

## IT'S A MEMORY THING!

**THERE** are lots of ways to share a memory and over the last few months here at Prospect we've been putting information and stories about Wester Hailes on the *From There To Here* blog and Facebook page. Many of you have added your comments and stories about the photographs on Facebook.

Those of you following these sites will know we've got involved in an innovative project that uses the latest technology to instantly share memories. *Tales of Things* helps you link any object directly to a video memory or a story describing more about its history. The link can be put in a tag, a new type of bar code called a QR code. If you have a smart phone you can scan the QR code and call up the information instantly on your phone. Not everyone has a smart phone but if you have internet access you can still join in by going to the *Tales Of Things* website to see the stories there.



The best way to know more about how it works is to use the site, so we've created a tag for the office that links to information about what was here before the office was built. If you've got a smart phone i.e. an iPhone or an Android and want to try scanning the code we've printed here, you can download a FREE app that lets you scan the code. For iPhones go to the App Store, for Androids go to the Android Market, and then search for *Tales of Things*. If you haven't got a smart phone, you can still use the site to see the Prospect Office Tale by going to [www.talesofthings.com](http://www.talesofthings.com) and typing in "Wester Hailes" into the search box.

If you think there's more that could be added to the information, you can add your own memories and stories of



what was there before the office was built! There will be other opportunities over the next year to get involved in recording your stories for *Tales Of Things* and in learning more about digital technology. If you would like to get more involved with this project or you have any questions about the Prospect Office Story, please contact Caroline on **0131 272 5025**.



**PROSPECT** recently achieved Bronze status in Scotland's Healthy Working Lives scheme. The award programme supports employers and employees to develop health promotion and safety themes in the workplace in a practical, logical way that's beneficial to all. It helps employers and employees come together to create a much healthier and more motivated workforce.

All Prospect staff were surveyed and came up with a range of ideas to make our workplace healthier including smoking cessation classes, health checks and fruit bowls at work.

The Health and Safety group are now working towards achieving silver.



# ANNUAL PERFORMAN

## Introduction

**THIS** report highlights how well we performed in the year to 31 March 2011. It aims to give a snapshot of the years work and will let you see some of the things we've been doing well and the things we should be doing better.

If you would like further details or you have comments you would like to make please do get in touch with Brendan Fowler.



## How many properties do we have?

**AT THE** 31 March 2011, Prospect had these homes and charged the following average monthly rents:

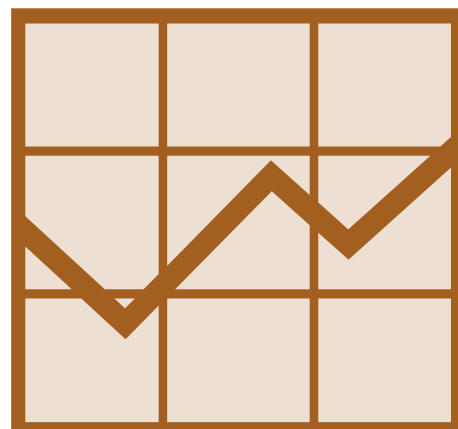
Number Of Homes	Size/Type	Average Rent
204	1 Bedroom	£240.63
279	2 Bedroom	£272.57
322	3 Bedroom	£319.71
80	4+ Bedroom	£376.61
12	Shared Ownership	-
897	Total	-



## What is the demand for our properties?

**SINCE** April 2008 we have been advertising our available properties and inviting applicants to bid for any vacancies that they are interested in. The table below sets out the average number of bids received for our properties over the past year. It shows that there is a very high level of demand for our properties, with an average of 101 bids being received for each vacancy.

Number of bedrooms	1	2	3	4	All
Number of properties advertised	18	24	8	5	55
Average number of bids received	82.6	135	93.4	38	101.2





# CE REVIEW 2010-2011

## Money lost

**RENT** is our main source of income and we use rent to pay for the repair and management of your homes. We always try to minimise the amount of rental income that is lost.



## Time to re-let homes

**THE** average time it took us to re-let empty properties during the past year was 19 days. This is a significant improvement compared to 23 days and 21 days for the previous two years. The table below shows the percentage of properties let within zero to two weeks, two to four weeks and over four weeks.

