

Summer 2021

Prospectus

NEWS FROM
PROSPECT
COMMUNITY
HOUSING

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SHOWING THE NEIGHBOURHOODS SOME LOVE THIS SUMMER

Now that we're able to get out and about again a bit more, we're keen to work together to ensure the neighbourhoods are well maintained places to live.



WE WANT TO:

Work with others to create and maintain clean, safe, peaceful and pleasant environments.

PROSPECT IS:

- Focussing on landscaping work
- Using weed killer services
- Carrying out garden inspections
- Offering bike racks for inside or outside
- Offering free dog waste bags
- Offering loans of litter pickers
- Offer help to apply for grants to pay for gardening equipment
- Working in partnership to remove abandoned vehicles

WE'RE ASKING YOU TO

DO YOUR BIT BY:

- Keeping your garden tidy
- Look after your bin store and keep it clean and tidy
- Put your rubbish in the right bin
- Contact the Council to request collection of bulky waste items
- Pick up after your dog



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Email: enquiries@prospectch.org.uk
Tel: 0131 458 5480
Text: 07860 047548
Twitter: [@prospectch](https://twitter.com/prospectch)

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Edinburgh
EH14 2TH

Prospect Community Housing is a registered charity. No. SC029797



Community Housing

PROSPECT STAIR STANDARD

Prospect tenants and staff have worked together to agree a Stair Standard we can all expect in our common stairs.

Our aim is to work with you to keep your stair clean and safe.

These standards will help us all ensure that the Prospect stairs remain clean and safe. Thank you for your assistance in sticking to them.

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 200 2000.
- ✓ Use the right bin for the right rubbish!

EVERY WEEK YOU CAN EXPECT PROSPECT TO:

- ✓ Lift all door mats and place to the side
- ✓ Brush stairs and landings.
- ✓ Dust windowills and if required wipe with damp cloth.
- ✓ Remove cobwebs where possible.
- ✓ Wipe down hand rail with damp cloth.
- ✓ Mop stairs and landings with clean hot water and detergent.
- ✓ Brush front & back entrance mats where present
- ✓ Sweep front entrance to common stair.
- ✓ Note any repairs required, hazards and items left in the stair.
- ✓ Remove items which are a fire risk and recharge the cost of this.

EVERY YEAR WE WILL CARRY OUT A DEEP CLEAN IN ADDITION TO THE WEEKLY CLEAN

- ✓ Wash internal and external stair windows.
- ✓ Wash walls with clean hot water and detergent then dry mop.
- ✓ Wash front and rear entrance doors.
- ✓ Disinfectant walls & floor of bin store.

FIRE RISK ASSESSMENTS **WEEKLY CLEAN** **DEEP CLEAN**

PROSPECT WELCOMES A NEW FINANCE MANAGER

Prospect has appointed **Colin James** as the new Finance Manager. Colin is a qualified accountant and has many years' experience in the housing sector, most recently with Caledonia Housing Association. Colin replaces **Lynne Bell**, who recently retired.

Brendan Fowler, Director at Prospect said
"We are delighted to have Colin join Prospect. He brings a lot of housing sector experience, and I am sure he will soon settle into his new role and help us to achieve our future ambitions."

Colin said
"I am pleased to have been appointed as the new Finance Manager at Prospect. I look forward to being part of a successful community based organisation, especially at this exciting time as we plan to build much needed new homes."



Right: Colin James

TIME FOR A NEW COOKER?

We've come across quite a few instances where tenants are paying for a new cooker to be supplied and installed where the supplier has come up with dubious reasons not to install the cooker. If this occurs Prospect and contractors can do the following, however there is no guarantee that these works can be done the same day that the cooker arrives, so please give us plenty of notice.



- ✓ If required, we can supply and fit metal splashback behind cooker,
- ✓ If necessary, we can change sockets to accommodate the cooker,
- ✓ Saltire can install the gas cooker, the fee would be agreed between Saltire and tenant.

ABANDONED VEHICLES

There has been an increase in abandoned cars across the area. We are working in partnership with the council and other agencies to identify and remove abandoned vehicles where this is legally permitted. If you think a car has been abandoned please let us know on **0131 458 5480**. And if you have a vehicle that you cannot afford to fix and need to get rid of, we can help you find low cost ways to do this.



GARDEN HELP

We recognise that people's circumstances change and long term health conditions can mean that some tenants can no longer manage their garden. For this reason, we carry out a basic tidy up and front garden grass cut a couple of times a year to 20 tenants each year who meet the following criteria:

- have a disability and are in receipt of a Personal Independence Payment (mobility) or a Disability Living Allowance (mobility components)
- and/or are over 80 years old
- in addition, there must be no able-bodied individual who is 16 years old or over living in the household.

This service is very popular and there is usually a long waiting list. We will carry out an annual review of everyone who currently receives this service to make sure that they meet this criteria so that the people in most need can get the help.



CONTACT FIONA MCLUCKIE OUR WELFARE RIGHTS ADVISER:

Text/phone **07908 951297**
or email fiona.mcluckie@prospectch.org.uk

DISCRETIONARY HOUSING PAYMENTS

Are you claiming Universal Credit or Housing Benefit?

Did you know that you can get an additional payment (a discretionary housing payment) from the Council to cover the cost of

- any spare rooms,
- if you are struggling financially, to give you some more money towards your rent?

Text or email Fiona for help applying for this.

FUEL DEBT

If you are struggling with your energy bills, Fiona can help you with debt advice and grant applications to help pay off your debt.

