

Prospect Tenants' Forum

Report on 2024 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, Rosemary Okoli, Margaret Fitzsimmons, Susie Whiteford and Sumaira Mirza. It's been great to welcome Robbie and Kaddus, our new Forum members who joined after becoming Prospect members at the start of the year.

At our first meeting in 2024 we agreed on the purpose and aims of our Forum for 2024:

- Focus on particular topics.
- Opportunity for tenants to scrutinise policies and processes.
- Opportunity for tenants to influence the decision-making process.
- Opportunity for the Forum to choose the topics they want to look at.
- Develop an annual summary report for committee.
- Publicise the work the Forum is doing and encourage new members to join.

This report sums up the work of the Forum during 2024.

2 Policies Reviewed

During 2024, we reviewed the following policies at our meetings. The suggestions we made were incorporated into the policy before Prospect's Committee approved them.

- Rent arrears (March 2024)
- Estate Management (March 2024)
- Complaints (May 2024)
- Antisocial Behaviour (July 2024)

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

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

- Tenants' Performance update – we developed this quarterly report which is shared with tenants. We agreed on the indicators it includes and the format and style of the report. This meets the Scottish Housing Regulator's Requirements.
- 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.

- We met with a number of Prospect staff (Brendan Fowler, Neil Munro, and Caroline Richards) and discussed projects they were working on.

4 Other activities and topics we were interested in.

We were keen to hear more about the work of the Edinburgh Tenants Federation (ETF) this year. Shona Agnew joined us at our July meeting and explained their role and activities. Following this, a couple of us have been to a few ETF meetings and we were shortlisted for Edinburgh Tenants Group of the year at their AGM in November. Whilst we didn't win, we enjoyed the event and won the quiz!

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
- Community Clear ups
- 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.

30 January 2025