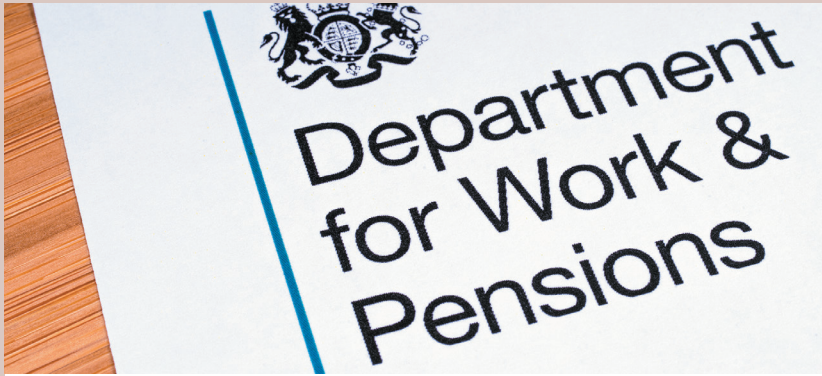


# Prospectus

News From  
Prospect  
Community  
Housing

INSIDE: PAGE 3 > OVER 66 – ARE YOU ENTITLED TO MORE MONEY? **AUTUMN EDITION**



## Changing Benefit to Universal Credit

If you get a letter from the DWP telling you to transfer to Universal Credit, please do not ignore it, you may miss the deadline.

It's also important to make your UC claim at the right time in the month and to get your existing benefits checked before you transfer.

Here are some useful tips and points to consider when you are moving to Universal Credit.

- The housing element of Universal Credit is designed to cover some or all your rent and any service charges for your property. This is called your **"Housing Costs"**.
- Your first payment of Housing Costs will be paid to you directly by Universal Credit, you will need to then pay this to your rent account.
- After this first payment you can request that payments are made directly to Prospect.
- You will not receive your first payment for up to 5 weeks ! This means that you will have to cover the rent during this time or your rent account will go into arrears. You can make payment yourself or you can apply to Universal Credit for an advance to cover your housing costs.
- Your rent is charged on the 1st of every month, the date you receive your Universal Credit can be any date in the month so you need to tell us what date you receive your payments and the date you will be paying your rent.

\* If you would like advice on this or on how to complete your claim, please contact your Housing Officer or Fiona, our Welfare Rights Officer.

## Morvenside Planter



The Morvenside planter was looking a bit worse for wear, so we repaired it and recently some members of the Housing Management team planted it up with some new shrubs and flowers!

\* If you're able and interested in helping keep the weeds at bay, please do get in touch.

## Window suppliers Sidey support local initiative

Sidey have been fitting new windows and doors in some of our Morvenside and Westburn Middlefield homes this year.

They generously asked us if there was a local charity they could donate to, and we recommended **SCOREscotland's** Community Fridge!

The Community Fridge is open on Monday mornings at Whale Arts and Thursdays at St Nicholas Church at Sighthill, everyone is welcome to pop in and collect some healthy, fresh food and reduce food waste.



- **Tel:** 0131 458 5480
- **Email:** [enquiries@prospectch.org.uk](mailto:enquiries@prospectch.org.uk)
- **Text:** 07860 047548

Prospect Community Housing  
6 Westburn Avenue  
Wester Hailes  
Edinburgh  
EH14 2TH

Prospect Community Housing is a registered charity. No. SC029797

Find us on Social Media  





## Are you affected by DOMESTIC ABUSE?

**Domestic abuse is a pattern of controlling, coercive, threatening, degrading and/or violent behaviour, including sexual violence, by a partner or ex-partner.**

Domestic abuse is overwhelmingly experienced by women and perpetrated by men. It doesn't matter how old someone is, what race or ethnicity they are, what class they are, whether or not they are disabled, or whether they have children – anyone can be a victim of abuse.

