Supporting and Strengthening our Communities

Wilkie Gardens
Galashiels

EILDON GROUP

Caring, Committed, Connected, Creative

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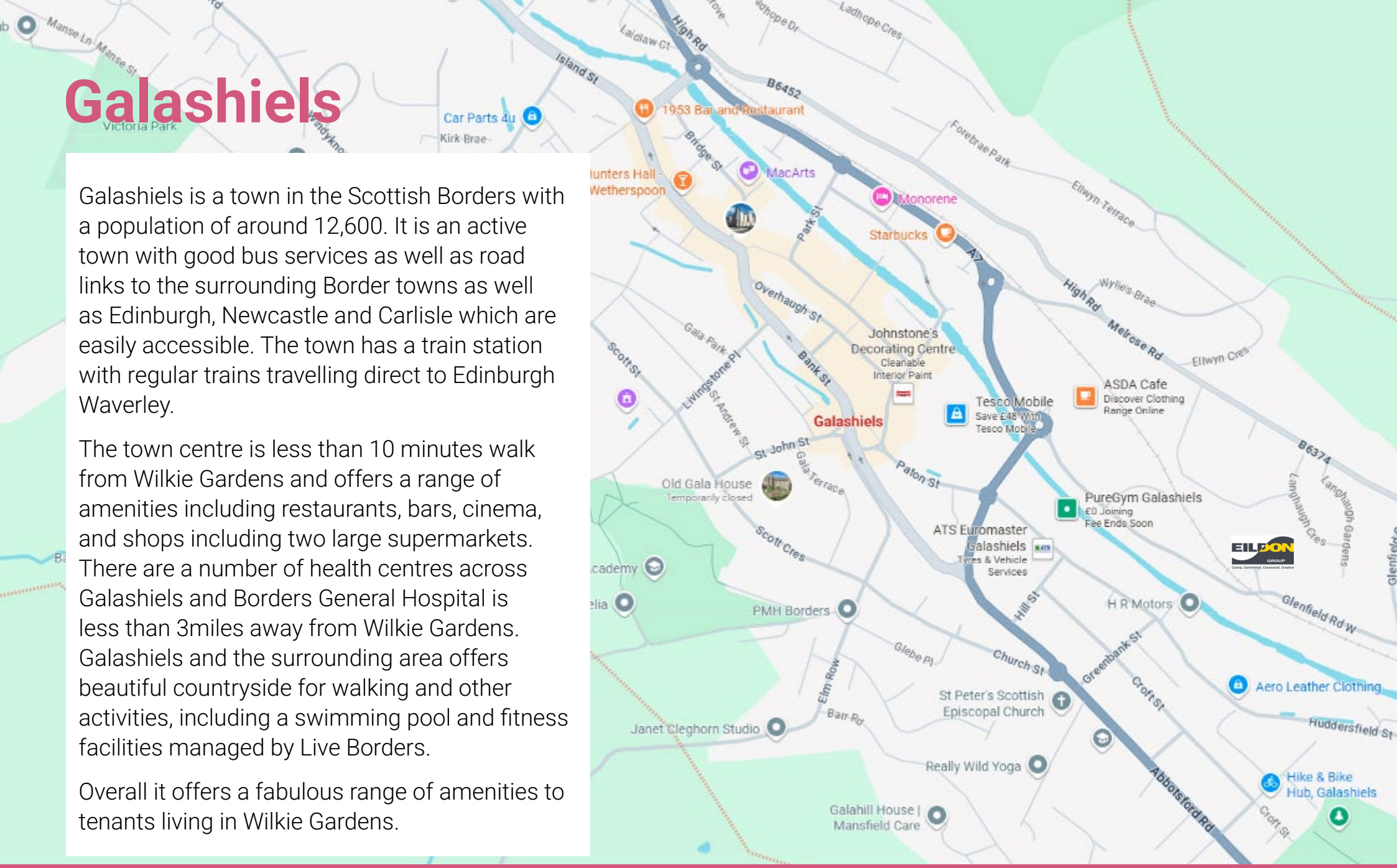
Galashiels

Galashiels is a town in the Scottish Borders with a population of around 12,600. It is an active town with good bus services as well as road links to the surrounding Border towns as well as Edinburgh, Newcastle and Carlisle which are easily accessible. The town has a train station with regular trains travelling direct to Edinburgh Waverley.

The town centre is less than 10 minutes walk from Wilkie Gardens and offers a range of amenities including restaurants, bars, cinema, and shops including two large supermarkets. There are a number of health centres across Galashiels and Borders General Hospital is less than 3miles away from Wilkie Gardens. Galashiels and the surrounding area offers beautiful countryside for walking and other activities, including a swimming pool and fitness facilities managed by Live Borders.

Overall it offers a fabulous range of amenities to tenants living in Wilkie Gardens.



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.

Our Holistic Service

We are delighted to have Mandy Johnstone as our Extra Care Housing Manager, who can be contacted on **07721 109 796** should you have any queries.

