

# Prospectus



**INSIDE: PROSPECT NEIGHBOURHOOD IMPROVEMENT FUND > PAGE 2**



## COMMUNITY ROOM OPENS

This year, Prospect Community Housing reaches 30 years of providing homes and building communities together in Wester Hailes. As part of the celebrations to mark this special year, we are delighted to open our Community Room at the Prospect Office. In response to the changes to welfare benefits, with the introduction of full service Universal Credit to Edinburgh later this year, we wanted to create a facility where you can get help to

manage your Universal Credit benefit. We are also keen to support our local voluntary agencies and groups by providing additional meeting space. Our Community Room offers the following facilities to our tenants and local agencies:

- ✓ Internet access to make new claims and update existing benefit awards
- ✓ Printer to print wage slips, proof of income etc. for housing benefit
- ✓ Phone to contact benefit providers
- ✓ Meeting area for small numbers



*Quote from first Tenant to use the Community Room*

We invited tenants and staff along to mark the opening of the room on Thursday 22 March 2018.

 **The room is available to tenants to drop in and use the facilities**

- **Monday, Tuesday, Thursday, Friday mornings 9am – 1pm and Wednesday 1pm – 4pm.**
- **Mondays 9am – 1pm Staff on hand to help**

## PROSPECT ONLINE



Prospect's "Your Account" services are now more mobile friendly. Head to [www.prospectch.org.uk](http://www.prospectch.org.uk) from your mobile, tablet or laptop and click on Your Account to log in to your Prospect account where you can:

- Report a repair and check progress of repairs
- Check your rent account

- Pay your rent
- Tell us about changes to who is living in the house
- Update your mobile phone number
- Give us some feedback

To register, you'll need your Tenancy Reference Number and Activation Code from us.

If you need any help to set up your Prospect account, pop in to the Community Room, give us a call or drop us a text or email and we'll be happy to help.



-  **Web: [www.prospectch.org.uk](http://www.prospectch.org.uk)**
-  **Email: [enquiries@prospectch.org.uk](mailto:enquiries@prospectch.org.uk)**
-  **Tel: 0131 458 5480**
-  **Text: 07860 047548**
-  **Twitter: @prospectch**

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

Prospect Community Housing is a registered charity. No. SC029797



## Did you know Prospect has a Neighbourhood Improvement Fund?



We recognise that it's not just the inside of the home which is important, but also the environment of our communities. This fund is available to help improve our areas. If you have an idea, please get in touch. Here are some examples of ways we are working with our tenants to improve the area.

### DUMBEG PLAY PARK

If you live in or near Dumbeg Park, you'll have seen the new play park taking shape. We've been working on the idea of a play park here for a while now and after a huge amount of feedback and input from local tenants, we now have a new play park ready for spring. Our 'Grand Opening Day' to celebrate the park and all the work put into it takes place on Friday 6 April 2018, 12.30pm – 2pm.

If you want to keep up to date with what's happening on projects such as the play park or any other Prospect or community news, follow us @prospectch on Twitter.



### DOG WASTE BAGS

Down at Westburn in particular, we've had numerous reports of dog fouling. One way we can help is by providing free dog waste bags and a dispenser. Now there is no excuse not to pick up after your pooch. If you have a dog, pop in to our reception and pick up some waste bags. Pictured here is Coco with owners Mr and Mrs Oswald. They have been enjoying dog walks in Westburn and are taking a rest on the bench we have installed in Westburn.



### BIKE RACKS

When carrying out fire risk assessments we found that many people were keeping their bikes in the common stairs. We ask that our stairs are clear from obstruction and the main doors are kept locked. As bikes could be an obstruction if there was a fire in the stair, we wanted to work with tenants to find an alternative solution. Thanks to many of our cyclist tenants, who worked with their Housing Officer and Housing Assistant, Gillian Scougall, to let us know what kind of bike rack would work for their stair. We are fitting bike racks as a pilot project to offer a safe and secure way to store bikes.







## LYNNE BELL JOINS THE PROSPECT TEAM

Following a fond farewell to our Finance Manager, Arthur Cockburn, we are delighted to welcome his replacement, Lynne Bell. Lynne has joined us from a similar role at Dunedin Canmore Housing Association. With many years of experience as a finance analyst and finance manager, Lynne is well placed to continue the work of ensuring that Prospect maintains a strong financial performance and good governance.

