

Supporting **and** Strengthening **our** Communities



Dovecot Court Peebles



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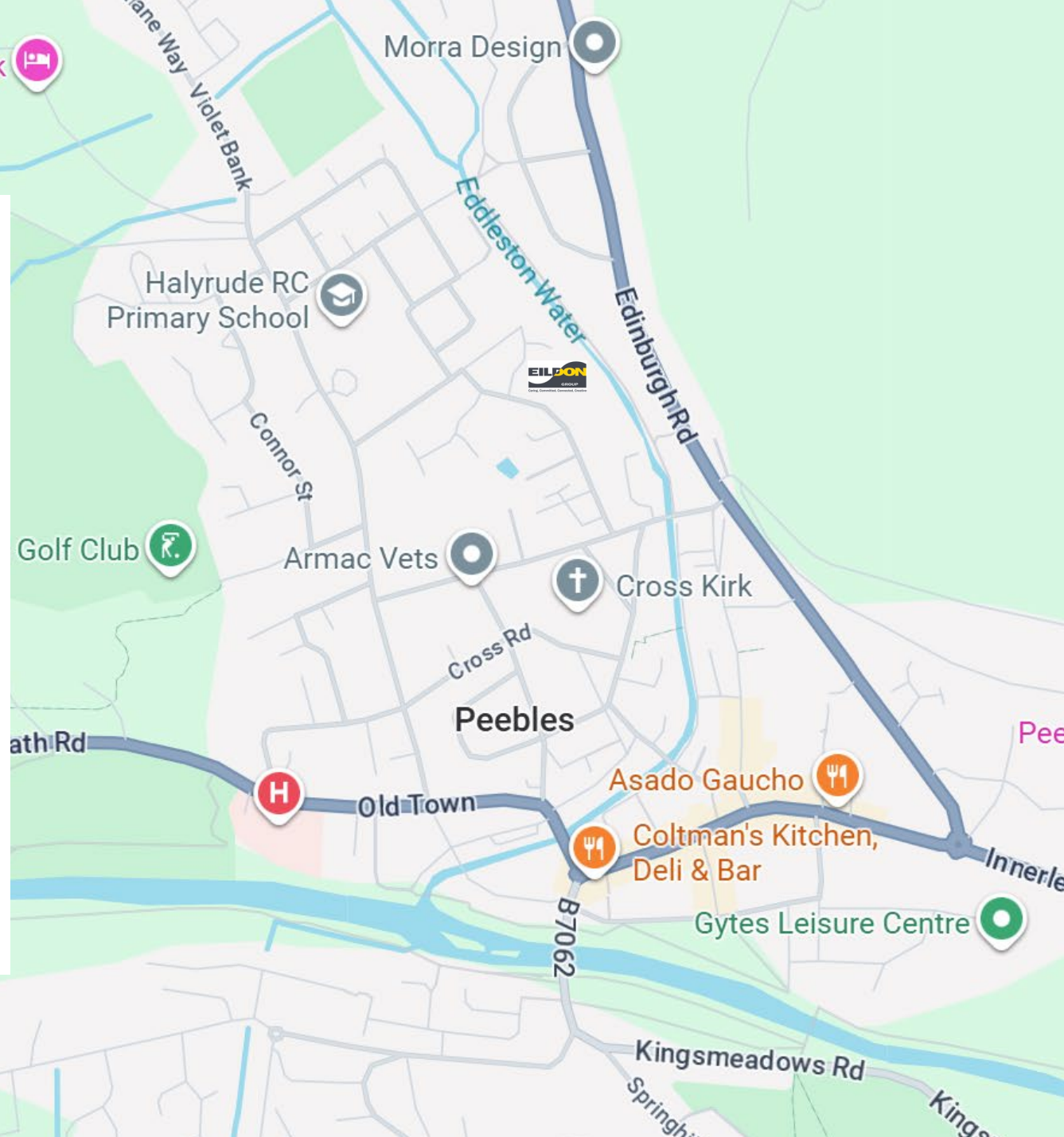
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Peebles

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.





Extra Care Housing provides high quality and accessible accommodation within a safe and secure setting, designed to meet the changing needs of older people.

Our holistic service provides a high degree of flexibility in how care and support is delivered, it offers continuity, as care is delivered by our onsite staff. Our aim is to support people to live in their own home for as long as possible and remain part of the local community”.

Our dedicated professional staff teams are registered with the SSSC, meeting social care regulatory standards. They provide 24hr assistance, with services tailored to meet your assessed needs, which includes personal care and assistance to maintain your tenancy

You will have the freedom and privacy of your own self-contained property, with the option to meet others, socialise and enjoy activities in the vibrant communal hub areas. We also have fabulous garden areas for you to potter around and enjoy the outdoors.



We are delighted to have Maria Oliver as our Extra Care Housing Manager, who can be contacted on **07770 496 015** should you have any queries.

We have a fantastic support team made up of

- Senior Support Workers
- Support Workers
- Scheme Assistants

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



1/1 - 4/9 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.



