

Eildon's Extra Care Housing Development

# Dovecot Court

Peebles



Caring, Committed, Connected, Creative

**Welcome to**  
Dovecot Court





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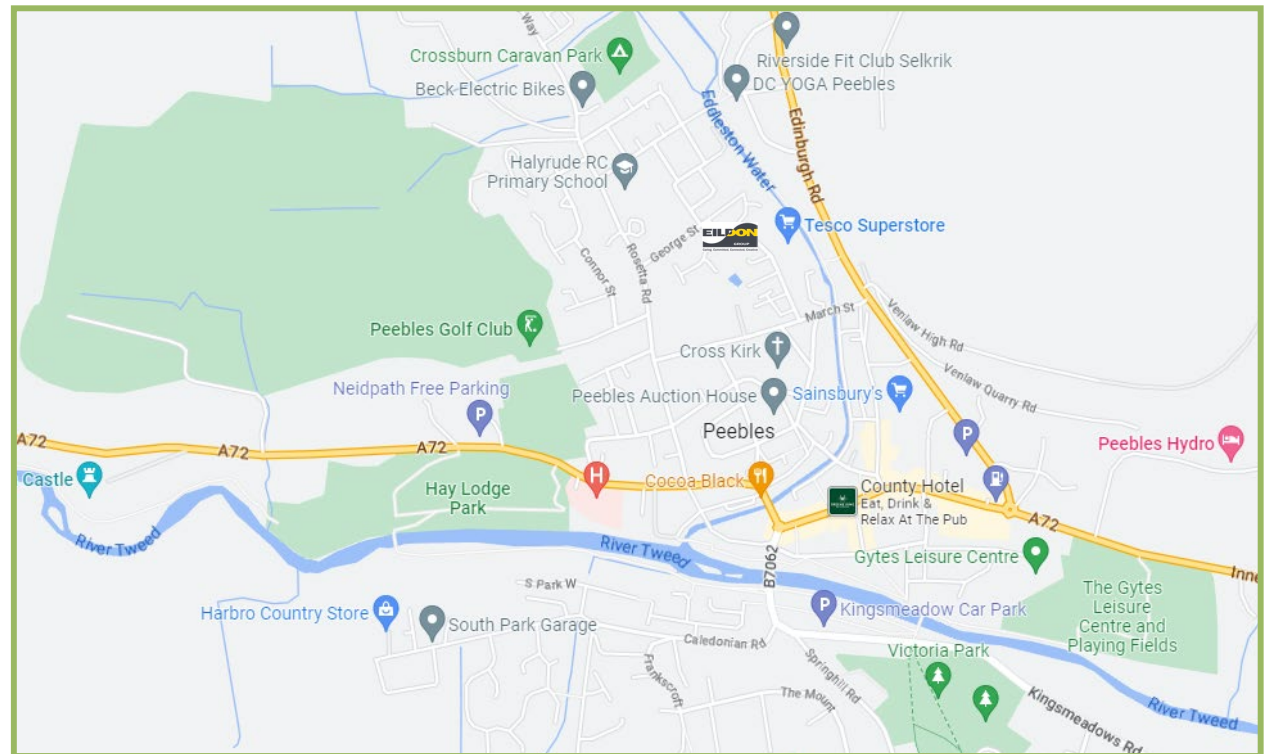
We are delighted to share information about Dovecot Court, Eildon's Extra Care Housing development in Peebles.

## Peebles:

The town centre is around a 15 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 Dovecot Court.



## What is Extra Care Housing?

Extra Care Housing provides high quality and accessible accommodation within a safe and secure setting, designed to meet your changing needs after the age of 60. Our dedicated staff team provide 24 hour assistance with services tailored to your needs, which includes; personal care, assistance to maintain your tenancy, social support. Our staff are also on hand throughout the day to provide assistance and in case of any emergencies.

Each extra care housing development provides a community hub for use by tenants where a range of social events take place. We also have fabulous gardens where tenants can socialise and potter about, weather permitting. And in all our extra care developments, pets are welcome to live there too!



## At Dovecot Court:

### Dovecot Road, Peebles EH45 8EQ

Built in 2013, there are 37 two-bedroomed self-contained flats over four floors with two lifts providing access to the upper floors. All properties are wheelchair accessible.

The development has been designed to be welcoming to everyone who comes into the building but with the safety and security of tenants and staff in mind, ensuring we continue to support our tenants as their needs change.

Our onsite team deliver 24 hour flexible care, support and tenancy management.







At Dovecot Court cont.



## How to apply:

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

Link to the application form is: <http://bit.ly/3mqgqpG>.