**"I am very excited to get going in my new role. Prospect's links to the community are particularly interesting"**

Lynne Bell



## 30TH BIRTHDAY CELEBRATIONS

This year, Prospect turns 30 years old and we are looking forward to marking the big birthday at our Annual General Meeting in September 2018. Our Tenants' Forum had the great suggestion of marking the occasion with a photographic exhibition of Prospect through the ages. Sounds like a great opportunity to share some of the photos, memories and stories of how Prospect has developed over the years. Do you have a photo or story you'd like to share with us? If you have any photos sitting in a drawer of days gone by in Wester Hailes, we'd love to hear from you. Please get in touch and we'll take it from there. Look forward to hearing from you!



## PAY YOUR RENT OR RISK MISSING OUT ON PROPERTY IMPROVEMENTS



Your rent payment is due on the first of each month and we have a range of ways you can pay your rent; including direct debit, standing order, via internet banking, via our website at [www.prospectch.org.uk](http://www.prospectch.org.uk), over the phone or in person at our office with your bank card.

We are always ready to support those who are in financial difficulty for whatever reason. We understand that due to job changes, benefit issues or unplanned life experiences, paying your rent can be a challenge. Please get in touch with your Housing Officer or our Welfare Benefits Officer (see page 4) and we can help.

For those who don't work with us to come to an arrangement to repay their arrears, following numerous attempts to contact and reach out to help, we are left with no choice but to serve a Notice of Proceedings to recover the property. This means that we can go to court and ask a Sheriff to consider our request to potentially to evict the tenant. The Sheriff will then decide based on the circumstances and payment history.

A Notice of Proceedings is valid for six months. During this time or any subsequent period the case is held in court, we will no longer automatically carry out property improvements to your home. This includes boiler replacements, kitchen replacements, shower installations etc. If you are likely to be affected by this, we will let you know and give you an opportunity to work with us to make and maintain an arrangement before taking a final decision on whether the property improvements go ahead. You will have an option to appeal the decision.



The message is simple – pay your rent and we'll continue to invest in the quality of your home. If you are in arrears and you don't engage with us to sort it out, you'll not necessarily get the improvements offered to others

## NOT HAPPY WITH OUR SERVICE? PLEASE TELL US!

We value your feedback. If we've delivered a service and you're not satisfied, please let us know. We are always looking for ways to improve and your feedback helps us to identify ways we can make changes. If you want to tell us about whether you're happy or unhappy with our service, let us know in person, by phone, text or email, via our website [www.prospectch.org.uk](http://www.prospectch.org.uk) or using the traditional way of putting it in a letter.





## TENANTS' FORUM NEWS

At the last Tenants' Forum meeting, the group shared their views on a range of topics. Their next meeting is on Wednesday 6 June at 5pm at Prospect's Office. The Forum asked for a presentation on Repair Responsibilities – who does what? This will help clarify when Prospect will carry out a repair and when it is the tenants' responsibility. Come along and join us for a sandwich and a blether, you'd be very welcome. Let us know if you need transport.



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



## 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 &/or 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

### WEDNESDAYS

**Wester Hailes Healthy Living Centre**

9.30am – 10.00am Drop In  
10.00am – 12.30pm Appointments

### DROP IN OR

### MAKE AN APPOINTMENT:

**Phone** 0131-458-5480

**Text** 07860047548

**Email** [fiona.mcluckie@prospectch.org.uk](mailto:fiona.mcluckie@prospectch.org.uk)

## BECOME A PROSPECT MEMBER



For only £1 you can become a Prospect member. We want to encourage wide membership from all parts of the local community. As a member, you'll have the opportunity to influence decisions and to help shape how we manage our homes and run the organisation. Being a member also means you can attend and vote at our Annual General Meeting. In our 30th year, we'd love to have 30 new members! Contact us to join.

## BUSINESS PLAN 2018-2021

Following consultation with staff and tenants, our Management Committee has now approved our Business Plan for 2018-2021. Our objectives for the next three years are:



- Independence
- Property and neighbourhood improvements
- New housing provision
- Affordable rents
- Improving services through customer involvement
- Community projects
- Supporting tenants

If you would like a copy of the Business Plan, let us know.

## RENT CONSULTATION WINNER

Thank you to everyone who responded to our rent consultation this year. Congratulations to Kerry McDonald who won £100 Love to Shop Vouchers for taking part.



### OUR VISION:

PROVIDING HOMES AND BUILDING COMMUNITIES TOGETHER

### OUR VALUES:

PIONEERING RELIABILITY LISTENING FAIRNESS PARTNERSHIP