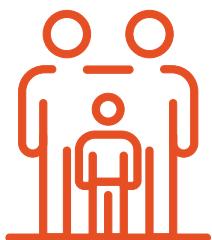


Prospect Performance Report

2019/2020





“
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for low rent increases
we continue to invest in
our housing stock – our
latest business plan
includes a commitment
to spend £2m

Brendan Fowler,
Director



Welcome

Welcome to Prospect Community Housing's Performance Report for 2019-20.



The year that this report covers is before the Covid-19 epidemic hit, apart from a few weeks at the end of March. This seems a long time ago now! However I did want to say a big thank you to all tenants for bearing with us as we have changed how we deliver services through the constantly changing rules relating to Covid-19. We are looking forward to welcoming tenants back into the office and returning to some sort of normality as soon as it is safe to do so.

We are progressing well with our plans to build new homes on the Kingsknowe site. Planning consent has now been achieved and hopefully we will be able to start building next year. This development will provide 69 much needed affordable homes for the area.

We continue to work hard at limiting rent increases. Our rents compare well with other local landlords, and we had strong backing from tenants last year in our survey for our proposal to limit rent increases at no more than 0.5% above the CPI rate of inflation. We have moved away from annual rent consultations, and rather will be consulting every three years as part of our Business Plan process. As well as aiming for low rent increases we continue to invest in our housing stock – our latest business plan includes a commitment to spend £2m on improving our properties and common areas.

A big thank you to our Tenants Forum who have over the years helped to shape the content of this report – giving you information that is relevant from a tenant perspective. We continue to compare our performance to other local landlords using information published by the Scottish Housing Regulator. More information can be found on their website - www.scottishhousingregulator.gov.uk

Thank you to everyone who helped to develop this report and to you for reading it.

Brendan Fowler, Director

OUR VISION:

PROVIDING
HOMES AND
BUILDING
COMMUNITIES
TOGETHER

OUR VALUES:

PIONEERING
RELIABILITY
LISTENING
FAIRNESS
PARTNERSHIP

Prospect's Profile

Our Properties....

We provide 882 good quality homes in attractive, safe environments in West Edinburgh. The majority of our 306 houses, 449 tenement flats, 33 four in a block and 94 other types of flats are in the Walkers, Westburn Village, Morvenside, Barn Park Crescent, Dumbeg and Clovenstone neighbourhoods of Wester Hailes. We also provide a factoring service to 39 owner occupiers.



Attractive, safe environments in West Edinburgh



882

Good quality homes



Here's how our average weekly rent increase for 2020 compares with other landlords



*Highest Performing local landlord

Our People – a year of welcoming new faces

During 2019-20 we were delighted to work with WHEC to offer work experience placements to 4th year pupils, **Danica** and **Nathan Skinner**. Danica was interested in finance and discovered an interest in the work our Welfare Rights Officer does, combining skills of working with people and money! Nathan was a great asset to our Estates team and was happy to get stuck in.



Danica

Finally we welcomed two new faces to our Property Services team in Spring 2020, **Graham Dow** joined us as a Projects Officer following a staff restructure and **Abbey Kivlin** is trailblazing as Prospect's first Modern Apprentice, many of you will speak to her when you phone up about any repairs.



Abbey

Prospect is run by a voluntary committee and over half of members are current tenants. Three new committee members joined in November 2019: **Jolly Oluka, Simon Campbell** and **Amanda Miller** who have all brought great insight, challenge and a strong commitment to the local community. Prospect's committee are pictured here working together on a team building exercise.



Your Thoughts on Prospect

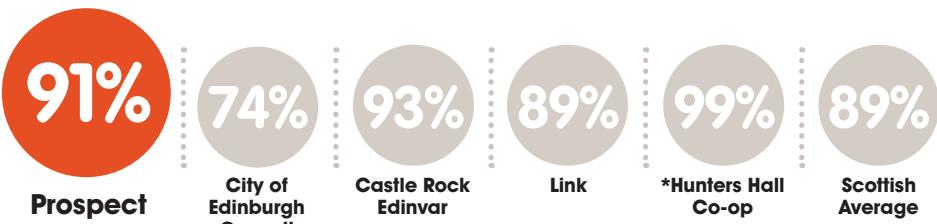
Our three yearly tenant satisfaction survey took place in October and November of 2019. Around 500 Prospect tenants took part in the face to face and postal survey, giving us an excellent level of feedback on our services.

We also gathered tenants' views on our rent increase proposals for the next 3 years, it was very valuable for Prospect's Committee to have such a depth of opinion when making their decision on the rent increase.

**Satisfactions levels were above
90% in all key areas**

90%
In all key areas

Satisfaction with overall service provided by their landlord in 2019/20



* Highest performing local landlord



Prospect Scrutiny Group

Our team of tenants who are taking a close look at our services focused on our repairs service during the year and once again presented their findings to Prospect's Management committee.

