



Caring, Committed, Connected, Creative

*Welcome to*  
Riverside House

Eildon's Supported Housing Development

**Riverside House**  
Peebles



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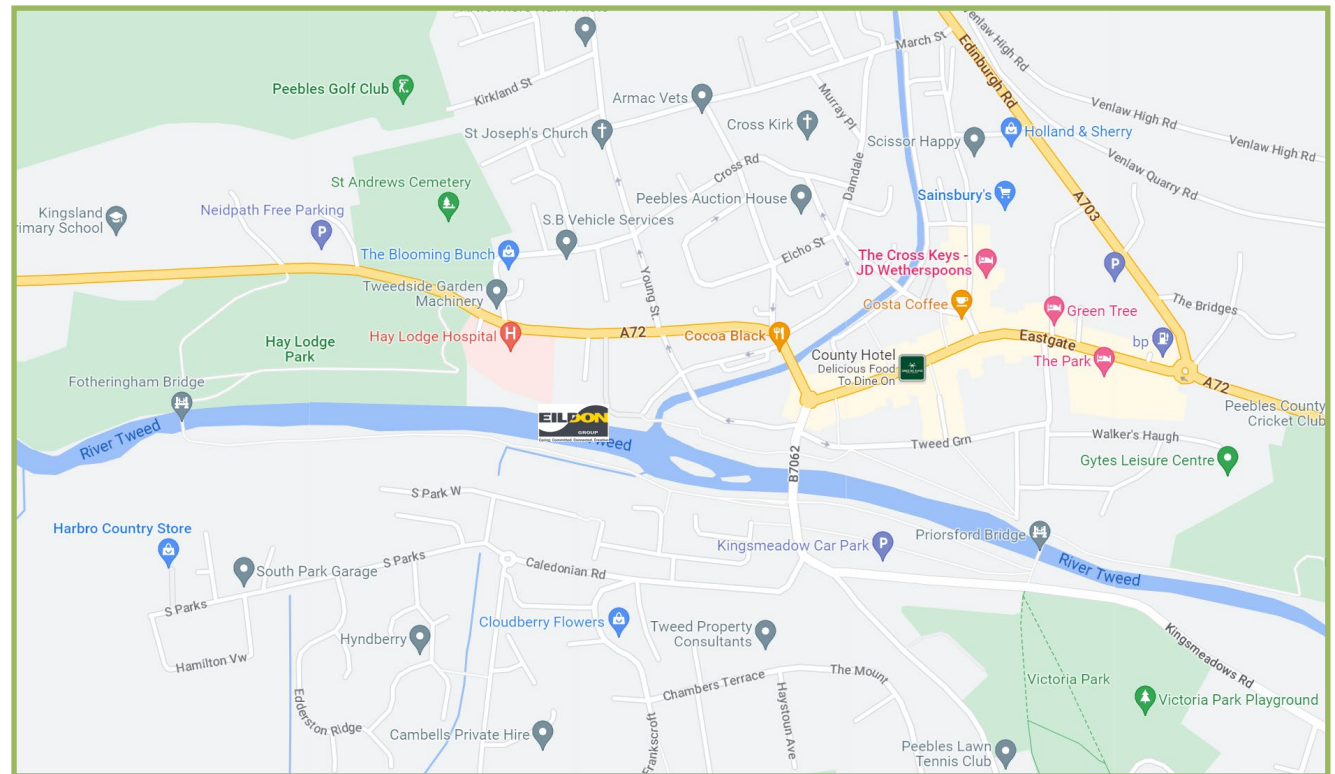
We are delighted to share information about Riverside House, Eildon's Sheltered Housing development in Peebles.

## *Peebles:*

The town centre is around a 5 minute walk with regular bus connections to Edinburgh. The town offers a range of amenities including a theatre, restaurants, hotels, pubs and a range of shops. There are two supermarkets in the town, one just a few short steps away. There is a health centre within the local Haylodge Cottage hospital, with the larger Borders General Hospital situated near Melrose which is around 23 miles away.