We have a fantastic support team made up of

- Senior Support Workers
- Support Workers
- Cook
- Catering Assistants
- Scheme Assistants

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

Your Wilkie Team

1 - 39 White Rose Place, Langhaugh, Galashiels TD1 2FF

- There are 39 self-contained flats, 35 one-bedroom and 4 two-bedroom over five floors with lift access to upper floors. Nine of these properties are wheel-chair accessible.

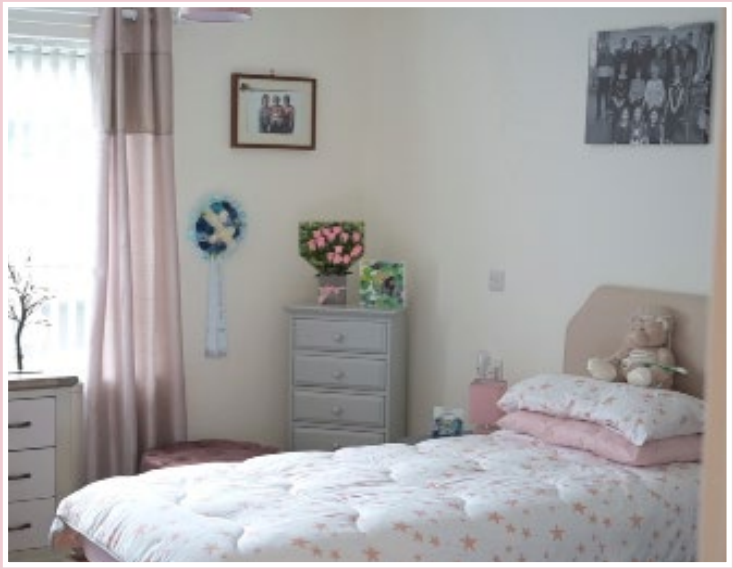
- The development has been designed to be welcoming to everyone who comes into the building but with the safety and security of tenants and staff in mind, ensuring we continue to support our tenants as their needs change.

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

- Daily meals are an integral part of the service, offering a main meal each lunchtime and a lighter meal later in the day, all prepared by skilled staff in our catering kitchen and served in our dining room. In exceptional circumstances we can service meals in your home. Further information on our meals service can be accessed in our 'Meal Service in Extra Care.'

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
- 1 or 2 bedrooms
- access to scooter store onsite
- ample storage