Often when people think of domestic abuse they think of physical violence, but domestic abuse is very often so much more than that. For many women who live with domestic abuse there will be no scars, bruises or broken bones, but for some it can take their life. No one kind of abuse is more serious than any other.

Controlling and coercive behaviour was criminalised by the Domestic Abuse (Scotland) Act 2018 and the legislation came into force on 1st April 2019. It is a course of conduct offence, where ongoing harmful and abusive actions in a relationship, which in isolation might not seem as serious, are examined together – this is about behaviour over time.

Help is available –

- Visit this website for more information and take a quiz to see if you are affected by domestic abuse - <https://womensaid.scot/information-support/>
- Contact the Scottish Domestic Abuse Helpline, which runs 24/7 x 365 days, and is a phone line, web chat and email service. Phone **0800 027 1234** or visit [www.sdafmh.org.uk](http://www.sdafmh.org.uk) for more information.

[www.sdafmh.org.uk](http://www.sdafmh.org.uk)

Phone **0800 027 1234**

**\* If you want to contact us, we're here to listen; phone us, email us or text us and we can offer you advice and support on your tenancy rights and staying safe in your home.**



## Is it really an emergency or can it wait?

**If you request an emergency repair during the evening or at the weekend, and you or a member of the household has caused the issue, you may be recharged the cost of the call out.**

This can be as much as around £180-£200. So, if you have one of the following issues at home, think about whether you can wait until the office opens again before contacting us:

- Blocked toilets, sinks or drains,
- Lights not working,
- A minor leak which could be contained.

### Top Tips

- ✓ Remember to check if you have credit in the gas or electric meter before calling if you have no hot water or a heating issue,
- ✓ Try resetting the fuse board by resetting the trip switch on your electric meter if the power goes out,
- ✓ If your boiler isn't working due to no gas, you'll need to contact your gas supplier.



### Pick up after your dog

**\* Please help to keep our areas clean and tidy by picking up after your dog. Do pop into the Prospect office and pick up some free bags.**

If you are a dog owner, it is your responsibility to clean up after your dog, in a shared garden or in public grass areas. Please think of your neighbours, local children and Prospect staff and contractors who are cutting the grass.

### Dealing with rats

**We understand seeing rats in or near your home can be very distressing.**

We can help by filling in holes in your home that rats might use to get in. If you see holes in your home, let us know. We can also help find holes you might have missed. Contact us if you see rats in or near your home. We can give further advice and ask our pest control contractor to treat communal areas. Rats are persistent so preventative action also helps. The best way to deter rats is to make sure they can't get food, water or shelter, in your home and garden. We have some tips and guidance from pest control experts on our [website](#).



## ARE YOU ENTITLED TO MORE MONEY?



### Are you aged over 66?

\* Have you had a check to see what benefits you might be entitled to? Many pensioners are entitled to **Pension Credit or Housing Benefit** even if they are receiving a state pension. Research has shown that Pension Credit is one of the most underclaimed benefits in the UK. Perhaps you could be claiming? For more information call **Fiona** at Prospect **07908 951297** or email [fiona.mcluckie@prospectch.org.uk](mailto:fiona.mcluckie@prospectch.org.uk) (you can also contact via text or WhatsApp).



#### ● Are you or a member of your family disabled?

You may be able to claim disability benefits – Adult Disability Payment (ADP) 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.

#### ● 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.

#### ● Could you use some extra money to help cover the cost of living or cover fuel bills?

There are several charities who provide grants to help with fuel bills, household items or living costs for Edinburgh residents who are in need. Contact Fiona on the above number 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.

#### ● Remember to attend your appointment

Please remember to attend appointments with Fiona. If you don't attend or cancel appointments, you might lose the chance to receive her advice and support. We can offer a phone appointment or a home visit if that is better for you.



