



**PROSPECT  
PERFORMANCE  
REPORT  
2016/17**



ONCE AGAIN, WE ARE THE  
HIGHEST PERFORMING  
LANDLORD IN TIME TAKEN  
TO COMPLETE A NON-  
EMERGENCY REPAIR.



# WELCOME



Welcome to Prospect Community Housing's Performance Report for 2016/17.

The past year has been an exciting one for Prospect. Here are just some of the highlights from last year.

Prospect have again put significant investment of almost £1.5m into our housing stock and you will read more about this on pages 6 and 7.

This very significant investment has been achieved at the same time as limiting rent increases to tenants at inflation only. This had been our long-term aim, and we have now achieved this in each of the past three years. We are now starting to look at our next business plan, and as part of this work we will be considering how to minimise rent increases in future years. This will be particularly important as we move towards a period of higher inflation.

A highlight of this past year has been the establishment of our tenant scrutiny group. They have been undertaking training, and chose stair cleaning as the first topic that they wanted to scrutinise, find out more on pages 4-5.

We continue to invest in our IT systems. We went live with a new computer system last year, and are now seeing the benefits of this. It includes a tenant portal, that allows tenants to access their rent information and log a repair online. We are about to go live with a new version of this that will be fully mobile friendly. A high proportion of our tenants tell us they have a smartphone, so the new portal will allow more tenants to access information

about their tenancy online as well as introduce new functionality such as logging an antisocial behaviour complaint or a request for an alteration.

We are still exploring where we could build new homes. We have partnered with Port of Leith Housing Association to provide development services to us. They have been building homes more recently than us, so by partnering with them we can minimise the risks to Prospect of building new homes.

Our partnership with other local organisations continues stronger than ever. We are involved in a range of new initiatives, and have been successful in bringing significant funding into the area. This is a key part of what we do, and something that will continue to be a priority for us. This year we have been particularly pleased with the success of our partnership with Edible Estates for the Clovie Community Gardens. The Tenant Participation Advisory Service Scotland award for Best Practice in Developing Communities was great recognition for this project.

To give you some context on how our performance compares to other landlords, the Tenants' Forum this year asked that we compare ourselves with City of Edinburgh Council, Dunedin Canmore, Castle Rock Edinvar, the Scottish Average and the best performing local landlord for each performance area.

The Scottish Housing Regulator's website has more information all Scottish social housing landlords at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk).

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

**Brendan Fowler**  
Director

# 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 38 owner occupiers.



The total rent due in 2016/17 was **£3,972,517**

## Here's how our average weekly rent charge for 2016/17 compares with other landlords

Size of property	Prospect 2016/17	Prospect 2015/16	*Lister Housing Co-op	City of Edinburgh Council	Dunedin Canmore	Castle Rock Edinvar	Scottish Average
1 bedroom	£74.38	£73.60	£66.66	£85.50	£84.89	£76.89	£71.67
2 bedrooms	£81.21	£79.99	£74.95	£98.46	£94.07	£86.34	£73.13
3 bedrooms	£93.69	£92.59	£81.39	£111.94	£102.13	£98.76	£79.42
4 bedrooms	£107.85	£106.59	£106.59	£119.17	£119.00	£104.91	£88.02

\*Highest performing local landlord



Our rent increased by **1.6% in April 2017**




**OUR PEOPLE**
**Prospect Tenants**
**Age profile:**

20%	of our tenants are aged 16-35
69%	of our tenants are aged 35-65
11%	of our tenants are aged over 65

**Ethnic Origin**

72%	White Scottish
8%	Polish
6%	White other British
6%	African, African Scottish or African British

**Gender**

64%	Female
36%	Male

**Disability**

26%	are disabled
74%	are not disabled

**Occupation**

2%	Carer
36%	Full-time paid work (more than 35 hours per week)
2%	In further / higher education
9%	Looking after family / home
12%	Not working due to health condition
15%	Part-time paid work (16-34 hours per week)
2%	Part-time paid work (under 16 hours per week)
14%	Retired
4%	Unemployed / seeking work
3%	Unemployed, not seeking work
1%	Other


**OUR STAFF**


**We have 31 members of staff**

Corporate and Finance team	6
Housing Management team	8
Property Services team	17


**NEXT STEPS**

- 
 Being a local, community based, independent organisation continues to be important to us. This year we recruited another tenant to our Committee of Management.
- 
 We are keen to expand so we are actively looking to build new properties in West Edinburgh.
- 
 We have recruited a Welfare Rights Officer to help our tenants access benefits and maximise their income.

