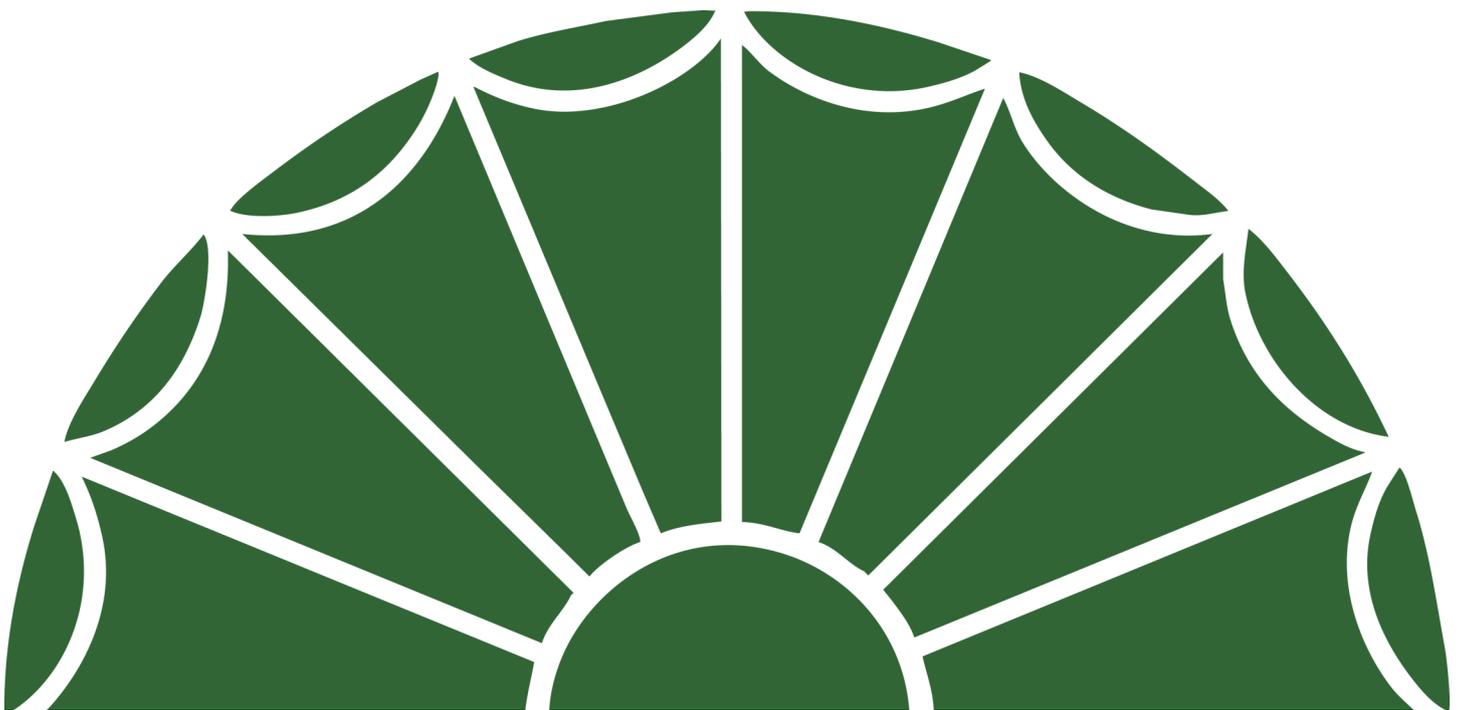


# **Lister Housing Co-operative Ltd**

## **Annual Charter Report to Tenants 2024-2025**





## **2024 - 2025**

# **A Busy Year in the Lister Community**

April 2024 to March 2025 was another busy year for Lister.

We all continued to feel the financial challenges from the high inflation of recent years, and against that backdrop, our Management Committee was pleased that this year we were able to support our tenants via an average rent increase of 4.35%, which was below the Scottish social housing average as calculated by the Scottish Housing Regulator of 4.7%.

