

Prospectus



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SATISFACTION GUARANTEED!



93%

93% OF PROSPECT TENANTS ARE SATISFIED WITH THE OVERALL SERVICE PROVIDED

Thank you to the 507 Prospect tenants who took part in our three yearly Tenant Satisfaction Survey late in 2016. The results show improvements in many areas of service delivery in terms of satisfaction.

Prospect Chairman, **Alan Gee** commented,

“It is reassuring to see that we are delivering services which meet our tenants’ expectations and needs. Thank you to all who took the time to share their views with us and well done to all the Prospect staff for their hard work in achieving these results.”



● See page 2 for more information

DEFIBRILLATOR AVAILABLE TO SAVE LIVES



The latest public access defibrillator to join the St. John And The City project is now located on our office wall. St John Scotland want to increase the provision of Public Access Defibrillators in Edinburgh. These easy-to-use units can prove vital in the event of someone suffering a heart attack. Pictured are Neil Munro, Prospect’s Property Services Manager accepting the defibrillator from Lynn Cleal of St John Scotland. Neil said,

“We are extremely proud to host a Public Access Defibrillator as this equipment can save a life. We are arranging training with the Scottish Ambulance Service and we would like to extend that offer to tenants too.”

♥ If any Prospect tenant would like to receive the training please contact us.

Prospect Digi-Mag

Do you keep up to date with news and views on your phone or tablet? We’re launching a Prospect “Digi-mag” which will be dropping into your email inbox. This will be a brief monthly brief roundup of all the news at Prospect. If you haven’t already shared your email address with us, let us know by emailing housing@prospectch.org.uk and we’ll make sure you get the next edition.

- www.prospectch.org.uk
- enquiries@prospectch.org.uk
- [@prospectch](https://twitter.com/prospectch)
- **0131 458 5480**

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Prospect Community Housing is a registered charity. No. SC029797



Community Housing

TENANT SATISFACTION SURVEY FEEDBACK

Here is a summary of what you think of Prospect and our services.

- 94% were satisfied with the quality of their home
- 96% rated Prospect positively in terms of being kept informed
- 91% were satisfied with the opportunities they are given to participate
- 92% were satisfied with Prospect's management of their neighbourhood
- 91% were satisfied with the repairs service
- 91% rated the rent as good or very good value for money
- 94% were satisfied with the standard of their home when they moved in



Compare our performance with other landlords by visiting <https://www.scottishhousingregulator.gov.uk/find-and-compare-landlords> Our new Prospect Scrutiny Group will use the information from the survey to identify areas to take a close look at and make recommendations for improvements. Prospect's Tenants' Forum have helped develop an action plan of areas we think we could do better as a result of your survey feedback. For more information about the survey, contact Catherine Louch at Prospect.

STAFF CHANGES

Our Money Advice Officer, Pete Mowat, is leaving Prospect in May after nearly 16 years of service.

Pete is a "well kent" face locally for his knowledge on all areas associated with money advice as well as housing benefit, universal credit and managing debts. Whilst we're very sad to see Pete go, we wish him well with the next chapter of his life and look forward to hearing all about his new ventures.

With all the changes going on with the welfare benefits system, we think it's vital we replace Pete with someone

who can keep us all right on these changes and make sure that we can help our tenants to maximise any benefit entitlement. Therefore, we're currently recruiting for a full time Welfare Benefits Officer to replace Pete.

If you would like to have a "benefit health check", please contact us. You might be eligible for benefits you just don't know about.



STOP THE DUMPING! CHARGES FOR UPLIFTS HAVE REDUCED TO £5 PER ITEM

Thank you to everyone in Clovenstone particularly, who has stopped dumping rubbish in bin stores or in the street.

To arrange an uplift of bulky waste items or if items are damaged or can't be reused please phone City of Edinburgh Council on **0131 529 3030**.

When arranging, let them know if you are disabled or if you have a medical condition and may require help. Use this service for large household items like mattresses, furniture, TVs, washing machines, fridge freezers, carpets that are broken or damaged and can't be reused.

Your items should be on the curbside for collection by 7am on your booked day.

Costs – The standard special uplifts of household items had now dropped to cost £5 per item.

The maximum number of items in one uplift is 10.

Before you arrange your uplift please consider whether the items could be used by someone else.

If you have items such as beds, sofas, tables, chairs, bikes that are in good condition, call the national reuse phone line to arrange a free uplift on **0800 0665 820**. Items will be collected by a local organisation and reused.



GLORIOUS GARDENS

It is getting to that time of year when the plants and grass start growing again. If you have a garden, remember your responsibilities to maintain it. We'll be out carrying out garden inspections before the school summer holidays. If you live in Westburn and are looking for some help or inspiration with your garden, why not contact Westburn CAN? This is a project based at WHALE which has a range of activities to reduce carbon and improve the local environment. One project has been to assist Prospect tenants who struggle to maintain their garden. For more information phone Alan Ross on **0131 458 3267**, pop into WHALE or speak to a member of Prospect staff.





FIRE SAFETY

What can tenants do to help to reduce the likelihood of a fire starting in a common stair?

Keep common stairs clear and free from obstruction and make sure main doors are kept locked.

Make sure the door entry system is working. Don't leave rubbish or bins in the common stairwells as this can be very attractive to fire setters and increases the risk of a fire.

Discarded items of furniture and rubbish can produce large amounts of toxic smoke and also impede access for emergency responders.

? What if a fire does start in a common stair?

Keep doors closed to prevent smoke filling your house. Dial 999 and ask

for the Fire Service, giving as much information as you can.

