

# Prospect Tenants' Forum

## Report on 2025 outcomes



### 1 Prospect Tenants' Forum

We meet every other month, and new members are always welcome.

We are Ali Ness, Kaddus Miah, Issac Adejumo, Eunice Main, Mike Grant, Robbie Stanley, Margaret Fitzsimmons and Susie Whiteford.

At our first meeting in 2025 we agreed on the purpose and aims of our Forum for 2025:

- Focus on particular topics.
- Opportunity for tenants to scrutinise policies and processes. This was based on the policies which were due for review in 2025 and we were able to influence them. We were also able to choose the topics we wanted to look at.
- Develop an annual summary report for committee.
- Publicise the work the Forum is doing and encourage new members to join. This is particularly important to us, to share the work of Prospect with our neighbours and friends.

This report sums up the work of the Forum during 2025.

### 2 Policies Reviewed

During 2025, we reviewed the following policies at our meetings. The suggestions we made were incorporated into the policy before Prospect's Committee approved them.

- Tenant & Community Participation Strategy (March 2025)
- Welfare Rights plan (May 2025)
- Allocations (August 2025)

### 3 Other ways in which we influenced decision making at Prospect.

As well as influencing policy reviews, we got involved in the following reviews:

- We developed a Terms of Reference and a Code of Conduct for the Prospect Tenants' Forum.
- Tenant Satisfaction Survey and Rent Consultation – we reviewed the questions being asked and discussed the rent consultation approach.
- Prospect Business Plan 2026-29 – we met with the CEO to discuss the Business Plan objectives from a tenants' perspective.

- Annual Performance report on Charter – once again, we discussed and commented on Prospect’s annual performance. We chose landlords for comparison and agreed what should be included in the report.

#### **4 Other activities and topics we were interested in.**

We were interested in the new development at Clovenstone Close. We attended the opening event and would like to hear more about how the new tenants are settling in.

We looked at complaints and compliments trends.

We met a range of staff members and heard more about the work they do.

Some of us attended Edinburgh Tenants Federation meetings which we find informative to raise issues and meet tenants of other landlords. It allows us to compare our experience with other tenants, and we are finding that Prospect is doing a good job compared to other landlords. For example, in terms of length of time to have repairs done, the standard of maintenance, the welfare rights service and support we get to live in our homes. It reminds us that we are grateful to have Prospect as a landlord, particularly for new tenants.

#### **5 Promoting the work of the Forum.**

We have ongoing publicity of the Forum in the newsletter, e-bulletin, and social media. This year we have also attended a number of events to support Prospect, publicise our work and encourage new membership:

- Prospect AGM
- Clovenstone Close opening
- Community Stars Award Ceremony
- Digital skills sessions
- Winter wonderland trail
- Community Clear ups
- Housing Perks
- Energy pop up
- Edinburgh Tenants Federation meetings, AGM, and Award night

#### **6 Why we are members of Prospect’s Tenants’ Forum:**

- To find out what’s going on and see how we can help.
- Learn more about Prospect and tell others.
- We help Prospect staff to get a better understanding of what’s important to us.
- Find out what’s going on and make and keep friends.

- Help restore our community and speak on other people's behalf.
- Enjoy getting together with others, find a community spirit and share stories of life in Wester Hailes now and from the past.
- In terms of performance, assess how Prospect works towards standards compared to other landlords.
- Very keen on the partnership working that Prospect does and appreciate the value of the projects on an individual level and for the wider community.
- We feel like we make a difference and aren't being ignored as tenants.
- It's good that we can see how our input has a positive effect on what Prospect staff are doing and are listening, e.g. policy changes. It feels like what we're doing is beneficial and makes a difference.
- We have a wealth of knowledge and like to share this and give suggestions on areas we can help Prospect improve and be stronger with.
- We want to work together with tenants and Prospect staff to get things done.

20 January 2026