By way of further support, as well as the Debt and Welfare Rights services which we offer to all of our tenants, we continued to offer our shared energy advice service to tenants, which was funded last year for a further 2 years.

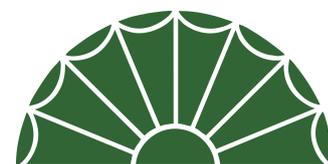
We were able to progress key projects, such as the external painting programme, which also involves window repairs and replacements where necessary, and represents a significant investment in the fabric of our buildings.

We also took forward a programme of window upgrades in some of our non-listed buildings on Heriot Place, and again this work represents an investment in our buildings and their future on behalf of the Lister community.

The Management Committee is grateful to all our tenants for accommodating these important works, and appreciates that works such as these cannot be undertaken without the goodwill and co-operation of our community.

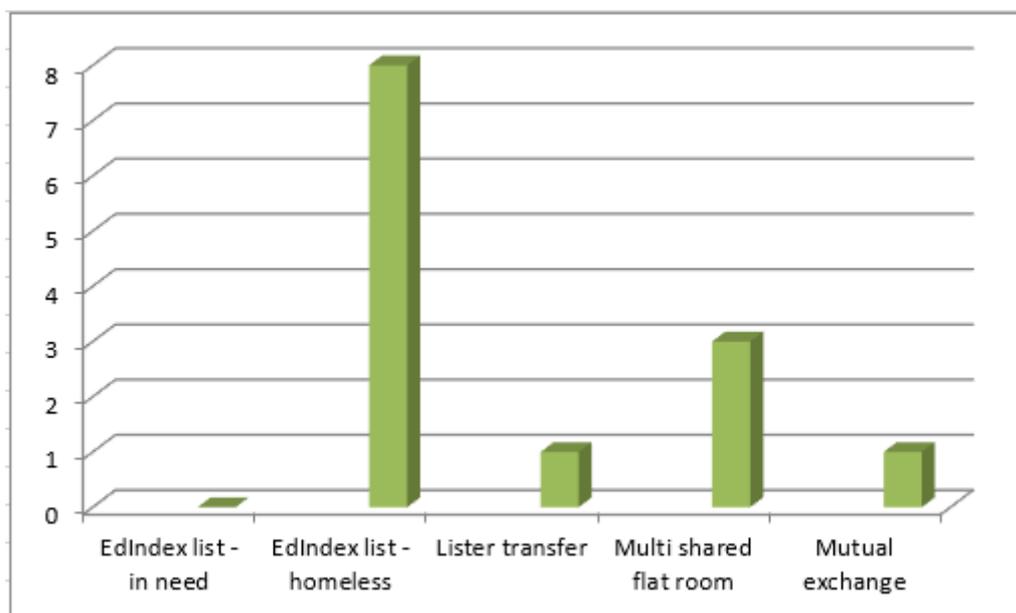
Thanks to all of our tenants for your continued valuable contributions to our Co-operative Community!

# Allocations information



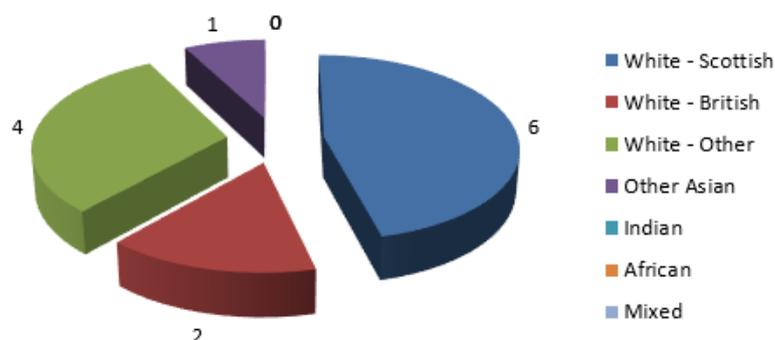
## Lets in 2024-25

We had a higher turnover this year with 13 lettings, including 1 exchange, and 1 transfer to a Lister tenant, which also created a vacancy which could be let via Edindex. The housing list on EdIndex has many thousands of applicants.



