



FUEL SUPPORT

We are extremely conscious of the rise in energy bills for everyone, so wanted to let everyone know what we're doing to help ensure that your homes are as energy efficient as possible.

OVER THE PAST FEW YEARS WE HAVE MADE SURE THAT:

- ✓ all lofts are well insulated;
- ✓ where we have gas boilers, they have central controls and individual controls;
- ✓ low energy light bulbs have been fitted when a property became empty, and have been offered to existing tenants at certain times;
- ✓ all the cavities of your homes have been filled with insulating material, either at the time of construction or at a later date;
- ✓ we have renewed existing solar thermal panels and plan to renew the remaining panels that we have;
- ✓ when we fit new gas boilers, they are highly energy efficient;
- ✓ we have also offered every tenant an over bath shower where they did not previously have one, this resulted in us fitting hundreds of new showers over the past few years. Do let us know if you don't have one yet and want one.

Our ongoing Planned Maintenance Work includes replacing doors and windows and when this happens we will fit energy efficient ones.

We have delivered energy packs to tenants including heat reflective foil, low energy lightbulbs and draft excluders as well as offering energy advice.

We have been able to help over 430 households with their energy costs this year with emergency fuel vouchers. Aimed at low-income households facing hardship due to rising fuel bills, the vouchers were available for both prepayment meter customers and those with dry meters. The vouchers have made a huge difference for many of our tenants, and we have received lots of positive feedback.

One tenant said,
I've told my son that we have to pay a lot of bills this month, so the voucher is really helpful, thank you so much again.

Another said,
I want to say thank you so much for the fuel voucher. My account was already on negative at that time. The fuel voucher came just in time. I was dancing in the store after receiving it. I am grateful.

We are very aware that rising energy costs are a source of major anxiety and stress amongst our tenants, and we hope to continue liaising with charities and funding groups so that we can build in more support in the future.

We are also working to make sure your homes are even more energy efficient in the future and are as cost effective to run as possible. To help us with this we have commissioned consultants to undertake survey work. This will establish what work is required to ensure your home meets government new energy targets by 2032 and to identify what work would be required to decarbonise your home by 2040. There will be some significant challenges ahead for Prospect to ensure that your home continues to be as energy efficient as possible but we are well placed to achieve this.

• If you have any queries with regard to energy advice please contact our Property Services team and we will be pleased to help and advise you as best we can.

- Tel:** 0131 458 5480
- Email:** enquiries@prospectch.org.uk
- Text:** 07860 047548

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Wester Hailes
Edinburgh
EH14 2TH

Prospect Community Housing is a registered charity. No. SC029797

Find us on Social Media   





PROSPECT'S WELFARE BENEFITS ADVICE IS OF A HIGH STANDARD!

We are delighted to be accredited to provide information and advice on Welfare Benefits (Type III) and Housing & Money/Debt (Type I). The accreditation was awarded under the terms of the Scottish National Standards for Information and Advice Providers.

Achieving the standard requires agencies to meet a range of objectives including excellence in knowledge of the subject, ongoing training and consultation with customers. To achieve the accreditation Prospect's housing management team and welfare benefits services were rigorously audited.

● **Brendan Fowler**, Director of Prospect Community Housing commented

This accreditation is testament to the hard work and excellent service which is provided by our Welfare Rights Officer and the Housing Management team. We are delighted to receive this external validation of our advice services. It gives our tenants and customers confidence that they are receiving high quality advice and support from Prospect.

GAS ISSUES

Just a reminder that for all gas heating and boiler repairs, please call our contractor, **Sallire Facilities Management** on **01698 743609**.

Sallire are also responsible for gas servicing and our out of hours gas emergency call outs.

IF YOU HAVE OR SUSPECT YOU HAVE A GAS LEAK

YOU SHOULD CALL THE NATIONAL GRID ON

0800 110 999



HAVE YOUR HOUSING COSTS PAID DIRECT TO PROSPECT FROM YOUR UNIVERSAL CREDIT

Are you struggling to pay your rent? Remember your Universal Credit housing costs can be paid straight to Prospect and save you the worry.

I'm really struggling and not sleeping at night cos I'm worrying about my rent arrears.

We've arranged for this tenant's housing costs to come straight to us and they were much happier. If you have arrears, we can request that an amount towards your arrears is also paid over from your Universal Credit payment.



WESTER HAILES PLACE PLAN

How should Wester Hailes be developed and changed? The community is creating a Local Place Plan which will help shape how decisions are made about its future.

● A local place plan is a new type of plan giving people an opportunity to develop proposals for the development and use of land in the place where they live. The Wester Hailes Community Trust has been working with Urban Pioneers who are putting the plan together. A Steering Group of local residents and organisations is overseeing the plan's development. There are lots of ways to get involved, including some workshops in May. If you would like to know more about the workshops, or want to join the Steering Group please email info@westerhailesct.org.uk



ARE YOU ENTITLED

TO MORE MONEY?