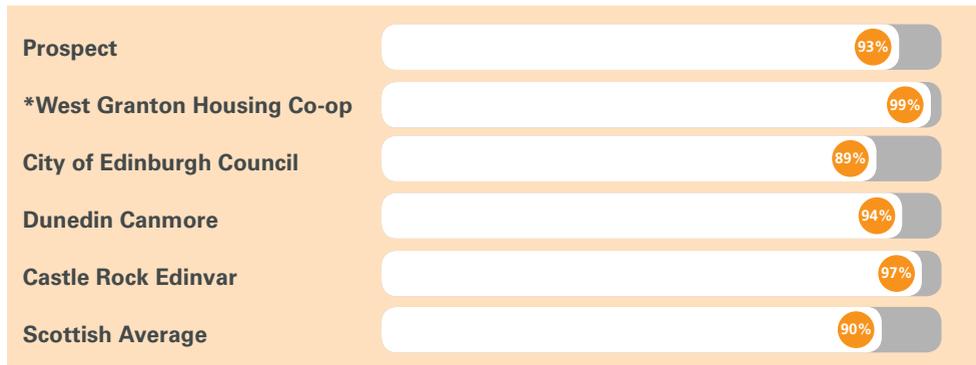
# YOUR THOUGHTS ON PROSPECT

We carried out a satisfaction survey this year by interviewing 507 of our tenants about our services. Thank you to everyone who took part. We were delighted that overall, satisfaction with our services increased from 89% to 93% between 2013 and 2016. You told us that the most important issues are the quality of your home, the number of repairs completed first time and the size of any annual rent increase.



**96% thought Prospect is good at keeping you informed about our services and decisions**

## Satisfaction with overall service provided by their landlord in 2016/17



\*Highest performing local landlord

## Let's Go Walkabout

This year we launched our quarterly estate walkabouts. This is a chance for the Housing Manager and Property Services Manager to get away from their desks and walk about our neighbourhoods with our Housing Officers and Estates Service Officer. Tenants are always welcome to join us and thank you to those who have done so.

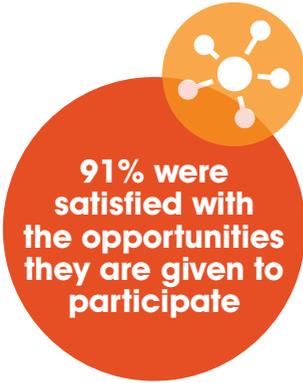


*Pictured here are Property Services Manager, Neil Munro with Housing Officer, Dawn McLaren.*



## Prospect Scrutiny Group

A group of tenants agreed to work with us to take a close look at our services to find ways to improve them. Following a six-week training course, the group decided to call themselves Prospect Scrutiny Group and chose our Stair Cleaning Service for their first topic. We had great fun inspecting stairs, speaking to tenants and staff and comparing the service and the cost with other landlords. The group presented their recommendations to Prospect's Committee and it's now up to Prospect staff to implement them.



**91% were satisfied with the opportunities they are given to participate**

## Digi Mag

This year we launched the Prospect Digi Mag so that you can keep up to date with all our news in a monthly newsletter which drops straight into your email. Let us know your email address so you don't miss out!



## NEXT STEPS

- ✓ Continue to support the Prospect Scrutiny Group to find ways to improve our services.
- ✓ Look at ways to improve our website and Your Prospect account.
- ✓ Look at ways to support our tenants who struggle with fuel bills.
- ✓ Continue to listen and learn from your complaints, compliments and feedback.

# HOUSING QUALITY AND MAINTENANCE

In the satisfaction survey, the highest priority for our tenants was the quality of their home. We were therefore particularly pleased that 94% of you were very or fairly satisfied with the overall quality of your home.

