

Eildon's Supported Housing Development

Oakwood Park

Galashiels



Caring, Committed, Connected, Creative

Welcome to
Oakwood Park



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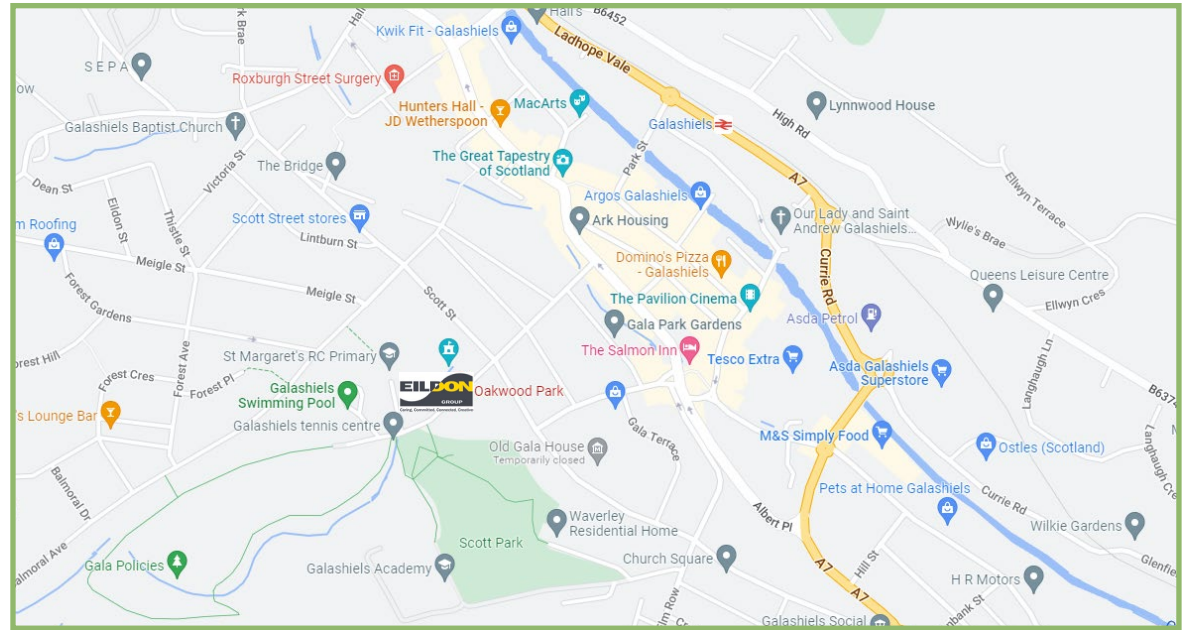
We are delighted to share information about Oakwood Park, Eildon's Supported Housing development in Galashiels.

Galashiels:

Galashiels is a market town in the Scottish Borders with a population of around 12,600. It is situated in the narrow valley of the Gala Water, close to its meeting with the River Tweed. The town is home to The Great Tapestry of Scotland Gallery and Visitors Centre. It is served by bus and road links to the surrounding Border towns as well as having a good rail link to Edinburgh and beyond.

The town centre is less than a 10 minutes' walk from Oakwood Park and offers a range of amenities including restaurants, hotels, pubs and shops. There are two supermarkets in the town centre. There are two health centres nearby and the Borders General Hospital is less than 10 miles away. Galashiels is near to the Eildon hills, surrounded by rolling countryside making it ideal for walking and cycling. Galashiels offers a variety of activities; benefiting from a swimming pool and rugby, tennis, football and bowling clubs.

Overall, it offers a fabulous range of amenities to tenants living in Oakwood Park.



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 social events.

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



At Oakwood Park:

1 - 23 Oakwood Park, Livingstone Place, Galashiels TD1 1DH

We are really pleased to have four brand new flats added to Oakwood Park by converting the old Oakview Day Centre.

There are now 23 self-contained flats, 21 one-bedroom and 2 two-bedroom, over two floors with a lift providing access to the first floor.

The development has undergone extensive modernization, installing new kitchens and Air Source Heat Pump (ASHP) heating in every property. See our frequently asked questions Page 11, on this type of heating to find out more.

Our onsite team provide a Housing Support service from 9am until 2pm, seven days a week.





How to apply:

You or your representatives can access more information on Oakwood Park from our website, www.eildon.org.uk.

To apply for Oakwood Park then please visit 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.

