



**Lister Housing Co-operative
2025 Tenant Satisfaction Survey
Report & Key Findings**



Introduction

Lister Housing Co-operative are required to conduct regular surveys of their tenants and pass the data to the Scottish Housing Regulator

The Housing (Scotland) Act 2010 and the Scottish Social Housing Charter introduced an obligation upon landlords to undertake regular surveys of their tenants. The Charter requires that landlords report against a set of key outcomes on a regular basis and report these to the Scottish Housing Regulator.

The Scottish Housing Regulator has laid out a list of predefined questions and a regulatory framework and guidance within which these questions must be asked. Lister Housing Co-operative engaged the services of Welgo to co-ordinate a multi-format survey of its tenants.

Methodology

Paper Postal Surveys

Postal surveys were hand-delivered to all tenants including an explanatory letter and a non-prepaid return envelope addressed to Welgo was included, also included were instructions that surveys could be returned by hand to the Lister office. As returns were received their survey response numbers were checked off to ensure no duplication. Details of response rate and respondent reference numbers were available to Lister Housing Co-operative, to facilitate the issuance of two rounds of hand-delivered reminders which were sent to those who had not returned a completed survey. Each of these reminders contained a letter and duplicate of the survey and a return envelope.

Online Surveys

The survey was also made available online to all respondents via lister.coop/survey. Respondents were encouraged to use the online version of the survey. A Quick Read code (QR Code), scannable via a mobile device was printed on the letter and survey form to promote ease of access, a link was also placed in the news section of the Lister website. Tenants were also made aware via the letters and news section of the Lister website that using the online version would help to reduce Lister's costs. The online version was designed to be identical to the paper version and all questions were exactly the same. The main benefits to Lister of having responses collected online was reduced processing costs and increased respondent accuracy.

To ensure no overlap or duplication of responses reference numbers were also crosschecked and any queries referred to Lister Housing Co-operative.

Combined methodology

The combination of the two methodologies allowed for better response tracking and reduced response processing whilst ensuring that all tenants had the opportunity to respond in a manner that worked for them. It also helped ensure an improved response rate when compared with the last survey with the last survey conducted in 2022. Welgo also made a telephone helpline available to cover all aspects of the survey, however this was only used by one person.

Due to the small sample size Lister Housing Co-operative decided to not carry out weighting. This is a process carried out to overcome the problem of bias in the results. In all surveys, particularly postal surveys, some groups are more likely than others to respond (for example, older tenants are more likely than younger tenants to respond). This means that certain subgroups may be under-represented and others will be over-represented in the final achieved sample (i.e. all the people who responded). Weighting ensures that received responses are representative of the whole survey population.

With smaller groups, it is harder to carry out reliable weighting and it is not recommended. In order to help overcome the issue of sampling bias, we offered the survey in three formats: paper, online and telephone (helpline). Paper and online were utilised and the response rates for each are covered below. Only one survey was completed over the telephone as they had trouble accessing the website.

Response rate

In their guidance to landlords the Scottish Housing Regulator and Ipsos MORI state that a typical response rate of around 40% can be expected in a postal survey. As can be seen in the tables below the response rate for this survey exceeds that. We believe this is due to two factors, the combined methodology and a higher than normal participation and engagement rate at Lister Housing Co-operative, when compared to other postal survey situations.

The response rate for 2025's survey of 57.14% is down very slightly from 2022's survey 58.58%. The previous surveys' 2019 47%, 2016 58.9% and 2014's 57.43% response rates are all very similar so this is a positive indication of Lister Housing Co-operative's interaction with tenants.

Options	Response Percent	Response Count
Web / Online	61.60%	69
Paper / Postal	38.39%	43
<i>Total Number of Responses</i>		112
<i>Response Rate</i>		57.14%

Key Findings

Introduction

Below we have identified the key highlights from the survey and drawn conclusions where these are possible. This is not an action plan and it is not our role to make recommendations, however, there are some key stand-out facts from the data.

We have also provided statistical analysis of responses for each question and where appropriate commented on the key findings in the data and provided commentary when appropriate.

We have cleansed some of the data, for example in the written responses where we have redacted names and other personally identifiable data.

We must also highlight that given the small sample size for the results fail to pass the test of statistical significance, larger sample sizes generally lead to increased precision in results. Thus for a result to be considered statistically significant in the context of this survey, it must be unlikely that a different set of outcomes would be observed if the response rate was a perfect 100%. Statistical significance does not always indicate practical significance. In addition, it should be noted that the mere lack of responses does not render a result insignificant. Just because 84 people did not respond, does not mean they would respond in one particular manner; it is more likely that their results would be spread across all options.

Overall Satisfaction

It is very clear from the data that tenants at Lister are very satisfied with Lister Housing Co-operative and the team of staff who manage it are held in very high regard, with much affection. It is clear that there are some underlying issues as one would expect in a tenement city centre housing environment, encapsulating many different priorities and socio-economic backgrounds particularly as the properties were built some 200 years ago.

The key headline from the survey is a 87.5% satisfaction rating. This is very close to 2022's 87.93% and slightly lower than the previous two surveys 91.49% in 2019 and 93.28% in 2016.

This shows a Co-operative that is loved and engaged with its members as do the written responses in previous years. This downward variation is not significant and the reasons underlying the reduction in response rate are a likely driving force; it is well documented that persons who are satisfied are less likely to complete surveys.

