

ALSO INSIDE: YOU SAID, WE LISTENED...

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WE LISTENED  
...

## SMALL SPARKS GRANT

GRANTS OF UP TO £250 ARE AVAILABLE!!

Chuks Ododo, pictured here with WHALE's Alan Farmer, is the first local resident to receive a Small Sparks Grant from Wester Hailes Community Trust. Grants of up to £250 are available to local individuals or groups who have an idea to make a difference in the community. Chuks got in touch with the Trust to apply for a grant to buy materials to help him and other volunteers with their plans to paint nearby railings and beautify the Greenway close to the Wester Hailes Open Heavens Church.

If you have an idea to improve Wester Hailes, you can apply by email, video, letter or by completing an application form. For more information have a look at the Digital Sentinel, [www.digitalsentinel.net](http://www.digitalsentinel.net) or contact Alan Farmer at WHALE on 0131 458 3267.

## MAKING A DIFFERENCE TO THE COMMUNITY



### Westburn Woods Clear Up

A suggestion from Prospect tenant James Moss, ended up with a 2 day clean up in Westburn Woods recently. This has meant that an overgrown litter filled part of the woodlands is now an area the local community can use and enjoy. The clean-up was arranged after Mr Moss and others highlighted their concerns about litter and overgrown plants in the woods which was deterring people from walking through the area. Prospect worked with the Westburn CAN project who co-ordinated a team of local volunteers and provided tools and safety equipment. Over the 2 days the paths were cleared of grass, brambles were cut back, trees pruned, and fly tipped items removed.

The Westburn CAN project is funded by the Climate Challenge Fund and includes a range of community activities to help reduce carbon and improve the local environment. As well as looking at the woods, they are developing a new Horticultural Hub to create an area focused on community food growing. CAN volunteers get the chance to learn more about gardening and gain skills they can take back to their own gardens as well. The project is also assisting Westburn Prospect tenants who struggle to maintain their garden with some great results.



For more information please contact:

Alan Ross from the Westburn CAN project by phoning 0131 458 3267 or emailing [westburncan@whalearts.co.uk](mailto:westburncan@whalearts.co.uk).

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Community Housing

**YOU SAID, WE LISTENED**  
...

We received 13 first stage complaints during the quarter April to June 2016 and 3 second stage complaints.

A common issue raised has been the failure of contractors to attend at the agreed time. We encourage the contractors to be a little more proactive by keeping tenants informed of any possible delays.

We also received a complaint that we organised a heating service shortly after the engineer had attended the property to carry out a repair. We have now arranged with the contractor that, if an engineer is repairing the heating and a service is imminent, the service should be carried out at the same time.

If you are unhappy with a service we have provided, please let us know. We will look into the issue and aim to resolve it within 5 working days.

Your feedback is much appreciated in helping us to deliver a better service.

13

FIRST STAGE COMPLAINTS

3

SECOND STAGE COMPLAINTS

## PRIORITY SERVICES REGISTER

All energy suppliers have a Priority Services Register which offers extra help and support with your energy supply. If you or anyone in your household is disabled, chronically sick, receiving a pension or have a hearing or visual impairment, then you can ask your energy supplier to add you to this register.

Once you are on the Register you could get

- free advice on being more energy-efficient
- protection from cold callers with a password protection scheme to keep you safe



- your meter moved free of charge if it's hard for you to use or read the meter
- a free quarterly meter reading if you can't read your meter
- bills sent to a relative, carer or friend to help you check them
- your bills and meter readings in a braille, large print, audio tape, text phone or type talk if you're visually impaired
- advance notice if your supply is going to be interrupted
- priority reconnection if your supply is interrupted



- alternative facilities for cooking and heating if your supply is interrupted
- extra help to use your meter or appliances

Contact your supplier to see if you're eligible to sign up to the Priority Services Register. If you have different suppliers for gas and electricity, you'll need to call them both.

You'll need to register again if you change your energy supplier.

## Help stop the Fly Tipping

If you see anyone fly tipping, there is action you can take to help stop it. If you know the person is a Prospect tenant, tell us and we'll contact them and recharge them the cost of disposing of the item if they don't remove it. If you know who it is and they are not a Prospect tenant, contact City of Edinburgh Council, Environment Warden Service on 0131 529 3030. Alternatively contact the South West Neighbourhood Office on 0131 527 3800.

Occasionally we uplift abandoned items and dispose of them. However, new recycling regulations means the cost of doing this has increased significantly and we anticipate there will be an impact on tenants' service charges accordingly.



**THE DROP IN CAFÉ**

**FREE HOT LUNCH**

**OPENS SAT 26th NOV 11am-2pm**

at Wester Hailes Baptist Church,  
1 Clovenstone Park EH14 3BG

Includes free clothing table, children's activities, prayer space and a listening ear.

Then open on the last Saturday every month from January 2017.

**ALL WELCOME**





## HOW TO GET A HOUSE WITH PROSPECT

Sometimes there can be confusion over the way we let our properties, here's a myth buster to explain why we let the properties the way we do:



We need to comply with the Housing (Scotland) Act of 2001 which means:

- We have an waiting list open to anyone aged over 16
- We prioritise applicants by their circumstances, whether it is medical, homeless, overcrowding, under occupation, support needs etc.
- We don't discriminate against anyone who has applied.

We are members of the Edindex Common Housing Register so that if anyone wants to move to a Prospect house, they can apply by completing an Edindex form.

When properties become available, we advertise them every week on [www.keytochoice.co.uk](http://www.keytochoice.co.uk) as follows:

### Starters:

One half (50%) of all vacancies are advertised for starters.

### Movers:

One quarter (25%) of all vacancies are advertised for movers.