	* Prospect 2016/17	Prospect 2015/16	City of Edinburgh Council	Dunedin Canmore	Castle Rock Edinvar	Scottish Average
Average hours to complete an emergency repair	2	2	4	3	2	4
Average days to complete a non-emergency repair	2	2	8	6	8	7

\*Highest performing local landlord

We invested nearly £1.5m during 2016/17 when we:

- Installed 123 boilers.
- Put gas central heating into 8 properties.
- Installed 113 kitchens.
- Carried out electric testing in 118 properties.
- Replaced the floor surface in 9 common stairs.
- Carried out external painting of 110 properties.
- Installed 91 showers.



**91% of our tenants are satisfied with the repairs service**



**94% of our tenants are satisfied with the standard of their home when moving in**



**We completed 2638 repairs**



**95% of reactive repairs were completed right first time**



**100% of properties with gas had a gas safety check on time**



**98.3% of our Stock met the Scottish Housing Quality Standard**



**93% of Prospect tenants who have had repairs or maintenance carried out in the last 12 months were satisfied with the repairs and maintenance service**



## NEXT STEPS

During 2017/18 we plan to

- ✓ Install 50 kitchens.
- ✓ Install 51 boilers.
- ✓ Install 104 showers.
- ✓ Paint properties at Barn Park Crescent and Clovenstone.
- ✓ Carry out electrical testing to 100 of our properties.
- ✓ Replace or repair flooring in 7 common stairs.

# OUT AND ABOUT IN WESTER HAILES

Prospect is proud to be firmly rooted within the local community. We support the growth of a wide range of activity from a community garden to digital skills support. We work in partnership to build a stronger, more connected community. Our Community Action Plan reflects local priorities and aims and we review this regularly.



## Clovie Community Garden

As well as fruit and vegetables, Clovie Community Garden grows friendships, changing how people view their community and how they are involved in it. We were delighted to receive £149,541 from the Big Lottery Fund in 2016 to help support the garden over the next 3 years, working with the Health Agency and Edible Estates. The garden offers a friendly space for people to get together through gardening, sharing food and celebration events. It has been so effective that it won an award in 2016 from TPAS Scotland for Best Practice in Developing Communities.



## Westburn Woods

A strong partnership with WHALE's Westburn CAN project led to Prospect tenants and staff joining local volunteers to clean up Westburn Woods. The transformation of this space has raised local interest in developing the woods as a community space. Natural play sessions were organised by Edible Estates and a local youth project organised conservation skills development for young people. We are now looking at how we can work with local tenants to develop the woods as a real community asset.



## Wester Hailes Community Trust

The Wester Hailes Community Trust is all



about local decision making. Set up as a result of community events in 2015, its locally led Board is committed to helping shape the future of the community. In 2016, it started to give out grants to support local activities and projects. Small Sparks awards offer up to £250 for activities that help make a difference and have included bulb planting, bird boxes, litter picks and videos made by young people. Prospect is one of the founding members of the Community Trust.

[www.westerhailescf.org.uk](http://www.westerhailescf.org.uk)

## Digital Sentinel

Working with WHALE and other local partners, we have been supporting the development of this online news site which connects people to their community. So we were delighted to receive £16,402 from the Postcode Community Trust to support the drop in sessions where people can stop by to share their news and learn new digital skills. We have also supported the production of paper copies that have been delivered door to door.

[www.digitalsentinel.net](http://www.digitalsentinel.net)