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

Alternatively - if you have an allocated social work manager please contact them directly or email [swpo@scotborders.gov.uk](mailto:swpo@scotborders.gov.uk) and your query will be forwarded to the relevant link worker.

We will carry out an initial assessment of the information submitted in your application to determine if you meet the criteria for the extra care service. We will then pass the application to the Peebles Social Work team who will carry out an assessment to establish your care and support needs.

When the care assessment is completed, your application will be forwarded to the Extra Care Allocation Panel for consideration. The panel meets frequently, to consider application for future vacancies. You will be notified of the outcome of the panel's assessment and what will happen next.

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>	Yes, this service is predominately for adults over age of 60, however the Extra Care Allocation panel will review each application and in certain circumstances may consider people under 60. Where a couple apply, at least one of the couple must be over 60 years of age.
<b>How do I know if I'm eligible?</b>	In each extra care development our aim is for a 'balanced community' of people aged 60 years and over with a range of care and support needs ranging from low to high care needs. At least 30% of tenancies are allocated to people currently with low needs but with a health condition which will change in the longer term meaning you are in the right place as your support needs increase. If you are assessed as being ineligible for extra care housing based on our eligibility criteria, we will contact you to explain why, offering advice about alternative housing and care options.
<b>What about support throughout the night?</b>	Our staff will be awake and working throughout the night, to assist if you have difficulties or if your support assessment determines you require overnight support.
<b>What features are there within the flats</b>	All of our flats have an open plan kitchen and lounge space; with wet floor shower room with additional ensuite access to the bathrooms from the principal bedroom. We offer storage space in the hallways and bedroom, emergency call points, door entry system, and motion activated lighting.



<b>Can I store my mobility scooter?</b>	Yes, there is a space just outside the door to your flat where you can store and charge your scooter. Please refer to section 4.8 within our Estate Management Policy for more information - <a href="https://www.eildon.org.uk/library/72/policies/6245/estate-management-policy.pdf">https://www.eildon.org.uk/library/72/policies/6245/estate-management-policy.pdf</a>
<b>Can I view a flat before I make my mind up?</b>	Yes, 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. You will need to view the property before you formally accept the offer of a tenancy at Dovecot Court.
<b>What about gardens and the outside space?</b>	There is a communal garden space to the rear of building with patio and seating, there are also raised beds and a sun house forming part of the shared garden.
<b>What else does Dovecot Court offer?</b>	There is also a communal hub for tenants to access where a variety of social activities take place. We have in place a community hub which includes an open plan communal lounge and craft area with small kitchen looking out to the patio and garden for use by tenants, family and friends and organised groups.
<b>Will staff be able to support me to make my meals?</b>	Staff will support you to prepare meals if you have been assessed as requiring assistance to do so. An electric hob and oven is provided in the kitchen area of your flat.
<b>Is there a laundry?</b>	No, there is an enclosed space within the hallway of each flat for a washer / dryer.

<b>What about Wi-Fi?</b>	Yes there is Wi fi available throughout the building and within individual flats which will support standard broadband access to carry out online activities e.g. emailing, video calling, 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. Due to the contract arrangements we have in place, we charge for this service whether you use it or not, which is included in the rent charge.
<b>Will I need a TV license?</b>	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. 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.
<b>What about car parking?</b>	There is disabled parking at the front and side of the development and parking for visitors and staff.
<b>Is there a guest room flat within the development?</b>	No, there is no guest room on site.
<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.

<p><b>How does the alarm call system work?</b></p>	<p>Each flat has a pull cord which can be activated to alert staff on site. You 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 utilised to enhance the safety of individuals as required.</p> <p>Additional sensors e.g. falls detectors, door sensors, can be added to the alarm call system if assessed as being required for individuals.</p>
<p><b>How do you ensure the development is safe?</b></p>	<p>Your health and safety and that of visitors and staff is of paramount importance to us. Dovecot Court has been designed to the highest current standards and we have in place systems 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>
<p><b>How is the staff team made up?</b></p>	<p>Our staff will be on duty and available 24 hours per day.</p> <p>The Dovecot Court staff team will be on site and comprise of an Extra Care Housing Manager, Senior Support Workers, Support Workers, and Scheme Assistants. Information will be available daily via our electronic notice boards 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>Staff will help with domestic support where it forms part of a personal care activity to minimise health and wellbeing risks. Where this applies the social work assessment will stipulate you need this assistance as part of your care package.</p> <p>If you don't have an assessed need staff can assist you to source a housework service if required.</p>
<p><b>How can I be confident I will receive an excellent service?</b></p>	<p>The service at Dovecot Court is registered with the Care Inspectorate to provide care at home and housing support. 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 you and your family.</p>
<p><b>Can someone with dementia apply?</b></p>	<p>Yes, and our staff are experienced and trained in how to deliver personalised support if you are living with dementia and will liaise with health professionals to further enhance this support where required.</p>

## Our charges for Dovecot Court

We charge a rent and service charge for each property.