Individual Questions

Q1

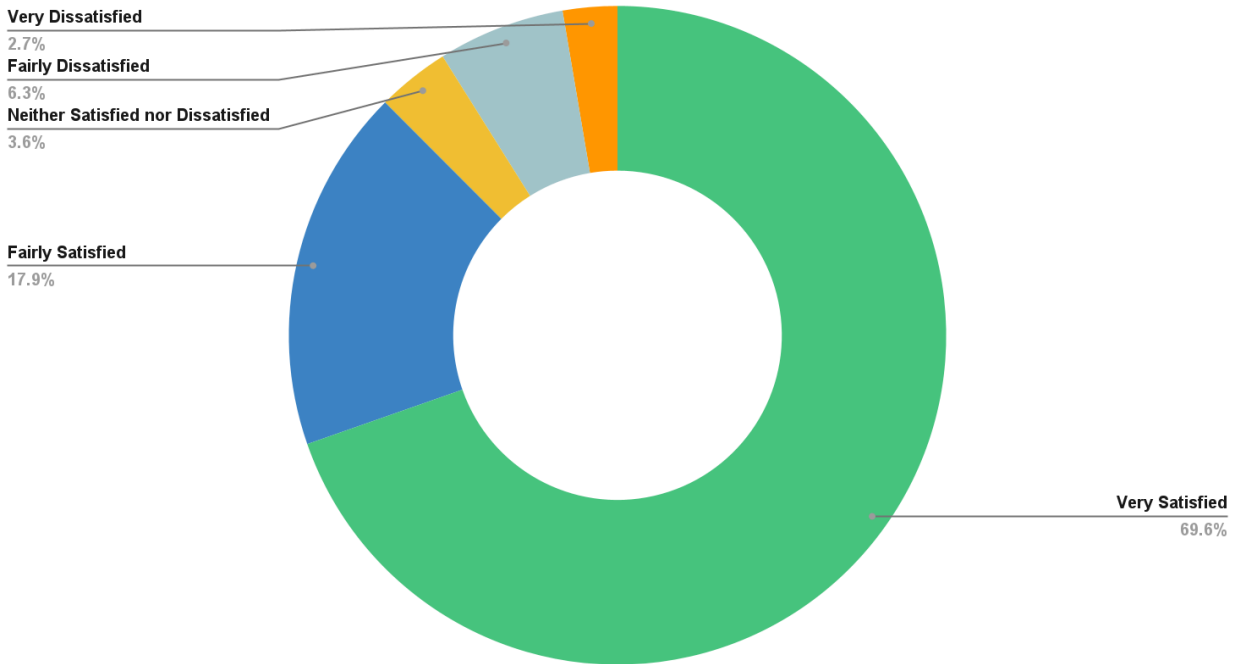
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Lister?

87.5% of Tenants are satisfied with Lister’s Overall Service

8.92% of Tenants are dissatisfied with Lister’s Overall Service

Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Lister?		
Answer Options	Response Percent	Response Count
Very Satisfied	69.64%	78
Fairly Satisfied	25.86%	20
Neither Satisfied nor Dissatisfied	57.14%	4
Fairly Dissatisfied	6.25%	7
Very Dissatisfied	2.67%	3
<i>answered question</i>		112

Q1



Trends (Overall Percentage)					
Survey Year	2014	2016	2019	2022	2025
Satisfied	87.2%	93.3%	91.5%	87.93%	87.5%
Dissatisfied	6.9%	2.5%	6.4%	10.34%	8.92%

Q2

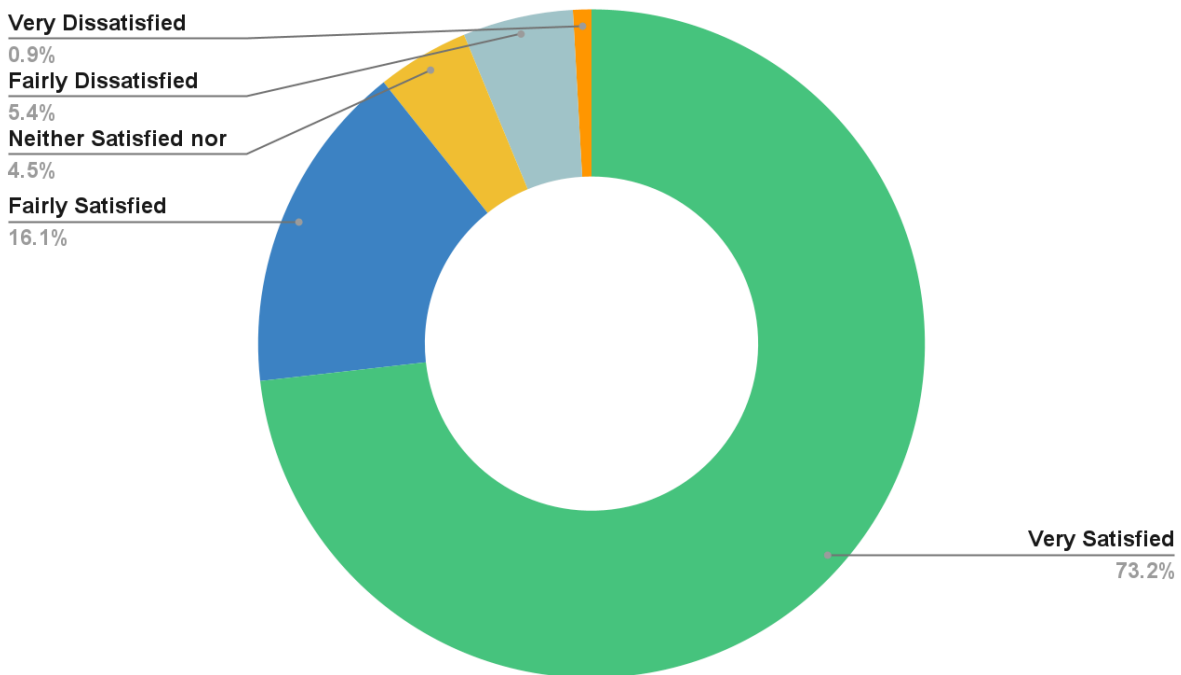
How good or poor do you feel Lister is at keeping you informed about their services and decisions?

