Lister Housing Co-operative Ltd

Annual Charter Report to Tenants 2025-2026



2025 - 2026

50 Years of Lister Housing Co-operative!

April 2025 to March 2026 saw Lister moving into its 50th Birthday year, a significant milestone for Scotland's oldest registered Housing Co-operative!

In terms of our work during this year, first and foremost our Committee was keen to support our tenants by maintaining competitive rents, and we were pleased that this year our rent increase of 4.8% was below the Scottish social housing average as calculated by the Scottish Housing Regulator of 5.6%.

By way of further support, as well as the Money Advice and Welfare Rights services which we continue to offer all of our tenants, we were also able to offer our shared energy advice service to tenants, via its final year of external funding.

We were able to complete the external painting programme on our Main Site properties, also involving window repairs and replacements where necessary, which was a significant investment in the fabric of our buildings.

We also completed 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.

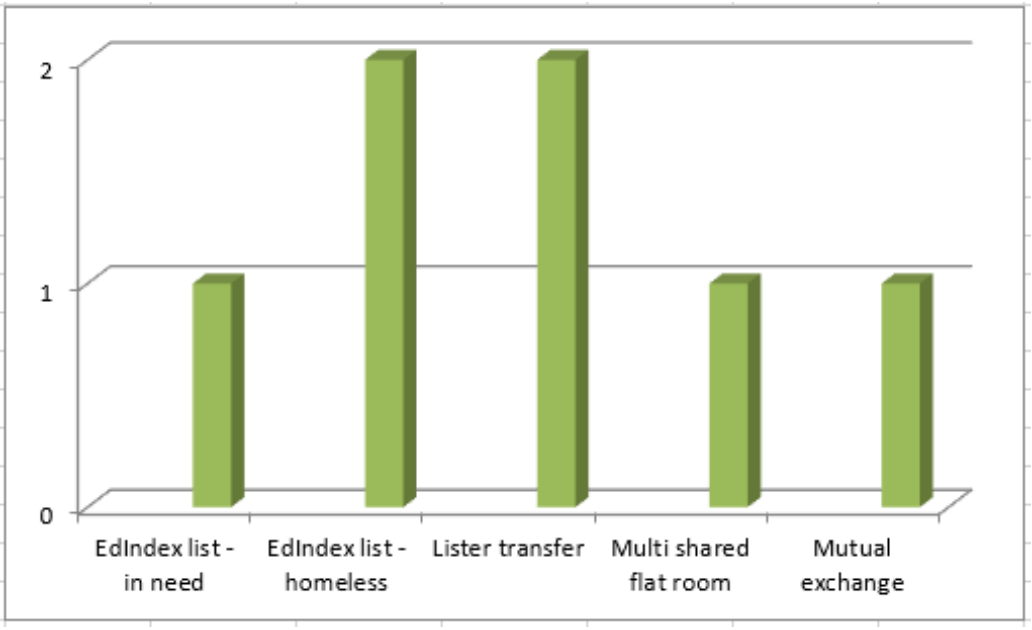
The Management Committee is grateful to all our tenants for accommodating these important works, and appreciates that works such as these cannot be undertaken without the goodwill and co-operation of our community.

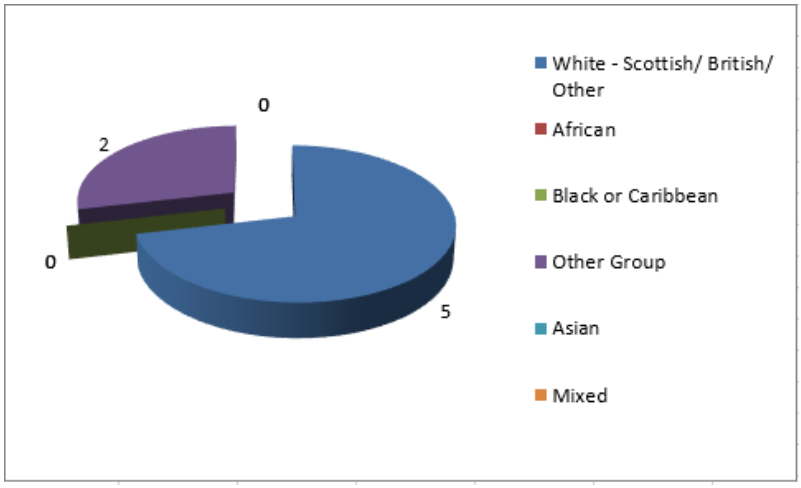
Thanks to all of our tenants for your continued valuable contributions to our Co-operative Community!

