



2018  
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2019

# PROSPECT PERFORMANCE REPORT



We continue to have below inflation rent increases. We also compare our rents with other local landlords, and they are well below the Edinburgh average for Housing Associations and the Council.

# WELCOME

## Welcome to Prospect Community Housing's Performance Report for 2018-19.



As ever, it's been a busy year, dominated by our exciting plans to build new homes. Last year these were at an early stage, but during the past year a lot of progress has been made.

Prospect have again put significant investment into our housing stock. This has been achieved at the same time as limiting rent increases to tenants. We continue to have below inflation rent increases. We also compare our rents with other local landlords, and they are well below the Edinburgh average for Housing Associations and the Council.

The past year also saw the launch of a new initiative bringing together eight independent Edinburgh based Housing Associations and Co-operatives. Named ARCHIE, we are aiming to work together in areas such as training, procurement and shared services. We all want to remain independent organisations, and by working together we can help to achieve this aim.

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, Link, Castle Rock Edinvar, the Scottish Average and the best performing local landlord for each performance areas.

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

### 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.

Here's how our average weekly rent charge for 2018/19 compares for a 3 bedroom property with other landlords

Prospect 2018/19	Prospect 2017/18	*Lister Housing Co-op	City of Edinburgh Council	Link	Castle Rock Edinvar	Scottish Average
£97.75	£95.63	£84.87	£121.30	£96.86	£109.14	£84.44

\*Highest Performing local landlord

Our rent increased by 2.2% in April 2019



## OUR PEOPLE

Prospect is run by a voluntary committee and over half of members are current tenants. One of our founding members, Sheila Bunt, received a Highly commended recognition at the 2019 Housing Heroes awards at the National Chartered Institute for Housing Conference this year. This was in recognition of the 30 years of service to Prospect and our community.

## BUILDING MORE HOMES

We are delighted to work in partnership with J Smarts to build around 69 new homes on surplus land next to Kingsknowe golf course on Clovenstone Gardens. 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.

2.2%

OUR RENT  
INCREASED BY 2.2%  
IN APRIL 2019



PROSPECT IS RUN  
BY A VOLUNTARY  
COMMITTEE ...



WE PROVIDE 882  
GOOD QUALITY  
HOMES



WE ARE DELIGHTED TO WORK  
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TO BUILD AROUND 69 NEW  
HOMES ON SURPLUS LAND  
NEXT TO KINGSKNOWE GOLF  
COURSE ON CLOVENSTONE  
GARDENS

## NEXT STEPS

- Begin building Kingsknowe properties
- Explore other opportunities to build more homes

# 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 2018/19

Prospect	*West Granton Housing Co-op	City of Edinburgh Council	Link	Castle Rock Edinvar	Scottish Average
93%	98%	74%	89%	93%	90.2%

\* Highest performing local landlord



## PROSPECT SCRUTINY GROUP

Our team of tenants who are taking a close look of at our services focused on our anti-social behaviour response, they're currently looking at the routine repairs service.



## NEIGHBOURHOODS

Thanks to your feedback, we gave Clovenstone play area a makeover this year as well as updating areas in Westburn. We heard from Westburn residents this year on play area options for the neighbourhood.





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SATISFACTION WITH OUR  
SERVICES OVERALL WAS 93%**

**91%**

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

**96%**

**THOUGHT  
PROSPECT IS GOOD  
AT KEEPING YOU  
INFORMED**



**WE GAVE  
CLOVENSTONE PLAY  
AREA A MAKEOVER  
THIS YEAR**

## NEXT STEPS

- Carry out our Tenant Satisfaction Survey and identify areas you think we need to improve
- 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 2018/19	*Prospect 2017/18	City of Edinburgh Council	Link	Castle Rock Edinvar	Scottish Average
Average hours to complete an emergency repair	2	2	5	3	4	4
Average days to complete a non-emergency repair	3	3	11	6	12	7

\* Highest performing local landlord

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

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

- Installed **36 boilers**
- Installed **46 kitchens**
- Tested the electrics in **72 properties**
- Carried out external painting at **108 properties**
- Installed **51 showers**
- Flooring in **13 stairs refurbished**



**CARRIED OUT EXTERNAL PAINTING AT 108 PROPERTIES**



**2739 REPAIRS WERE COMPLETED**







**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.**



**IN TOTAL LAST YEAR WE SPENT £830,000 ON IMPROVING OUR PROPERTIES.**

**97%**

**OF REACTIVE REPAIRS WERE COMPLETED RIGHT FIRST TIME.**

**100%**

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

**99.7%**

**OF OUR STOCK MET THE SCOTTISH HOUSING QUALITY STANDARD**

## NEXT STEPS

During 2019/20 we plan to

- Install new smoke and heat detectors in all our properties. This will mean that your kitchen will get a new heat detector as well as detectors fitted in your hall and living room
- Replace 11 kitchens
- Replace 48 boilers and replace electric heating with gas heating
- Fit more over-bath showers
- Complete electrical inspections at 75 properties

# OUT AND ABOUT IN WESTER HAILES



I like coming here  
cause otherwise I  
would just be sitting in  
the house on my own



## TASTING CHANGE

Tasting Change has been all about healthy affordable food that's easy to cook and delicious to taste. An amazing 2,290 meals have been shared through cooking courses, healthy eating sessions, community lunches and events. Over 2,900 people of all ages took part in one or more Tasting Change activity, with 80% saying they were now more confident about how to eat healthily. And 60% reported that they felt less isolated through being involved. Prospect has been the lead partner for this project which has been delivered

by CHAI, The Health Agency, WHALE and SCOREscotland. Although Tasting Change in its current form has come to an end, several key activities have continued including the Friday Foodness meal, the Food Shop, Mums Into Business, and cooking workshops.