89.28% of Tenants feel Lister is Good at keeping them informed

6.25% of Tenants feel Lister is Poor at keeping them informed

How good or poor do you feel Lister is at keeping you informed about their services and decisions?		
Answer Options	Response Percent	Response Count
Very Good	73.21%	82
Fairly Good	16.07%	18
Neither Good nor Poor	4.46%	5
Fairly Poor	5.35%	6
Very Poor	0.89%	1
<i>answered question</i>		112

Q2



Trends (Overall Percentage)					
Survey Year	2014	2016	2019	2022	2025
Satisfied	91.4%	94.1%	90.4%	90.51%	89.28%
Dissatisfied	3.4%	4.2%	4.3%	3.44%	6.25%

Q3

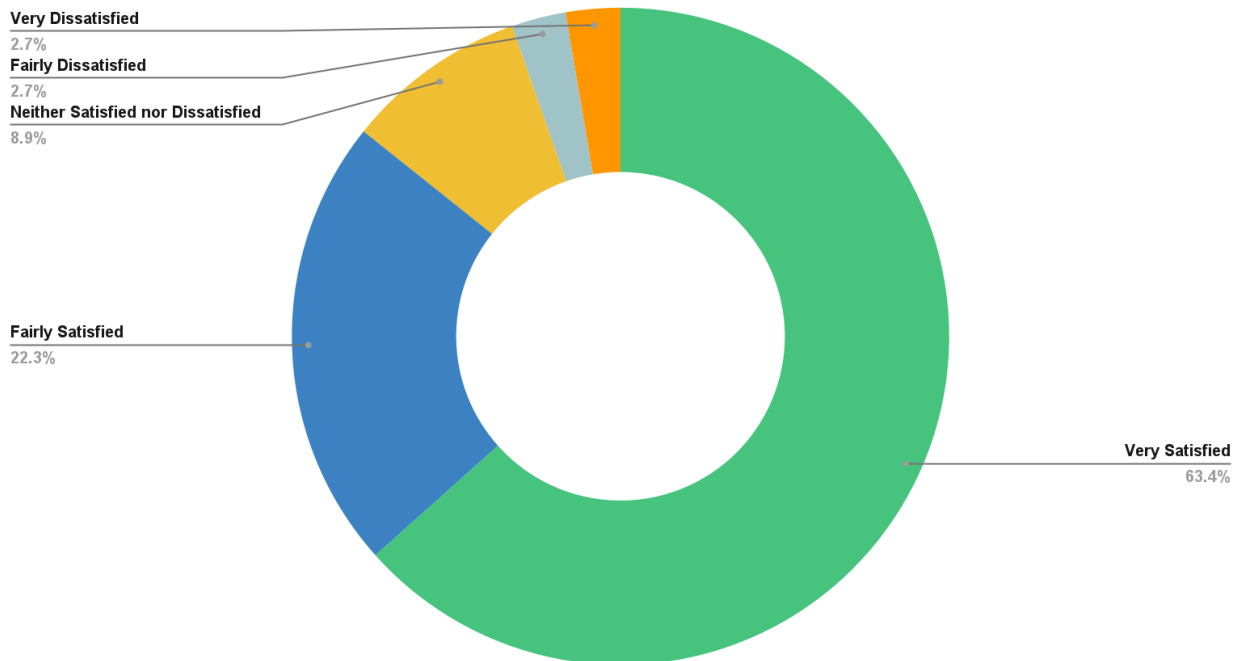
How satisfied or dissatisfied are you with the opportunities given to you to participate in Lister's decision making processes?

85.71% of Tenants are satisfied with the Opportunities given to them to participate in Lister's decision making processes.

5.35% of Tenants are dissatisfied with the Opportunities given to them to participate in Lister's decision making processes.

How satisfied or dissatisfied are you with the opportunities given to you to participate in Lister's decision making processes?		
Answer Options	Response Percent	Response Count
Very Satisfied	63.39%	71
Satisfied	22.32%	25
Neither Satisfied nor Dissatisfied	8.92%	10
Fairly Dissatisfied	2.67%	3
Very Dissatisfied	2.67%	3
<i>answered question</i>		112

Q3



Trends (Overall Percentage)					
Survey Year	2014	2016	2019	2022	2025
Satisfied	83.0%	88.24%	78.7%	83.62%	85.71%
Dissatisfied	6.0%	5.0%	6.4%	8.625%	5.35%