Just outside the town, the spectacular Dawyck Botanic Gardens and Kailzie Gardens are popular attractions, as is Glentress Forest, making Peebles is ideal for walking, cycling and other activities, including tennis, rugby, football and bowling clubs.

Overall, it offers a fabulous range of amenities to tenants living in Riverside House.



## What is Supported Housing?

Supported Housing provides high quality and accessible accommodation within a safe and secure setting. Our dedicated staff team provide a service tailored to your needs.

The housing support is offered by our on-site staff. We cover a wide range of services to help you maintain your independence, meet your responsibilities and assist you to enjoy a high quality of life.

The support includes regular visits to establish general health and wellbeing as well as advising and signposting on availability of more specialised and non-specialised support. We also help you in engaging with individuals, professionals and other bodies with an interest in your welfare.

Our supported housing developments have a communal lounge for you to use and we also run regular social events.

We have fabulous well maintained gardens where you can socialise and potter in. And in all our supported housing developments, pets are welcome to live there too!



## *At Riverside House:*

**Old Town, Peebles, EH45 8JD**

There are 32 one-bedroom and 1 two-bedroom self-contained flats over four floors, with a lift providing access to the upper floors.

All flats have gas central heating.

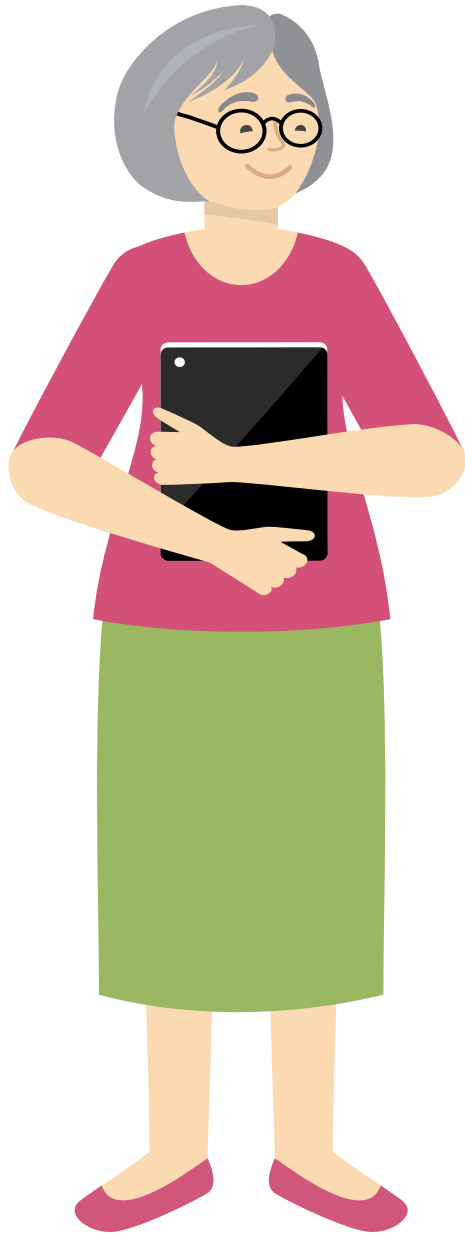
Riverside House has a warm, friendly atmosphere which provides a secure setting for older people who want to live independently in the community, with the reassurance and support from on site housing support staff.

Our onsite team provide a Housing Support service from 9am until 5pm, Monday - Friday and 9am until 12noon over the weekend.





*At Riverside House cont.*



## *How to apply:*

You or your representatives can access more information on Riverside House from our website, [www.eildon.org.uk](http://www.eildon.org.uk).

To apply for Riverside House then please visit [www.eildonhomes.org.uk](http://www.eildonhomes.org.uk) and complete our online registration form.

You can also receive assistance to complete the form if this is easier by contacting [allocations@eildon.org.uk](mailto:allocations@eildon.org.uk).

