

PROSPECT PERFORMANCE REPORT 2017/18

30TH ANNIVERSARY
SPECIAL EDITION





30 YEARS LATER, WE'RE DELIGHTED THAT PROSPECT IS CONTINUING TO FOCUS ON PROVIDING HOMES AND BUILDING COMMUNITIES TOGETHER.

Brendan Fowler, Director



WELCOME

OUR VISION:

PROVIDING
HOMES AND
BUILDING
COMMUNITIES
TOGETHER

OUR VALUES:

PIONEERING
RELIABILITY
LISTENING
FAIRNESS
PARTNERSHIP



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.

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

Welcome to Prospect Community Housing's Performance Report for 2017-18. Back in 1988, Prospect was founded as the Wester Hailes

Housing Association by 8 local residents who wanted to change the housing landscape in this area. 30 years later, we're delighted that Prospect is continuing to focus on providing homes and building communities together.

This anniversary report outlines our performance for 2017/18 whilst reflecting back on the progress we've made over the last 30 years. We hope you enjoy the photographs from the past.

To give you some context on how our performance compares to other landlords, the Tenants' Forum and Clovenstone Family Group



B. Fowler

Brendan Fowler, Director



PROSPECT'S

PROFILE

OUR PROPERTIES....

30 years after starting with nothing, we provide 883 good quality homes in attractive, safe environments in West Edinburgh. The majority of our 307 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.

Here's how our average weekly rent charge for 2017/18 compares with other landlords

Size of property	Prospect 2017/18	Prospect 2016/17	*Lister Housing Co-op	City of Edinburgh Council	Dunedin Canmore	Castle Rock Edinvar	Scottish Average
1 bedroom	£76.07	£74.38	£67.70	£87.40	£85.78	£78.79	£73.33
2 bedrooms	£82.90	£81.21	£75.98	£100.51	£94.10	£89.33	£74.94
3 bedrooms	£95.63	£93.69	£82.44	£112.47	£103.99	£100.29	£81.37
4 bedrooms	£109.82	£107.85	£107.60	£120.85	£110.18	£107.51	£90.39

(*This landlord had the best performance in this category in Edinburgh)



**30 YEARS
AFTER STARTING
WITH NOTHING,
WE PROVIDE
883 GOOD
QUALITY HOMES**



**OUR RENT
INCREASED
BY 2% IN
APRIL 2018**



OUR STAFF...