Q4

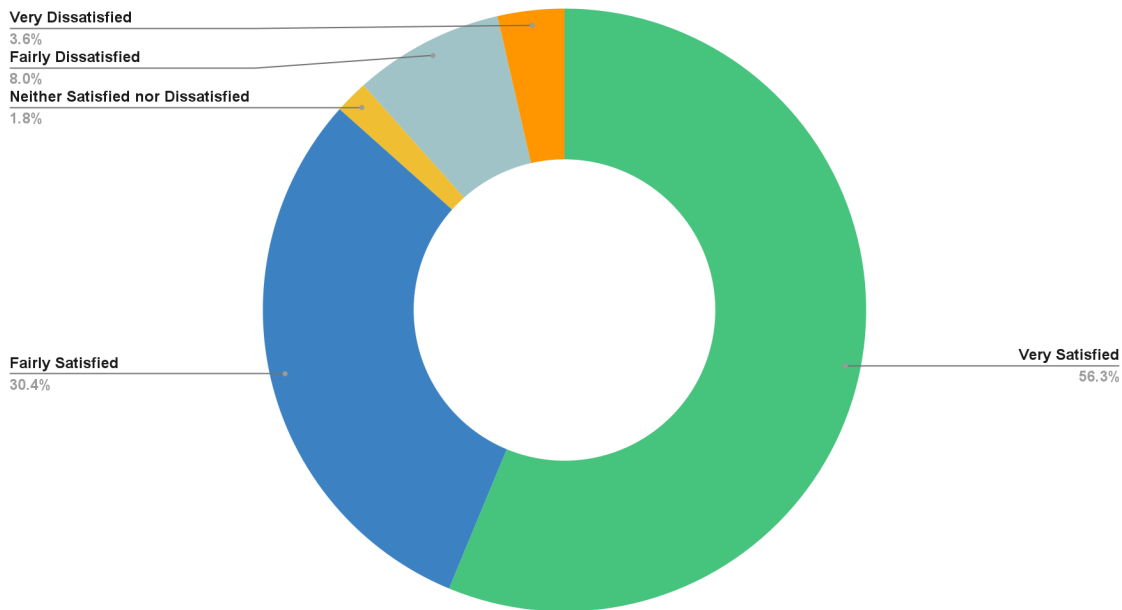
How satisfied or dissatisfied are you with the quality of your home?

86.60% of Tenants are satisfied with the quality of their home.

11.60% of Tenants are dissatisfied with the quality of their home

How satisfied or dissatisfied are you with the quality of your home?		
Answer Options	Response Percent	Response Count
Very Satisfied	56.25%	63
Satisfied	30.35%	34
Neither Satisfied nor Dissatisfied	1.78%	2
Fairly Dissatisfied	8.03%	9
Very Dissatisfied	3.57%	4
<i>answered question</i>		112

Q4



Trends (Overall Percentage)					
Survey Year	2014	2016	2019	2022	2025
Satisfied	80.37%	83.2%	85.1%	83.62%	86.60%
Dissatisfied	12.8%	10.9%	10.6%	11.20%	11.60%

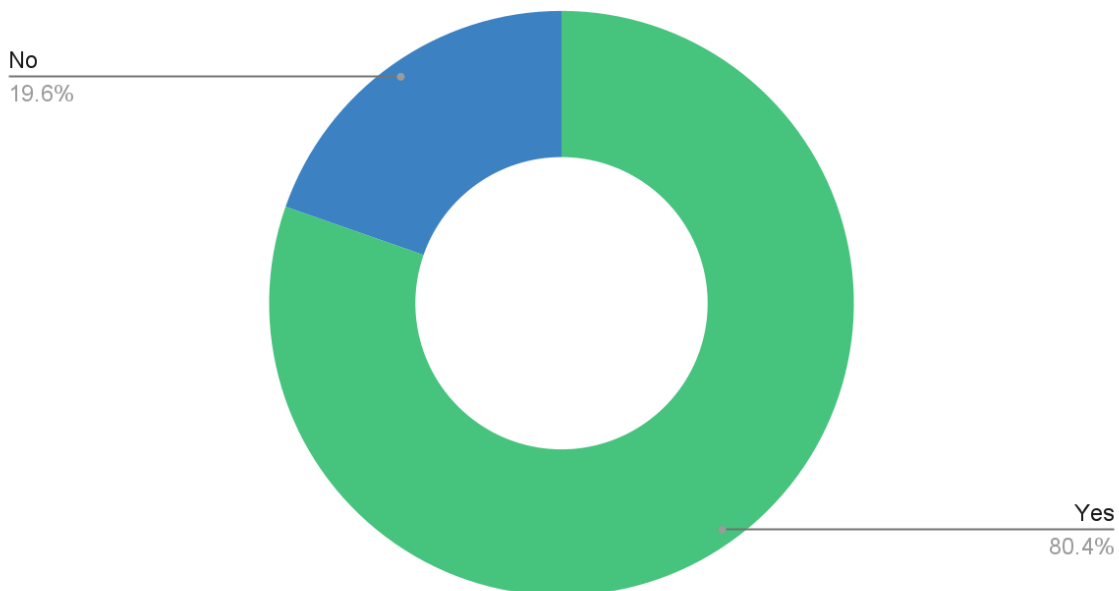
Q5A

Have you had any repairs carried out in this property in the last 12 months?

80.35% of Tenants have had a repair carried out in the last 12 months.

Have you had any repairs carried out in this property in the last 12 months?		
Answer Options	Response Percent	Response Count
Yes	80.35%	90
No	19.64%	22
<i>answered question</i>		112

Q5A



Trends (Overall Percentage)					
Survey Year	2014	2016	2019	2022	2025
Had a repair done in the last year	70.1%	72.4%	81.9%	80.17%	80.35%
Not had a repair done	29.9%	28.6.9%	18.1%	19.82%	19.64%

