



Prospect

Performance Report

2024-25



New Clovenstone Close flats

“

Brendan Fowler, Director at Prospect, said:

We are delighted to have been able to buy these new flats. There is a massive demand for our properties, and we are aware that people are having to wait a long time for an affordable home in Edinburgh. For those who have been offered one of these properties, the wait is over, and they can now move into their new home.

“

New tenant –

I feel amazing that I have been given this opportunity to have a brand new flat for myself and my son. I can't wait to wake up to the most beautiful view!

“

New tenant –

We can't wait to get in, it's overwhelming but super exciting for us!

Welcome



Welcome to Prospect Community Housing's Performance Report for 2024-25

Here are some of the highlights from 2024-25

- We invested in our housing stock, with a total of £1.7 million spent during the year on improvements to our properties and £539,000 on repairs and servicing. So, we spent around £2.2 million on looking after our properties during the year which is 66% more than the previous year.
- We continued a major investment programme replacing windows and doors in our properties. We have now completed the upgrades at Westburn and Morvenside and are now moving onto Walkers. Tenants have highlighted this as a priority in recent surveys, and it also helps improve the energy efficiency of our properties.
- We completed 15 properties at our Clovenstone Close development back in March. We took handover of 17 more properties at the end of August, and 14 more are due at the end of September. This means we currently own 46 properties in this development.
- We have continued 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 air fryers and curtains to help reduce energy usage.
- Our Community Clear Ups won a national award last year - the Chartered Institute of Housing Scotland Award for Excellence in Customer Service. This recognises the great work that has gone into these clear ups. .

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.

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

OUR VISION:

PROVIDING
HOMES AND
BUILDING
COMMUNITIES
TOGETHER

OUR VALUES:

PIONEERING
RELIABILITY
LISTENING
FAIRNESS
PARTNERSHIP

Prospect's Profile



Our Properties...

One of our Business Plan strategic objectives is to have affordable rents.

940

We rent out 940 good quality homes in attractive, safe environments in West Edinburgh.

Here's how our average weekly rent increase for 2024-25 compared with other landlords

Prospect*	City of Edinburgh Council	Places for People*	Link	Home in Scotland*	Scottish Average
2.7%	7%	2.7%	5.5%	2.7%	4.7%

*Highest performing local landlord

Average weekly rent for a 2-bedroom property

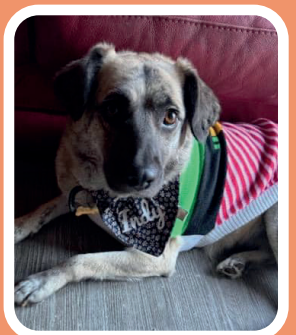
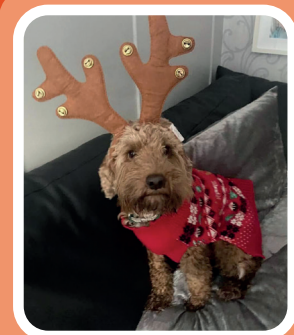
Prospect*	City of Edinburgh Council	Places for People	Link	Scottish Average
£101.45	£112.89	£115.86	£108.89	£97.59

*Highest performing local landlord

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

Art and Pet Photo Competitions

We had great responses to our competitions during the year:



Your Thoughts on Prospect

Our three yearly tenant satisfaction survey took place in 2022.

Satisfaction with overall service provided by their landlord in 2024-25

Prospect	City of Edinburgh Council	Places for People	Link	*West Granton Co-op	Scottish Average
89%	67%	70%	85%	97%	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%

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

96%

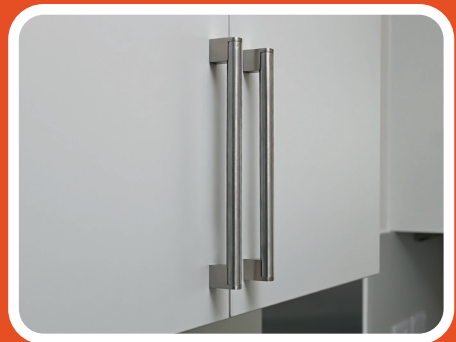
96% were satisfied with the opportunities they are given to participate