OUR PEOPLE ... OVER THE YEARS



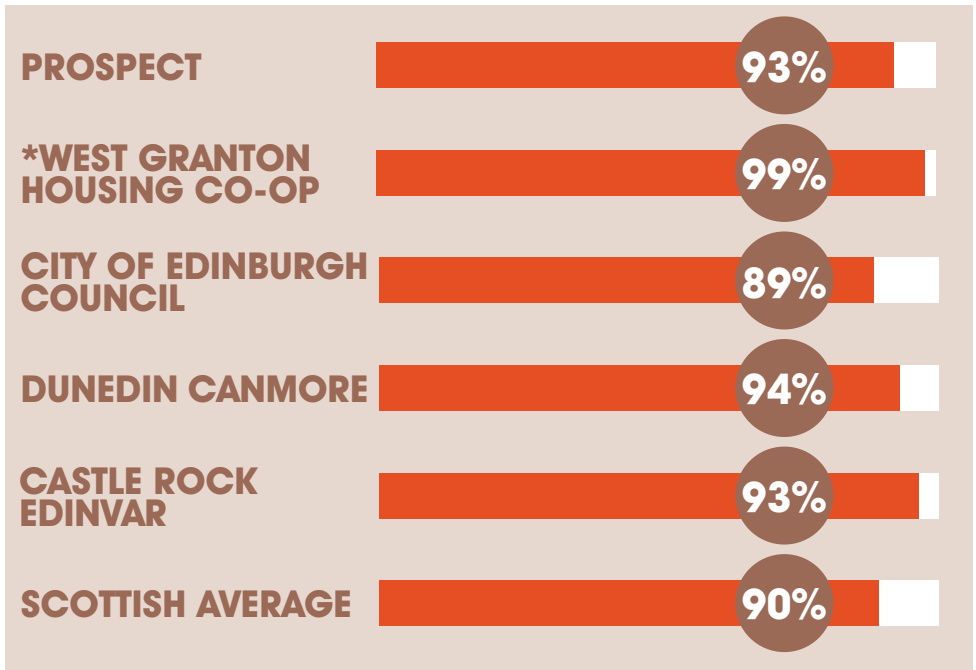
NEXT STEPS

- ✓ Develop and build new properties locally.
- ✓ Keep rents affordable by limiting rent increases to no more than inflation (RPI) less 0.5%.
- ✓ Work closely with tenants to minimise impact of the introduction of full service Universal Credit benefit.

YOUR THOUGHTS ON PROSPECT

Every three years we carry out a satisfaction survey when you tell us what you think of our services. In December 2016, satisfaction with our services overall was 93%.

SATISFACTION WITH OVERALL SERVICE PROVIDED BY THEIR LANDLORD IN 2017/18



(*This landlord had the best performance in this category in Edinburgh)



**91% WERE
SATISFIED
WITH THE
OPPORTUNITIES
THEY ARE GIVEN
TO PARTICIPATE**



**96% THOUGHT
PROSPECT IS GOOD
AT KEEPING YOU
INFORMED ABOUT
OUR SERVICES AND
DECISIONS.**



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30TH BIRTHDAY CELEBRATION

To mark the 30th anniversary we made a film with WHEC Young Film Makers, helped by professional film maker, Aly Wight. We are very grateful to the tenants and staff who took part in the film talking about Prospect and what it means to them now and in the future. The film was premiered at our Birthday party on 4 September 2018 in the WHALE Arts and was also shown as part of the Changing Perspectives, Wester Hailes Film and Moving Images Festival in October 2018. Have a look at our film at www.prospectch.org.uk/



PROSPECT SCRUTINY GROUP

Our team of tenants who are taking a close look of our services focussed on our rent increase consultation process in their last scrutiny exercise. They are now looking at the approach we take when dealing with antisocial behaviour complaints. We will publish their next report on our website by the end of this year.



NEXT STEPS

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

HOUSING QUALITY AND MAINTENANCE

	*Prospect 2017/18	Prospect 2016/17	City of Edinburgh Council	Dunedin Canmore	Castle Rock Edinvar	Scottish Average
Average hours to complete an emergency repair	2	2	5	3	3	4
Average days to complete a non-emergency repair	2	2	9	6	9	6

(*This landlord had the best performance in this category in Edinburgh)

We are delighted to retain our title as highest performing landlord locally when it comes to completing non emergency repairs.

We invested £1m during 2017/18 when we:

- ✓ Installed **74 boilers**
- ✓ Put **gas central heating** into **2 properties**
- ✓ Installed **55 kitchens**
- ✓ Carried out **electric testing** in **139 properties**
- ✓ Carried out **external painting** at **141 properties**
- ✓ Installed **47 showers**
- ✓ Carried out **adaptations** in **39 properties**



3022 repairs were completed



**CARRIED OUT
ELECTRIC
TESTING IN 139
PROPERTIES**



**INSTALLED 47
SHOWERS**

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.



94% OF OUR TENANTS ARE SATISFIED WITH THE STANDARD OF THEIR HOME WHEN MOVING IN



99% OF OUR STOCK MET THE SCOTTISH HOUSING QUALITY STANDARD

100%

OF PROPERTIES WITH GAS HAD A GAS SAFETY CHECK ON TIME.

97%

OF REACTIVE REPAIRS WERE COMPLETED RIGHT FIRST TIME.



During 2018/19 we plan to

NEXT STEPS



Replace 26 kitchens and 51 boilers.



Carry out painting at Barn Park Crescent and Clovenstone Gardens.



