

INSIDE: HOW TO GET A HOUSE WITH PROSPECT > PAGE 3

STAIR CLEANING SERVICE GETS THE THUMBS UP FROM THE SCRUTINY GROUP



Prospect Scrutiny Group (PSG) recently delivered their first report to Prospect's Committee. The group chose to take a close look at the stair cleaning service. As part of their scrutiny, they inspected stairs, spoke to tenants, looked at satisfaction levels and compared costs with other landlords.

STAIR CLEANING

Findings:

- The service is very good. We found that the stair cleaning team do a really good job.
- We found the stairs were clean and tidy with secure doors.
- We found out about the challenges the team face.
- In comparison to the Council service we felt the Prospect stairs were cleaner, had no graffiti, smelled fresh, had up to date information and secure door entries.
- We found that the cost of providing the stair cleaning service compared well with other Housing Associations.
- We recognised that it is a positive that Prospect employs local people to the team.
- We appreciated the investment in good quality flooring and the painting programme.
- For these reasons, we decided it's a value for money service.

Recommendations:

- 1 Make sure the windowsills are dusted and wiped with a damp cloth.
- 2 Tenants should be encouraged to report issues with lighting to Prospect.
- 3 Give the team appropriate equipment to reach to remove cobwebs in the stairs.
- 4 Remove the cobwebs at the outside of the entrances.
- 5 Clean the bin chute area once per month.

STAIR NOTICE BOARDS

Findings:

- We found that the notice boards would benefit from improvements.
- Currently leaflets etc. are packed into many of the noticeboards and are ineffectual as you can't read them.
- The position of the noticeboards is often in areas with no natural light and far from stair lighting.
- It wasn't clear what residents should expect from the service.
- Fire safety information was hidden and we were concerned about this.

Recommendations:

- 1 Create a new tick sheet – this should include when the stair cleaning is taking place, include the specification for the service and ask that children are supervised when stair cleaning is being done.
- 2 Replace current noticeboards with larger ones so there is room for fire safety information.
- 3 Reposition the notice boards where there is better lighting.

The Committee were pleased to hear from the group and accepted their recommendations. Prospect's management team now have to develop an action plan to take forward these suggestions.



If you would like to join the PSG or have a suggestion for a service area that you think the group should look at next, please contact Catherine Louch on **0131 272 5014** or catherine.louch@prospectch.org.uk

TENANTS FORUM ON TOUR

Move over Robbie and Take That, recently the Tenants' Forum went on Tour!

On a sunny evening, we visited Prospect's stock, from the raised beds at Morvenside, to a look in an empty property in Westburn then up to Clovenstone and its beautiful Clovie Community Garden. Norman provided the "tour" bus and took us for a look round all the areas Prospect have stock. Although many Tenants Forum members have lived in their homes for many years, they hadn't been to all Prospect's streets and were interested to see the different styles



of properties we have. We finished up back at the office for some light refreshments and discussion.

The Tenants' Forum is a group which meets quarterly to make sure that

Prospect takes Tenants views into account when make decisions. It is friendly and informal – all Prospect tenants are welcome to come along and there's always some food to share. If you'd like to join us, just let us know.

TIME FOR CHANGE...



Once again we had a great turnout for Prospect's AGM with over 30 people coming along on Tuesday 5th September.

Prospect's Chair, Alan Gee, talked about some of Prospect's achievements in the past year, including spending almost £1.5 million on improving our properties and establishing our first Tenant Scrutiny Group. Alan paid tribute to Bill Buchanan who unfortunately, due to poor health, was stepping down from the Committee at the AGM after 29 years. As one of the original Committee members Bill was heavily involved in those difficult early days of getting

the organisation off the ground. He, along with the other original Committee members, had great vision and commitment and has made a huge contribution over the years to help Prospect become the organisation it is today. Finally, Alan (photographed) explained he would be stepping down as Chair of the Committee after five years and a new Chair would be elected at the September Management Committee meeting. Brendan Fowler, Director at Prospect, thanked Alan for his contribution, support and commitment to the role.



We had a presentation celebrating our community based status given by David Bookbinder from the Glasgow and West of Scotland Forum of Housing Associations and the evening ended with a host of prizes drawn in the Members' Raffle!

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

HOW IS PROSPECT PERFORMING?

Enclosed with this issue is the Prospect Performance Report for 2016-17. Thank you to the Tenants' Forum who worked with us to decide the content of the report. Have a look to see how we got on in 2016-17 compared to other local landlords.





@prospectch



HOW TO GET A HOUSE WITH PROSPECT

... each time a property is advertised we will have over 100 people registering an interest in it.

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 a 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 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. This frees up larger properties for those families who are overcrowded.

We let only 46 properties during 2016-2017 and each time a property is advertised we will have over 100 people registering an interest in it.

Another option is a mutual exchange where you can swap homes with someone, visit www.houseexchange.org.uk for more details.

For more information, visit our website www.prospectch.org.uk or contact your Housing Officer.



TEXT PROSPECT ON 07860 047548

4

GETTING INVOLVED



www.facebook.com/FromThereToHereaWesterHailesStory

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?

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

DROP IN OR MAKE AN APPOINTMENT:

Phone 0131-458-5480
Text 07860047548
Email fiona.mcluckie@prospectch.org.uk



GREEN FUTURES PROJECT

If your home is cold most of the time, you want to cycle more or grow food locally, then the Green Futures Project at SCOREScotland is for you.



ACTIVITIES ON OFFER

INCLUDE:

- ✓ A tailored energy efficiency home visit
- ✓ Support in individual owned home gardens
- ✓ Cycling course for beginners and those who would like to build their confidence in cycling
- ✓ Workshops on climate change, trips and excursions to community gardens and other inspirational green initiatives
- ✓ Volunteer opportunities to make a difference for your community and planet!

For more information, get in touch with SCOREScotland on 0131 442 2341 or visit them at WHALE Arts on Westburn Grove.



CATCH UP WITH PROSPECT

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

Street	Date	Time
Walkers	Tuesday 7 November	2pm - 3pm
Barn Park Crescent	Thursday 2 November	2pm - 2.30pm
Dumbeg Park	Thursday 2 November	2.30pm - 3pm
Morvenside Close	Thursday 2 November	3pm - 3.30pm
Clovenstone Park (starting at No.12)	Wednesday 8 November	11am - 11.30am
Clovenstone Drive (starting at No. 19)	Wednesday 8 November	11.30am - 12pm
Clovenstone Gardens (starting at No. 1)	Wednesday 8 November	12pm - 12.30pm
Westburn Village & Morvenside (starting at Prospect's office)	Monday 20 November	10am-11.30am

MORVENSIDE IN BLOOM

Morvenside residents have been busy working with WestburnCAN to build some raised beds for everyone to use and benefit from. The residents have worked together to choose vegetables and flowers which everyone can enjoy.



OUR VISION:

PROVIDING HOMES AND BUILDING COMMUNITIES TOGETHER

OUR VALUES:

PIONEERING RELIABILITY LISTENING FAIRNESS PARTNERSHIP