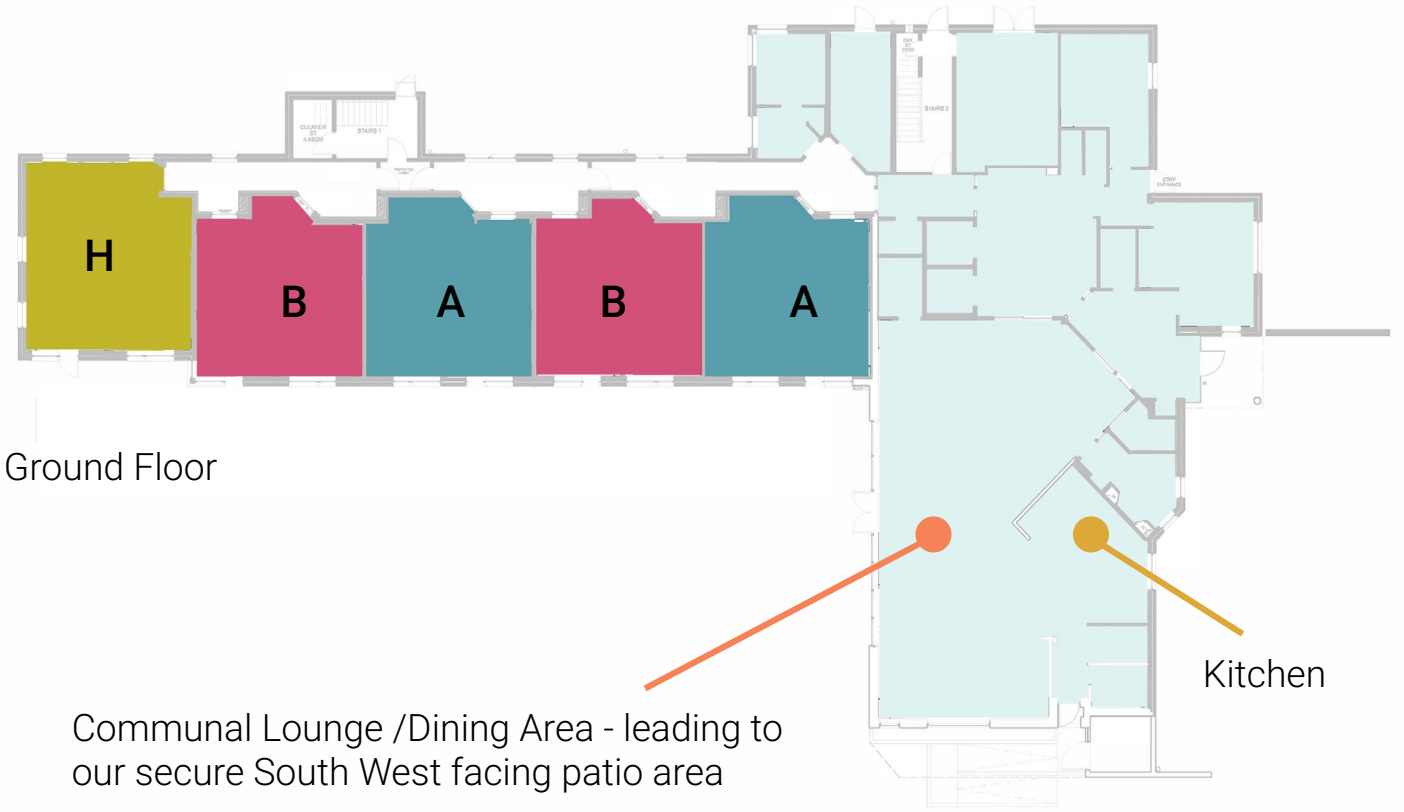
Accommodation Information

There are 2 different flat types within Wilkie Gardens - 1 bedroom and 2 bedroom. Ground floor 1 bedroom flats have a patio door, but otherwise are the same as the other 1 bedroom flats on upper floors.

Flat A
2 person 1 Bedroom
53 SQM
Flat No. 1 & 3

Flat B
2 person 1 Bedroom
51.8 SQM
Flat No.2 & 4

Flat H
2 person 1 Bedroom
56 SQM
Flat No.5



Ground Floor Accommodation

Flat A
2 person 1 Bedroom
53 SQM
Flat No. 6,8,13,15,17 & 22

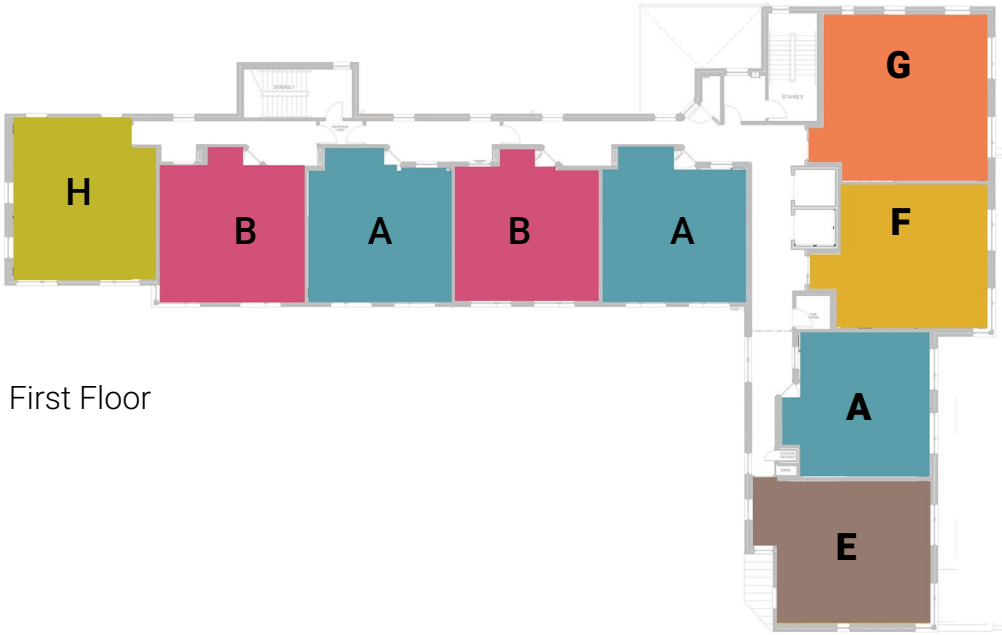
Flat B
2 person 1 Bedroom
51.8 SQM
Flat No.7, 9, 16 & 18

Flat E
2 person 1 Bedroom Wheelchair
61 SQM
Flat No.14 & 23

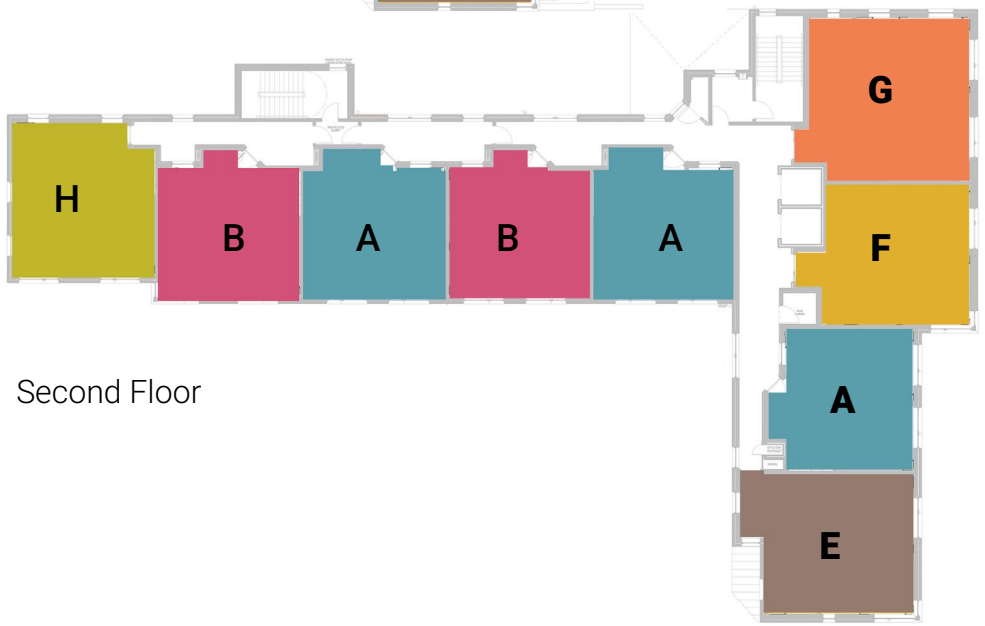
Flat F
2 person 1 Bedroom wheelchair
58 SQM
Flat No.12 & 23