Carry out electrical testing at 70 properties, install 10 showers and fit 3 new gas central heating systems.

OUT AND ABOUT IN WESTER HAILES



TASTING CHANGE

Tasting Change is all about healthy affordable food that's easy to cook and delicious to taste. From cooking sessions and a food co-op to shared meals and celebration events, Tasting Change aims to build local links, encourage volunteering, and create new networks. Prospect is the lead partner within the local partnership and we were awarded £245,740 by the Aspiring Communities Fund and Scottish Government for this exciting project. Delivery partners include CHAI, The Health Agency, WHALE and SCOREscotland. Tasting Change is also popping up alongside all sorts of regular groups and activities to provide tasty snacks! To keep track of all that Tasting Change is up to, you can follow on Facebook, Twitter or Instagram: [tastingchangevh](https://www.instagram.com/tastingchangevh).



EUROPE & SCOTLAND
European Social Fund
Investing in a Smart, Sustainable and Inclusive Future

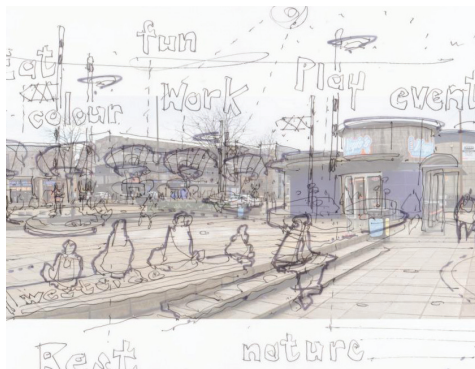
WESTER HAILES COMMUNITY TRUST

Run by local people for local people, this year the Trust has been able to award Small Sparks funding to all kinds of community activities including clean ups, bulb planting, bird boxes, celebration events and young people's projects. It was also successful in being awarded Scottish Government funding for Making Places which will create a community designed plan for the Westside Plaza with an action plan for suggested improvements.



**PROSPECT IS
ONE OF THE
FOUNDING
MEMBERS OF
THE COMMUNITY
TRUST.**





WESTBURN WOODS

We've been working with New Caledonia Woodlands to develop a project that will enable more people to enjoy this woodland space. New Caledonia Woodlands have now been awarded a grant from the Heritage Lottery Fund for a 2 year project that will give local residents the chance to learn new skills, find out more about the woods and develop it as a community asset.



'Nurturing people. Nurturing the planet.'

NEXT STEPS

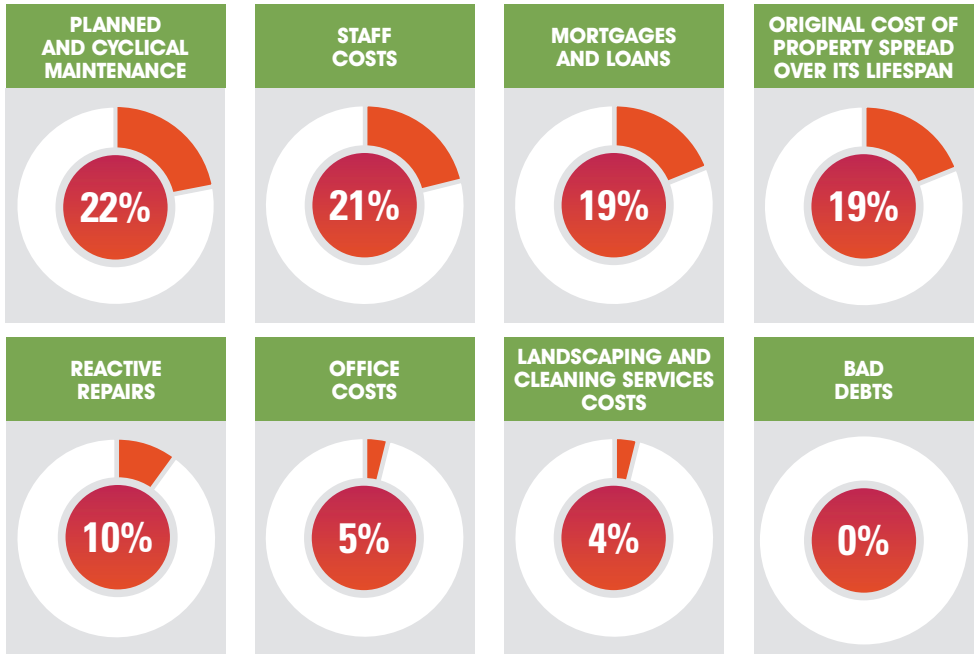
- ✓ We will continue to work with Tasting Change partners to develop all the strands of this project and to identify future funding to support it after 2018.
- ✓ We will continue to support the Wester Hailes Community Trust and encourage our tenants to share their views and ideas in the Making Places: Westside Plaza process. We will work with partners and other stakeholders to put together an action plan for this space.
- ✓ We will seek to identify future support for the Clovenstone Community Garden post 2018 through working with the Growers Group, participants and Edible Estates.

