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LISTER HOUSING CO-OPERATIVE LTD **ASSURANCE STATEMENT 2020**

On behalf of the Management Committee of Lister Housing Co-operative, I give assurance that to the best of our knowledge, Lister complies with:

- all of the relevant requirements set out at chapter 3 of the Framework;
- all relevant standards and outcomes in the Scottish Social Housing Charter;
- all relevant legislative duties; and
- the Standards of Governance and Financial Management.

We have made this assessment having seen and considered appropriate evidence to support the level of assurance we and yourselves desire. We have also, from Spring 2020, kept under close review the considerable impacts of the Covid-19 pandemic upon us, our tenants, our contractors and others. We believe we have followed local and national guidelines in respect of Covid-19.

Our Management Committee has moved to virtual meetings, aside from the March 2020 meeting which we agreed to shelf due to dealing with the immediate lockdown. We held a successful virtual AGM in late September and conducted the required business fully. Our office has been closed to the public since late March and continues to so be.

We have ensured staffing is available to provide a service to support emergency and urgent contractors' activity and we have re-started most of our cyclical maintenance work. Our gas servicing, safety checks and repair has continued throughout and we have not overstepped the 12-month legal requirement once. We owe great thanks to our gas contractor, their employees and our tenants for this important ongoing achievement.

We are confident that our actions that we have implemented mean we are able to continue to meet our responsibilities to our tenants, service users, regulators and funders. Whilst there has been a small delay to our larger contract planning and timetable, much of this would have occurred anyway due to the partial closure of many contractors, aside from emergency repairs. Our general finances have held up well and we continue with our normal financial monitoring, arrears management, etc. We have started a welfare benefits advice service, using our ARCHIE connection.

As you can imagine, with our properties almost all being pre-1919 tenemental stock, B-listed and in a conservation area and World Heritage Site, we continue to have challenges to bring every property to EESSH compliance for a number of reasons. We anticipate applying for some temporary exemptions by the December 2020 deadline. We shall continue to work away endeavouring to apply possible solutions, working with our tenants. This work has been delayed for a period this year due to Covid-19 however we are picking up where we left off on this.

Established 1976.

Registered with the Scottish Housing Regulator HAC 150. A Registered Society 1876R(S).
A member of the Scottish Federation of Housing Associations and Employers in Voluntary Housing.

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We have active programmes working away on the other main end-date-based work - the smoke and CO detector with the Feb 2021 deadline and the EICR electric testing deadline of March 2022. We are well advanced with both and we will work actively where there are access difficulties.

We have moved our main housing management and finance systems in April 2020 to the specialist proprietary HomeMaster online software and this gives our staff much greater functionality including easier remote working. We expect to increase the features utilised over the next 12-18 months to give an even better service to tenants.

We do not believe that we are materially non-compliant in any significant way and we continue to use an internal Action Plan to progress actions arising from this AS review process.

This statement was agreed by the Management Committee at its virtual meeting of 27 October 2020 and signed by the outgoing Chair-person, Louise Alexander.

27 October 2020

