



Community Housing



Prospect

Performance Report

2021/22



Community Housing

**OUR
VISION:**

**PROVIDING
HOMES AND
BUILDING
COMMUNITIES
TOGETHER**

**OUR
VALUES:**

**PIONEERING
RELIABILITY
LISTENING
FAIRNESS
PARTNERSHIP**



WELCOME



Welcome to Prospect Community Housing's Performance Report for 2021/22

As we have come out of the Covid restrictions, it has been good to see how Prospect has been able to quickly re-start face to face services. Our office opened to the public in August 2021 and has remained open since then. Staff have also returned to the office, with most working part of the week from home. This gives us flexibility in how we provide our services and provides a good balance for staff.

Here are some of the highlights from last year.

- We invested in our housing stock, with a total of £700,000 spent during the year on improvements to our properties and £500,000 on repairs. So, we spent around £1.2m on looking after our properties during the year.
- The development at Clovenstone Gardens (Kingsknowe Golf Course site) is now on site. Prospect are looking to take 24 out of the 69 properties on this site. We are also progressing with plans to develop the site at the old Woods Centre, and two small developments on land that we currently own in Clovenstone.
- We have continued the partnership working with other local agencies, to deliver a wide variety of community projects. Over the past year there has been a focus on helping tenants with energy costs, including both advice and the provision of vouchers towards energy bills.

In sadder news, we are sorry to report on a loss we have had at Prospect back in February this year. Sheila Bunt, a founding Committee member of Prospect, passed away. Sheila was still on our Committee, and indeed chaired a meeting a few weeks prior to her death. Sheila contributed a massive



Sheila Bunt

amount to Prospect over the years, and she is already being missed.

In this report, we set out our performance during 2021-22. We continue to compare our performance to other **local landlords** and by using this format you can click on links to find out more. **Let us know your thoughts** on this approach.

Thank you to everyone on the Tenants' Forum who helped to develop this report and to you for reading it.

B. Fowler

Brendan Fowler, Director

PROSPECT'S PROFILE

Our Properties....

882

We rent out 882 good quality homes in attractive safe environments in West Edinburgh.



One of our Business Plan

strategic objectives is

to have affordable rents

Here's how our average weekly rent increase for 2022 compares with other landlords

Prospect 2022	City of Edinburgh Council*	Places for People	Link	Scottish Average
2.5%	0.0%	3.6%	3%	2.9%

*Highest Performing local landlord



Chartered Institute of Housing Annual Awards

In November 2021, we were delighted to have been shortlisted in 3 categories of the annual Chartered Institute of Housing Awards.

Abbey Kivlin was shortlisted for Apprentice of the Year; our Welfare Rights Service was shortlisted for Excellence in Customer Services and finally our Triple Whammy ARCHIE Project was shortlisted for Working in Partnership. (ARCHIE is a group of independent housing organisations in Edinburgh, which Prospect is part of). This was the project we worked on with other Edinburgh Housing Associations to provide energy saving packs, debt advice and laptops and digital support during the pandemic.



YOUR THOUGHTS ON PROSPECT

Our three yearly tenant satisfaction survey took place in 2019. Satisfaction levels were above 90% in all key areas

Satisfaction with overall service provided by their landlord in 2021/22

Prospect	City of Edinburgh Council	Places for People	Link	*West Granton Co-op	Scottish Average
91%	81%	81%	89%	99%	88%

* Highest performing local landlord

96%

were satisfied with the opportunities they are given to participate

98%

thought Prospect is good at keeping you informed about our services and decision.

Your feedback on our services:

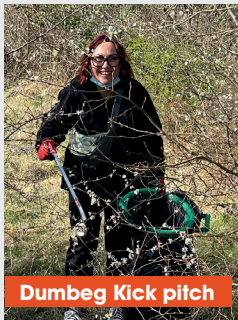
101 complaints received

- We took an average of less than 4 days to respond to Stage 1 complaints.
- 13 compliments received about Prospect staff, contractors, and services

13 compliments



Covid restrictions were still in place so it was great to meet with tenants and hear feedback at walkabouts and litter picks.



NEXT STEPS

- ✓ Continue to develop our social media, you can find us on [Facebook](#), [Instagram](#) and [Twitter](#)
- ✓ Following the results of the 2022 Tenant Satisfaction Survey, meet with the [Prospect Scrutiny Group](#) again to find ways to **improve our services**
- ✓ Continue to listen and learn from your complaints, compliments, and feedback

Thank you for letting us know what you think

HOUSING QUALITY AND MAINTENANCE

	Prospect	City of Edinburgh Council	Places for People	Link	Manor Estates	Scottish Average
Average hours to complete an emergency repair	1.9	6	14	4	1.6	4
Average days to complete a non-emergency repair	3	14	17	14	6	9

* Highest performing local landlord

One of Prospect's **strategic objectives** is to invest in our properties and neighbourhoods. Covid challenges meant we had to change our plans and repairs took longer than usual. However, Prospect still managed to invest £1.2m into our housing stock.



Over the past year:

3514 repairs were completed

96% of these repairs were completed first time

99% of our stock meets the Scottish Housing Quality Standard

95%

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

Building more homes

One of Prospect's **strategic objectives** is to build new homes. Building work began on the development at Clovenstone Gardens (Kingsknowe Golf Course site) Prospect are looking to take 24 out of the 69 properties on this site. We are also progressing with plans to develop the site at the old Woods Centre at Morvenside, and two small developments on land that we currently own in Clovenstone.

Improving energy efficiency

We began work with Changeworks to find out what options we have to improve the energy efficiency of our properties.