Flat G
3 person 2 Bedroom Wheelchair
72SQM
Flat No.11 & 20

Flat H
2 person 1 Bedroom
56 SQM
Flat No.10 & 19



First Floor



Second Floor

First & Second Floor Accommodation

Flat A
2 person 1 Bedroom
53 SQM
Flat No. 24,26,31, 33 & 35

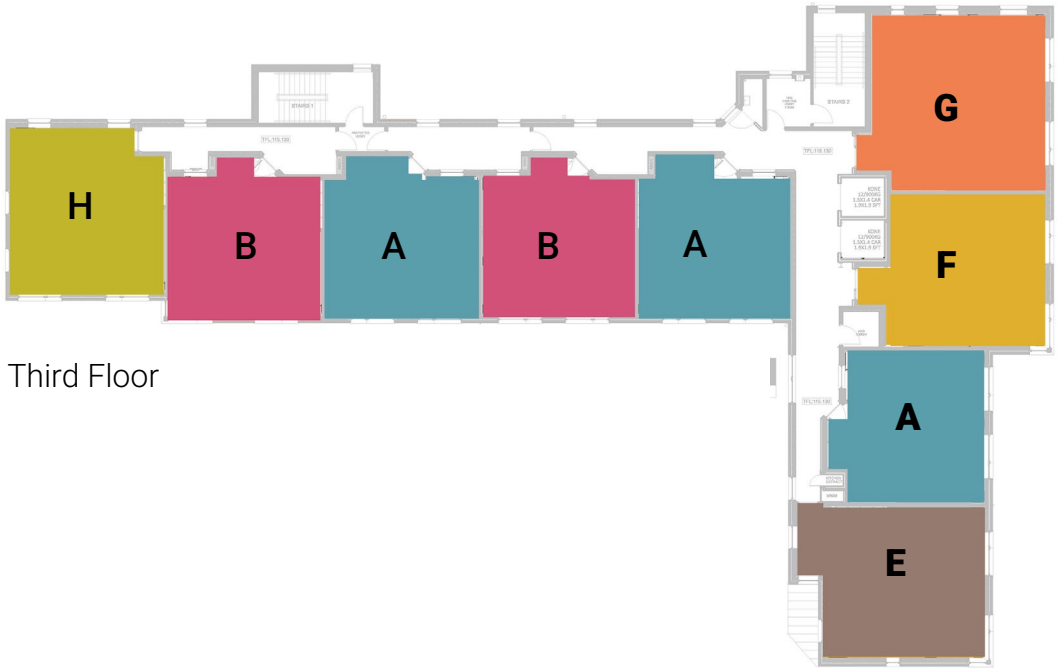
Flat B
2 person 1 Bedroom
51.8 SQM
Flat No.25,27,34 & 36

Flat E
2 person 1 Bedroom Wheelchair
61 SQM
Flat No. 32

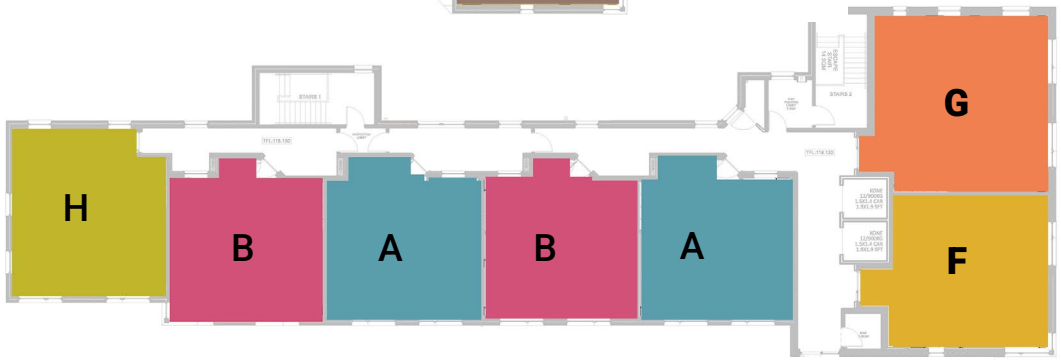
Flat F
2 person 1 Bedroom wheelchair
58 SQM
Flat No. 30 & 39