Allocations information

Lets in 2025-26

We had a lower turnover this year with 7 lettings, including 1 exchange, and 2 transfers to Lister tenants, which also created vacancies which could be let via Edindex. The housing list on EdIndex has many thousands of applicants.





Ethnicity of Lets 2025-26

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

Letting performance 2025-26

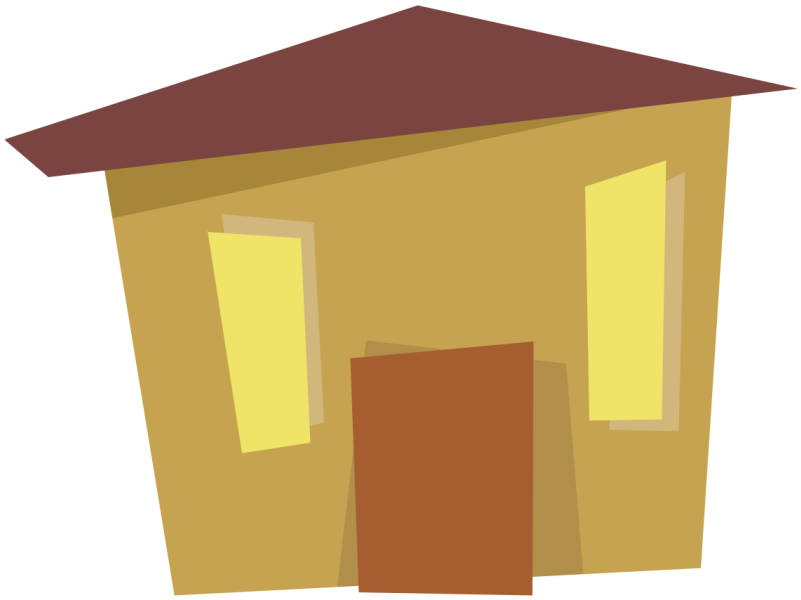
Average time to relet all vacancies	*39.17 days*
Average time to relet a whole-flat vacancy	*46 days*
Average time to relet a multi-flat vacancy	*5 days**

Number of offers made: 6. Number of offers refused: 0

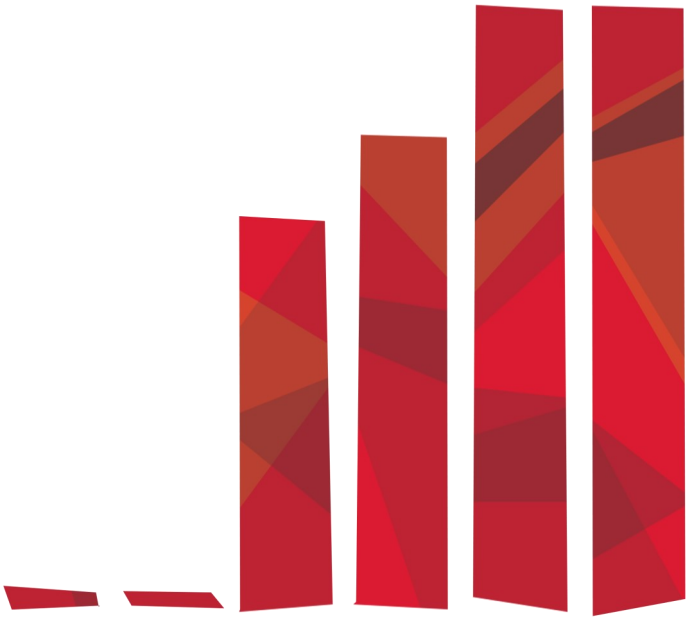
We take care to match the characteristics of vacant flats with the needs of applicants, to ensure vacancies are allocated appropriately to those in the greatest need.