## Saving money on your energy bills

Here's some top tips on how to make sure you're make the best use of your heating system and save money on bills:

- 1 Set the thermostat in the hall to about 21°. This should be warm enough for your home, but if you live in a flat on an upper level, a lower level might be fine for you.
- 2 Reduce the flow temperature of the boiler to 50-55°. Watch the short film on our Facebook page on how to do this.
- 3 Reduce the water temperature thermostat to 40-45°.

\* Please get in touch if you need help to do this.

## Energy Advice

### Service



- Struggling with energy debt?
- Or prepayment topping up?
- Have a complaint?
- Fixed tariff ending?
- Large direct debit increase?
- Want energy advice?
- Need help with the Warm Home Discount?
- Received Warrant of Entry letter

\* Please get in touch if you need help with any of these issues and we can refer you for help.

## Bulk Waste Uplift

\* City of Edinburgh Council offer a bulk waste uplift service that can be booked online. The charge is £5 per item for a maximum of 5 items. But if you or a member of your household receives Council Tax reduction, this service is free. Please note that this doesn't include people who receive other Council Tax discounts and exemptions, such as single occupancy discount. You will need your Council Tax reduction number if you are wanting to book a free uplift.



## OUR VISION:

PROVIDING HOMES AND BUILDING COMMUNITIES TOGETHER

## OUR VALUES:

PIONEERING  
RELIABILITY  
LISTENING  
FAIRNESS  
PARTNERSHIP

## Catch up with Prospect

Come along to meet with Housing and Property staff to look at any issues and answer your questions



STREET	DATE	TIME
Walkers	Wednesday 6 November	2.30pm - 3.30pm
Barn Park Crescent	Thursday 7 November	2.30pm - 4pm
Dumbeg Park	Thursday 7 November	2.30pm - 4pm
Morvenside Close	Thursday 7 November	2.30pm - 4pm
Clovenstone Park, Drive and Gardens (starting at No.12 Clovenstone Park)	Wednesday 13 November	11am - 12.30pm
Westburn Village & Morvenside (starting at Prospect's office)	Monday 18 November	10am-11.30am

## Annual General Meeting 2024

We were delighted to welcome our members to Prospect's 35th Annual General Meeting on 10 September 2024.

Our Chair, Naomi MacKenzie, updated members on Prospect's activities in 2023-24 before the annual accounts were approved. Members were updated on the work Prospect has been doing to improve neighbourhoods before the highly anticipated raffle! It was great to catch up with everyone afterwards over a bite to eat and a drink. If you'd like to become a member of Prospect, please let us know.



## Prospect's

## Performance Report

Every year we assess our performance against previous years and other local landlords. We publish the report on our website and are sending it out via email, our Digi Mag, Facebook and Instagram. If you would like a paper copy, please contact us.



## Tenants' Forum Update

The Forum met again on 3rd September and heard from Prospect's Property Services Manager, on the organisation's approach to asset management and repairs and discussed these issues.

The Forum also helped shape the annual Prospect Performance Report and discussed Prospect's performance compared to other local landlords.

The Forum will next meet on Tuesday 22 October 2024 at 4.30pm when they will be discussing our partnership working with Prospect's Community Projects Officer, Caroline Richards.

Prospect Tenants' Forum is open to all tenants, everyone is welcome, we would love to hear from as wide a range of views as possible. We offer transport for those who need it as well as plenty of food and a friendly welcome!



## Keep Prospect updated on who lives in your home

With this newsletter we've included a form to update the information we hold on who is living with you.

Please remember to complete and return it to us, either on the paper form or via the text survey. This is important for you to be able to benefit from all your tenancy rights. Alternatively, access the form with your smart phone via this QR code:



Scan to see more

## You spoke, we listened!

Following a request made at a Tenants' Forum meeting, communications now sent out to relevant tenants regarding repairs carried out in communal areas.

So, you know what is happening about door entry repair for example. The feedback we had was that "this is so much better". Let us know if we can make improvements to our service and we'll see what we can do.



"this is so much better"