

Prospectus

NEWS FROM PROSPECT COMMUNITY HOUSING

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Many thanks to all the tenants who took part and to the young people from the WHEC who helped make the film.

Everyone seemed to have a great time at our 30th birthday party! As well as premiering the film, we had some fabulous food from Tasting Change and Kebab Mahal and of course a birthday cake. We also presented a photo-book of memories to one of our founding members and current Vice Chair, Sheila Bunt to thank her for her 30 years of support and commitment to Prospect.

Many of these photos are also in an exhibition that can now be seen in our office reception area. We're very proud to have been part of Wester Hailes over the last 3 decades and look forward to being here for many years to come.

CELEBRATING 30 YEARS OF PROVIDING HOMES AND BUILDING COMMUNITIES TOGETHER 1988-2018



As part of our 30th anniversary activities, we asked the WHEC Filmmakers' Club to produce a film that celebrated living in Wester Hailes and explained why we think being community based is so important.



PROSPECT STAIR STANDARD

With bonfire night approaching, it's particularly important to keep the stairs clear.

OUR AIM IS TO WORK WITH YOU TO KEEP YOUR STAIR CLEAN AND SAFE.

We expect our tenants to:

- Keep the stairs and landings clear of any items - In the event of a fire, the stair is the escape route for everyone living there.
- Only store items in drying areas which are permitted.
- Report repair issues in the stair to Prospect.
- Replace any lights over your front door and report any other lighting issues to Prospect.
- Keep the communal gardens clean for everyone's use – please pick up after your dog.
- Arrange for an uplift if you have furniture or bulky items to get rid of. You can phone **City of Edinburgh Council** on **0131 608 1100**.
- Use the right bin for the right rubbish!

- **Web:** www.prospectch.org.uk
- **Email:** enquiries@prospectch.org.uk
- **Tel:** 0131 458 5480
- **Text:** 07860 047548
- **Twitter:** @prospectch

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Prospect Community Housing is a registered charity. No. SC029797



WE'RE MAKING A STAND AGAINST DOMESTIC ABUSE

Prospect has pledged to Make a Stand against domestic abuse. This a campaign launched in partnership between housing organisations and Women's Aid.

Millions of people experience domestic abuse every year and two women are killed by their partner or ex-partner every week. Housing organisations house and employ millions of people across the UK and that means we house and employ people affected by domestic abuse. We know that this issue affects our tenants in Wester Hailes, both female and male.

**MAKE
A
STAND**

Our homes, our people,
our problem.



This pledge means that we are working on:

- Supporting our tenants who are affected by domestic abuse;
- Providing information on our website and in our office about domestic abuse support services;
- Supporting our staff who may be experiencing domestic abuse;

If you are experiencing domestic abuse, we are here to listen. Get in touch with anyone from the Housing Management team and we can listen in confidence.

PAY YOUR RENT

With this newsletter, you'll find your rent statement. Please get in touch if you have any queries about it.

You can pay your rent in the following ways:

- Call us on **0131 458 5480** to set up a Direct Debit or to pay with a debit card.
- Make payment or set up a standing order using internet banking or with your bank. Please use your Prospect Account number and your surname as a reference. Our Account number is **00281210**. Our sort code is **83-19-15**.
- With an Allpay card you can pay:
 - Online at www.prospectch.org.uk.
 - At any Post Office or shop displaying the Paypoint Logo.
 - By downloading the Allpay app to your mobile phone or tablet.
- Call in at our office to make a payment with a debit card or cheque.

We are no longer accepting cash at our office – we will ask you to pay at the Scotmid next door with an Allpay card.

Please contact us if you need an Allpay card or if you want to register to use your online Prospect account. Email at housing@prospectch.org.uk or text us on **07860047548**.



REPAIRS WHICH ARE YOUR RESPONSIBILITY

Some repairs are your responsibility to fix. 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.





UNIVERSAL CREDIT – DON'T PANIC! HERE'S ALL YOU NEED TO KNOW

UC Universal Credit
Coming soon...



Universal Credit is a new benefit which is rolling out in Edinburgh from the end of November. If your circumstances change you might be asked to apply for it.