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
Is the service only for older adults?	<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>Oakwood Park 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>
How do I know if I'm eligible?	<p>Oakwood Park 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. Some flats are suitable for wheelchair users and this will be clearly indicated when we advertise a property.</p>
What about support throughout the night?	<p>All flats are fitted with an alarm system which is connected to a 24hr alarm centre overnight</p>
What features are there within the flats	<p>During 2022, most of the flats had the kitchens replaced and new air source heating fitted. The four newly renovated flats have level access shower rooms, others are fitted with showers. The flats are spacious, with open plan lounge and kitchen areas with generous storage space.</p>

Can I view a flat before I make my mind up?	Yes, you will need to view the property before you formally accept the offer of a tenancy at Oakwood Park. 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.
What about gardens and the outside space?	<p>There is a communal garden space situated in the centre of the development with pergola, patio and seating, there are also raised beds forming part of the shared garden.</p> <p>Oakwood Park is situated on the boundary of the local park and woodland area in Galashiels.</p>
What else does Oakwood Park offer?	<p>We have a communal lounge and dining room which looks out to the garden.</p> <p>There are tea/coffee making facilities in the lounge area for tenants use. There is also a small activity room where tenants can carry out hobbies and interests.</p> <p>There is a mobility scooter store with space for approximately four scooters, this would be dependent on the size of each scooter. The storage space is fitted with an automatic door for ease of entry and exit.</p> <p>We also have an assisted bathroom on site which has a bath with bath chair and level access shower if you wish to use it.</p>

Are meals provided on site?	<p>We purchase meals locally which are delivered cooked and ready to serve, 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, Monday to Friday at lunch times.</p>
Is there a laundry?	<p>Yes, the laundry room is adjacent to the communal building where we have one washing machine and a tumble drier for your use.</p>
What about Wi-Fi?	<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>
Will I need a TV license?	<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>

What about car parking?	There is disabled parking at the front of the development and parking for visitors.
Is there a guest room flat within the development?	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.
Can I have a pet?	Yes, you are able to have a pet, as long as the arrangements comply with our Pet Policy . 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.
How does the alarm call system work?	<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>
How do you ensure the development is safe?	The health and safety of our tenants, visitors and staff is of paramount importance to us. Oakwood Park 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

How is the staff team made up?	<p>Our staff will be on duty between 9am – 2pm every day.</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>
Can support staff help me with my housework e.g. laundry and cleaning my flat?	<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 the necessary arrangements to employ individuals providing these services where required.</p>
How can I be confident I will receive an excellent service?	<p>The service at Oakwood Park 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 ourselves and your family.</p>
Can someone with dementia apply?	<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>

Air Source Heat Pump Heating

Question	Answer
What is an Air Source Heat Pump?	Air-source is a renewable, carbon net-zero heating solution that has been in use in the UK for over two decades. With improvements in technology, air-source is a very efficient electric heating system and much more efficient and environmentally friendly than oil and gas. Air-source heating is now widely adopted in UK homes and larger commercial buildings including schools and hospitals.
How does it work?	An air-source heat pump can be thought of as a refrigerator working in reverse using the same technology. These pumps take heat out of the outside air and turns it into heat inside of the pump to create temperatures of up to 60 degrees Celsius which can then be circulated around the heating system. The air-source heat pump can still work efficiently at temperatures as low as -21 degrees Celsius as even below freezing there is still energy in the air that can be used to generate heat.
How is my heating controlled with an air-source heat pump?	<p>A wall mounted thermostatic controller is used to set the internal air temperature and to set the thermostat to a comfortable temperature. The air-source heat pump will maintain that temperature. Timers are installed for controlling hot water and heating on a schedule.</p> <p>Modern quality heat pumps are typically Quiet Mark accredited, which means they run mostly silent. Under heavy load, a slight hum can be heard but you shouldn't really hear it unless you were directly next to the heat pump. Heat pumps are typically positioned away from bedroom windows wherever possible.</p>

Our charges for Oakwood Park:

We charge a rent and service charge for each property.

The service charge includes:

- 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 heating, hot water and general electric supply within each flat is the responsibility of the tenant.

The rent and service charge from April 2025 ranges approx from:

- 1 bedroom flat = £777.20 to £839.00 per month
- 2 bedroom flat = £879.00 - £919.00 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
- 2 person, 2 bedroom flats - Council Tax Band C

Housing Supporting Charges:

We have been contracted by Scottish Borders Council to provide the housing support service within Oakwood Park.