Each self-contained flat comprises

- access via your own front door
- a living room
- kitchen with electric hob
- WC/shower room with Jack and Jill doors
- 2 bedrooms
- access to scooter store onsite
- ample storage





Ground Floor Plan









Our OPAL (Older People Active Lives Service) is delivered in house making the social activity groups accessible to all in the community. The free-to-attend sessions have a variety of activities from gentle chair exercises, quizzes, games, guest speakers, arts and crafts and music. As well as the social activity groups we have men only specific groups.



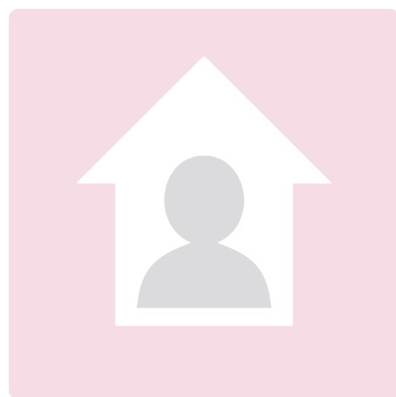
Our charges at Dovecot Court

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





Our charges:

The charges from April 2026:

- 2 bedroom flat: Rent + service charge = approx £1,191.28 per month

Housing Benefit

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

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

Council tax and utilities are tenants' responsibility.

Council Tax Band for the flats are as follows:

- 2 bedroom flat – Council Tax Band C

Care Charges

We are contracted by Scottish Borders Council to provide the care and support service within Poynder Apartments. Scottish Borders Council have in place a Charging Policy (the link will be updated with the 2026/27 version once it becomes available):

<https://bit.ly/ChargingPolicySBC> 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 £78.02 per week. Tenants will be financially assessed on their ability to pay this charge. Tenants who have capital above the upper capital threshold will pay the maximum charge of £78.02 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 £78.02 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.



Other Charges



Applying for Extra Care Housing

Once we receive your application, we will carry out an initial screening to determine whether you appear to meet the eligibility criteria for the Extra Care Housing service.

What information is required?

To assess your suitability for Extra Care Housing, the following must be provided:

- A completed Extra Care Housing application form.
- An Adult Social Work Assessment that identifies your care and support needs.

If you do not have a Social Work Assessment

If you live within the Scottish Borders and have not previously had an Adult Assessment completed, please contact Scottish Borders Council Social Work Services to request an assessment.

If you live outside the Scottish Borders, please contact your local authority social work team and ask for an Adult Assessment to be completed. Once completed, a copy of the assessment should be shared with us using the email address extracare@eildon.org.uk.

Assessment Process

The Extra Care Housing Panel requires both your completed application form and Adult Social Work Assessment before a decision can be made about your suitability for the service.

The panel will review all relevant information to determine whether Extra Care Housing is able to meet your assessed needs.

Keeping You Informed

We will keep you informed throughout the process and will notify you when:

- Your application has been received.
- The required information has been gathered.
- Your application has been considered by the Extra Care Housing Panel.
- A decision regarding your suitability for Extra Care Housing has been made.

Our aim is to ensure that applicants are matched to a service that can safely and effectively meet their care and support needs.

Please contact us on extracare@eildon.org.uk with any queries.



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?	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.
How do I know if I'm eligible?	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.
What about support throughout the night?	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.
What features are there within the flats?	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.

Question	Answer
Can I store my mobility scooter?	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.
Can I view a flat before I make my mind up?	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.
What about gardens and the outside space?	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.
What else does Dovecot Court offer?	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.
Will staff be able to support me to make my meals?	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.
Is there a laundry?	No, there is an enclosed space within the hallway of each flat for a washer/dryer.

Question	Answer
What about Wi-Fi?	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.
Will I need a TV license?	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.
What about car parking?	There is disabled parking at the front side of the development and parking for visitors and staff.
Is there a guest room flat within the development?	No, there is no guest room on site.
Can I have a pet?	Yes, you are able to have one pet, as long as the arrangements comply with our Estate Management Policy, section 4.9 . 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.

Question	Answer
How does the alarm call system work?	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. The alarm call system also incorporates movement sensors which can be utilised to enhance the safety of individuals as required. Additional sensors e.g. falls detectors, door sensors, can be added to the alarm call system if assessed as being required for individuals.
How do you ensure the development is safe?	The health and safety of our tenants, 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.
How is the staff team made up?	Our staff will be on duty and available 24 hours per day. 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 via our electronic notice boards on how staff can be contacted.

Question	Answer
Can support staff help me with my housework e.g. laundry and cleaning my flat?	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. We can assist you to source an alternative housework service if required.
How can I be confident I will receive an excellent service?	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 tenants and their family.
Can someone with dementia apply?	Yes, and our staff are experienced and trained in how to deliver personalised support to tenants living with dementia and will liaise with health professionals to further enhance this support where required.



We look forward to welcoming you to Dovecot Court



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



Customer Service: 03000 200 217



housing@eildon.org.uk



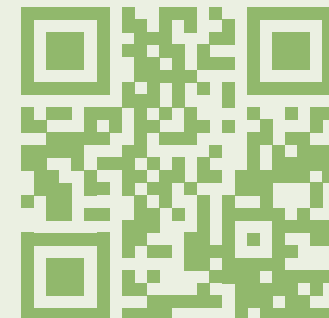
www.eildon.org.uk



EildonHousing



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