When completing the online registration form you will be given an opportunity to let us know about your current housing situation and why you would benefit from a move to our supported housing development. This may include letting us know about any health conditions you have which impact on your ability to manage in your current home.

We have collated some Frequently Asked Questions and our replies, which we hope you find helpful.

Question	Answer
<b>Is the service only for older adults?</b>	<p>Yes, this service is predominately for adults over 60, however applications from those under 60 will be considered and may be accepted in certain circumstances . If you apply as a couple, at least one of you must be over 60 years of age.</p> <p>Riverside House has a warm, friendly atmosphere, and provides a secure setting for older people who want to live independently in the community, with the reassurance and help from on site housing support staff during the day as required.</p>
<b>How do I know if I'm eligible?</b>	<p>Riverside House is suitable for older people who would benefit from the housing support provided by staff on site during the daytime, and the alarm system connected to a 24-hour alarm centre.</p>
<b>What about support throughout the night?</b>	<p>If you are assessed by Scottish Borders Council as requiring support overnight, this will be provided by external support services.</p> <p>All flats are fitted with an alarm system which is connected to a 24hr alarm centre overnight for emergency response e.g. medical emergency/fire alert.</p>
<b>What features are there within the flats</b>	<p>All flats have level access shower rooms, fitted kitchen units with space for a free-standing fridge freezer and cooker.</p>



<p><b>Can I view a flat before I make my mind up?</b></p>	<p>Yes, you will need to view the property before you formally accept the offer of a tenancy at Riverside House. A viewing of the flat and development will be arranged when you are offered a provisional allocation and when it is safe for you to do so.</p>
<p><b>What about gardens and the outside space?</b></p>	<p>There is a communal garden space to the back of the building with patio overlooking the river with seating for tenants to enjoy panoramic views, there are also raised beds forming part of the shared garden to the side of the building.</p> <p>Riverside House is situated near to Haylodge Park which has accessible pathways for walker to enjoy.</p>
<p><b>What else does Riverside House offer?</b></p>	<p>We have a communal lounge and dining room which looks out to the patio and garden.</p> <p>There are tea/coffee making facilities in the lounge area for tenants use.</p> <p>There is a mobility scooter store with space for approximately four scooters, this would be dependent on the size of each scooter.</p> <p>We also have a large wet floor shower room on site if you wish to use it.</p>

<p><b>Are meals provided on site?</b></p>	<p>We purchase meals locally which are delivered cooked and ready to serve Monday -Friday, for those tenants wishing to partake.</p> <p>The meals are charged separately and would be billed to you monthly. You can enjoy your meals in the communal dining area at lunch times.</p>
<p><b>Is there a laundry?</b></p>	<p>Yes, the laundry room is on the ground floor, where we have two washing machines and a two tumble driers for your use on a scheduled basis.</p>
<p><b>What about Wi-Fi?</b></p>	<p>Yes, Wi-fi is available throughout the building and within individual flats. Due to the contract arrangements we have in place, we charge for this service whether you use it or not. This is included in the rent charge.</p> <p>Our broadband access supports you to carry out online activities e.g. emailing, video calling and browsing the internet. You can continue to use your existing provider if this is your preference, or if your usage requires a higher broadband demand e.g. streaming Netflix or similar services, online gaming.</p>
<p><b>Will I need a TV license?</b></p>	<p>Yes, please transfer your current TV license to your new address. After you move, we will support you to transfer your current TV licensing arrangements to our concessionary license and to process any refund you may be eligible for on your existing license.</p> <p>The concessionary license covers all tenancies within the development and is free of charge for those over 75 years. For those under 75 years an annual fee of £7.50 is charged.</p>