The service charge includes the cost of the heating and hot water within your flat and the 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.

## Our current charges

- 2 bedroom flat = approx £1,137.06 per month

If you are assessed as being entitled to housing benefit the rent, service charge and some of the meals charge is eligible for housing benefit.

Our charges are reviewed annually with any increases taking effect from 1 April each year.



## Other Charges:

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

- 2 person, 2 bedroom flats - Council Tax Band C

### Care Charges:

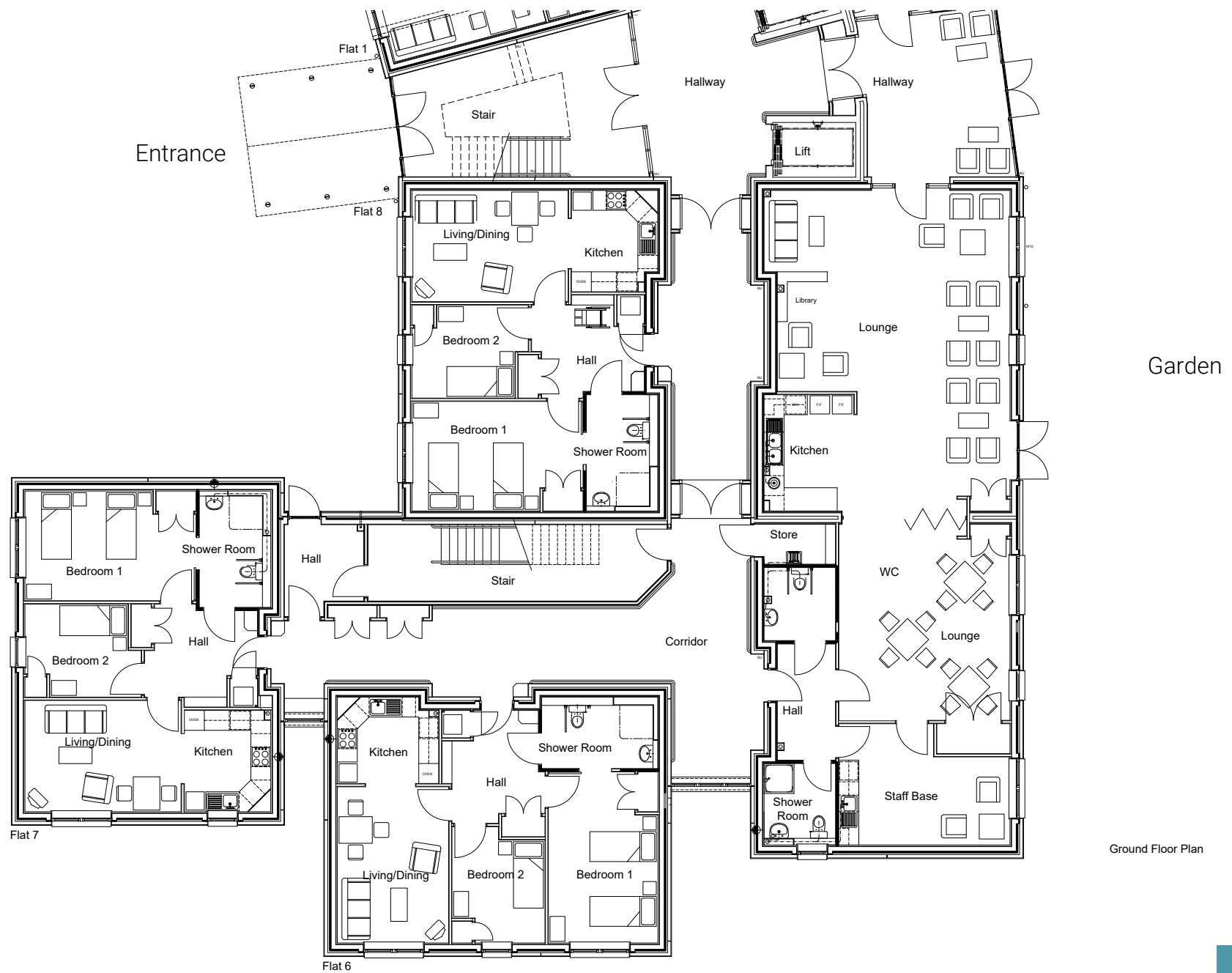
We have been contracted by Scottish Borders Council to provide the housing support service within Wilkie Gardens. Scottish Borders Council have in place a Charging Policy which they apply within Extra Care Housing to cover the provision of support costs for unplanned activities, which enables a 24 hour response to be provided.