VALUE FOR YOUR MONEY

We appreciate that you want a high standard of service for your rent money. Here's how we went about achieving this in 2017/18.

PAYING YOUR RENT

This shows what areas each £1 of your rent money was spent on during 2017/18.



100% WE COLLECTED 103% OF THE TOTAL RENT DUE TO COMPARED TO THE SCOTTISH AVERAGE OF 99%.



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.

100% DURING 2017/18 WE HAD 65 REPORTED CASES AND RESOLVED 88% OF THESE WITHIN OUR TARGET.



During 2017-18 we improved the neighbourhoods with a playpark at Dumbeg and numerous benches. In response to your concerns about dog fouling we now offer free dog waste bags and dispensers from our office - pop in and pick some up for your pooch!



EMPTY PROPERTIES

In 2017/18 we let 46 properties. We advertise our empty properties on the www.keytochoice.co.uk website as we are a member of the Edindex Common Housing Register in Edinburgh.

At the end of March 2018, this had around 21,000 applicants registered for housing in Edinburgh. On average during the year, there were 137 bids for every property we advertised, showing how popular our properties are.

www.keytochoice.co.uk



**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 2017/18	Prospect 2016/17	*Muirhouse Housing Association	City of Edinburgh Council	Dunedin Canmore	Castle Rock Edinvar	Scottish Average
18	16	3	28	14	23	31

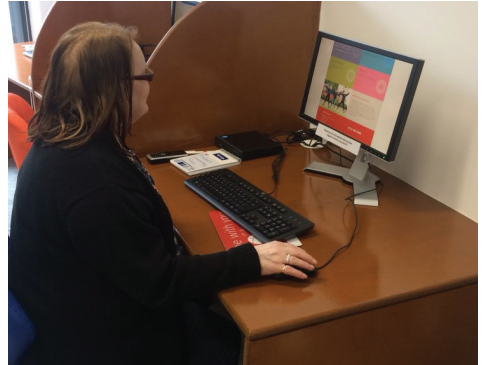
(*This landlord had the best performance in this category in Edinburgh)

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.
- 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.



New Initiatives in 2017/18 included;

- Opened our Community Room with internet access available to all tenants in preparation for the roll out of full service Universal Credit benefit.
- Started a "Prospect First" project with CHAI and Crisis, offering housing and support to someone with a repeat homeless background.
- Continued our programme of neighbourhood improvements with bike racks, benches and a new play park at Dumbeg Park.
- Cleared stairways with your assistance to keep our flats safe, clear and clean to reduce risk of fire.

NEXT STEPS



Develop the support we offer to tenants who tell us they are affected by domestic abuse.



Consult with Westburn residents on the potential of a new playpark in the area.

**WE WORK HARD TO
SUPPORT TENANTS
TO MAKE THEIR
TENANCY A HOME
AND BUILD A LIFE IN
OUR COMMUNITIES.**





Community Housing

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Factor Registration No. PF000204



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