We purchased our first electric van!

As electric vehicles have zero emissions in use, this new van will play a part in improving our air quality locally. Buying an electric vehicle makes sense for us. As all of our journeys are local, we were able to buy a van with a limited range at an affordable price. As an organisation this allows us to make a positive impact by cutting emissions while carrying out our daily activities.



NEXT STEPS

- ✓ Agree a plan to improve the energy efficiency of Prospect's properties
- ✓ Explore other opportunities to build more homes
- ✓ Begin building properties at Morvenside

WELFARE RIGHTS SERVICE ACHIEVES NATIONAL ACCREDITATION

Welfare Rights Service tops £1 million in extra money for Prospect tenants

Fiona McLuckie, our Welfare Rights Officer, works with Prospect tenants to maximise their benefits and income. For the third year running, her work resulted in £1m additional income for Prospect tenants during 2021/22.



In March 2022 we were 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.”



Energy support

We held another Energy support week and 448 households received fuel vouchers during the year.

Tenants really appreciated these:

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



£1.3m

£1.3million pounds raised for Prospect tenants 2021-22 by the service

This is around **£1.5k** per Prospect tenant!

277 tenants helped with benefit advice and support

448 tenants helped with fuel vouchers

9 tenants received money to help clear rent arrears accrued during the Covid pandemic from the Tenant Grant Fund

59

59 tenants were helped with a grant from a charity such as The Edinburgh Trust

Over £500k awarded in disability benefits

NEXT STEPS



Continue to work with charities and funding groups so that we can support our tenants in future with rising energy costs and other household bills

OUT AND ABOUT IN WESTER HAILES

Prospect works in partnership with local agencies to develop new projects that meet local priorities. These will help to give opportunities to all in our **community**.

Energy Support

The Social Housing Fuel Support Fund awarded us £11,837.00 for an Energy Support Week, and energy savings packs. SCOREscotland provided the week of advice, appointments and energy efficiency group sessions to help 80 people with their fuel bills. Some of the sessions were offered in Arabic and Bengali. The most popular topics were understanding fuel bills, meter readings, heating controls, and condensation. We've been distributing the energy savings packs to new tenants along with a fuel voucher.

"It's my first time with energy advice and most things are new to me. I didn't know about how to read a meter."



Imagination Library



"My daughter is really enjoying the books and loves receiving them in the post every month"

We signed up with the Dolly Parton Imagination Library to offer free books to tenants' children. Each month enrolled children from birth to age 5 receive a brand new book in the post free of charge. The books are organised in age categories. This has been a popular offer, with really positive feedback

Wester Hailes Community Trust

The Trust secured funding from the City of Edinburgh Council to take forward the completion of the Local Place Plan, and to employ a development worker. The Trust's Board appointed Urban Pioneers to oversee the consultation process and to



"I want to see more open spaces that children and young people can use."

produce the Place Plan. Residents and local organisations were invited to join a Steering Group, and to attend local workshops, community days and events. A Local Place Plan gives people the chance to influence how the area they live in is developed. It includes the changes people want to see, and what matters most to them. Prospect is a founding member of the Trust, and has been attending the Steering Group meetings.

Westburn Woods

"I really liked drawing in the woods and seeing all the different greens of the leaves. It was really peaceful."



With the lockdown easing, activities in Westburn Woods were able to get going again. The popular summer programme included arts, music, and family activities as well as litter picks and conservation tasks. The funding from the National Heritage Lottery Fund also helped with a 5 year management plan for the woods so that we can continue to look after and develop this amazing woodland space.

NEXT STEPS

- ✓ Work with local partners to secure longer term funding to tackle local levels of fuel poverty
- ✓ Work with partners to deliver on the outcomes of the Wester Hailes' Local Place Plan
- ✓ Now that lock down restrictions are lifted, build on success of the return of the Fun Run.
- ✓ Identify future funding for Westburn Woods

VALUE FOR YOUR MONEY

Prospect's strategic aim of **independence** is achieved by good governance, strong financial performance and stronger partnerships with other independent housing organisations.

Paying your rent

This shows what areas each £1 of your rent money was spent on during 2021/22

Investment in properties

25p

Repairs

11p

Original Cost of Property, spread over lifespan

23p

Landscaping & cleaning services costs

4p

Mortgages & loans

5p

Office costs

9p

Staff costs

23p

100.6%

We collected 100.6% of total rent due

No Evictions

No evictions in 2021/22

Anti-social behaviour

During 2021/22, there were **44 cases** of anti-social behaviour reported and 90% were resolved within our target of 32 days.

93% were satisfied with Prospect’s management of their neighbourhood

100% of tenants who moved into a Prospect flat in 2020/21 stayed for over a year

Empty properties

In 2021/22 we let 29 properties, via Edindex.

Average days it took to re-let a property

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

Prospect 2019/20	City of Edinburgh	Places for People	Link	*Dunedin Canmore	Scottish Average
24	76	81	28	19	52

* Highest performing local landlord

Deciding to Downsize

Although fewer people moved out of our flats during the pandemic, we’ve continued to help and support tenants who chose to move to a smaller property. After the kids flee the nest, some are finding they’re living in a property that is too big and costing a lot to pay for heat and rent. We offer support and advice about our downsizing scheme; a £500 grant which can be used in a variety of ways – removal costs, paying off rent arrears or rechargeable repairs.

“It was hard to leave my flat, but nice to know another family will benefit from that space...What I am enjoying most about my new flat is taking a cup of tea out into the garden and sitting in the sun, something I haven’t been able to do for years.”
Diane





Community Housing

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