Flat G
3 person 2 Bedroom Wheelchair
72SQM
Flat No.29 & 38

Flat H
2 person 1 Bedroom
56 SQM
Flat No.28 & 37



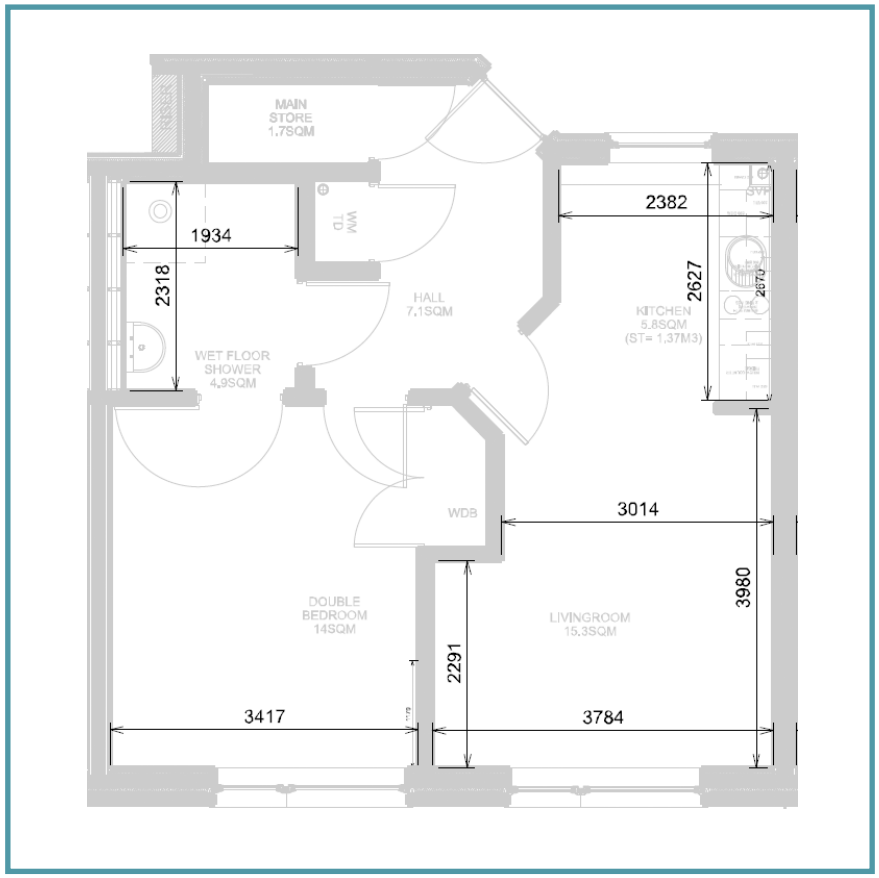
Third Floor



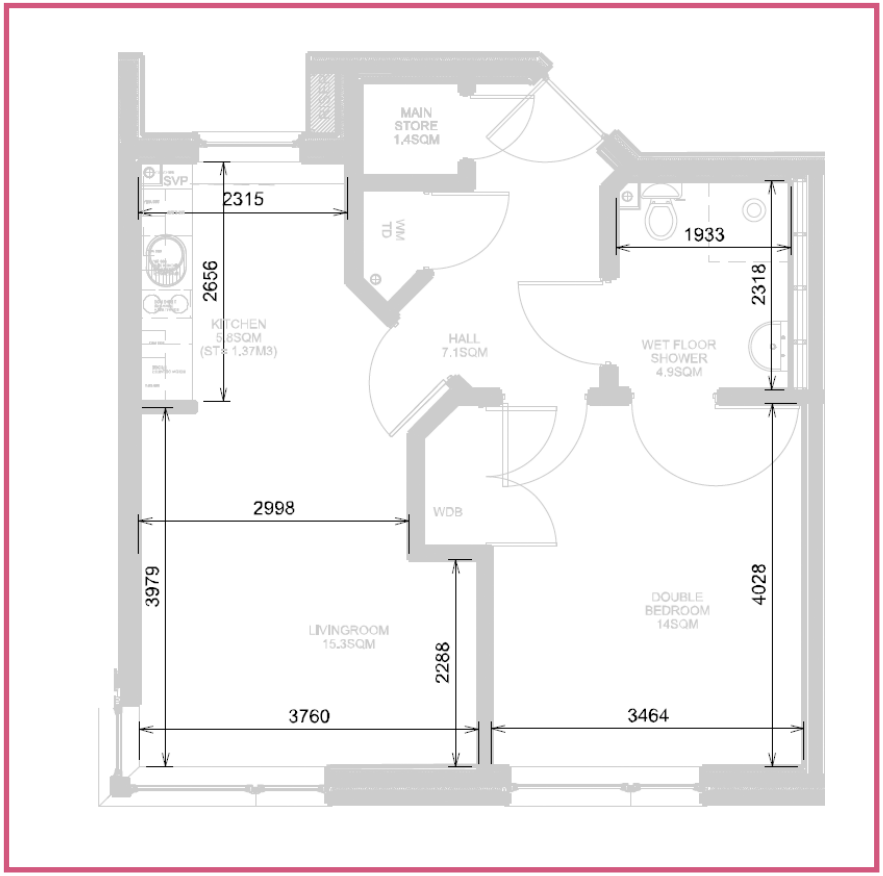
Fourth Floor

Third & Fourth Floor Accommodation

(Dimensions are approximate and should not be relied upon for ordering carpets or furniture)