### NEXT STEPS

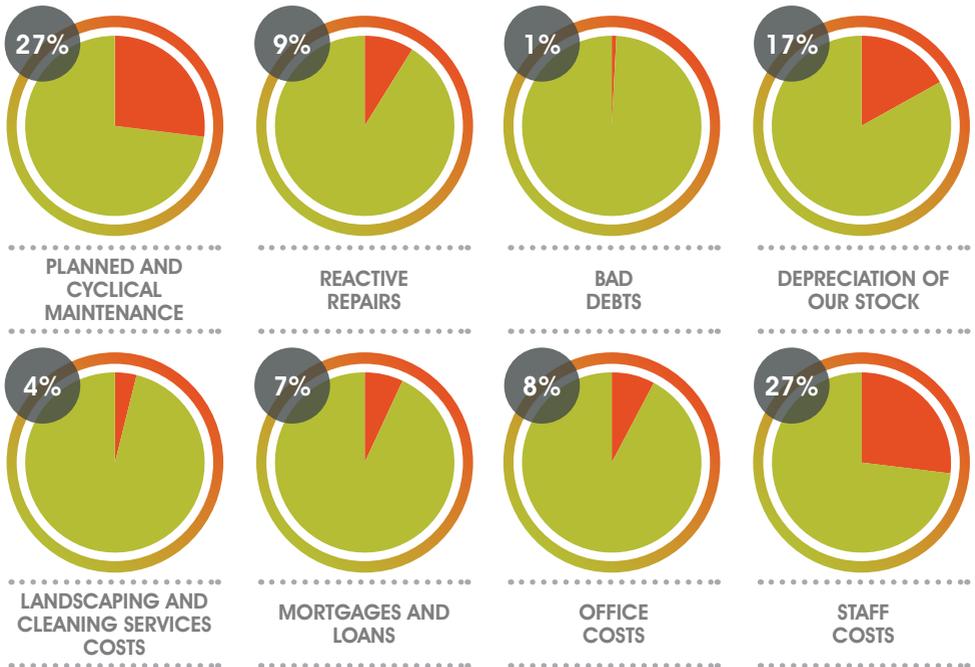
- ✓ We will work with local partners to fundraise for a project based around Westburn Woods to increase access and interaction with this green woodland space.
- ✓ We are working with local partners to tackle issues around access to healthy affordable food in Wester Hailes and hope to organise a project to support this.
- ✓ We will continue to support the Wester Hailes Community Trust in its development.
- ✓ As benefits and job search systems move online, we know this will create digital skills challenges for some tenants. We will work to develop training and access support in this area.

# VALUE FOR YOUR MONEY

We appreciate that you want a high standard of service for your rent money. In the satisfaction survey, 91% rated the rent as good or very good value for money. Here's how we went about achieving this in 2016/17.

## Paying your rent

This shows what areas each £1 of your rent money was spent on during 2016/17.



We collected 100.2% of the total rent due to compared to the Scottish average of 99.6%. 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 3 households last year due to rent arrears.





## Anti-social behaviour

We aim to resolve anti-social behaviour cases within 32 working days. During 2016/17 we had 100 reported cases and resolved 81% of these within our target.

## Empty properties

2016/17 was another year for low numbers of people moving out with only 46 properties becoming available to relet. We advertise our empty properties on the [www.keytochoice.co.uk](http://www.keytochoice.co.uk) website as we are a member of the Edindex Common Housing Register in Edinburgh.

At the end of March 2017, this had around 21,000 applicants registered for housing in Edinburgh. On average during the year, there were 133 bids for every property we advertised, showing how popular our properties are.



**92%**  
were satisfied  
with Prospect's  
management  
of their  
neighbourhood

## Average days it took to re-let a property

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

Prospect 2016/17	Prospect 2015/16	*Muirhouse Housing Association	City of Edinburgh Council	Dunedin Canmore	Castle Rock Edinvar	Scottish Average
16	13	3	27	19	22	31

\*Highest performing local landlord



## Keeping tenants in their homes

**We work hard to support tenants to make their tenancy a home and build a life in our communities.**

We do this in a range of ways:

- Provide carpets or vinyl flooring and white goods to new tenants on low incomes.
- Give decoration vouchers to new tenants moving into properties which need painted.
- Provide Welfare Rights Advice and support
- Work with other local agencies to access housing support.
- Work with WestburnCAN to provide help with managing gardens.
- Provide a limited gardening service to a small number of tenants who can't manage their gardens due to a medical condition.
- Adapt properties to meet our tenants' needs in collaboration with Occupational Therapist recommendations.
- Keep in touch with our tenants regularly about their rent account.
- Encourage and support our tenants to join local projects, groups and initiatives.



- ✓ Work with our tenants to ensure our blocks of flats are all safe, clear and clean to reduce the risk of fire.
- ✓ Look at ways to improve some bin store areas.
- ✓ Work with residents to provide a playpark at Dumbeg.
- ✓ Implement our Estate Management Strategy Action Plan to help improve our neighbourhoods.



IT'S NICE TO HAVE ALL THE  
WINDOWS AND DOORS  
PAINTED, THE PLACE IS  
LOOKING GOOD. I NEVER  
THOUGHT I'D BE PROUD TO  
LIVE HERE BUT I AM NOW.

Westburn Resident, October 2016





Community Housing

## Prospect Community Housing

6 Westburn Avenue  
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Scottish Charity No. SC029797  
Factor Registration No. PF000204



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