You may be eligible to pay Scottish Borders Council a contribution towards these costs of £30.05 per week.

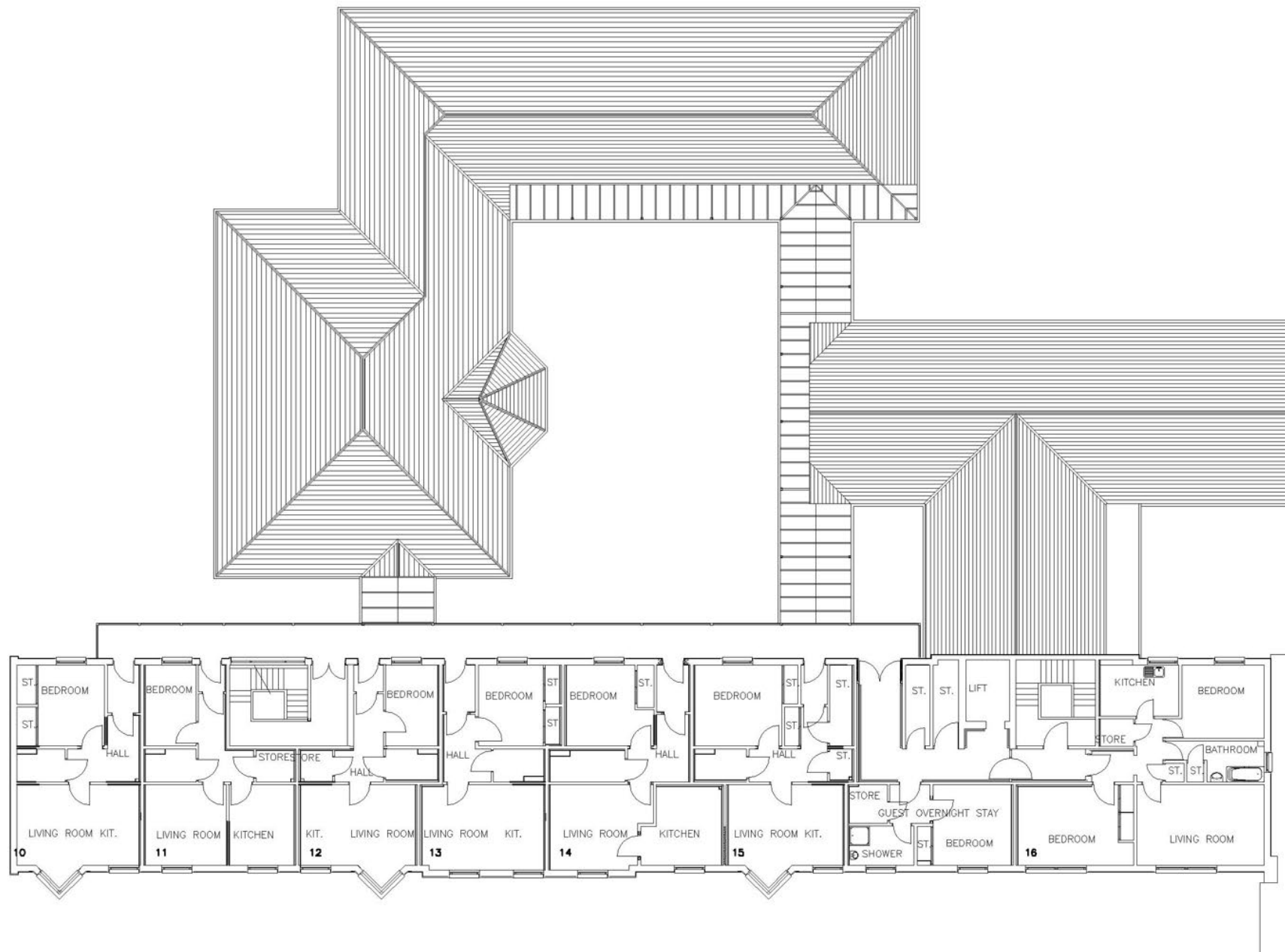
However, if you are entitled to housing benefit, regardless of the amount, you will not be eligible to pay the weekly Supporting People charge to Scottish Borders Council.

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.





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



housing@eildon.org.uk



www.eildon.org.uk



www.facebook.com/EildonHousing



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

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