96%

96% were satisfied with the opportunities they are given to participate

98%

98% thought Prospect is good at keeping you informed about our services and decision.

Your feedback on our services:

- 122 complaints received, 70% were upheld or partially upheld.
- We took an average of less than 2 days to respond to Stage 1 complaints.
- 8 complaints were more serious and complex or escalated, 75% were upheld or partially upheld. We took an average of 16 days to respond to Stage 2 complaints.
- 10 compliments received about Prospect staff, contractors and services

Thank you for letting us know what you think

What things have we changed as a result of complaints:

- We've updated our rechargeable repairs correspondence to ensure details are clear and we've included information on how to appeal the charges.
- We are continuing to work with our contractors to help reduce the number of missed appointments and improve communication with tenants when these situations are unavoidable.

Next Steps



Continue to support the Prospect Scrutiny Group to find ways to improve our services



Continue to listen and learn from your complaints, compliments and feedback

Housing Quality and Maintenance

	*Prospect	City of Edinburgh Council	Castle Rock Edinvar	Link	Scottish Average
Average hours to complete an emergency repair	2	5	3	2	24
Average days to complete a non-emergency repair	3	9	11	7	5

* Highest performing local landlord

We are delighted to retain our title as highest performing landlord locally when it comes to completing non-emergency repairs – 3rd year running!



Prospect have again put significant investment into our housing stock. Over the past year we have:

- Last year we spent a total of £1.1m on improving and maintaining our properties
- 2608 repairs were completed
- 96% of these repairs were completed first time
- 100% of our properties with gas had their safety check completed on time.
- 99.77% of our stock meets the Scottish Housing Quality Standard
- 94.9% of Prospect tenants who have had repairs or maintenance carried out in the last 12 months were satisfied with the repairs and maintenance service.

Installations -

- 33 replacement Gas Boilers and 4 new whole house installs
- 14 replacement kitchens
- 115 Electrical Tests
- 12 New showers installed.
- Number of properties painted – 110
- Number of stairs having their flooring upgraded - 8



Building more homes

We made steady progress on our proposed development at Clovenstone Gardens which will be a mixture of mid-market properties, targeted at households on low to moderate incomes, and social rented properties. Various delays have meant that work is now aiming to begin in 2021.

During the year we also got the opportunity to buy land from City of Edinburgh Council in Morvenside, we are looking forward to developing plans for this site in 2021.

Next Steps



Begin building Kingsknowe properties



Explore other opportunities to build more homes

Out and About in Wester Hailes

Wester Hailes Connects



Digital is changing the way we live, helping us connect to services, activities and each other. But lots of people worry about going online. They feel they don't know how, or they're nervous about being safe. So we were delighted to receive £117,904 from the **Power Up Initiative** for **Wester Hailes Connects** to help more

local people learn how to use IT devices for day to day life and to connect with confidence. Prospect is the lead partner, working with **WHALE Arts**, **SCOREscotland**, **CHAI** and **Open Heavens Church**. From setting up an email to finding out about security settings, Wester Hailes Connects offers free and friendly one to one support. For more information contact **Craig** on **0131 458 3267** or **Joanne** on **07398603969**.

The Power Up Fund is an initiative by **Good Things Foundation** with the financial support of **J.P. Morgan**.

Wester Hailes Connects

Westburn Woods

We want to support projects that encourage people to enjoy this great woodland space. WHALE are working with the Edinburgh Art Festival and local residents to create an Explorers Guide to Westburn Woods. If you'd like to get involved, contact **Rebecca** on **0131 458 3267**. You can also visit their blog: explorersofwestburnwoods.wordpress.com. And the **Edinburgh And Lothian Greenspace Trust** are working with Prospect to start activities around woodland skills and finding out



more about the woods' environment. If you'd like to get involved, please contact **Caroline** on **0131 272 5025**.

Wester Hailes Community Trust



Wester Hailes celebrated its 50th birthday in 2019, and the Trust encouraged local activity to mark this milestone. It held consultation events to gather ideas and then funded a range of activities delivered by local groups and organisations including tree planting,

a procession, community art and an intercultural celebration. The Trust is also involved as a key partner in Wester Hailes Local Place Plan Initiative. Prospect is a founding member of the Trust.



Future Steps

- ✓ We will look for funding opportunities to support the continuation and development of Wester Hailes Connects
- ✓ We will support the Wester Hailes Community Trust as it comes to the end of its 3 year funded phase and considers future options
- ✓ We will work with other local partners to support the Wester Hailes Local Place Plan initiative, a community led plan that will develop proposals for the use of land in Wester Hailes.