96%

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

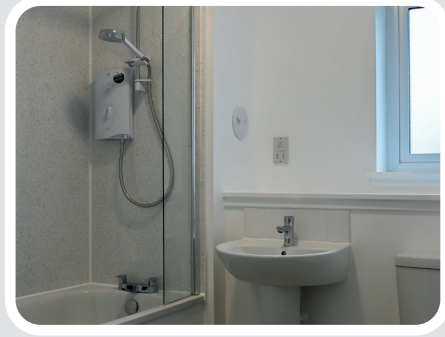
84%

84% were satisfied with the quality of their home



86%

86% were satisfied with the last repair carried out



88%

88% thought the rent offered good value for money



86%

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

Our next tenant satisfaction survey took place in summer 2025.

Your feedback on our services:

86

86 complaints received. We took an average 1.5 days to respond to initial complaints.



19

We recorded 19 compliments about Prospect staff, contractors, and services



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	5	32	3	2	1	4
Average days to complete a non-emergency repair	2	12	25	10	9	4	9

* Highest performing local landlord

Prospect highest performing again - Repairs are done in 2 days

One of Prospect's **strategic objectives** is to invest in our properties and neighbourhoods. This year Prospect invested £2.2m into our housing stock. Over the past year:

2482 repairs were completed



100% 100% of gas safety checks were carried out on time

98% 98% of Prospect tenants who have had repairs or maintenance carried out in the last 12 months were satisfied with the repairs and maintenance service.

96% 96% of these repairs were completed first time



Building more homes

One of Prospect's **strategic objectives** is to build new homes. We were delighted to take ownership of 46 flats at Clovenstone Close.



Investing in our properties

Here is a summary of the work we completed 24/25:

181

181 properties received new windows

4

4 gas boilers installed

100

100 electrical installations checked

97

97 properties painted

53

53 Adaptations in 36 different properties

12

12 new showers installed

4

4 level access bathrooms upgraded/replaced

7

7 new door entries

Next Steps

- Continue with the windows and door replacement programme at Walkers
- Agree a plan to further improve the energy efficiency of Prospect's properties once Scottish Government guidance is finalised
- Explore other opportunities to build more homes

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. Her work resulted in more than £1.4m additional income for Prospect tenants during 2024-25.

Here are some examples of the sort of situations Fiona can help with.

● **Benefits and fuel billing issues**

An older tenant contacted Fiona for help with fuel billing after she moved into a Prospect property and her fuel supplier failed to set up her accounts properly. She had received numerous gas and electric bills, all for different amounts and with different account numbers. This was very distressing for her as she had asked for prepayment meters and had not expected to be bombarded with contradictory payment demands. Fiona assisted the tenant to with a complaint. The fuel supplier was ordered to pay

£200 in compensation and set up pre-pay accounts for the tenant. Fiona also helped with some Housing Benefit issues and made a successful claim for Pension Credit including child additions for her grandson for whom she is a Kinship Carer.

● **Help with Transferring to Universal Credit**

A working age couple on Income Support contacted Fiona for help as they had received letters advising them to transfer to Universal Credit. Fiona explained which of their current benefits would end and which would be unaffected. Fiona also explained that they would receive Transitional Protection from the DWP to ensure that income did not drop as a result of the transfer. The tenants were assisted with joint claims for Universal Credit and subsequently with registration for a Work Capability Assessment. Fiona explained how Universal Credit works and how to use the online journal which was reassuring for them. A benefit check identified that one member of the couple could be entitled to Adult Disability Payment and a successful claim was submitted. Fiona also provided advice about Carer Support Payment and continues to assist the couple with managing their Universal Credit claim.

We also continued with the specialised debt service which CHAI provides to Prospect along with other our ARCHIE partner landlords in Edinburgh.

£1.4m

£1.4 million pounds raised for Prospect tenants 2024-25 by the service

87

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

208

208 tenants helped with benefit advice and support

35

35 tenants helped with fuel vouchers

439k

Over £439k awarded in disability benefits

Energy Advice

As well as the great energy advice and support Fiona offers, we were able to make referrals to an Energy ARCHIE partnership project (ARCHIE is a group of independent housing associations who work together to provide improved services).