The maximum charge applied is £73.70 per week. Tenants will be financially assessed on their ability to pay this charge. Tenants who have capital above the upper capital threshold of £35,000 will pay the maximum charge of £73.70 per week. If your capital is below the upper capital threshold, a financial assessment in accordance with the Charging Policy, will be completed to determine whether you will pay the maximum charge of £73.70 per week or a contribution towards it.

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 will be based on the individual in receipt of the largest package of care. Prospective applicants should contact their Care Manager or the Scottish Borders Council Social Care and Health team to discuss completion of a financial assessment, or with any question in relation to this charge.







Ground Floor Plan





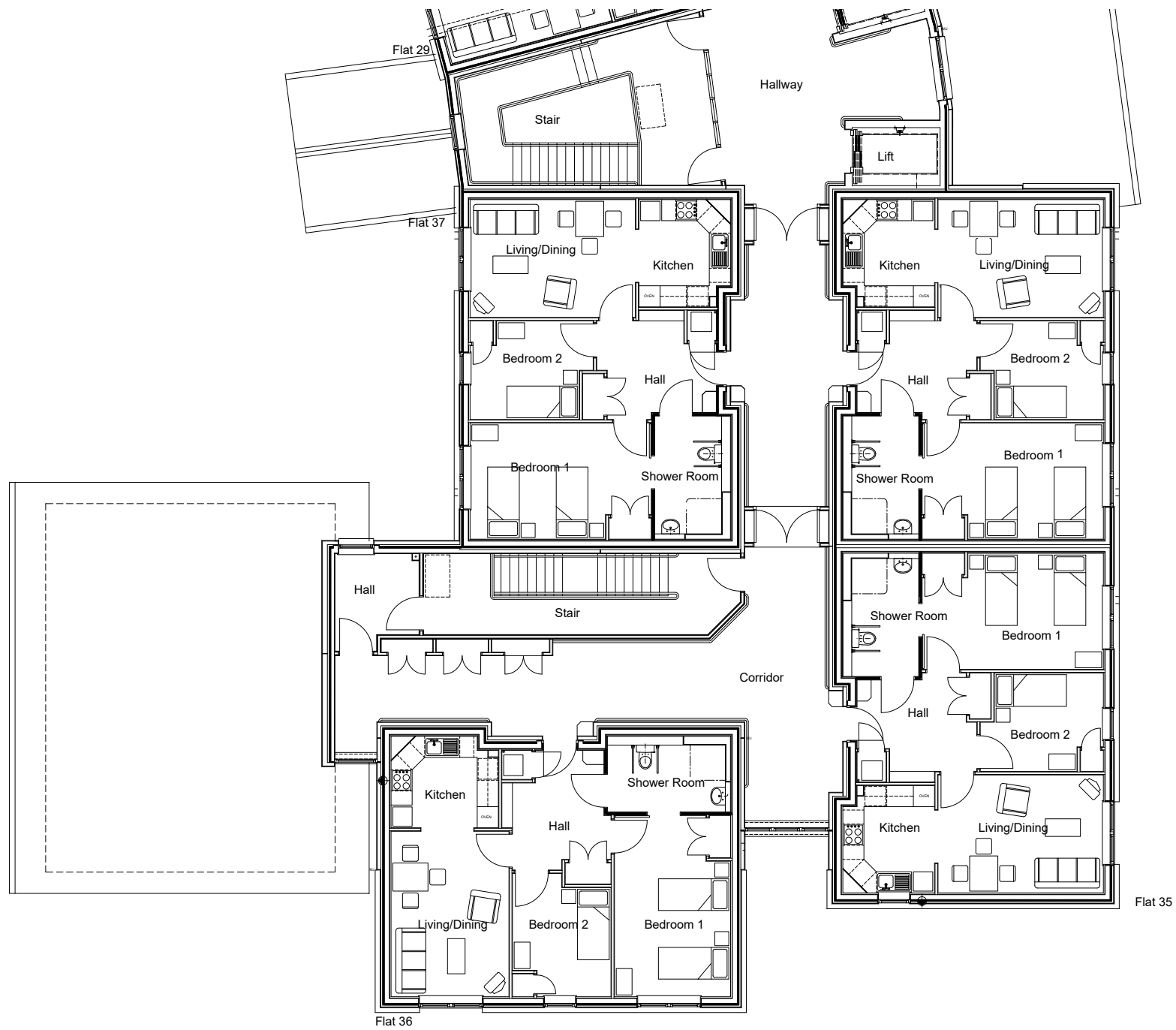
















## EILDON HOUSING ASSOCIATION – HOW TO CONTACT US

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



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



03000 200 217



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



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



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



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

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