Q5B

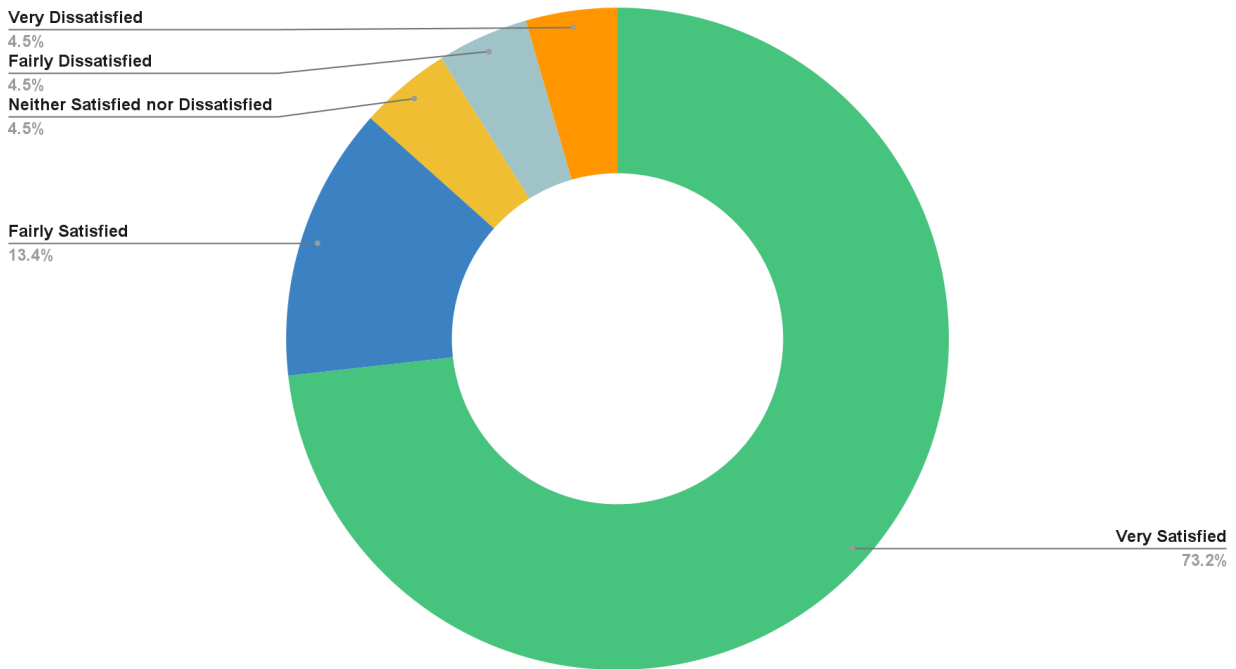
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Lister?

86.60% of these Respondents were satisfied.

8.92% of these Respondents were dissatisfied.

Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Lister?		
Answer Options	Response Percent	Response Count
Very Satisfied	73.21%	82
Satisfied	13.39%	15
Neither Satisfied nor Dissatisfied	4.46%	5
Fairly Dissatisfied	4.46%	5
Very Dissatisfied	4.46%	5
<i>answered question</i>		112

Q5B



Trends (Overall Percentage)					
Survey Year	2014	2016	2019	2022	2025
Satisfied	81.7%	88.2%	87.0%	85.34%	86.60%
Dissatisfied	6.1%	9.4%	10.4%	9.48%	8.92%

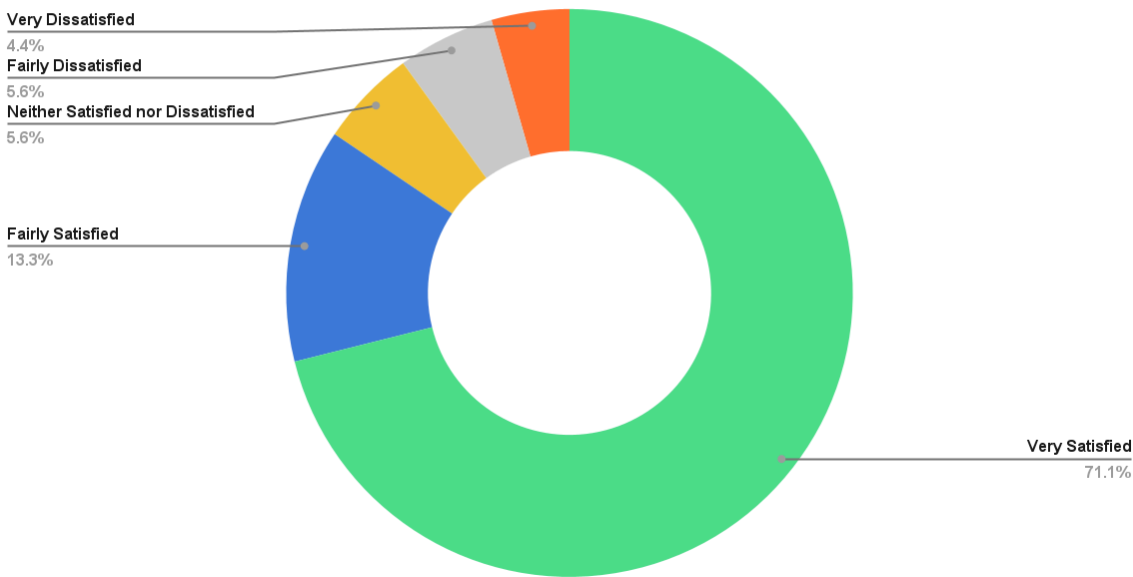
Satisfaction with repairs- Tenants who have had repairs within the last 12 months (SHR Reporting Format)

84.44% of Tenants were satisfied with repairs carried out in the last 12 months.

9.99% of Tenants were dissatisfied with repairs carried out in the last 12 months.

Satisfaction with repairs- Tenants who have had repairs within the last 12 months (SHR Reporting Format)		
Answer Options	Response Percent	Response Count
Very Satisfied	71.11%	64
Fairly Satisfied	13.33%	12
Neither Satisfied nor Dissatisfied	5.55%	5
Fairly Dissatisfied	5.55%	5
Very Dissatisfied	4.44%	4
<i>answered question</i>		90

Satisfaction with repairs- Tenants who have had repairs within the last 12 months (SHR Reporting Format)



Q6

Overall, how satisfied or dissatisfied are you with Lister's contribution to the management of the neighbourhood you live in?