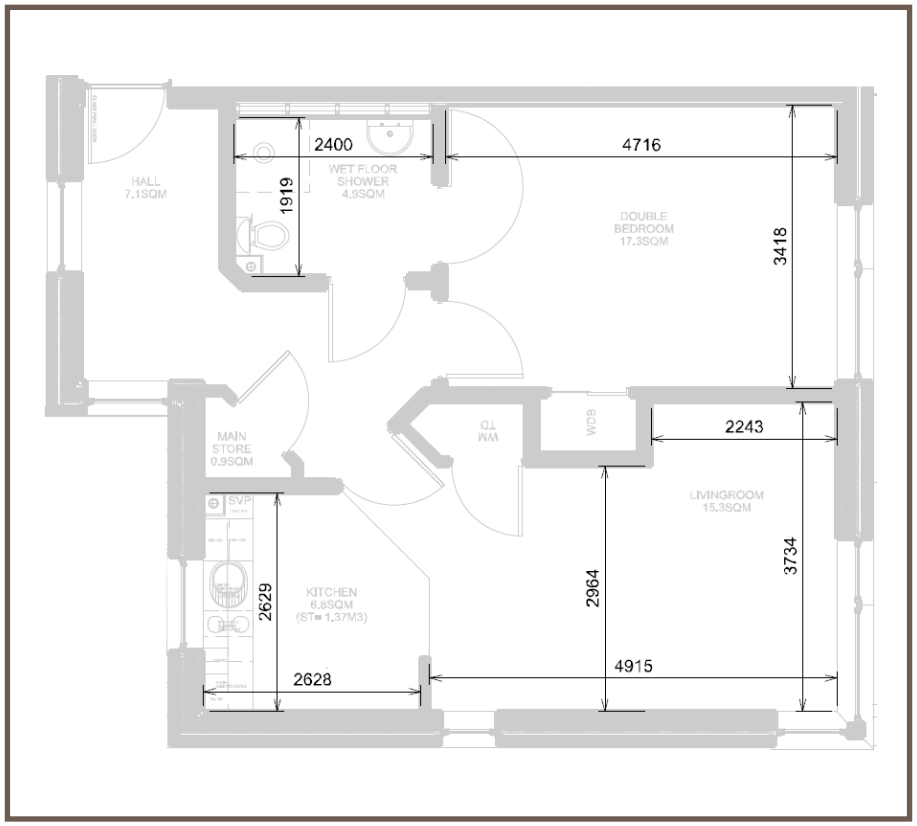
Flat A
2 person, 1 Bedroom
53 SQM



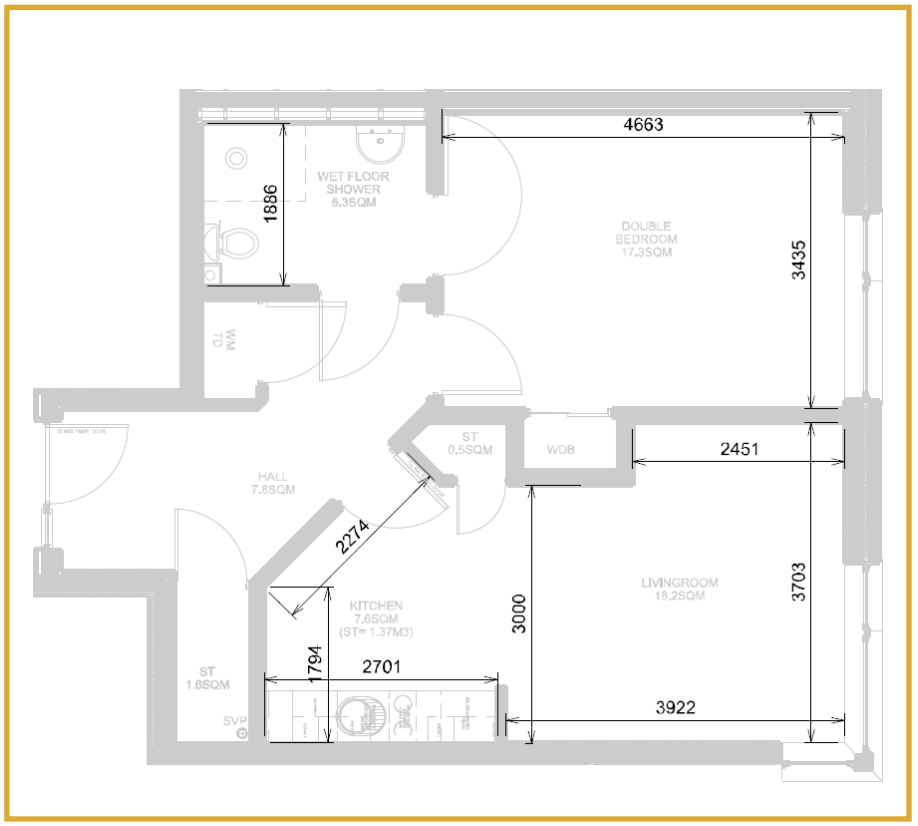
Flat B
2 person, 1 Bedroom
51.8 SQM

Flat types A & B

(Dimensions are approximate and should not be relied upon for ordering carpets or furniture)