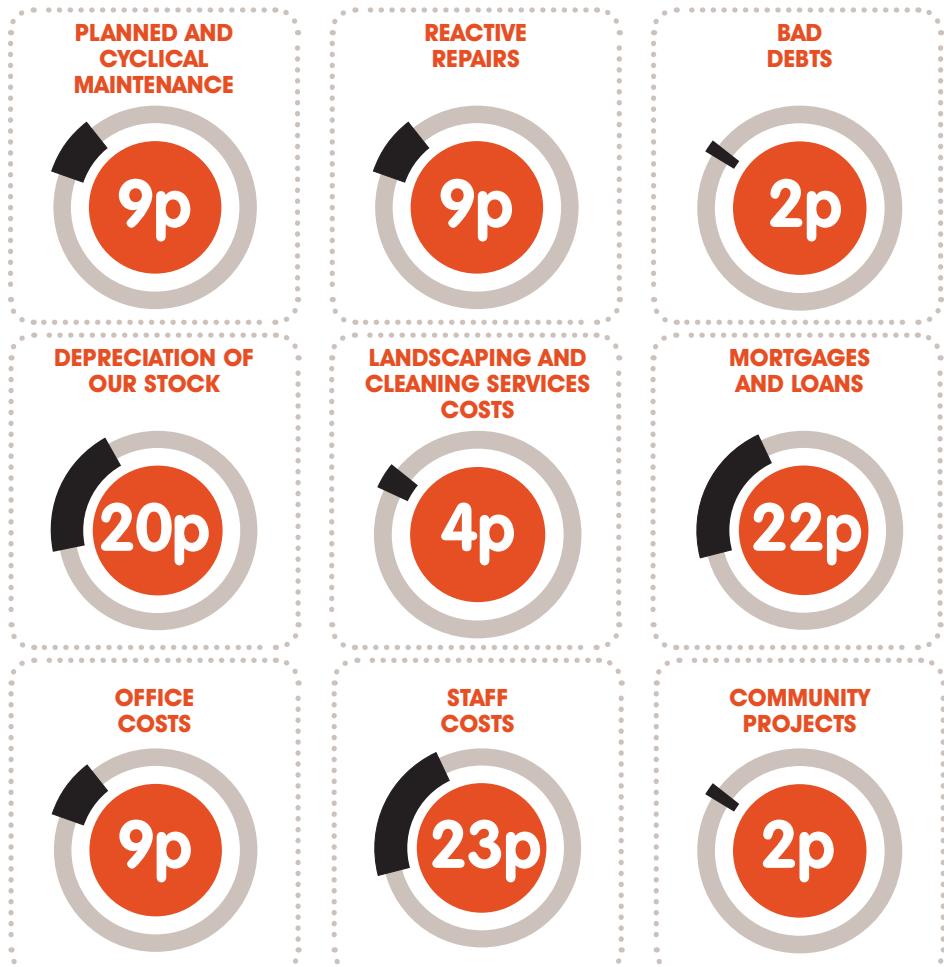
Value for your money

We appreciate that you want a high standard of service whilst paying an affordable rent. Here's how we went

about achieving this in 2019/20. Our Business Plan 2019-22 commits to ensuring our rents remain affordable.

Paying your rent

This shows what areas each £1 of your rent money was spent on during 2019/20



99.8%

Collected 99.8% of
the total rent due

99.2%

Scottish
average

We collected 99.8% of the total rent due compared to the Scottish average of 99.2%.

**We need to collect the
rent to ensure we
can run Prospect.**

When tenants chose not to pay their rent, we take the case to court and we evicted 1 household last year due to rent arrears.

Average days it took to re-let a property

(i.e. from one tenancy ending until the next one started)

Prospect 2019/20	City of Edinburgh	Castle Rock Edinvar	Link	*Muirhouse	Scottish Average
12	29	23	26	7	27

* Highest performing local landlord

12

Average number of days it
took to re-let a property

Welfare Rights Service tops £1 million in extra money for Prospect tenants

Right - Fiona McLuckie, Welfare Rights Officer



Fiona McLuckie, our Welfare Rights Officer, works with Prospect tenants to maximise their benefits and income. Her work resulted in just over one million (£1,015,891.01) additional income for Prospect tenants during 2019/20 as follows:

Housing Benefit	£144,893.22
Council Tax Reduction	£24,572.39
ESA/JSA/IS	£131,022.46
PIP/DLA/AA	£545,646.99
Carer's Allowance	£22,023.40
Tax Credits & Child Ben	£15,026.26
Pension Credit	£24,690.64
Universal Credit	£98,634.25
Charitable Grants	£9,094.58

£1m
(£1,015,891.01)
additional income
for Prospect
tenants

As you can see, much of the work focussed on helping tenants to receive the disability benefits they were entitled to.

Next Steps

- ✓ Continue to improve our online services and digital approach
- ✓ Continue to focus on being efficient by procuring our services and contracts



Community Housing





Community Housing

Prospect Community Housing

6 Westburn Avenue
Edinburgh
EH14 2TH

● **0131 458 5480**

● **enquiries@prospectch.org.uk**

● **www.prospectch.org.uk**

●  **@prospectch**

Scottish Charity No. SC029797
Factor Registration No. PF000204