

Prospectus



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WELFARE RIGHTS AND DEBT ADVICE

Fiona McLuckie is Prospect's new Welfare Rights Officer and can provide support with benefit claims and appeals, sanctions and overpayments.

She can also help with debt and budgeting problems and grant applications for white goods, gas and electricity debt and living expenses.

To meet Fiona contact Prospect by phone **0131 458 5480**, text **07860047548** or email **fiona.mcluckie@prospectch.org.uk**. Fiona is available at Prospect's office at 6 Westburn Avenue or at local venues.



FIRE SAFETY

In view of the recent tragedy at Grenfell Tower, we want to reassure all Prospect tenants that we don't have any properties with over cladding. Please be aware of the following:

In the event of a fire, the stair is the escape route for everyone living there. We therefore ask all our tenants to keep stairs clear and free from any kind of obstruction. In fire, items left on the stairs can impede getting out of the building, hinder access for emergency responders, and create additional fire hazards. If you are aware of any obstruction on your stair such as rubbish, bins etc. please let us know on **0131 458 5480**.

All of our properties should have a working smoke alarm installed. Please make sure your alarm is working by testing it each week. This only takes a few minutes and can help save your life in the event of a fire. If the alarm is not working or is missing please contact us on **0131 458 5480**.

If you are concerned about fire prevention or what to do in the event of a fire, the Scottish Fire and Rescue service provide free home fire safety visits. They can help identify any potential fire hazards within your home and give you advice on how to keep yourself and your family safe. Contact them on the free phone number **0800 0731 999** or you can contact them at **www.firescotland.gov.uk**.

BENEFITS AND DEBT ADVICE

- Problems with Housing Benefit, ESA or Universal Credit?
- Been sanctioned, refused benefit or lost your job?
- Struggling financially and could do with a benefit check, help with budgeting?
- Have rent arrears or debts you can't manage?

If yes is the answer to any of these then pop in to see Fiona, maybe she can help.

MONDAYS

Clovenstone Community Centre, Clovenstone Park

9.30am – 10.30am Drop In
10.30am – 1pm Appointments

ALTERNATE TUESDAYS

WHALE Arts, Westburn Grove

9.30am – 10.30am Drop In
10.30am – 1pm Appointments

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

Prospect Community Housing
6 Westburn Avenue
Wester Hailes
Edinburgh
EH14 2TH

Prospect Community Housing is a registered charity. No. SC029797



Fun Run

Congratulations to the 166 people who took part in this year's Fun Run which took place on 25 June.

This was a record number of participants who came together on a dry but blowy day to complete the usual 5km route around Wester Hailes.

This year, special guests included Gordon MacDonald MSP and there was great excitement at an appearance from Pudsey the Bear. Huge thanks to all the volunteers who make this event such a success including the Health Agency, WHEC, Broomhouse Centre, City of Edinburgh Lions Club, Open Heavens Church, Clovenstone Community Centre and Harmony Athletics Club. Thanks also to David and Craig from the Digital Sentinel for sharing these photos which give a flavour of the day:



DIY SOS PROSPECT STYLE!

Prospect staff picked up paintbrushes recently and helped redecorate Clovenstone Community Centre.

Our staff wanted to do more this year to support our local community so we asked Clovenstone Community Centre if there was any voluntary work we could carry out for them. They identified two areas that needed repainting as well as the entrance, and we offered to get this done in a day. Eleven staff from different departments took part, including our painting team who made sure everyone's painting technique was up to scratch!

As a community based housing association we want to play an active role in our area, and our staff are committed to making a difference locally. The staff involved enjoyed the experience and have plans to carry out some more voluntary work later on in the year.

Our painting team made sure everyone's painting technique was up to scratch!



SCOTTISH GOVERNMENT VISIT

We recently received a visit from a group of Scottish Government staff who were keen to see what goes on at housing associations.

We were delighted to take them out and about locally and they had an informative visit to the Clovie Garden, meeting Edible Estates staff as well as hearing all about local resident, Wayne's passion for gardening. Next stop was a visit to the Health Living Centre and a talk from the Health Agency Team. The Scottish Government staff came from a range of departments and the visit helped them gain a better understanding of what we do and the challenges we face.





THINKING OF DOWNSIZING?

Prospect is aware that many of our tenants would like to downsize but are often put off for various reasons; they have rent arrears, they don't have support around them to move, they can't afford the removal costs. Well did you know that Prospect still offer the £500 downsizing fund to any tenant who moves to a smaller property? This can be used to pay off any arrears you have with the association, can be put towards removal costs or towards decorating your new home.



