



Community Housing



Prospect

Performance Report

2022/23



Community Housing



WELCOME

Here are some of the highlights of 2022-23



Welcome to Prospect Community Housing's Performance Report for 2022/23

Back in April 2022, we were emerging from the Covid pandemic and still wearing face masks. But bit by bit, restrictions eased and we were delighted to be able to get back out and about and catch up with residents at the Prospect Pop up events. As the year progressed, the Fun Run returned and we held garden and pet competitions and a week of community clear ups in October. Other areas of success included our involvement in the creation of the first Wester Hailes Place Plan, find out more on page 11.

- We invested in our housing stock, with a total of £650,000 spent during the year on improvements to our properties and £500,000 on repairs and servicing. So, we spent around £1.2m on looking after our properties during the year.
- The development at Clovenstone Gardens (Kingsknowe Golf Course) is now on site. Prospect will be taking 24 out of the 69 properties on this site.
- 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 the provision of items such as slow cookers and curtains to help reduce energy usage. We expect, for obvious reasons, this work to continue over the coming year.

We continue to compare our performance to other **local landlords** and, by using this digital 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.

Brendan Fowler, Director

OUR VISION:

PROVIDING HOMES AND BUILDING COMMUNITIES TOGETHER

OUR VALUES:

PIONEERING RELIABILITY LISTENING FAIRNESS PARTNERSHIP

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 2023 compared with other landlords

Prospect	City of Edinburgh Council*	Places for People	Link	Scottish Average
4%	3%	5.7%	6%	5.1%

Average weekly rent for a 2-bedroom property

Prospect*	City of Edinburgh Council	Places for People	Link	Scottish Average
£91.22	£102.88	£102.11	£95.19	£86.28

*Highest Performing local landlord

Although the rents increased, our 2-bedroom property rents remain lower than other local landlords.

Garden Competition



We loved receiving the photos you sent us for the garden and pet competitions. There are some amazing, creative gardens from tomato plants in stairs, to flowers in welly boots, to our winner, Moira's beautiful garden in Westburn.

Pet Competition



We were also amazed by the range of pets in Prospect homes, there was much debate as to the cutest pet! Well done to our winners Tyler the dog from Barn Park Crescent, Fluffy the cat from Morvenside and Red, Luna and Poppy from Walkers Rigg.

YOUR THOUGHTS ON PROSPECT

Our three yearly tenant satisfaction survey took place in 2022.

Satisfaction with overall service provided by their landlord in 2022/23

Prospect	City of Edinburgh Council	Places for People	Link	*West Granton Co-op	Scottish Average
89%	76%	81%	85%	99%	87%

* Highest performing local landlord

Thank you to the 546 tenants who took part in our tenant satisfaction survey held in 2022. This survey lets us know what is working well and where we can improve. This time round, we found out that:

89% of Prospect tenants were satisfied with the overall service provided

96% were satisfied with the opportunities they are given to participate

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

84% were satisfied with the quality of their home

86% were satisfied with the last repair carried out

86% were satisfied with the Prospect's contribution to the management of the neighbourhood

 **88% thought the rent offered good value for money**

Your feedback on our services:

52

52 complaints received

- We took an average 4 days to respond to initial complaints.

13

13 compliments

- We recorded 13 compliments about Prospect staff, contractors, and services

Now that Covid restrictions were lifted, it was great to meet with tenants and hear feedback at walkabouts and Prospect Pop Up events

Thank you for letting us know what you think

Pop Up Events



HOUSING QUALITY AND MAINTENANCE

	Prospect	City of Edinburgh Council	Places for People	Link	Harbour Homes*	Viewpoint*	Scottish Average
Average hours to complete an emergency repair	2	6	17	3	1	1	4
Average days to complete a non-emergency repair	4	14	17	14	6	3	9

* Highest performing local landlord

One of Prospect’s **strategic objectives** is to invest in our properties and neighbourhoods. This year Prospect invested £1.2m into our housing stock.


Over the past year:

3219 repairs were completed

96% of these repairs were completed first time

99% of our stock meets the Scottish Housing Quality Standard

95%



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 Close (Kingsknowe Golf Course site) Prospect are looking to take 24 out of the 69 properties on this site. These are due for completion in 2025 and will be let via **EdIndex**. 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.