JOB UNCERTAINTY

We recognise that the Coronavirus pandemic is affecting all of us in a huge number of ways with every day bringing new challenges

If you receive Housing Benefit or Tax Credits and have a reduction in working hours or lose your job:

Contact Fiona and she can help you assess which benefit will be best for you.

If you lose your job and you are NOT currently receiving Housing Benefit or Tax Credits:

- You should apply for Universal Credit (UC). This is a payment for working age people which will help with your living costs. If you are eligible, you will receive a monthly or fortnightly payment into a bank account. You can apply for Universal Credit at www.gov.uk/apply-universal-credit
- Speak to your Housing Officer if you are applying for Universal Credit, they can offer you advice and guidance on how to apply and the implications for you. Email us on housing@prospectch.org.uk or phone us on **0131 458 5480**.
- If you choose to take an advance payment, please make sure you make a payment to your rent. Bear in mind, if you take an advance payment, this will need to be paid back over the next 12 months and so it will be taken off each of your monthly UC payments.
- The Scottish Choices give you the choice to have your UC housing costs (the contribution towards your rent) to be included in the payment you receive. You can then pay all your rent due to us each month. Alternatively you can choose for your payments to come directly to Prospect. If you have arrears and not working, please choose this option and agree with your Housing Officer how much you are paying each week or month to your arrears.

MAKE PAYING YOUR RENT SIMPLE!

Keep on top of your rent payments by setting up a direct debit. We can set up a direct debit on a monthly, fortnightly, or weekly basis, whichever suits you best. This means your rent and any arrears come off your bank account automatically without you having to contact us to make a payment. Just phone **0131 458 5480** and choose option 1 and we can set the direct debit up with you. Alternatively, text us and we will contact you to arrange it.

ARE YOU ENJOYING YOUR GARDEN IN THE WARM SUMMER SUNSHINE?

If you are on benefits or a low income, you may be eligible for a grant from **The Edinburgh Trust** to help you buy a **lawnmower** and/or **garden tools** so that you can spruce up your garden for summer. The Edinburgh Trust can also help with grants for **School Uniform, children's clothing or items that you need for your home**. For more information text or call **Fiona** at Prospect **07908 951297** or email fiona.mcluckie@prospectch.org.uk.

BEST START SCHOOL AGE PAYMENT - A GRANT PAYMENT FOR CHILDREN AGED 4 AND 5.

Was your child born between March 2016 and February 2017?

Are you getting one of the following benefits?

- **Child Tax Credit**
- **Universal Credit**
- **Income Support**
- **Pension Credit**
- **Working Tax Credit**
- **Housing Benefit**
- **Income-based Jobseekers Allowance (JSA), not 'contribution based' JSA**
- **Income-related Employment and Support Allowance (ESA), not 'contribution based' ESA**

If so you should be eligible for a new grant of **£252.50** paid by the Scottish Social Security Agency. The grant is called the Best Start School Age Payment although your child doesn't need to take up a place at school to get it.

● Apply online at <https://www.mygov.scot/best-start-grant/> or call our Welfare Rights Officer, **Fiona McLuckie** for help – **07908951297**.

● Applications opened **1st June 2021** and must be made before **28th February 2022!**

CELEBRATING PRIDE MONTH

At Prospect, we deliver services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services. We've recently had training from Stonewall Housing to learn more about LGBTQ+ housing and we're keen to hear from any of our LGBTQ+ tenants to find out how we can best deliver services to meet your needs. Do get in touch with your feedback to catherine.louch@prospectch.org.uk



OUR VISION:

PROVIDING
HOMES AND
BUILDING
COMMUNITIES
TOGETHER

OUR VALUES:

PIONEERING
RELIABILITY
LISTENING
FAIRNESS
PARTNERSHIP

MY PROSPECT ACCOUNT

We offer a 24/7 service via our website www.prospectch.org.uk where you can log into your Prospect account.

Here you can log repairs, pay your rent, and get in touch with us from anywhere just by using your mobile phone or tablet. You can log and upload photos of repairs as well as being able to download your rent statement or access a range of our services including permission requests, report anti-social behaviour and arrange a Welfare Rights appointment.

When you pay your rent via our website please be assured that this webpage is completely secure, and all your details are safe. We work with our payment partners at Allpay to make sure you can pay easily in the confidence that your personal details are safe. Look out for the padlock symbol for this reassurance.

● If you have not yet logged into your Prospect Account, ask us for the activation code to get started.



YOU SAID, WE DID!

Your feedback gives us valuable information we can use to improve customer satisfaction and our services.



We receive and respond to our complaints in line with the Scottish Public Services Ombudsman complaints handling procedure. From 1 January until 31 March 2021 we received 14 complaints: 3 were upheld and 12 were resolved within our target timescales.

One example of the changes we made as a result of your feedback was:

A tenant complained they had received a letter addressed to their husband who had recently passed away. The letter was sent out by a third party company who act on our behalf and had not been notified of this information. We have updated our procedures to make sure any third party companies acting on our behalf are notified when there has been a bereavement.

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 3 August	2pm - 3pm
Barn Park Crescent	Thursday 5 August	2pm - 2.30pm
Dumbeg Park	Thursday 5 August	2.30pm - 3pm
Morvenside Close	Thursday 5 August	3pm - 3.30pm
Clovenstone Park, Drive and Gardens (starting at No.12 Clovenstone Park)	Wednesday 11 August	11am - 12.30pm
Westburn Village & Morvenside (starting at Prospect's office)	Monday 16 August	10am - 11.30am

