Lister Housing Co-operative Ltd

Engagement plan

From 1 April 2026 to 31 March 2027

Regulatory status
Compliant
The RSL meets regulatory requirements, including the Standards of Governance and Financial Management.

Why we are engaging with Lister Housing Co-operative Ltd (Lister)

We are engaging with Lister about its **service quality**.

To assess the risk to social landlords we have reviewed and compared the 2024/25 service quality performance of all social landlords. We will engage with Lister because its emergency repair times are one of the highest of all social landlords.

What Lister must do

Lister must:

Improve it emergency repairs performance and tell us when it has delivered the necessary improvements.

What we will do

We will:

- review the information that Lister provides about its improvements to its emergency repairs performance and engage as necessary; and
- update our published engagement plan in the light of any material change to our planned engagement with Lister

Regulatory Returns

Lister must provide us with the following annual regulatory returns and alerts us to notifiable events as appropriate:

- Annual Assurance Statement;
- audited financial statements and external auditor's management letter;
- loan portfolio return;
- five year financial projections; and
- Annual Return on the Charter.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.

Our lead officer for Lister Housing Co-operative Ltd is:

Lynn Stewart
Regulation Manager

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