<b>What about car parking?</b>	There is disabled parking at the front of the development and parking for visitors.
<b>Is there a guest room flat within the development?</b>	Yes, there are two guests room on site, a double and a single that can be booked in advance. The room is reasonably charged on a per night basis.
<b>Can I have a pet?</b>	Yes, you are able to have a pet, as long as the arrangements comply with our <a href="#">Pet Policy</a> . You must seek permission from us and complete a pet permission form, which includes details of contingency arrangements for your pet should you be unable to take care of it e.g. if you are unwell or need to go into hospital.
<b>How does the alarm call system work?</b>	<p>Each flat has a pull cord which can be activated to alert staff on site. Tenants will also be supplied with a pendant alarm to use in emergencies.</p> <p>The alarm call system also incorporates movement sensors which can be used to help with your safety if required.</p> <p>Additional sensors e.g. falls detectors, door sensors, can be added to the alarm call system if required.</p>
<b>How do you ensure the development is safe?</b>	The health and safety of our tenants, visitors and staff is of paramount importance to us. Riverside House has been designed to the highest current standards and we have systems in place to ensure all equipment is regularly serviced and tested, all staff are suitably trained, and users of the building are protected at all times. In addition we work with the local police, the fire and rescue service, and Scottish Borders Council to continually enhance the safety of the development.

<p><b>How is the staff team made up?</b></p>	<p>Our staff will be on duty between 9am – 5pm Monday – Friday and 9am – 12noon at weekends.</p> <p>The small team comprises of a Co-ordinator, Assistant Co-ordinator and a Scheme Assistant. We also have a small relief team who cover shifts when required.</p> <p>Information will be available daily via our electronic notice board on who is on duty, and how staff can be contacted.</p>
<p><b>Can support staff help me with my housework e.g. laundry and cleaning my flat?</b></p>	<p>The housing support service does not include the provision of housework and cleaning, tenants are individually responsible for these tasks. Our staff can help you make necessary arrangements to employ individuals providing these services as required.</p>
<p><b>How can I be confident I will receive an excellent service?</b></p>	<p>The service at Riverside House is registered with the Care Inspectorate to provide a housing support service. Regular inspections will take place to ensure the service delivery meets the standards required. Staff also monitor the quality of our service and encourage feedback from yourselves and your family. In addition, Let's Talk consultation meetings involving our Care Service Managers are held regularly throughout the year to give the opportunity for feedback and suggestions.</p>
<p><b>Can someone with dementia apply?</b></p>	<p>Yes, and our staff are experienced and trained in how to deliver personalised housing support to people living with dementia. They will liaise with health professionals to further enhance this support where required.</p>

## Our charges for Riverside House:

We charge a rent and service charge for each property. The service charge includes:

- the heating and hot water within your flat
- the cost of the heating and hot water within communal areas
- safety and security systems within the building including the alarm call system
- grounds maintenance
- upkeep and maintenance of the building

The cost of general electric supply within each flat is the responsibility of the tenant.

The current charge you would expect to pay from **1 April 2024** is approx:

- 1 person / 1 bedroom flat: Total rent and service charge = **£726.16 per month**
- 2 person / 1 bedroom flat: Total rent and service charge = **£761.10 per month**
- 3 person / 2 bedroom flat: Total rent and service charge = **£803.05 per month**

Your entitlement to housing benefit will be based on a financial assessment on your ability to pay, which will be carried out by Scottish Borders Council.

We can offer support to make an application for housing benefit if required.



## Other Charges:

Council tax and utilities are tenants responsibility. Council Tax Bands for the flats are as follows:

- 1 person, 1 bedroom flats - Council Tax Band A
- 2 person, 1 bedroom flats - Council Tax Band A
- 3 person, 2 bedroom flat - Council Tax Band B

## Housing Supporting Charges:

We have been contracted by Scottish Borders Council to provide the housing support service within Riverside House. Scottish Borders Council have in place a Charging Policy (link and information for 24/25 will be updated once it's available):

