



SHARE YOUR THOUGHTS ON PROSPECT'S SERVICES

During October and November, we've asked **Research Resource** to contact all of our tenants to carry out a wide scale satisfaction survey.

50% of our tenants will receive a visit at home and be invited to take part in the survey. The remaining 50% will receive a postal survey to complete and return either on paper or online. All of the confidential information we'll gather from it will help us to ensure the services we offer meet our tenants' needs. It will also identify areas we need to improve.

We'll also be asking your thoughts on our proposal to fix rent increases for the next 3 years at a maximum of the inflation rate of CPI +0.5%. There is more information on this in the Rent Consultation leaflet enclosed. We're keen that we gather as many views as possible on this before making a decision on setting the rent for April 2020. Thank you to everyone who takes part in this survey.



NEW HOMES UPDATE

Prospect has submitted a planning application to City of Edinburgh Council to develop surplus disused land, currently part of Kingsknowe Golf Club.



The homes will be designed to achieve the Scottish Government Greener Standard of Sustainability and will be funded through a mixture of private finance and Scottish Government grant funding via the City of Edinburgh Council.

The proposed development will be a mixture of mid-market properties, targeted at households on low to moderate incomes, and social rented properties. It is hoped that work will begin on site by Spring 2020.

Brendan Fowler, Director of Prospect, said

This development will allow us to make a significant contribution to the shortage of affordable housing in Edinburgh. We are a community based organisation focussing on the area of Wester Hailes, and these properties will make a significant difference not only in the lives of those we house, but also in the wider area.

- **Web:** www.prospectch.org.uk
- **Email:** 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





CHANGES TO YOUR TENANCY RIGHTS

Due to changes in the law, with effect from 1 November 2019, the rules for the following situations will change:

- adding someone to your tenancy (joint tenant)
- transferring your tenancy to someone else (assign your tenancy)
- subletting your property
- who can take over your tenancy after you die (succession)

Members of your household (including children and carers) will be subject to a new 12-month qualifying period. The qualifying period will only begin once we have had written confirmation from you that they are living there.

So, after 1 November 2019, if you do not give us 12 month's notice in writing that someone is in your property they will not be eligible to become a joint tenant, you will not be able to seek permission to transfer your tenancy to them (assign the tenancy), nor will they be entitled to take over the tenancy if you die (succeed).

Let us know who is living in your house or of any changes to your household by emailing: housing@prospectch.org.uk, contact us via our website or write to us.



NEW GAS CONTRACTOR

We have appointed **Saltire** to carry out annual gas services and provide break-down cover for your heating and hot water.

Please contact **Saltire** by phoning **01698 743609** for any heating or hot water repairs during or outwith working hours.

- We have submitted our **Annual Assurance Statement** to the Scottish Housing Regulator. Submitting the Statement to the Regulator is a way for Prospects committee to declare it is assured that Prospect complies with regulatory requirements and standards. See www.prospectch.org.uk for more details.

HOUSING ASSISTANT UPDATE

This autumn, we welcome **Lorraine McKechnie** to the Housing Management team. Lorraine is working with **Elsbeth McLarty** as a Housing Assistant. She has already worked with us briefly this summer, so we are delighted to be welcoming her back to join us.




WESTER HAILES LIBRARY PRESENTS

CLASSICS CLUB

CLASSIC MOVIES FROM
THE 30S, 40S AND 50S

LAST MONDAY OF THE MONTH | 3 PM
FREE OF CHARGE
STARTS 26TH AUGUST 2019
NEXT SHOWING:

WESTER HAILES LIBRARY, 1 WESTSIDE PLAZA, EH14 2ST TEL: 0131 529 5667




DO YOU WANT TO DO SOME GARDENING OR DIY BUT YOU DON'T HAVE THE TOOLS?

Join the **Edinburgh Tool Library**, it is the UK's first tool library, promoting sharing as a way of reducing our environmental impact. Tools are available for DIY, gardening, decorating and machine repair, so that members don't need to own them. Not only does this collaborative approach make sense environmentally, it also helps the members financially.

- Tools are free to borrow from WHALE Arts every Friday 11.30am – 12.30pm. See <https://edinburghtoollibrary.org.uk/> for more information.

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



Universal Credit is a new benefit which has now been rolled out in Edinburgh. 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 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.

5 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.
- Remember to keep your mobile phone number if you change phones or make sure you update Prospect and DWP if you change it and you receive Universal Credit.

6 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.
- Confirming your rent for Universal Credit. We'll let you know when we do this and remind you to update your Universal Credit journal.
- 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 free internet access. We have 3 computers and a printer 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 can 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

Wester Hailes Healthy Living Centre
9.30am – 10.00am Drop In
10.00am – 12.30pm Appointments



DROP IN TO PROSPECT'S OFFICE OR MAKE AN APPOINTMENT:

Phone 0131 272 5038

Text 07860047548

Email fiona.mcluckie@prospectch.org.uk

* This is a very popular service which means appointments are offered around two weeks in advance. If you are unable to attend your appointment, please let us know as soon as possible so we can offer the slot to someone else.

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GETTING INVOLVED



www.prospectch.org.uk



@prospectch



www.facebook.com/FromThereToHereaWesterHailesStory

ALLOCATIONS CONSULTATION

Thank you to everyone who took the time to share their views on our proposals when we were revising our approach to allocating houses. We received 135 responses, reflecting the strength of feeling about this subject. The vast majority of those who responded concurred with the proposals we were suggesting at each question and Prospect's committee have now approved the new policy. Please contact us if you would like a copy of it.

Congratulations to **Jeni Kirk**, the winner of £50 Love to Shop Vouchers for sharing her views.



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 7 November	2pm - 2.30pm
Dumbeg Park	Thursday 7 November	2.30pm - 3pm
Morvenside Close	Thursday 7 November	3pm - 3.30pm
Walkers	Tuesday 5 November	2pm - 3pm
Clovenstone Park (starting at No.12)	Wednesday 13 November	11am - 12.30pm
Clovenstone Drive (starting at No. 19)	Wednesday 13 November	11am - 12.30pm
Clovenstone Gardens (starting at No. 1)	Wednesday 13 November	11am - 12.30pm
Westburn Village & Morvenside (starting at Prospect's office)	Monday 18 November	10am-11.30am



PROSPECT SCRUTINY GROUP

REPORTS ON REPAIRS SERVICE

The Group presented the findings of their latest report to Prospect's committee last month. They established that, based on Housemark and Scottish Housing Regulator information, Prospect was one of the best performing organisations in terms of timescales to complete repairs. Their report is available at <http://www.prospectch.org.uk/tenants/get-involved>.

PROSPECT'S 30TH AGM

Our annual general meeting was held on 10 September 2019 at WHALE Arts. Members received a presentation from Neil Munro, Property Services Manager, about the proposed development at Kingsknowe before the ever popular raffle and light refreshments. If you are interested in becoming a member of Prospect or a Committee Member, please get in touch.



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



TENANTS FORUM

Thanks to the Tenants' Forum who helped shape this year's Prospect Performance Report which is enclosed with this newsletter. The Forum also shared their views on what sort of questions should be included in the satisfaction survey. This is an informal group which meets quarterly to help make sure that tenants' views are taken into account in the decisions Prospect makes. If you'd like to come along for a cuppa, a sandwich and a blether, please drop us a text. Free transport is available.

OUR VISION:

PROVIDING HOMES AND BUILDING COMMUNITIES TOGETHER

OUR VALUES:

PIONEERING RELIABILITY LISTENING FAIRNESS PARTNERSHIP