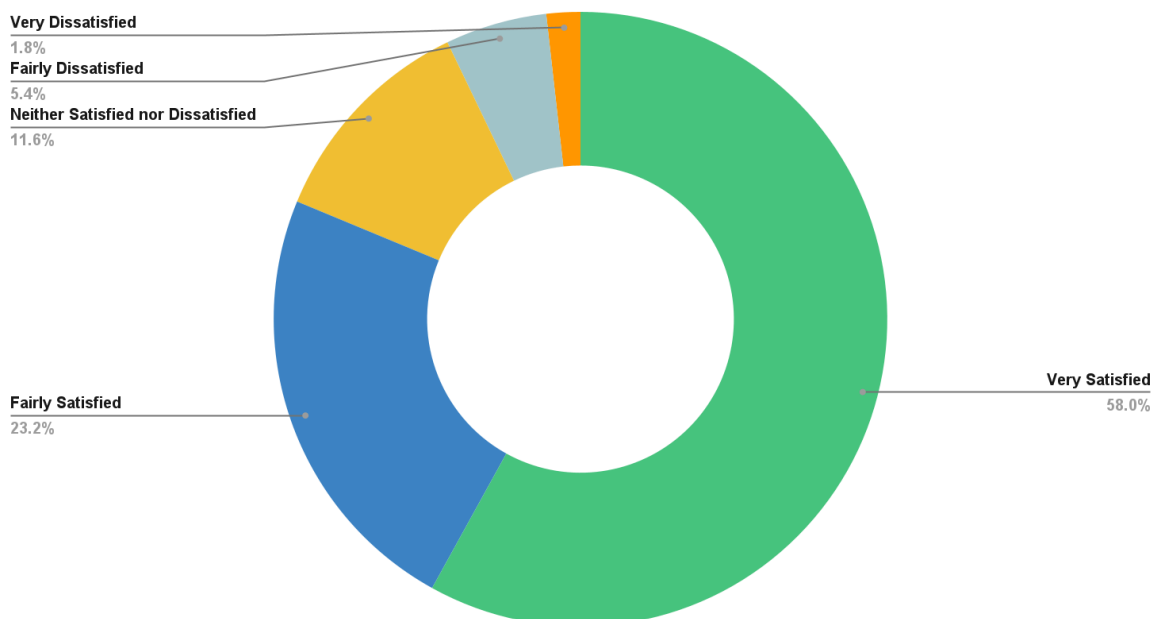
81.25% of Tenants are satisfied with Lister's management of the neighbourhood.

7.14% of Tenants are dissatisfied with Lister's management of the neighbourhood.

Overall, how satisfied or dissatisfied are you with Lister's management of the neighbourhood you live in?

Answer Options	Response Percent	Response Count
Very Satisfied	58.03%	65
Fairly Satisfied	23.21%	26
Neither Satisfied nor Dissatisfied	11.60%	13
Fairly Dissatisfied	5.35%	6
Very Dissatisfied	1.78%	2
<i>answered question</i>		112

Q6



Trends (Overall Percentage)

Survey Year	2014	2016	2019	2022	2025
Satisfied	82.1%	89.1%	77.7%	76.72%	81.25%
Dissatisfied	8.6%	9.2%	2.1%	7.75%	7.14%

Q7

Taking into account the accommodation and the services Lister provides, do you think that the rent for this property represents good or poor value for money? Is it...

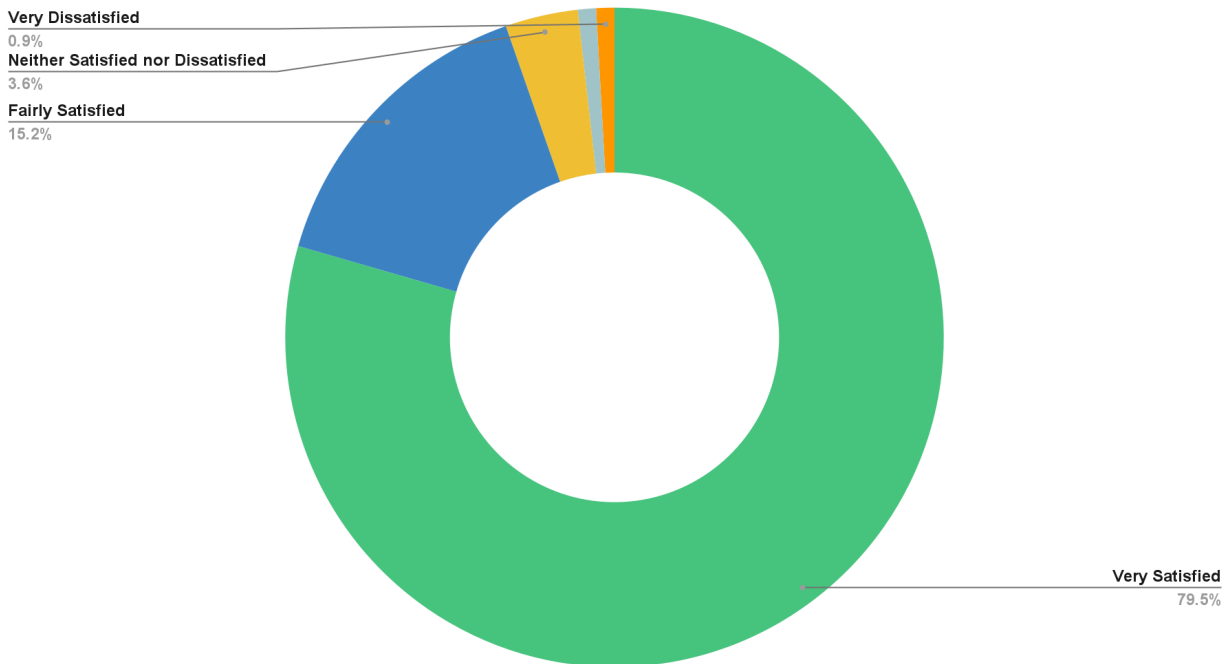
94.65% of Tenants think Lister's rent represents Good value for money.