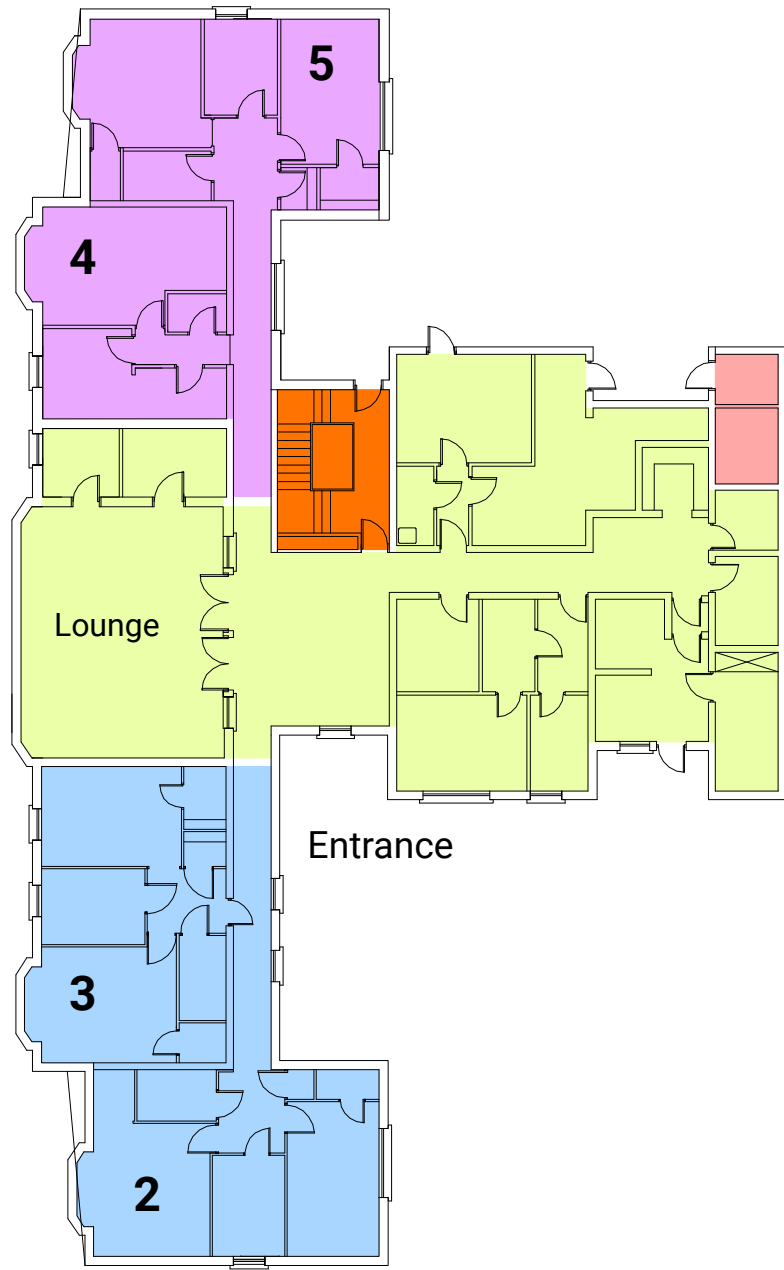
[Charging Policy 2023-24 | Scottish Borders Council \(scotborders.gov.uk\)](https://www.scotborders.gov.uk).