Fiona McLuckie

? ARE YOU OR A MEMBER OF YOUR FAMILY DISABLED?

You may be able to claim disability benefits – **Personal Independence Payment (PIP)** for working age adults, **Child Disability Payment** for children or **Attendance Allowance** for pensioners. Contact **Fiona McLuckie** our Welfare Rights Officer on **07908951297** if you think you might be eligible and would like to apply. If you have been refused disability benefit or are not getting the rate you expected, Fiona can help you with an appeal.

? ARE YOU UNABLE TO WORK BECAUSE OF LONG TERM ILLNESS?

You may be eligible to claim new style Employment & Support Allowance or get additional payments with your Universal Credit. Contact Fiona for a benefit check, for help completing Work Capability Forms or for appeals.

? COULD YOU USE SOME EXTRA MONEY TO HELP COVER THE COST OF LIVING?

There is a local charity, The Edinburgh Trust, who provide grants to help with living costs and household or garden items for Edinburgh residents who are in need. Anyone with an income of less than 16K a year can apply. Contact Fiona on the above number for more information.

? ARE YOU CARING FOR SOMEONE WHO IS DISABLED?

If you are over 16, you may be entitled to claim certain benefits for carers, depending on your circumstances. Contact Fiona for more information.

? ARE YOU GETTING COUNCIL TAX REDUCTION?

This is a helpful benefit that many people forget to claim. If you are receiving Housing Benefit or Universal Credit or are on a low income, you may be eligible. Check your bill to see if Council Tax Reduction is included (note: this is not the same as Single Occupancy Discount which may also appear on your bill). If you think you might be eligible contact Fiona on the number above.

? ARE YOU STRUGGLING TO PAY YOUR RENT?

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 or (if you are struggling financially) to give you some more money towards your rent? You may be eligible for this if you receive Housing Benefit or Universal Credit.

For more information or to apply contact **Fiona McLuckie** on **07908951297** or email fiona.mcluckie@prospectch.org.uk

FREE BOOKS FOR UNDER 5S

Dolly Parton's Imagination Library sends a brand-new book to children up to the age of 5 in the post free of charge every month.

The books are age appropriate and addressed to each child. Over 900,000 children worldwide are part of the Imagination Library.



IMAGINATION LIBRARY

Prospect is now a partner with the Imagination Library so tenants just need to complete and sign a short form if you want us to add your child to the Imagination Library system.

Children can be enrolled from age 0 to their 5th birthday. You can collect a form from the office, or phone **0131 548 5480** and we can either email or post a form to you. You can also find out more about Dolly Parton's Imagination Library at <https://imaginationlibrary.com/uk>.



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	Wednesday 4 May	2.30pm - 3.30pm
Barn Park Crescent	Thursday 5 May	2.30pm - 4pm
Dumbeg Park	Thursday 5 May	2.30pm - 4pm
Morvenside Close	Thursday 5 May	2.30pm - 4pm
Clovenstone Park, Drive and Gardens (starting at No.12 Clovenstone Park)	Wednesday 11 May	11am - 12.30pm
Westburn Village & Morvenside (starting at Prospect's office)	Monday 16 May	10am-11.30am



IN MEMORY

● We were very sad to hear the news that one of our founding members, a Prospect tenant of 20 years and Committee Vice-Chair, Sheila Bunt, has passed away.

We want to express our love, care and gratitude for all her help and work over the last 35 years in the Wester Hailes community.



TENANTS FORUM IS BACK!

After a long break due to Covid restrictions, it was great to catch up at the Tenants' Forum recently.

It was so good to see everyone in person after such a long break. As we tucked into some sandwiches, we talked about Prospect's plans for office staff to have a hybrid working approach, combining office-based and home-based working.

We then discussed Prospect's planned maintenance programme for 2022-23. Finally, the Forum gave some great suggestions for areas to take forward in terms of involving tenants in decision making. This included topics we could be discussing on Facebook or Instagram.

● Our next meeting is on **Thursday 19 May 2022 at 5pm at Prospect's Office**. Any Prospect tenants are welcome in person or if you'd rather join us via zoom from your home, just let us know. The meetings are very friendly, we provide the food and drinks if you provide the chat!



BECOME A PROSPECT MEMBER

For only £1 you can become a Prospect member.

● We want to encourage wide membership from all parts of the local community. As a member, you'll have the opportunity to influence decisions and to help shape how we manage our homes and run the organisation. Being a member also means you can attend and vote at our Annual General Meeting. Contact us to join.



OUR VISION:

PROVIDING HOMES AND BUILDING COMMUNITIES TOGETHER

OUR VALUES:

PIONEERING RELIABILITY LISTENING FAIRNESS PARTNERSHIP