Clovenstone Gardens



Planned improvement programmes

This year we replaced the kitchens, gas boilers and solar panels at 12A Clovenstone Gardens, we also replaced approximately half the gas boilers at Barn Park Crescent. We painted approximately 150 external properties at Morvenside and in Westburn Village. We continued to undertake some common areas flooring replacements and upgraded a number of door entry systems. Our 5 year electrical inspection programme was completed with approximately 100 properties visited and tested to ensure their safety and we undertook our annual property inspections to approximately 70 properties.

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

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 fourth year running, her work resulted in £1m additional income for Prospect tenants during 2022/23.

During the year Fiona was able to resume face to face appointments and home visits and restart the outreach at Clovenstone Community Centre every Wednesday morning. Here are some examples of the sort of situations Fiona can help with.

● **Benefits - Young tenant denied Universal Credit**

A 17 year old tenant without parental support was referred for assistance setting up her gas and electricity accounts. Fiona quickly identified that she had been wrongly refused Universal Credit, arranged an emergency appointment and after negotiation with DWP, Universal Credit was awarded. Fiona then assisted the tenant with setting up her electricity

and gas accounts and keeps in touch to offer her support with any further changes.

● **Fuel Billing and Fuel Debt**

A disabled tenant contacted Fiona for help with fuel billing issues. She was receiving contradictory bills and had substantial arrears with Scottish Power. Fiona identified that she had been paying the wrong supplier for her gas and, after taking the case to the Ombudsman, Scottish Gas agreed to refund the payments and pay compensation. Fiona applied for two grants to bring the arrears down to a manageable level. A new washing machine was also obtained from the Scottish Welfare Fund.

● **Debt**

A tenant contacted Fiona for help with a self-assessment debt to HMRC. He advised that he had successfully appealed against the charge but HMRC was still debiting his bank account. Following Fiona's intervention, HMRC agreed to refund £700. Fiona also cleared up some confusion around deductions from Universal Credit for Council Tax arrears. A benefit check revealed that the tenant was entitled to a Discretionary Housing Payment for his spare room and this was applied for and awarded.

We also continued with the specialised debt service which Linda from CHAI provides to Prospect along with other our ARCHIE partner landlords in Edinburgh (ARCHIE is a group of independent housing associations who work together to provide improved services).



£1.1M

£1.1 million pounds raised for Prospect tenants 2022-23 by the Welfare Rights service

206 tenants helped with benefit advice and support

110 tenants helped with fuel vouchers

88

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

£545K



Over £545k 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**.

Warm And Well

With fuel prices rising sharply, we set up Warm and Well to help tenants with energy support. We were awarded £40,474 from the Social Housing Fuel Support Fund to give tenants help in their homes. SCOREscotland provided an energy advisor who carried out warm home visits to help people with their fuel bills. We offered thermal curtains, duvets, slow cookers, energy savings packs and fuel vouchers. We used funding from EVH to give out warm packs to some of our older tenants. And we used a grant from the CEC Community Grants Fund to run a slow cooker project, working with The Health Agency who provided workshops and recipes.



“

“Through Louise’s visit I learned a lot about saving energy and I also got some things to help me with that.”

“It is so much easier using a slow cooker. We all wanted to eat healthier and to try and save money and we learnt how to do that.”

“Even though we work part-time we’re really struggling, and we don’t normally get any type of help, so thank you!”

”



Scottish Government
Riaghaltas na h-Alba
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Wester Hailes Community Trust

After a busy year of events and meetings, the Local Place Plan was finalised and agreed at the Trust's AGM. 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. The Wester Hailes Plan has 8 themes: Home, Spaces Between Buildings, Coming Together, Health and Wellbeing, Ageing Well, Children and Young People, Lifelong Learning & Working, and Community Empowerment. The Trust's Board met with the Scottish Government Minister for Local Government Empowerment and Planning to share the Place Plan with him and his team. The Trust will now start working on the Place Plan projects along with other local partners. Prospect is a founding member of the Trust.