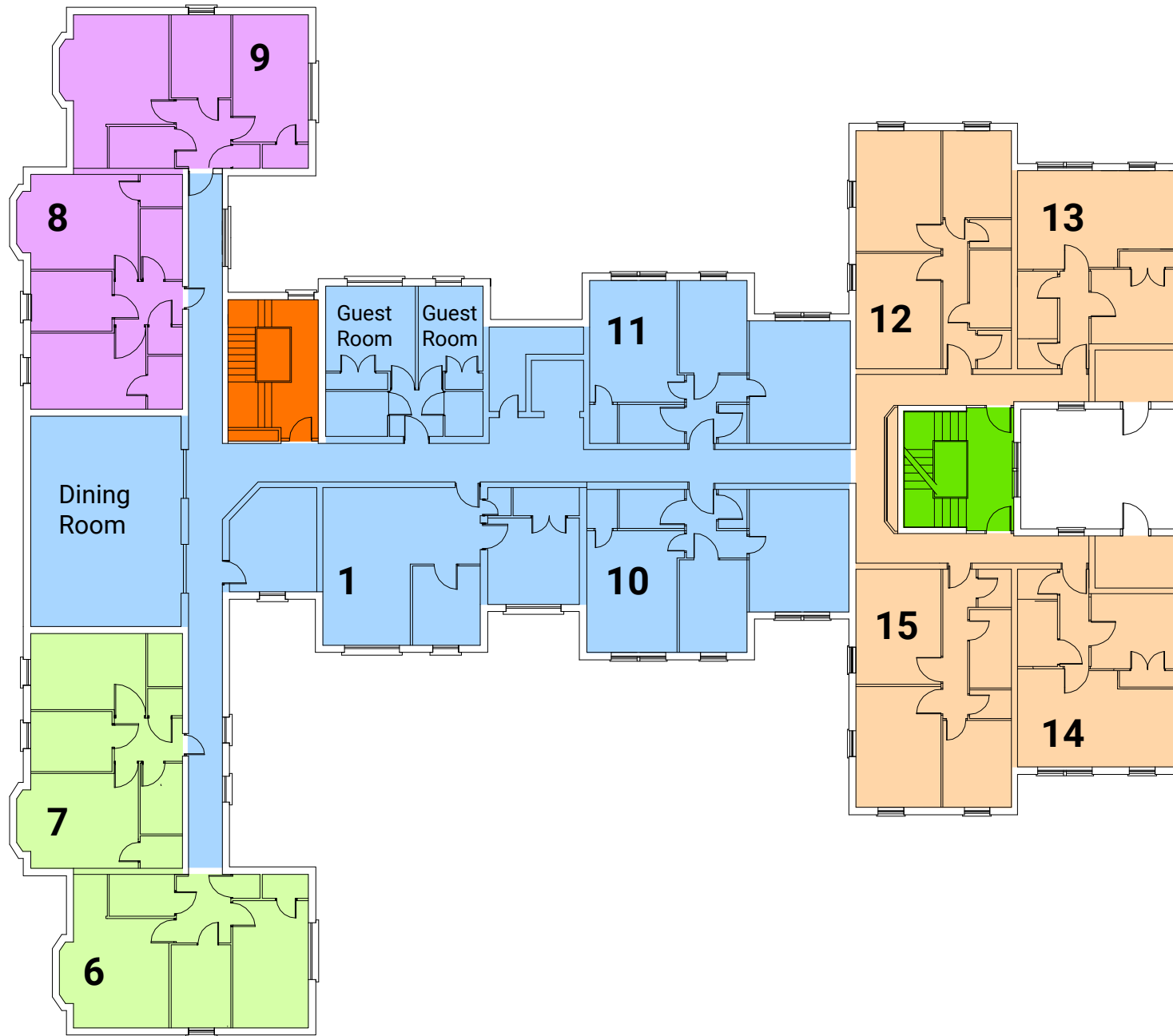
You may be eligible to pay Scottish Borders Council a contribution towards these costs of around £15 per week, these charges are currently under review by Scottish Borders Council.

However, if you are entitled to housing benefit, regardless of the amount, you will not be eligible to pay the weekly Housing Support charge to Scottish Borders Council.