### Starters or Movers:

One quarter (25%) of all vacancies are advertised for any applicant—starters or movers.



One quarter of the properties advertised for movers will indicate in the advert that preference will be given to existing Prospect tenants. If no tenants are successful in being offered

the property, then other applicants who have bid will be considered.

We also have referral arrangements with CHAI, SCOREScotland and Women's Aid each year.

Finally we still operate our Downsizing Scheme to encourage people living in our larger properties to move to smaller ones when they no longer need the space with a £500 incentive. This frees up larger properties for those families who are overcrowded.

We let only 48 properties during 2015-2016 and each time a property is advertised we will have around 140 people registering an interest in it.

Another option is a mutual exchange where you can swap homes with someone, visit [www.houseexchange.org.uk](http://www.houseexchange.org.uk) for more details.

For more information, visit our website [www.prospectch.org.uk](http://www.prospectch.org.uk) or contact your Housing Officer.

## INVESTING IN OUR STOCK

This year we have earmarked £1.2m to spend on improving our properties. Here's an update on how it's going so far.



**Showers:** We committed to offer every Prospect tenant the option to have a shower installed during a 5 year programme. This year we have fitted over 80 showers since April in Walkers and Westburn Village.

**Kitchens:** We are well on track to complete our plans to replace kitchens in the Clovenstone area this year, with over 80 kitchens finished already. We replace the kitchens in our properties after approximately 15 years.

**Boilers:** We are planning to replace around 100 boilers in Clovenstone by the end of March 2017 and we are just appointing a contractor to carry out this work. These new boilers will improve the heating system, be more energy efficient and potentially result in lower gas bills.

**Electrical Testing:** We have an ongoing programme to carry out tests to the electric sockets and wiring in our properties. This year we'll test around 100 properties to ensure they are all safe.

**Painting:** We are painting in Westburn Village this year, focussing on the externals of buildings during the better weather and working on the internal stairs when it rains.

We're finding that by having a robust planned maintenance programme, there are fewer day to day repairs.



## Prospect Performance Report

Enclosed with this newsletter is our 2015/16 Prospect Performance Report. This gives you the chance to compare how we performed last year with other local landlords and how our performance has changed from the previous year. A big thank you to our Tenants' Forum for helping to decide what we should cover in this report.

We're delighted to see our repairs service performed particularly well with emergencies being dealt with in 2 hours on average compared to the Scottish average of 5 hours. For non-emergency repairs, we completed them in 2.6 days compared to the Scottish average of 7.5 days. For more information, have a look at the report and let us know your thoughts on it.





## FULL HOUSE FOR THE PROSPECT AGM

We were delighted with the high turnout we had for our 2016 AGM, with nearly 50 people coming along on Tuesday 6th September.

Prospect's Chair, Alan Gee talked about some of Prospect's recent achievements, before the meeting held a minute's silence in memory of Sam Martinez (pictured here). Sam was a Prospect Management Committee member for 17 years and passed away aged 106 on the 24th August.



We had a presentation about the new Wester Hailes Community Trust given by Board members, Maureen Connolly, David Corcoran and Community Projects Officer, Caroline Richards. With business concluded, the Members' Raffle was as popular as

ever, with plenty of prizes in the draw! A crèche was available for anyone who needed childcare support.

Finally we welcomed Prospect tenant, Chuks Ododo as he became a member of Prospect's Management Committee. Chucks said,

“ Having lived in Wester Hailes for a number of years. I am very passionate about the Community and the great service that Prospect Housing provide. I had previously been a member of the Tenants' Forum, but now moving to the Management committee, I believe my skills and experience will make a difference.

We want to encourage wide membership from all parts of the local community. Prospect members have the opportunity to influence decisions and to help shape how we manage our homes and run the organisation. And being a member means you can attend and vote at our Annual General Meeting. Membership only costs £1. Contact Prospect to find out more.



## CATCH UP WITH PROSPECT

Here's a chance to meet with Managers and Officers from the Housing and Property Services departments in your street to catch up and answer any questions you may have.

Street	Date	Time
Walkers	Tuesday 1 November	2pm - 3pm
Barn Park Crescent	Thursday 3 November	2pm - 2.30pm
Dumbeg Park	Thursday 3 November	2.30pm - 3pm
Morvenside Close	Thursday 3 November	3pm - 3.30pm
Clovenstone Park (starting at No.12)	Wednesday 9 November	11am - 11.30am
Clovenstone Drive (starting at No.19)	Wednesday 9 November	11.30am - 12pm
Clovenstone Gardens (starting at No. 1)	Wednesday 9 November	12pm - 12.30pm
Westburn Village & Morvenside (starting at Prospect's office)	Monday 21 November	10am-11.30am

## CLOVENSTONE VOICES EXHIBITION

WHALE Arts Centre, 30 Westburn Grove Edinburgh EH14 2SA

24 October—16 November 2016

A celebration of Clovenstone community featuring interviews by the Digital Sentinel and photography by Raymond Keith. Supported by Prospect Community Housing and WHALE Arts.

EXHIBITION



## ARE YOU SATISFIED

## WITH PROSPECT?

We've asked Research Consultants ibp to contact all of our tenants to carry out a wide scale satisfaction survey. 50% of our tenants will receive a visit at home and be invited to take part in the survey. The remaining 50% will receive a postal survey to complete. This survey will help us to ensure the services we offer meet our tenants' needs. It will also identify areas we need to work harder on. Everyone who takes part will be entered into a draw to win two prizes of £50 Love to Shop Vouchers. Thank you to everyone who takes part in this survey.



## OUR VISION:

PROVIDING HOMES AND BUILDING COMMUNITIES TOGETHER

## OUR VALUES:

PIONEERING RELIABILITY LISTENING FAIRNESS PARTNERSHIP