Wester Hailes Fun Run

After a 3 year gap, it was very exciting to have the Fun Run back! We had a great turnout with people of all ages taking part. Everyone who completed the 5k route received a medal and had a lot of fun running or walking round Wester Hailes. The Fun Run is organised each year by a group of organisations including Prospect, Harmeny Athletics Club, Clovenstone Community Centre, The Health Agency, Edinburgh Lions, SCOREscotland.



NEXT STEPS

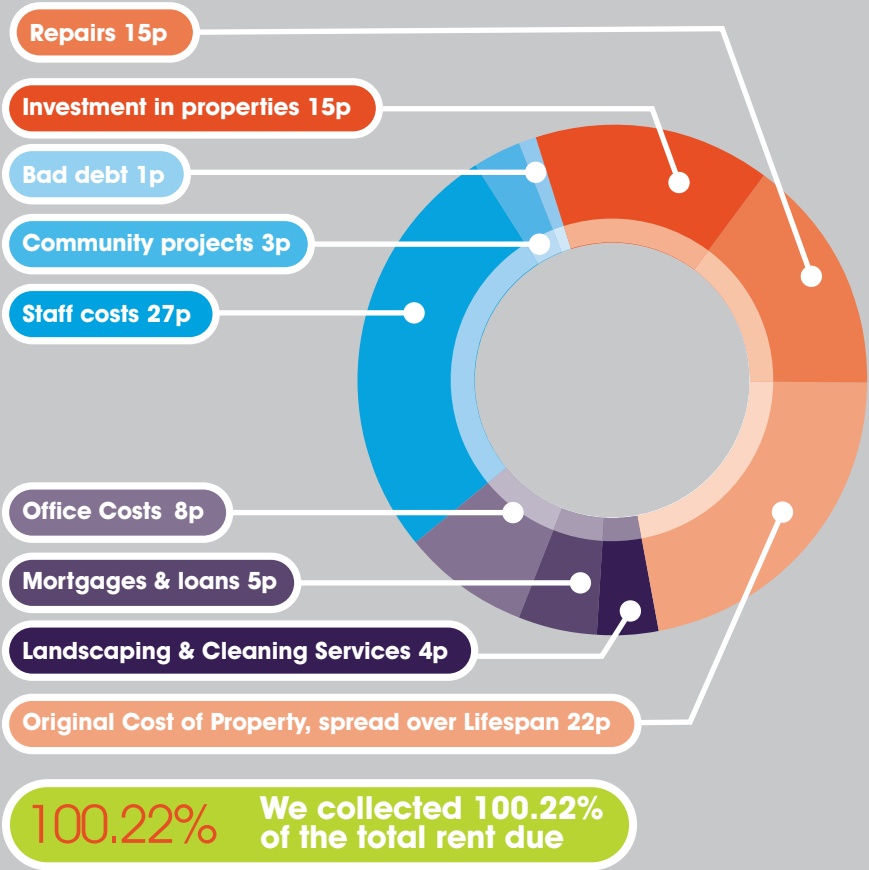
- ✓ Build on the energy support activities to help tenants with advice and support over the next winter.
- ✓ Identify funding to help more people get online and feel confident with their digital skills
- ✓ Work with the Wester Hailes Community Trust and local partners to develop the Local Place Plan projects

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 2022/23



Managing the neighbourhood

- During 2022/23, there were 30 cases of anti-social behaviour reported. There was one eviction for antisocial behaviour in 2022/23.
- 86% were satisfied with Prospect's management of their neighbourhood
- 96% of tenants who moved into a Prospect flat in 2021/22 stayed for over a year

Empty properties

In 2022/23 we let 27 properties, via [Edindex](#).

Average days it took to re-let a property

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

Prospect 2022/23	City of Edinburgh	Places for People	Link	West Granton Housing Co-operative*	Scottish Average
54	108	44	33	15	56

* Highest performing local landlord



Working together to improve the neighbourhood

In October 2022, we joined forces with City of Edinburgh Council, Places for People and Police Scotland to take part in a series of Community Clear Ups around some of our neighbourhoods. These proved popular and successful, so we have built on this for 2023 events.



Community Housing

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