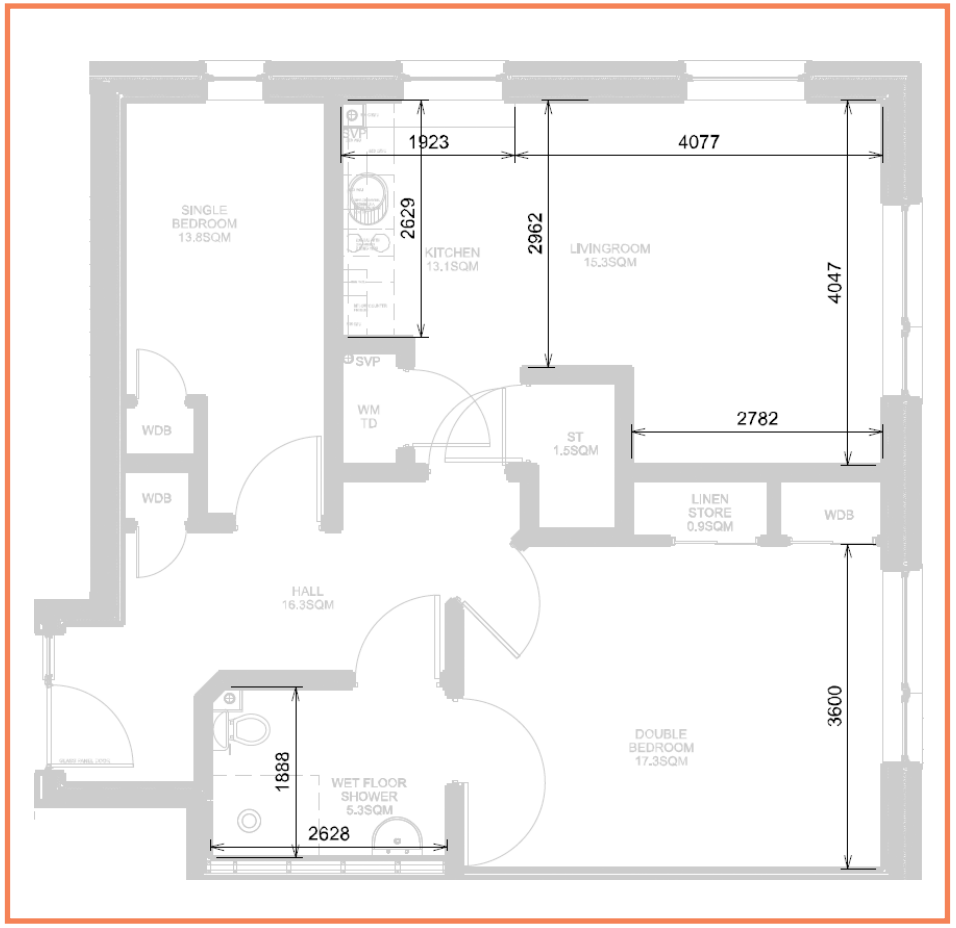
Flat E
2 person 1 Bedroom Wheelchair
61 SQM



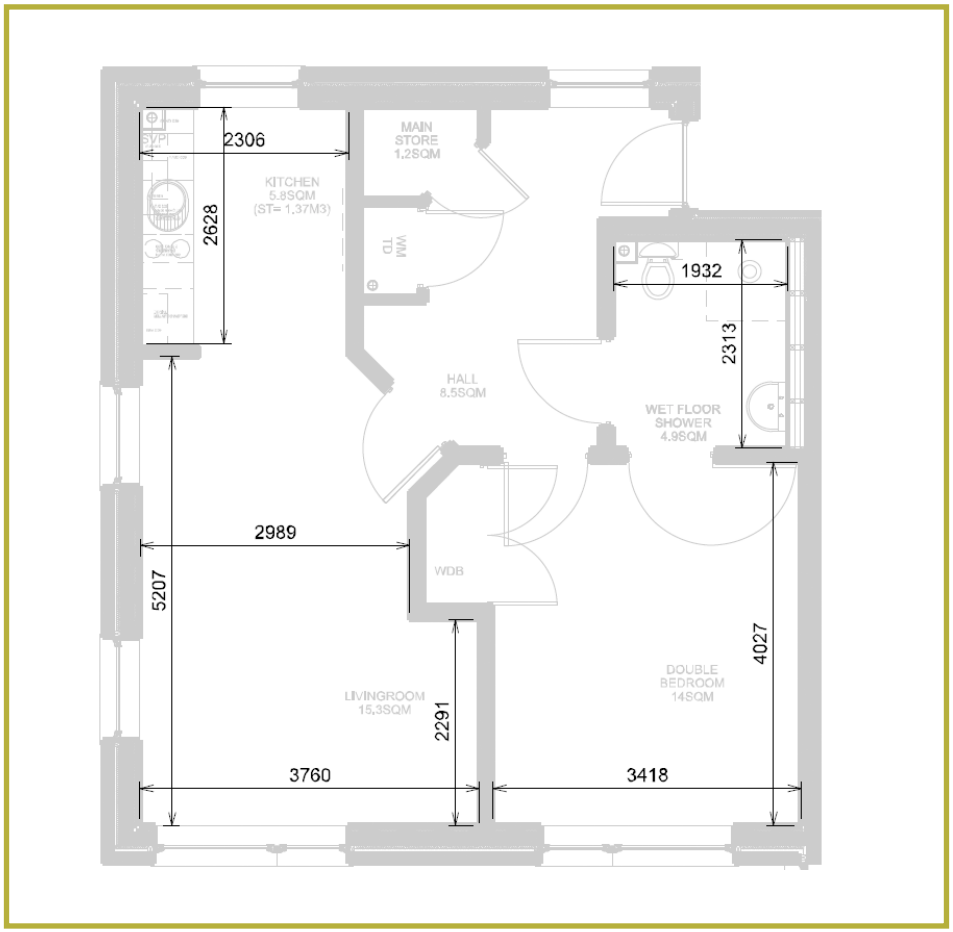
Flat F
2 person 1 Bedroom Wheelchair
58 SQM