## Ethnicity of Lets

### 2024-25



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

## Letting performance 2024-25

Average time to relet all vacancies 66.18 days

Average time to relet a whole-flat vacancy 89.6 days

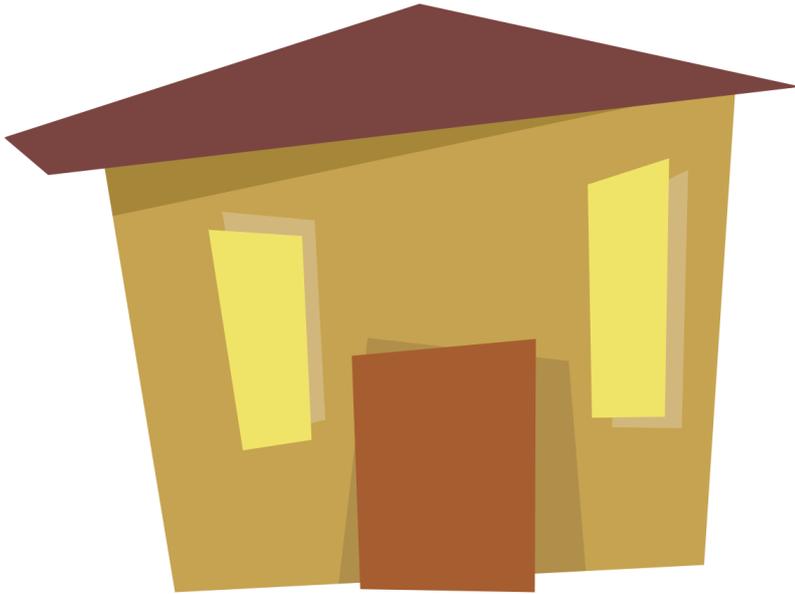
Average time to relet a multi-flat vacancy 3.66 days\*

Number of offers made: 16. Number of offers refused: 4

We take care to match the characteristics of the vacant flat with the housing characteristics/ needs of applicants, so vacancies are allocated to those in housing/ medical need. The applicant also needs to be sure it is right for them.

\* Multi vacancies can vary, as multi tenants sometimes prefer not to fill a void immediately. Multi vacancies do not generate a loss of income to the Co-operative.

# 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 completed our Main Site Kitchen renewal programme, commenced delivery of our External Painting programme, and continued to deliver key checks in relation to areas such as gas and electrical.*



## Repairs performance

Average time taken to complete emergency repairs:  
8.53 hours

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

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Percentage of repairs completed right first time:\*

85.91%

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

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Number of adaptations completed: 3

Av. time to do an adaptation:  
15.00 days

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% gas services done on time: 100%

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**The View from the Scaffolding on Lauriston Place**



# 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 2024-25	Lister Performance 2023-24	Trend: Better/Worse/Same	Scottish Average	Local Peer Group Average
<b>Rent Increase</b> (compared to Scottish Average increase)	<b>4.35%</b>	4.23%		4.7%	5.06%
<b>Overall Satisfaction with the service provided</b>	<b>87.9%</b>	87.9%		86.9%	86.34%
<b>Average Time to complete emergency repairs</b>	<b>8.53 hrs</b>	9.95 hrs		3.9 hrs	2.36 hrs
<b>Average time to complete non-emergency repairs</b>	<b>9.40 days</b>	9.85 days		9.1 days	5.2 days
<b>Percentage of repairs completed right first time</b>	<b>85.91%</b>	80.44%		88%	92.38%
<b>Percentage of homes that meet the Scottish Housing Quality Standard</b>	<b>90.81%</b>	91.35%		87.2%	95.14%
<b>% of anti-social behaviour cases resolved within targets</b>	<b>86.67%</b>	92.31%		93.4%	91.1%
<b>Rent collected as % of total rent</b>	<b>99.85%</b>	97.26%		100.2%	100.52%
<b>Rent not collected because homes were empty</b>	<b>0.62%</b>	0.77%		1.3%	0.58%