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



It's always good  
healthy food and I  
love to learn to make  
all the different kinds  
of recipes

## CLOVIE COMMUNITY GARDEN

3 years ago, the National Lottery Community Fund awarded Prospect £149,541 to support the development of the community garden. Through South West Edible Estates, the funding enabled the garden to flourish both as a growing space and as a welcoming place for people to connect. As well as raised beds, the garden has polytunnels, a pond, and an edible hedgerow. And it now has its own Growers Association made up of local residents who plan activities and manage the site independently. They are now applying for funding for the garden and have plans to make sure the garden's future is secure.



## WESTER HAILES COMMUNITY TRUST

As well as awarding funding to support local activities, this year the Trust has worked with the council and other partners to produce a community designed plan for



the Westside Plaza. Developed through local consultation and feedback, the final report shows how the Plaza could become a civic place with a market area, green space and improved surfacing. These plans now form the basis for the council's development of the Plaza which should begin next year. You can see the report at [westerhailest.org.uk](http://westerhailest.org.uk). The Trust is now turning its attention to celebrating 50 years of Wester Hailes with local consultations on how to mark this significant anniversary. Prospect is one of the founding members of the Trust.



## NEXT STEPS

- Recognising the impact of Universal Credit, we will work with local partners to identify opportunities and activities to improve local levels of digital skills training and support
- We will continue to support the Wester Hailes Community Trust and to encourage tenants to get involved with 50th birthday planning and celebration activities
- With a temporary halt to the Westburn Woods project caused by the closure of New Caledonia Woodlands, we will work with the Heritage Lottery Fund to have the funds transferred and the project restarted

# 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 2018/19.

## PAYING YOUR RENT

This shows what areas each £1 of your rent money was spent on during 2018/19



## ANTI-SOCIAL BEHAVIOUR

We aim to resolve anti-social behaviour cases within 32 working days. During 2018/19, there were 5.9 cases of anti-social behaviour for every 100 homes.

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 2018/19	Prospect 2017/18	*Muirhouse Housing Association	City of Edinburgh Council	Link	Castle Rock Edinvar	Scottish Average
25	18	4	31	31	24	32

\* Highest performing local landlord

## MAKING THE MOVE TO UNIVERSAL CREDIT

We work hard to support tenants who claim Universal Credit

### We do this in a range of ways:

- Provide Welfare Rights Advice and support
- Work with Wester Hailes Job Centre to support our tenants
- Offer free internet access to all tenants via our Community Room
- Keep in touch with our tenants regularly about their rent account and their Universal Credit application
- Support tenants to apply for Edinburgh Trust grants to help with household expenses
- Held an information session for tenants

## EMPTY PROPERTIES

In 2018/19 we let 43 properties. 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 2019, this had around 21,000 applicants registered for housing in Edinburgh. On average during the year, there were 126 bids for every property we advertised, showing how popular our properties are.

We had a visit from Cabinet Secretary, Shirley Ann Sommerville in November 2018 when she discussed the Universal Credit experience with some Prospect tenants.



## WELFARE RIGHTS SERVICE

Fiona McLuckie, our Welfare Rights Officer, works tirelessly to support Prospect tenants to maximise their benefits and income. Her work resulted in an additional **£728,938** for Prospect tenants during 2018/19 as follows:

Housing Benefit	<b>£213,904</b>
Council Tax Reduction	<b>£32,018</b>
ESA/JSA/Income Support	<b>£125,965</b>
Disability benefits	<b>£265,711</b>
Carer's Allowance	<b>£17,685</b>
Tax Credits & Child Benefit	<b>£27,750</b>
Pension Credit	<b>£10,431</b>
Universal Credit	<b>£12,449</b>
Charitable Grants	<b>£11,260</b>



**HOUSING BENEFIT**  
**£213,904**



**ESA/JSA/INCOME SUPPORT**  
**£125,965**



**DISABILITY BENEFITS**  
**£265,711**

## NEXT STEPS

- Ensure rent affordability is a key objective in our 2019-2022 Business Plan
- Continue to improve our online services and digital approach
- Continue to focus on being efficient by procuring our services and contracts



One of our founding members, Sheila Bunt, received a Highly commended recognition at the 2019 Housing Heroes awards at the National Chartered Institute for Housing Conference this year.



Community Housing

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