CASE STUDY:

Joan Conquer has lived in Westburn Village for over 20 years raising her family of 4 boys. Her sons have all grown up and left home. Joan found herself in a property that was too big for her needs and at times she struggled to heat her large home.



Prospect staff were able to support Joan through the downsizing process. We listened to what was important to Joan, she wanted to stay in the area that she is familiar with but needed a smaller more manageable property. Along with practical processes such as inspections which Joan was fully involved in, Prospect were able to give Joan money from the downsizing fund which helped her with costs such as getting her

cooker and washing machine installed at her new property.

Now living in a smaller property Joan says the biggest benefit she has noticed has been the heating: "It's amazing, I have to keep touching the radiators to check the heating isn't on cause I can't believe how cosy this flat is." She recently walked past her old property and saw a small child making full use of the garden, "My old house was a family home, it is great to see wee ones out playing in the garden."

Are you in a similar situation to Joan? Would you like to speak to a member of staff about the possibility of downsizing? Please call our Housing Management team who would be happy to talk through your options.

PROPERTY IMPROVEMENTS FOR 2017/18

Here's our plans for this year:

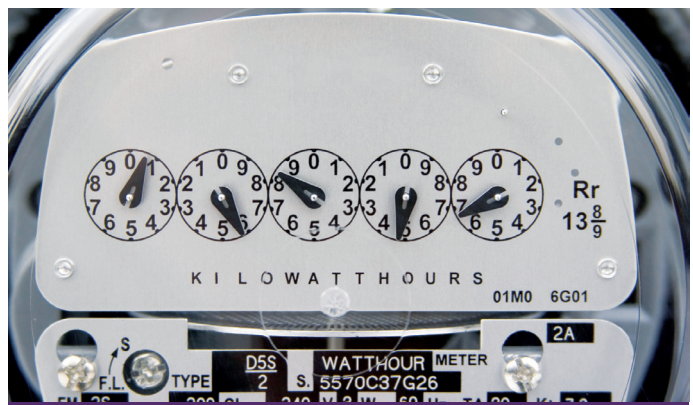
- 

75
Replacement kitchens
- 

83
Replacement boilers
- 

81
Installations of new over bath showers
- 

Painting works at Westburn and Walkers.



Avoid being caught out with a Rechargeable Repair Bill

Some repairs are your responsibility to fix and we will recharge you for these if our contractors are called out in an emergency. Before you call, it's worth checking;

- If the electricity isn't working – have you checked that there is credit in the meter? It can be around £180 for the electrician to come out for an emergency call out if lack of credit is the problem.

Other areas which are your responsibility include all type of light bulbs and washing machine leaks, sink plugs and toilet seats.

Save yourself some money and if it can wait until the office is open, phone for advice first before asking for the emergency contractor.



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GETTING INVOLVED



www.facebook.com/FromThereToHereaWesterHailesStory

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

YOU SAID, WE LISTENED...



We are always happy to receive feedback so that we can use it to improve our services. Following

some comments from tenants, we've changed the timing of when we print the rent statement you'll find with this newsletter. Hopefully it will make more sense this time. Do let any member of staff know if you have any feedback for Prospect, it's helpful for us to hear how our service impacts on you.

TENANTS' FORUM UPDATE

The Prospect Tenants Forum is next meeting on Wednesday 6th September at 5pm when we'll be going "on tour" in Norman's minibus to have a look round Prospect stock. We'll then head back to the office for some light refreshments and a chance to input into Prospect's annual performance report. If you'd like to come along

and join in – just let us know and we'll make sure the bus doesn't leave without you!



2017 Annual General Meeting

All Prospect members will be invited to this year's Annual General Meeting which will be held at WHALE Arts on Tuesday 5 September at 6pm. New members are always welcome, it only costs £1 and ensures you have a role in the future of Prospect. To join, give us a call on 0131 458 5480, pop into the office or email us on enquiries@prospectch.org.uk.



PROSPECT SCRUTINY GROUP – STAIRS TO THE STARS!

The Prospect Scrutiny Group are a group of tenants who are looking at the services provided by Prospect to make recommendations for improvements.

Currently they are taking a close look at or "scrutinising" our stair cleaning service. Following a look at our service standards and some visits to check the quality of the cleanliness

of the stairs, they will present their report to Prospect's committee. Here they are catching up with John and John from our stair cleaning team.

OUR VISION:

PROVIDING HOMES AND BUILDING COMMUNITIES TOGETHER

OUR VALUES:

PIONEERING RELIABILITY LISTENING FAIRNESS PARTNERSHIP