? How often should smoke alarms be tested?

Having a working smoke alarm is vital. Every household should have working smoke alarm and test them every week. Scottish Fire and Rescue provide



free home fire safety visits and fit smoke alarms where required. If you or someone you know who could benefit from our service, get them to give us a call on free phone **0800 0731 999**.

? What if the smoke alarm in my property is not working or missing?

Prospect properties have a working smoke alarm installed in the property. If it is not working or is missing please contact the repair team on **0131 458 5480**.

A wide range of tips on how to keep yourself and your home safe from fire are available online at www.firescotland.gov.uk

STANDING UP TO HATE CRIME TOGETHER

We at Prospect we are working with our partners to stand up to hate crime and racism. If you have been the victim of a hate crime or have witnessed one, where you've been targeted because of your race,

sexuality or disability, don't suffer in silence. Call 101 or 999 to inform the Police. Alternatively, contact SCOREScotland. They are a remote reporting centre based at WHALE, 30 Westburn Grove. This means you

can report a racist crime to them by phoning **0131 442 2341** and they will offer support and information. Visit www.scorescotland.org.uk for more information.

REPAIRS WHICH ARE YOUR RESPONSIBILITY

Some repairs are your responsibility to fix. So if you need to replace any of the following, please take a trip to your local hardware store:

- Toilet seats
- Sink/wash hand basin/bath plugs
- Fluorescent tubes/starters in kitchens lights
- Splash proof bathroom lights
- Light bulbs



Please bear in mind that if you call out the emergency contractor to carry out one of these repairs, we will send you the bill and it could be over £200.

If you are an older person and/or have disabilities you may wish to contact Care & Repair on **0131 337 1111**. They offer a handyman service and may be able to assist.

Please also note that if you owe us money for a repair which we have fixed but was your responsibility, you need to pay for it before we will carry out another similar rechargeable repair.

Voucher winners

Congratulations to **Doreen Dow** and **Jeff Sorum** on winning £50 each of Love to Shop Vouchers. Doreen and Jeff both took part in our tenant satisfaction survey and were the lucky names picked out of the hat. Both were delighted to have receive the vouchers and are planning a trip to the shops soon.



THERAPEUTIC MASSAGE AT THE HEALTH AGENCY

GREEN RECEPTION AT THE HEALTHY LIVING CENTRE 0131 453 9400

Sliding Scale from £10-£25 Depending on Income

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GETTING INVOLVED



www.facebook.com/FromThereToHereaWesterHailesStory

Save the Date!

Our Annual General Meeting this year will be on Tuesday 5 September at 6pm at WHALE Arts. All Prospect members welcome!



CATCH UP WITH PROSPECT

Come along to meet with Housing and Property Staff to look for any issues and answer your queries.

Street	Date	Time
Walkers	Tuesday 2 May	2pm - 3pm
Barn Park Crescent	Thursday 4 May	2pm - 2.30pm
Dumbeg Park	Thursday 4 May	2.30pm - 3pm
Morvenside Close	Thursday 4 May	3pm - 3.30pm
Clovenstone Park (starting at No. 12)	Wednesday 10 May	11am - 11.30am
Clovenstone Drive (starting at No. 19)	Wednesday 10 May	11.30am - 12pm
Clovenstone Gardens (starting at No. 1)	Wednesday 10 May	12pm - 12.30pm
Westburn Village & Morvenside (starting at Prospect's office)	Monday 15 May	10am - 11.30am

TENANTS' FORUM

Prospect's Tenants' Forum was very pleased to welcome new members to its last meeting. The group learnt more about the results of Prospect's recent Tenants' Satisfaction Survey. They also discussed ways to encourage more tenants to use Prospect's website for online services such as reporting repairs and checking a rent balance. And they learnt more about SMART meters and the potential these offer in saving energy and reducing fuel bills.

The Tenants' Forum gives a great opportunity for feedback, suggestions and discussion around issues that directly affect Prospect tenants. It meets 4 times a year in an early evening time slot, light refreshments are provided. Topics are generally decided in advance



of the meetings and are usually issues that have been suggested by Forum members.

If you are a Prospect tenant you'd be very welcome to join the Forum at the next meeting on Wednesday 24 May at 5pm at Prospect's office. For more information, please contact us on 0131 458 5480.

RENT CONSULTATION WINNER

In December, we asked our tenants to tell us what they thought about our proposed rent increase of 1.6%. People were able to give us their views online or through a postal survey. We had a great response and we would like to thank all those who responded. 67% of tenants who responded agreed with the proposed increase. Eunice Main sent us her views and won £100 shopping vouchers in our prize draw!



years. We use the Retail Price Index to give us the inflation figure and this year the Retail Price Index is 1.8%. We think it's important to keep rents as affordable as possible so we proposed a lower than inflation increase of 1.6%. We value our tenants' views and all the comments submitted during the rent consultation were read by Prospect's committee when making their decision. They decided to implement the proposed 1.6% increase. With this increase we will still be able to invest in our properties and provide value for money services.



One of our objectives is to have inflation only rent increases and we have achieved this for the last two

HOUSEHOLD DETAILS UPDATE

Last month we wrote to you asking you to update us with information on who lives in your household and to confirm your mobile number and email address. Thank you to everyone who has already responded. If you've not responded yet, please return the letter in the freepost envelope or email your details to housing@prospectch.org.uk or text us on 07860 047548.

OUR VISION:

PROVIDING HOMES AND BUILDING COMMUNITIES TOGETHER

OUR VALUES:

PIONEERING RELIABILITY LISTENING FAIRNESS PARTNERSHIP