1.78% of Tenants think Lister's rent represents Poor value for money.

Taking into account the accommodation and the services Lister provides, do you think that the rent for this property represents good or poor value for money?

Answer Options	Response Percent	Response Count
Very Good	79.46%	89
Fairly Good	15.17%	17
Neither Good nor Poor	3.57%	4
Fairly Poor	0.86%	1
Very Poor	0.89%	1
answered question		112

Q7



Trends (Overall Percentage)					
Survey Year	2014	2016	2019	2022	2025
Satisfied	94.9%	94.9%	94.7%	96.55%	94.65%
Dissatisfied	2.6%	0.85%	4.3%	0.86%	1.78%

Q10

Is there anything else that Lister could do to improve its communication with you about our activities?

Most of these free text responses said there was not anything that needed improving and there were lots of positive messages (full list of responses can be found in Appendix A). There were several

responses suggesting different improvements, in particular;

-Requests for single glazed windows to be replaced.

-Complaints about draughts.

-Tenant involvement in decision making.

-Disabled access to Lister's office.

-Complaints regarding the scaffolding job.

-More communication with tenants.

Appendix A - Free Text responses in full

Responses have been copied directly as written but in order to protect the anonymity of the process and privacy of some respondents, it has been necessary to partially redact some responses. Similarly, where a respondent has provided specific information that could be identifiable and where the redaction of such would subtract meaning we have partially edited that statement to obscure the identifying data.

Q10

- Scaffolding left up at our front windows on a main busy street all over Xmas and new year period completely unused and it took us to report this for it to be removed. Completely unnecessary risk taken with regard to our home safety and security. Access ladders and hatches were left open and accessible from ground level. Only our flat at 44 was left behind in this state. All other scaffolding was removed from the rear Lister buildings on Keir Street in December. Lister made aware and appeared to only take action to remove it only once we reported it on 12th January. Why are we tenants made to be responsible for notifying about scaffolding removal? Why did this not get sorted sooner? It was removed within 24hrs of reporting this. Such unnecessary risk taken here and shockingly poor level of awareness by the management of this building. Tenant living here is 83 years old, disabled and vulnerable. Family members had to stay overnight to help manage anxiety and stress caused by this.
- The double glazing programme is/has been farcical; announced in February 2022, work eventually commenced in July 2025 - only 12 flats to do but work remains unfinished as of January 2026. Moreover, communication on progress (or lack thereof) has been non-existent from the contractor and the few updates from Lister have been vague and overly optimistic.
Stair lighting issues haven't been resolved after three years.
- I go along to the AGM and see neighbours there. Maybe other Lister social events would strengthen a sense of community.
- I think that the current management structure with a CEO rather than a manager does not work in a small Housing Association like Lister. This is an organisation that benefits from close contact between Management and Tenants. Having a personal connection is what make this an organisation that previously allowed people to feel involved with decisions about their homes and allowed us to feel that the office team were working on our behalf. Currently there are tenants, some very long term, who haven't been introduced to all members of staff. I also believe that a number of the trades providers , have established a close relationship with a number of tenants understanding the unique issues and challenges of our diverse

community. It would be sad to lose them. I feel that some tenants feel currently their homes are being considered as property first rather than as someone's home and safe place. It would be a tragedy if our unique community would be allowed to lose its tenant-led decision making.

- Why is there a padlock on the gate at Heriot Place? Who has the key? The grit bin was inaccessible when it was icy. Every flat in the street should have access to the bin and back green, please could you ensure this. Also, having said that, when the i pj a flick isn't locked there are people entering the back green through the night - who are they? It's a security issue.
- No
- I had a good experience overall. The service was helpful and user-friendly. Keep up the good work.
- I would like to see swifter and harsher penalties towards tenants who deliberately and regularly vandalise both their own flat and stairwells and lister / tenants footing the bill and they just walk away.
- Too long to type in a survey
- In recent years the main site back garden has become very dirty, overgrown and run-down. We have many children living on site but few are ever seen outside playing which is such a shame. The last time I was in the garden the play equipment was smeared with what looked like animal dirt meaning my toddler couldn't slide down the chute. In addition, without space or permission to play ball games, I really do wonder what the point of the shared space is. It's uninviting for children and the only adults I see down there are those working or the individual constantly feeding the squirrels (which seem to be a huge problem). Finally, the rising number of unfriendly cats make it intimidating for kids and adults alike. It's sad to see such a potentially beautiful and accessible place look so tired, useless, uninviting and empty. So different to what it was 30 years ago.
- Issues with damp and condensation are ongoing - it would be helpful if this could be tackled. Funds to buy or contribute to the cost of de-humidifiers would be most welcome.
- Windows are terrible
- Lister and all the staff do a fantastic job, and we very much appreciate all your hard work.
- Very happy.
- The service is excellent at all. Once we need urgent repair, the job is organised fast and solved.
- Inform us when workmen come to do neighbors. The noise is terrible. They do not care when you have a big problem with neighbors.
- Install a shower, I can't get in and out of the bath without the danger of falling and killing myself.
- Keep tenants informed truthfully when things go wrong.
- I'm not very happy with Lister's inability to deal with antisocial behaviour in our neighborhood, for example drug use in flats affecting residents.
- The draught proofing of windows is an area that could be improved. Perhaps some kind of internal double glazing. We would like Lister to look at any grants that could help with this as it is causing heat loss and increasing energy bills.
- I know myself and others have spoken a few times about how cold our flats are with the single glazed windows we have. The draft that comes in. We understand that the outside of the buildings may be listed but would appreciate consideration of the secondary glazing, that clips in on the inside - just like the basement flats, to be applied in other flats too. It would help save a fortune on heating / wasted heat. Thank you 😊
- All of the staff are extremely approachable and friendly. I like the fact that they know all the tenants personally.
- I wish one didn't have to send multiple emails to resolve an issue and having to explain