Flat types E & F

(Dimensions are approximate and should not be relied upon for ordering carpets or furniture)



Flat G
3 person 2 Bedroom Wheelchair
72SQM



Flat H
2 person 1 Bedroom
56 SQM

Flat Types G & H

We have a dining facility which is bright, welcoming and spacious. Tenants can be assured of having their dietary requirements met, including special dietary requirements such as diabetic, gluten free and soft diets. Tenants preferences will be considered in planning menus. All meals are prepared by experienced and professional cooks.

Benefits of the meal service

We will provide meals of the highest quality at an affordable cost. Tenants no longer have to worry about going out to do large weekly shops or pay for taxis to be able to shop, or the associated energy costs of cooking.

Some examples of menu choices below:

Light Meals		
Quiche Lorraine	Salad or Rice	Shortbread
Macaroni Cheese	Garlic Bread	Cookies
Sausage and Mash	Fresh Vegetables and Potatoes	Scones

Main Meals				
Lasagne	Garlic bread	Soup/Strawberries & cream	Tea & biscuits	Fruit
Honey Roast Gammon	Fresh vegetables & potatoes	Soup/Rice pudding & jam	Tea & biscuits	Fruit
Fish Pie	Fresh vegetables & potatoes	Soup/Sorbet & fruit	Tea & biscuits	Fruit

OPAL BORDERS

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.

Wilkie Activities

Our charges at Wilkie Gardens

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:

- 1 bedroom flat: Rent + service charge = approx £1,098.59 per month
- 2 bedroom flat: Rent + service charge = approx £1,158.94 per month

In addition, each tenant will pay a meals charge **£481.99 per person, per month for two meals a day.**

For example, if you are a couple and you live in a 2 bedroom flat the total would be:
£1,158.94 + £481.99 x2 = £2,122.92.

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 Bands for the flats are as follows:

- 1 bedroom flat – Council Tax Band A
- 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 £76.04 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 £76.04 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 £76.04 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.

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; and a wet floor shower room with additional ensuite access to the bedroom. We offer plentiful storage space with built-in wardrobe in the bedroom, emergency call points, door entry system, motion activated lighting.

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 Wilkie Gardens.
What about gardens and the outside space?	There is a communal garden space to the front of building with patio and seating, there are also raised beds forming part of the shared garden. Some ground floor flats have a patio door opening onto a small, paved area leading to the shared garden.
What else does Wilkie Gardens offer?	We have in place a community hub which includes an open plan communal lounge and dining area looking out to the patio and garden for use by tenants, family and friends and organised groups. There is also a hairdressing facility on the ground floor available for use by local businesses to offer services to tenants.
Is the meals service mandatory and do they need to be taken in the dining room?	The meals service is an integral part of the service delivered at an affordable cost. (See charges section on pages 14 - 16.) Occasionally we will deliver and serve meals to your home. However this will only be provided wherewhere Social Work include this service as part of their assessment and referral. The same applies if you require assistance to attend the dining room.
Is there a laundry?	No , there is an enclosed space within each flat for a washing machine and drier. Please note we do not supply white goods as part of the tenancy.

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. e mailing, 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 of the development and parking for visitors and staff near the main entrance.
Is there a guest room flat within the development?	No, there is no guest room on site. However, we have guest facilities nearby at Oakwood Park, Galashiels which family and friends can access.
Can I have a pet?	Yes, you are able to have a 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.

How does the alarm call system work?	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. 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. Wilkie Gardens 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 Wilkie Gardens staff team will be on site and comprise of an Extra Care Housing Manager, Senior Support Workers, Support Workers, Cooks and Scheme Assistants. Information will be available daily via our electronic notice boards on who is on duty, and how staff can be contacted.

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. If you don't have an assessed need staff may be able to offer a housework and general domestic service which will be chargeable. We can also assist you to source an alternative housework service if required.
How can I be confident I will receive an excellent service?	The service at Wilkie Gardens 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 Wilkie Gardens

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

@eildonhousing

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EILDON GROUP

Caring, Committed, Connected, Creative