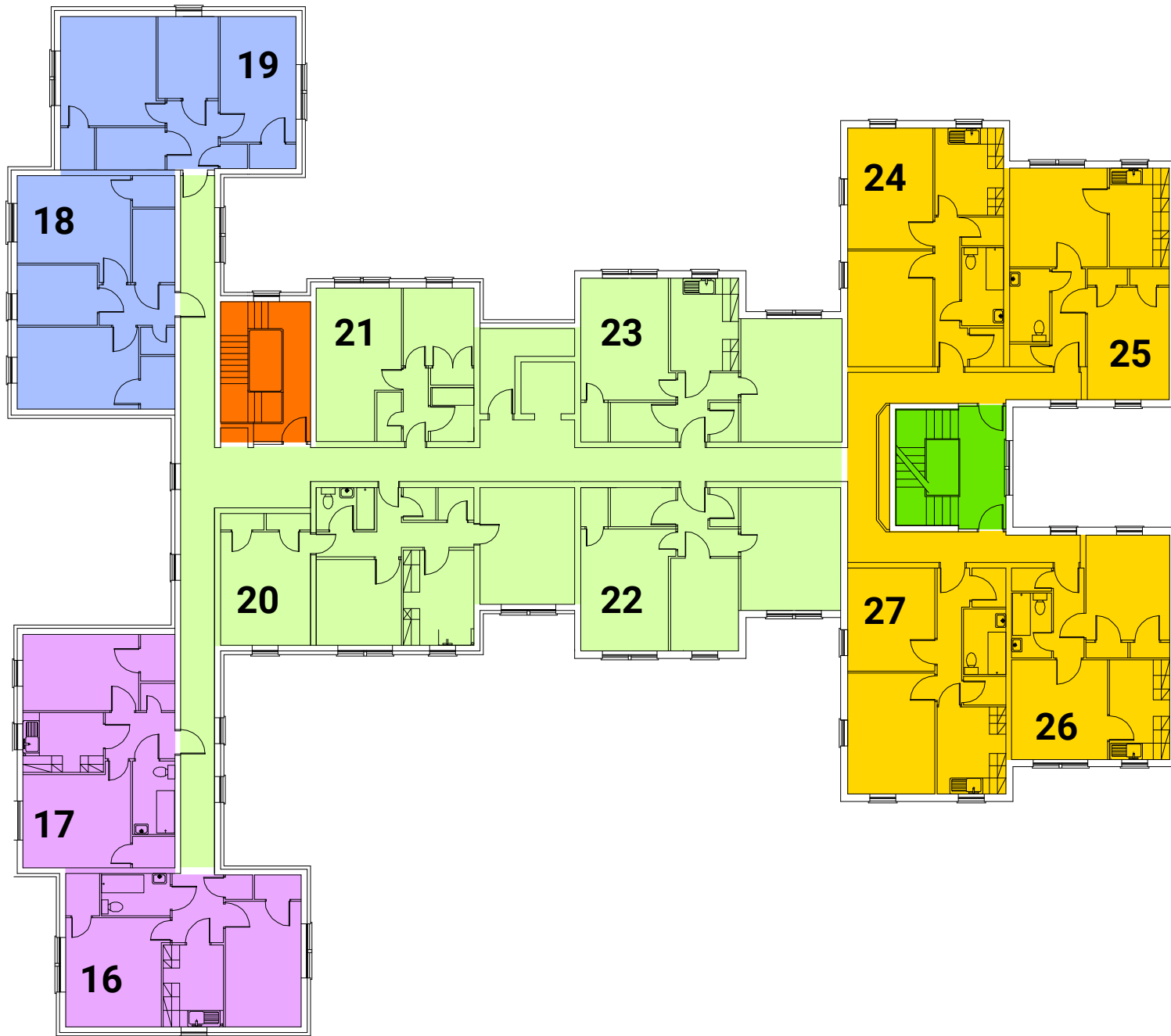
The charge is tenancy related and applies per property, and is for the duration of the tenancy regardless of occupancy. If the property is being occupied by a couple, the charge applied per property rather than per person.