Banding	2009/2010	2010/2011
Less than 2 weeks	33%	39%
2-4 weeks	39%	37%
More than 4 weeks	28%	24%

## Rent arrears owed

**AT** the year end we were owed almost £127,000 by current tenants which accounted for 3.65% of our annual rent income. This is a reduction compared to last year's figure of 3.9%.

## Repairs Performance

**DURING** the year we carried out the following repair works and achieved the following standards:

Category	Number of jobs	Targets met
Emergency (6 hours)	255	100%
Urgent (3 days)	982	96.3%
Routine (10 days)	2038	95%
Total	3275	

We continue to complete a very high proportion of all jobs within our target completion timescales. We will continue to work hard over the coming year to improve this high level of performance.



## Formal Complaints

**LAST** year we dealt with nine formal complaints. Two of these complaints were not upheld as after investigation, the original decision taken was shown to be the correct one. In the seven other cases the original decision was overturned and we identified areas where we could have improved our performance.



## Ethnic Monitoring

The following figures show the ethnic origin of tenants:

Ethnic Origin	Existing Tenants	New Tenants
Asian	1.7%	5.5%
Black	6.3%	4.2%
Mixed	0.2%	2.8%
White	79.2%	86.1%
Other	1.6%	1.4%
Unknown	11%	0%



## JOIN THE RE-UNION CREW

**AFTER** its great success last year, Prospect is continuing to support an exciting project offering volunteering placements for our tenants on a canal boat. Partly funded by Scottish Government Wider Role, the project is being run by Re-union Canal Boats which owns a 60ft widebeam barge that is used for a variety of activities including a floating youth cafe, school trips, and training days. Re-union work with a range of volunteers providing training, support and real skills through a range of activities using the Union Canal. Those taking part in this project will be able to become crew members assisting with the boat. You can

- ✦ Learn how to be a crew member
- ✦ Get involved in maintaining the boat and keeping it running
- ✦ Complete accredited training
- ✦ Learn new skills including first aid
- ✦ Take part in trips and events
- ✦ Meet other people like yourself – and people not like yourself

Places are limited so if you would like to be part of this project, please call Sam at Re-union on **08453 457448**

## ACT NOW POLICE EVENT

**A NUMBER** of Prospect staff recently attended a police run event called Act Now. This programme puts participants in the role of police officers who are trying to prevent a terrorist attack. Various pieces of information are presented throughout the session, and you have to decide what action you would take. All the staff who participated found the session extremely helpful to help us understand how and why police make their decisions, based on the limited information that is often available.

We are considering working with the police to put on this event for tenants of Prospect. The session will last for about three hours and refreshments will be provided. There will not be a charge for attending.

If you would be interested in attending this please contact Brendan Fowler on **0131 272 5018**.

## NEED A SMALLER PROPERTY?

**HAVE YOUR BIRDS FLOWN THE NEST?** Are you struggling to cope in a property that is too big for your families needs now? Well Prospect is keen to hear from you and can offer advice and support in downsizing your home.

Take our tenant Ms Borthwick for example. She was living in a 4-bedroom 3-storey house for 17 years whilst she had a young family. In recent times her children have moved out and she was struggling to heat and clean the house that was now too big for her. She approached Prospect for help and we were able to transfer her into a smaller property as well as doing some adaptations so it is now suitable for her health needs. On completing her move in May this year Ms Borthwick said “the thought of moving was very daunting and I was sad to leave my family home. Prospect helped me in lots of ways like filling in forms for a Community Care grant to help with the cost of moving and doing adaptations around the new flat so I can manage better.” This move freed up a 4 bedroom property that can be used for a family that need a larger property.

If you would like to discuss the possibility of downsizing please contact Gillian Scougall on **0131 458 5480**.

## Floor plans?

**AN INCREASING NUMBER OF TENANTS** are putting down laminate flooring, often without permission.

If you wish to lay laminate flooring in your property, you must have written permission from Prospect to do so. In order to obtain this, you should make a written application to the Property Services department giving exact details of what you propose to do.

If you have laminate flooring in your property (with or without permission) you need to be aware of the following:

- ✦ Maintenance work in your property sometimes requires the flooring to be lifted – Prospect are not responsible for any damage to the laminate flooring if it is lifted by us
- ✦ If you live in a flat above ground floor level, laminate flooring can result in increased noise levels for those living below you. To minimise this, good quality flooring with cushioning should be used

If you require any further information concerning this then please our Property Services department.