# A Snapshot of Topics this Year

Here are some notes on activities and events from April 2024 to March 2025:

- Louise Alexander, Jennifer McCuaig and Angus McDonald were re-elected as Chair, Secretary, and Treasurer respectively at the first Management Committee meeting after the September 2024 AGM.
- More generally, there were no resignations 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 by the Committee.
- The Management Committee had another busy year in terms of training, involving sessions on Health and Safety for Management Committee members, as well as Data Protection refresher training, which help equip this tenant-led body to lead and guide our Co-op.
- The Main Site kitchen programme continued to completion this year, with positive feedback, and high satisfaction levels.
- Stair cleaning services continued to be provided to those Lister tenants who wanted the service, by a social enterprise company paying the living wage.
- We commenced a significant piece of work in terms of our external painting programme, and also finalised our plans for window upgrades in some of our non-listed Heriot Place properties.
- In terms of complaints performance we investigated and responded to a higher number of complaints than last year, and all complaints were responded to within relevant timescales. We used learning from complaints this year to improve our processes for recording tenant preferences in relation to home visits, and also to improve the processes for management of our external painting contract.
- In terms of Health and Safety, we took forward gas safety and electrical checks, continued our program for water tank inspections, as well as continuing to develop our systems and processes in relation to other key areas.



# 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-nine members attended the 2024 AGM, either in person or by proxy, a slight 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 (although one member was co-opted during the year) and otherwise those Committee Members re-standing were elected.

The attendance rate for Management Committee members at their 11 meetings in the Committee year 2024-25 was 80%, a slight reduction on last year, although nevertheless an indication of the Committee's continued commitment to Lister.

From a staffing perspective, there was 1 change to our experienced staff team during 2024-25, with our Gardener moving on from post.

## 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 ensuring that targets are met for repairs, as well as reducing our void periods, both of which have improved this year. We are also considering how we can improve energy performance in some of our hardest to treat/ heat properties.
- From a maintenance perspective we are continuing with delivery of the external painting programme, completion of previously planned window works at 16-20 Heriot Place, and also progressing a specialist tender for necessary structural works on the tenement at 12 Keir Street.
- We continue to await the outcome of the Scottish Government's consultation on the proposed new Social Housing Net Zero Standard on energy efficiency, which will support us to plan future energy efficiency measures to help protect our housing stock in years to come.
- We would love to hear from you if you have any feedback on this report or any other of our reports, how they are laid out, and the information they include. If you would like to give any feedback please contact us using the contact details on the last page of this Report.

# Financial Results for

## 2024-2025



<b>Income &amp; Expenditure account</b>	<b>2023-24</b>	<b>2024-25</b>
Surplus for the year	£ 72,413	£ (46,239)
Adjustment - pension liabilities re-valuation	£ (46,047) *	£ 4,922
Total comprehensive income for the year	£ 26,366	£ (41,317)

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

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<b>Balance sheet</b>	<b>31 March 2024</b>	<b>31 March 2025</b>
Revenue reserve <sup>^</sup>	£ 4,207,587	£ 4,166,270
Share capital (number of members with £1 share)	234	235
Total capital and reserves	£ 4,207,821	£ 4,166,505

<sup>^</sup>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 2024-25:

Rent increase - 1 April 2025 (average all flats)	4.35%
Rent collected as % rent (current + past) due	99.85%
Gross rent arrears (current + former)	4.69%
No. of court proceedings started	1
No. of court orders for possession	1
No. of properties abandoned in the year	0

### Contact Us

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October 2025

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- You have any feedback on the content and format of this report, or any questions on this report; or
- You would like a copy of this report in another format or language.