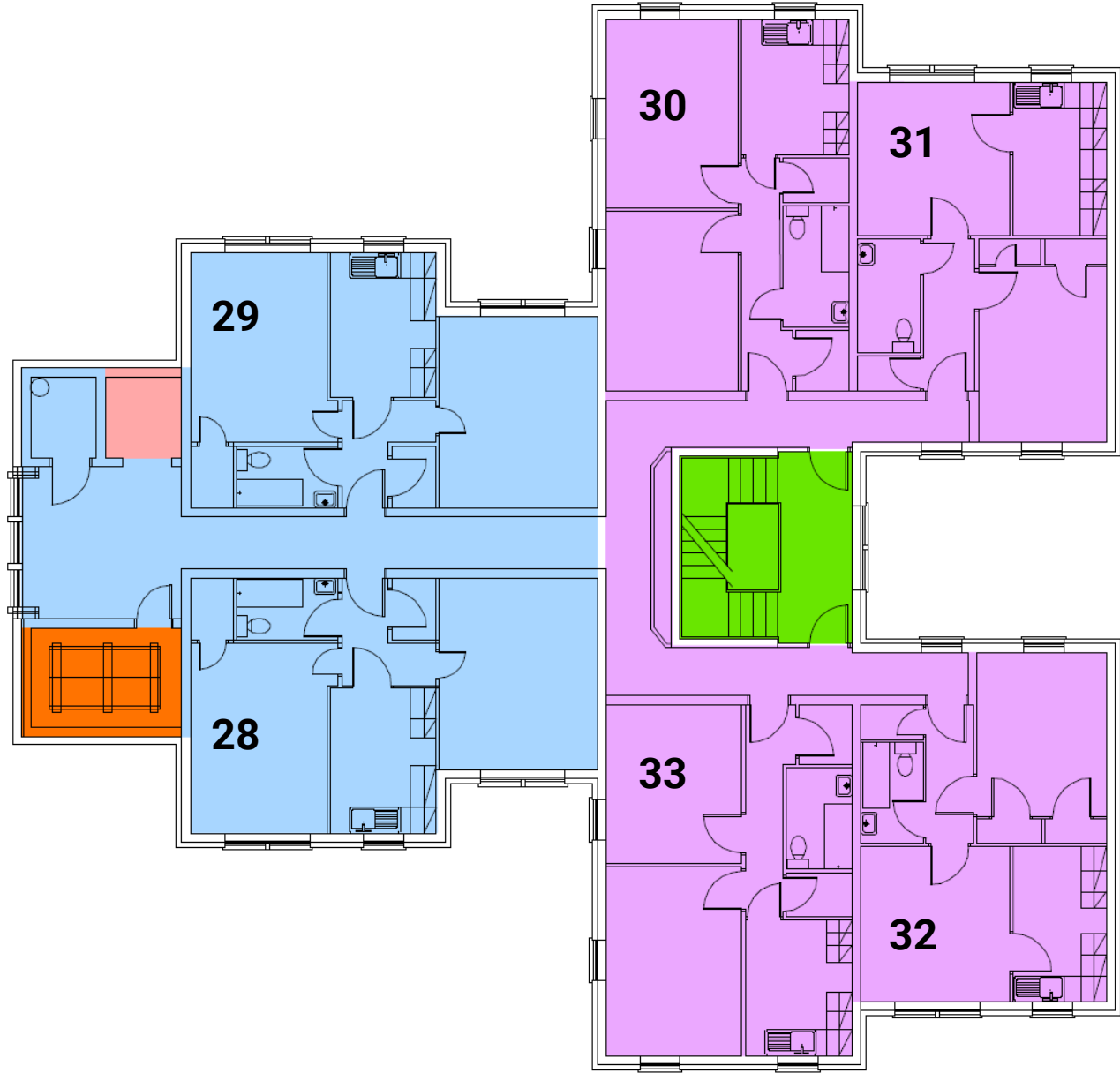














## EILDON HOUSING ASSOCIATION – HOW TO CONTACT US

We welcome your feedback – there are many ways to let us know what you think.



The Weaving Shed, Etrick Mill,  
Dunsdale Road, Selkirk TD7 5EB



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



03000 200 217



[www.facebook.com/EildonHousing](https://www.facebook.com/EildonHousing)



[housing@eildon.org.uk](mailto:housing@eildon.org.uk)



[@eildonhousing](https://www.instagram.com/eildonhousing)

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