multiple times what's happening. I wished there were updates on when things are going to be repaired I was told my kitchen window would be replaced but I have not have any other communication. I wish that what I say is taken seriously, I had condensation problems for years the solutions are, to open the windows which I do every day, to use a dehumidifier which I have or reduce the number of pet, I only have one cat. I wish there was more seriousness on letting people know how they should live in community e.g noone cleans the stairs, people leave rubbish everywhere, doors a left opened ,etc... I love my flat and I am grateful for it. I work and I pay my bills and I think I am a responsible tenant and I think that should be cherished.

- The personal touch is very appreciated, that I feel i can contact office or pop in and someone friendly will help is very reassuring.
- Overall Lister Co-operation is a very good housing association and lucky to be a tenant
- Very happy with lister :)
- Draught proofing as the house is full of gaps and holes, the windows are old and ill fitting. I would like it if Lister would stop wasting money on people using leaf blower machines in the back garden, they should only remove the leaves from the paths as the leaves are essential nutrients for the soil, and wildlife, leaves are supposed to be on the ground! Also the noise and the fumes from these machines is unacceptable.
- Housing manager seems detached & uninterested in the community of Lister. We never see him on site. The main back garden has been like a building site for almost a year, preventing community use and so reducing neighbour connections. The scaffolding was up for months without work being done and the process damages these old buildings. Would like to see more of manager and some community events to bring people together. More transparency on costs of scaffolding and what went on would help tennants understanding & tolerance as the process has impacted how safe people have felt in their homes and caused damage to buildings & garden. It has all felt very disrespectful.
- None
- I have none to give, only the staff are helpful whenever I have a problem.
- No, I'm very happy.
- When u phone to get something fixed they are very quick at comeing and getting it fixed.
- You are doing a good job, keep us all informed. Thank you.
- If the staircase light been sinchronise with the time changing it will be great.
- Double glazing wood be great.
- I would like to express my sincere appreciation for Helen. She has always been there for me, listens with patience, and consistently responds in an efficient and supportive manner. She solves problems quickly and with great professionalism. Helen truly is an angel of Lister Housing, and her dedication shows that she performs her role at the highest standard.
- Everything is fine
- At December 2025, a lot of work ongoing to repairs/improvements to home. It is good to be involved and getting on with it all. Thank you.
- Staff are very helpful and make sure you are satisfied with all repairs
- As a co-operative, we have a right to a voice in the decision making which affects our lives and our homes. That, sadly, simply does not happen. We live on the south side of the Lister 'estate' , where environmental health and wellbeing issues with Quartermile buildings No. 3 & No. 2 occur daily. Our staff treat our reports and requests for support as an inconvenience at best, or at worst as something they refuse to get involved with. We consider that the staff we have working for us - perfectly nice people, in the right context - don't have any training in working for a co-operative and therefore default to what they know about housing association practice. This then feeds directly into the training and support on offer for our committee. Therefore, putting new names forward for the Lister committee will make absolutely no

difference. They will continue to fail the founding principles of this community, which we are still proud of. All of these shortcomings leave a gaping deficit in accountability to the membership and an even greater lack of community cohesion. It is a very sad situation and one that we don't believe the 'closed loop' of the current committee can be enabled to address. They have simply been there for far too long, have been 'schooled' to believe they are the best people to manage our affairs, particularly by the former housing director. The result is that they have appointed staff, on our behalf, whom they were trained to look out for - none of whom have shown the slightest inclination to treat or respect us as full members of the co-operative. We are simply 'tenants' to them all.

- No
- The last painting contract was a disaster. The workmanship was poor. The 'skilled' workmen blamed the apprentices for the poor work. I even had splatters of paint inside the door on a table. The front door was a disaster with paint smeared on the door furniture and the doormat. In general a very poor job, so I hope Lister got a good discount.
- By listening to what tenants report to you about anti social neighbours and if they are drug users and there is proof of this by the smell in the stair they should be evicted as per drugs policy.
- Negative feedback only relates to the scaffolding works conducted by 3rd party.
- Lister management and staff are wonderful always quick to respond to any queries I am always impressed
- Continue to look at ways to improve windows (as they can't be double glazed)
- Try to ensure there is disabled access to Lister's office.
- Scaffolding; WTF!
- Could we have a stair cleaning company as an option for tenants to chose if they would like to self fund?
- Nothing at all everything great.
- No great job!
- None all is very good
- More transparency. If it's going to take time to resolve an issue or repair something, I'd rather know upfront than be told it'll be sorted soon and end up waiting months, chasing things up.
- I do think with the change of housing officer, it's been not such a cosy feel from Lister. It feels more official, strict and stressful to be honest.
- No. Just a huge thank you to all the staff who do a fantastic job
- Repairs done in a more timely manner (we have numerous repairs outstanding and have been waiting for more than 18 months for some). Our home is cold and damp and desperately needs to be made more energy efficient. We have black mould growing and are unhappy that the living conditions in our flat will negatively impact on our health over time. It's a lovely flat in a great area that is slowly rotting without the investment it needs. It's hard to enjoy living in it under these circumstances and previous calls for help have as yet, not rectified the problems we are experiencing in our home.
- Over all very satisfied staff are very helpfull couldnt ask for better
- I think communication is key. I find it easy to phone lister when I have an issue and they are usually very helpfull. So i'm happy. Perhaps some people don't find it so easily getting in touch. Just a thought

ENDS