** 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 repairs and maintenance during this period, we also completed our Main Site External Painting programme, window upgrades in Heriot Place, and various energy efficiency works in flats which needed these the most.



Repairs performance

Average time taken to complete emergency repairs:
4.01 hours

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

Percentage of repairs completed right first time:*
98.11%

*completed within the number of visits agreed with the tenant

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Number of adaptations completed: 3

Av. time to do an adaptation:
11.67 days

% gas services done on time: 100%

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 4 local peer organisations, for comparison.

Charter Performance Indicator	Lister Performance 2025-26	Lister Performance 2024-25	Trend: Better/ Worse/ Same	Scottish Average	Local Peer Group Average
Rent Increase (compared to Scottish Average increase)	**4.80%**	**4.35%**		5.6%	5.3%
Overall Satisfaction with the service provided	**87.5%**	**87.9%**		87.6%	89.7%
Average Time to complete emergency repairs	**4.01 hrs**	**8.53 hrs**		3.5 hrs	2.3 hrs
Average time to complete non-emergency repairs	**9.20 days**	**9.40 days**		8.8 days	4.4 days
Percentage of repairs completed right first time	**98.11%**	**85.91%**		95.3%	93%
Percentage of homes that meet the Scottish Housing Quality Standard	**92.97%**	**90.81%**		89.5%	94.7%
% of anti-social behaviour cases resolved within targets	**100%**	**86.67%**		93%	96.2%
Rent collected as % of total rent	**103.3%**	**99.85%**		99.7%	101.5%
Rent not collected because homes were empty	**0.34%**	**0.62%**		1.1%	0.4%

A Snapshot of Topics this Year

Here are some notes on activities and events from April 2025 to March 2026:

- 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 2025 AGM.
- More generally, there were no resignations from the Management Committee during the year, and 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 Data Protection refresher training during the year, which help equip this tenant-led body to lead and guide our Co-op.
- Stair cleaning services continued to be provided to those Lister tenants who wanted the service, by a social enterprise company paying the living wage, and stair window cleaning services were also provided where these had been requested and agreed by a specialist contractor.
- We completed two significant pieces of work; window replacements and upgrades in one of our non-listed tenements in Heriot Place, and the Main Site painting programme, and we are grateful to all affected tenants for their patience and support during these pieces of work.
- In terms of complaints performance we investigated and responded to 9 complaints in total, and of these 22% were upheld, 11% were not upheld, 11% were resolved and 56% were partially upheld. We used learning from complaints this year to improve our neighbour complaints procedure and also to support the update of our process for arrears management.
- 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.

Forty-three members attended the 2025 AGM, either in person or by proxy, an increase on 2024. 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 2025-26 was 80.5%, a slight increase on last year, and an indication of the Committee's continued commitment to Lister.

From a staffing perspective, there was 1 change to our experienced staff team during 2025-26, with our Housing Officer, Mark Stolarek, moving on from his post in Lister after many years of service. We were pleased to recruit another hugely experienced housing professional in Robert Foggo, as our new Housing Officer.

Looking Ahead

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

- In terms of our Charter performance, we continue to focus on ensuring that targets are met for repairs, as well as reducing our void periods, both of which have improved this year. We have also been taking forward energy performance in some of our hardest to treat/ heat properties.
- From a maintenance perspective we are taking forward necessary structural works on the tenement at 12 Keir Street, whilst also seeking to identify a suitable contractor to take forward external painting works in our New Site properties.
- 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 2025-2026

Income & Expenditure account	2024-25	2025-26
Surplus for the year	£ (46,239)	£ 12,936
Adjustment - pension liabilities re-valuation	£ 4,922 *	£ 6,982
Total comprehensive income for the year	£ (41,317)	£ 19,918

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

Balance sheet	31 March 2025	31 March 2026
Revenue reserve^	£ 4,166,270	£ 4,186,188
Share capital (number of members with £1 share)	235	234
Total capital and reserves	£ 4,166,505	£ 4,186,422

^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 2025-26:

Rent increase - 1 April 2026 (average all flats)	4.80%
Rent collected as % rent (current + past) due	103.3%
Gross rent arrears (current + former)	3.19%
No. of court proceedings started	0
No. of court orders for possession	1
No. of properties abandoned in the year	0

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