We held another Energy Pop Up session with Fiona and Archie Energy Advisor, Katie Donald, along with boiler advice from our gas contractor, Saltire.



Next Steps



Continue to work with charities and funding groups so that we can support our tenants in future with 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.

Link Up

Link Up helps Prospect tenants to get online, sometimes for the first time. They learn at their own pace, gaining skills and confidence. This year the project was given some funding to help it focus more on connecting people to digital health and care services. WHALE provided the digital skills support through their Digital Inclusion Lead, and we also worked with The Health Agency and the GP Practice to promote the project.

Link Up has been funded through SCVO's Digital Pioneers Progression Fund as part of the Scottish Government's Digital Inclusion Programme.

Wester Hailes Community Trust

With energy prices still being high for many tenants, we offered door curtains/rails, air fryers and duvets to help with energy support. The air fryers were very popular. We held a cooking demonstration at the office for people who hadn't used one before, and for everyone to share recipes. A generous donation from BCA Insulation meant we were also able to deliver warm packs to 20 tenants.



It's definitely helpful. It's nice to learn new skills



Getting online has helped my wellbeing, I feel less stressed.

Air Fryers Course

An air fryer is a great way to cook, and it saves on energy bills too. We worked with The Health Agency who ran a set of cooking sessions for tenants to show that an air fryer can be used to cook a wide variety of healthy recipes. Everyone who took part received an air fryer and a starter pack. As well as enjoying learning new recipes, participants really valued being part of a friendly group



The Air Fryer project was partly funded by the City of Edinburgh Council's Community Grants Fund.



I'm cooking everything in it now!



it was a very welcoming group to attend



I am not a confident cook but this course has taught me how to make simple, quick and tasty recipes

Next Steps

- Ensure the digital skills project Link Up is able to continue next year.
- Identify potential funding for a housing support project for new tenants
- Find a solution for the Sentinel Archive to make all the material fully accessible online
- Work with the Wester Hailes Community Trust on taking Place Plan projects forward

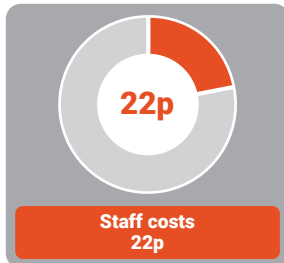
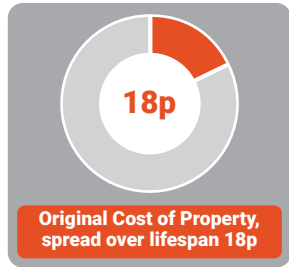
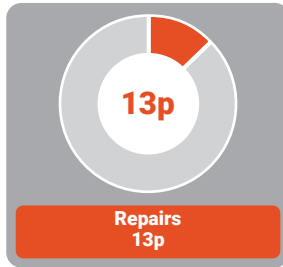
Value for your money

6

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 2024-25



Working together to improve the neighbourhood

7

Community Clear Ups

Our neighbourhood improvement approach is for Prospect staff to work with tenants on ways to improve our local neighbourhoods. Once again, we worked with tenants to clear up the neighbourhoods on our clear ups.

We were recognised for this initiative with the Chartered Institute of Housing award for Excellence in Customer Service for our Community Clear Ups



37

During 2024-25, there were 37 cases of anti-social behaviour reported. There were no evictions for anti-social behaviour in 2024-25

4

4 households were evicted for not paying their rent during 2024-25

1

1 property was abandoned during the year

86%

86% were satisfied with Prospect's management of their neighbourhood

90%

90% of tenants who moved into a Prospect home in 2023-24 stayed for over a year

Empty properties

In 2024-25 we let 44 properties, via [Edindex](#)

Average days it took to re-let a property

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

Prospect 2024-25	City of Edinburgh	Places for People	Link	Muirhouse *	Scottish Average
24	174	51	32	13	61

* Highest performing local landlord



Community Housing

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