1 What benefits does it replace?

Housing Benefit, Employment and Support Allowance, Job Seeker's Allowance, Income Support and Tax Credits. Instead of receiving these separately, you will receive one monthly payment.

2 Who will this benefit affect?

Working age people who have a change of circumstance. Check with us if you are told by DWP to claim Universal Credit (UC) and we can confirm which benefit you need to apply for.

3 How is Universal Credit different?

Instead of receiving potentially lots of different benefits, you will receive one monthly payment. This will be paid into a bank account. You will need to apply for this benefit online and keep in touch with DWP via an online internet account or "Universal Credit journal". You will need to budget this monthly payment to make sure you have enough money to pay your bills (including your Prospect rent) each month. You will need to apply for Council Tax Reduction separately from City of Edinburgh Council for help to pay your Council Tax.

4 What happens if I'm on Universal Credit already?

You'll be invited to reclaim under the new Universal Credit system. Do not ignore this letter from DWP. We can help. You will need to reclaim in early 2019 or your payments will be at risk.

5 What happens if I'm receiving benefits but nothing changes?

There will be no change and you'll continue to receive your current benefits. It may be several years before you are asked to move onto Universal Credit.

6 What do I need to do to be ready for Universal Credit?

- Open a bank account if you don't already have one.
- Make sure you have identification.
- Think about where you can access the internet. You will need to apply and manage your claim online.

7 How can Prospect help?

We can help with:

- Checking that Universal Credit is the right benefit for you – speak to your Housing Officer, or our Welfare Rights Officer, Fiona McLuckie, if you have a change of circumstances.
- Agreeing and setting up ways to pay your rent to Prospect. You will need to pay your rent directly to us as we won't receive it from Housing Benefit for you anymore.
- Providing internet access. We have 3 computers available to use in our Community Room. We can help with making a claim and using your journal.
- Keeping your Universal Credit journal updated.
- Applying for Discretionary Housing Payments from City of Edinburgh Council if you are under occupying. We will help you apply.

Keep in touch – we're here to help with
UNIVERSAL CREDIT

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

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 272 5038
Text 07860047548
Email fiona.mcluckie@prospectch.org.uk



HOW ARE PROSPECT PERFORMING?

Enclosed with this issue is the Prospect Performance Report for 2017-18. Thank you to the Tenants' Forum and Clovenstone Family Group who worked with us to decide the content of the report. Have a look to see how we got on in 2017-18 compared to other local landlords.

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
Barn Park Crescent	Thursday 1 November	2pm - 2.30pm
Dumbeg Park	Thursday 1 November	2.30pm - 3pm
Morvenside Close	Thursday 1 November	3pm - 3.30pm
Walkers	Tuesday 6 November	2pm - 3pm
Clovenstone Park (starting at No.12)	Wednesday 14 November	11am - 11.30am
Clovenstone Drive (starting at No. 19)	Wednesday 14 November	11.30am - 12pm
Clovenstone Gardens (starting at No. 1)	Wednesday 14 November	12pm - 12.30pm
Westburn Village & Morvenside (starting at Prospect's office)	Monday 19 November	10am-11.30am



TENANTS' FORUM

We had a great chat at the recent Tenants' Forum meeting when the hot topic was Repairs. Property Services Manager, Neil Munro, took on board the views expressed which have helped shape the Asset Management and Maintenance Policy. It was particularly useful to talk through who is responsible for which repairs.

The Forum meets every 3 months when we have a sandwich, cake and a blether about ways Prospect can improve service delivery. If you'd like to get involved, contact Gillian or Elspeth. Transport is available, and all tenants are welcome.



COMMUNITY ROOM

Our Community Room offers the following facilities to our tenants and local agencies:

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

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

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



ANY SUGGESTIONS FOR IMPROVING YOUR NEIGHBOURHOOD?

We're helping improve the neighbourhood environments in a range of ways from bike racks to benches to dog waste bags.

We'll be getting in touch if you live in Westburn and Clovenstone for your thoughts on play areas. Remember, if you have an idea for a way to improve the surroundings, get in touch.



OUR VISION:

PROVIDING HOMES AND BUILDING COMMUNITIES TOGETHER

OUR VALUES:

PIONEERING
RELIABILITY
LISTENING
FAIRNESS
PARTNERSHIP