 days	12 days		9 days	5.2 days
Percentage of repairs completed right first time	80.44%	74.7%		88.4%	91.4%
Percentage of homes that meet the Scottish Housing Quality Standard	91.4%	88.7%		84.4%	94.5%
% of anti-social behaviour cases resolved within targets	94.3%	87.5%		94.3%	90.72%
Rent collected as % of total rent	97.3%	99.89%		99.4%	99.8%
Rent not collected because homes were empty	0.8%	0.4%		1.4%	0.64%



A Snapshot of Topics this Year

Here are some notes on activities and events from April 2023 to March 2024:

- Louise Alexander, and Angus McDonald were re-elected as Chair, Secretary, and Treasurer respectively at the first Management Committee meeting after the September 2023 AGM, and Jennifer McCuaig was elected as Secretary.
- More generally, there was only one resignation from the Management Committee during the year. A stable and experienced Management Committee provides excellent support to the staff team as it implements the decisions taken at Management Committee level.
- The Management Committee had another busy year in terms of training, involving sessions on Equalities, and Health and Safety for Management Committee members, which help equip this tenant-led body to lead and guide our Co-op.
- The Main Site kitchen programme continued throughout the year, very nearly to completion. Generally, feedback has been positive, and satisfaction levels high.
- Stair cleaning services continued to be provided to those Lister tenants who wanted the service, by a social enterprise company paying the living wage.
- Lister was again successful in applying for further funding from the Scottish Government/ SFHA, which meant we could offer direct financial support to each Lister household.
- In terms of Health and Safety, we took forward gas safety and electrical checks, implemented programmes for annual water tank inspections, as well as ensuring that we complied in relation to other key areas, including further developing our systems and processes for managing damp, mould and condensation.



The Co-op in Action



The Management Committee, AGM, and Staff Team

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



Thirty-eight members attended the 2023 AGM, either in person or by proxy, an increase on last year. This was a great chance 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 2023-24 was 86.8%, an increase on last year, and a good indication of the Committee's continued commitment to Lister.

From a staffing perspective, there was no change to our experienced staff team during 2023-24.

Looking Ahead

Here are a few of the areas we are focussing on this year:

- In terms of our Charter performance we are focussing on reducing our void periods, where possible, as well as ensuring that targets are met for repairs.
- This year we are focussing on completing the last few kitchens in the kitchen programme, taking forward external painting on the Main Site, with the New Site to follow next year, as well as completion of previously planned window works at 16-20 Heriot Place. Finally, we are also progressing specialist structural monitoring of the tenement at 12 Keir Street.
- We await the outcome of the Scottish Government's consultation on the proposed new Social Housing Net Zero Standard on energy efficiency, which in turn will support us to plan what future energy efficiency measures we will need to put in place to help protect our housing stock in years to come.

Financial Results for

2023-2024



Income & Expenditure account	2022-23	2023-24
Surplus for the year	£ 137,136	£ 72,413
Adjustment - pension liabilities re-valuation	£ (35,670)*	£ (46,047)
Total comprehensive income for the year	£ 101,466	£ 26,366

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

Balance sheet	31 March 2023	31 March 2024
Revenue reserve [^]	£ 4,181,221	£ 4,207,587
Share capital (number of members with £1 share)	239	234
Total capital and reserves	£ 4,181,460	£ 4,207,821

[^]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 2023-24:

Rent increase - 1 April 2024 (average all flats)	4.23%
Rent collected as % rent (current + past) due	97.26%
Gross rent arrears (current + former)	4.25%
No. of court proceedings started	1
No. of court orders for possession	0
No. of properties abandoned in the year	0

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October 2024

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