

Bulletin

Bield AGM highlights: strengthening our future together

We held a Special General Meeting followed by our Annual General Meeting on 23rd September in Edinburgh. The event brought together our members, Board and staff to reflect on the past year, make important governance decisions and look ahead to the future. It was a valuable opportunity to celebrate achievements, discuss key priorities and welcome new leadership voices who will help shape the years ahead.

This year, we said farewell to two of our longest-serving Board Members, Isobel McGarvie and William Smalley, whose years of dedication, leadership and support have made a lasting impact on Bield. We are deeply grateful for their commitment over the years. We also extend our thanks to David Leaf for his contribution during his period on the Board.



We were also pleased to appoint three new Board Members, each bringing valuable skills and perspectives:

- Amanda Britain, a respected figure in Scottish housing, health and care policy. She played a key role in improving digital access for people with additional support needs during the pandemic and continues to champion equity in later life.
- Emma Garry, who has more than 20 years' experience delivering affordable housing across Scotland. A former Director of Development, she now advises housing providers and public bodies on governance, risk and strategic growth.



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- Stephen Oswald, who currently leads Capability Scotland's Inclusive Community Project and serves as a Trustee of ScotArt. He brings expertise in property development, sustainability and accessible design.



Guests also heard from two insightful speakers. Professor Vikki McCall from the University of Stirling presented on *Reimagining Independent Living*, calling for Scotland to adopt a National Independent Living Strategy - a roadmap that would place housing at the centre of ageing policy, helping people not just to live longer, but to live better.

Brian Brown from Archangel shared learning from our digital innovation pilot at Langvout Court, where a range of discreet sensors have been installed in tenant homes and communal areas. The project is helping us understand how data can improve safety, support wellbeing and shape future decision-making.

The AGM reinforced Bield's commitment to innovation, independence and the people and places that make our communities strong. With new expertise on the Board and continued focus on improving services, we look forward to the year ahead with confidence and ambition.





Tracey Howatt steps into COO role



We're delighted to share that Tracey Howatt stepped into the role of Chief Operating Officer (COO) earlier this year. Tracey has been part of Bield since 1986, working her way from trainee to senior leadership and most recently serving as Director of Customer Experience.

In her new role, Tracey is responsible for the day-to-day delivery of our services and acts as Deputy to our Chief Executive. Her decades of experience and deep understanding of what matters to tenants make her ideally placed to help strengthen our Independent Living Approach (ILA) and support the continued improvement of our services across Scotland.

Tracey has played a key role in many of the positive changes we've made over recent years - including improvements in digital safety, energy efficiency and support for tenant

wellbeing. As COO, she'll continue to champion tenant voices and co-designed services while helping us plan for the needs of future generations.

Tracey said she feels "privileged" to take on the role and is looking forward to continuing to make a positive difference for the tenants we support.

We look forward to the impact her leadership will bring as we work toward our mission of enabling older people to live independently, safely and with choice.



Celebrating colleagues - farewells and new beginnings



As we move towards a new year, we want to acknowledge some valued colleagues who have recently completed their time with Bield, as well as welcome new faces who will help shape our services for the future.

Fond farewells

In September, **Caroline Simpson** completed her final nightshift with BR24, marking the end of an extraordinary 40-year career. Since joining Bield in 1985, she has been a kind, caring and reassuring presence for tens of thousands of customers. Her compassion and dedication have helped shape BR24 into the service it is today, and she will be warmly remembered by everyone who worked alongside her.

August saw us say goodbye to **Andy Barclay**, one of our long-standing Property Management Officers, after 19 years of dedicated service supporting tenants across

the central belt. His knowledge, commitment and friendly approach made a real difference to many people over the years.

We also wished a very happy retirement to **David MacInnes**, who stepped down in June after many years with Bield in a variety of leadership roles, most recently as our Head of Housing. Known for his humour, warmth and unwavering support for colleagues and tenants, David leaves behind a legacy of service that we are deeply grateful for. His role is now carried forward by Andrew Johnson, whom we welcomed earlier this year.

Welcoming new faces

We are pleased to share news of some important appointments that will help strengthen Bield as we continue supporting older people to live independently and well.

At the beginning of December, **Barry Allan** joined us as our new Director of Finance and Business Services. Barry brings more than nine years of housing sector experience, most recently as Director of Finance, IT and Resources at Thenue Housing. His expertise in financial and business services will help guide Bield as we continue to grow and innovate.

We would also like to thank **Jim Aird**, our Interim Director of Finance, who will continue

supporting Bield until March 2026. Jim's work on several key projects and his support during the transition are greatly appreciated.

Earlier this year, we were delighted to welcome **Andrew Johnson** as our new Head of Housing and Communities. With over 20 years' experience in social housing and local government, Andrew has a strong track record in improving services and building positive relationships within communities. In the year ahead, he looks forward to working closely with tenants and colleagues to co-create services that support wellbeing, independence and strong community connections.

Making your alarm service ready for the future



Over the last few years, Bield has been working hard behind the scenes to make sure our emergency alarm monitoring service continues to be safe, reliable, and ready for the future. In 2021/22, our Bield Response 24 (BR24) team joined a group of early adopters working with the Scottish Government to help develop a new National Alarm Receiving Centre (ARC) for Scotland. We're proud to have played a key role in shaping how this new national service will work.

Why are we doing this? Quite simply, it helps us deliver the best possible service to you. The new ARC will allow us to respond to alarm calls more efficiently and make better use of modern, cloud-based telecare technology. This means a more reliable service now - and one that is fully prepared for future digital advances.

After a detailed procurement process, CHUBB and SkyResponse were appointed to run the National ARC, and Bield formally signed up to it around 18 months ago as part of our commitment to providing high-quality, forward-thinking telecare.



L-R: Tracey Howatt, Chief Operating Officer; Victoria Wilson, Commercial & Partnership Officer; Gary Baillie, Head of BR24 & Assistive Technology Development; Debbie Collins, Chief Executive Officer

A dedicated team of Bield staff and external experts have been working together to ensure the move to the new system is smooth and aligns with both national standards and what

matters most to our tenants. We are now in the final stages, testing the new ARC in a small number of developments to make sure everything works exactly as it should.

What does this mean for you?

You don't need to do anything. Your alarm system will continue to work 24 hours a day, 7 days a week, just as it does now. Once the new platform is fully in place, you should notice the same reliable service - but with an even quicker connection time from pressing your alarm button to speaking to someone, thanks to the modern technology supporting the system.

We look forward to keeping you updated as we complete this important move toward a safer, smarter, and more future-proof telecare service.

Introducing our first Independent Living Hub

Autumn marked an exciting step forward for Bield as we launched our very first Independent Living Hub in Fife. From September, tenants living at The Knowe, Breadhead Gardens, Carlow Court, Anderson Court and Hawkslaw Gardens have become part of our new Hub community - an approach designed to bring even more support, consistency and value to the people who live in our developments.

So, what exactly is an Independent Living Hub?

A Hub brings together a small group of nearby developments so they can share staff resources, rather than each development having separate teams. This means staff can work more flexibly across the area, ensuring you receive the right support when you need it. Every Hub will look a little different depending on the size and geography of the developments it covers.

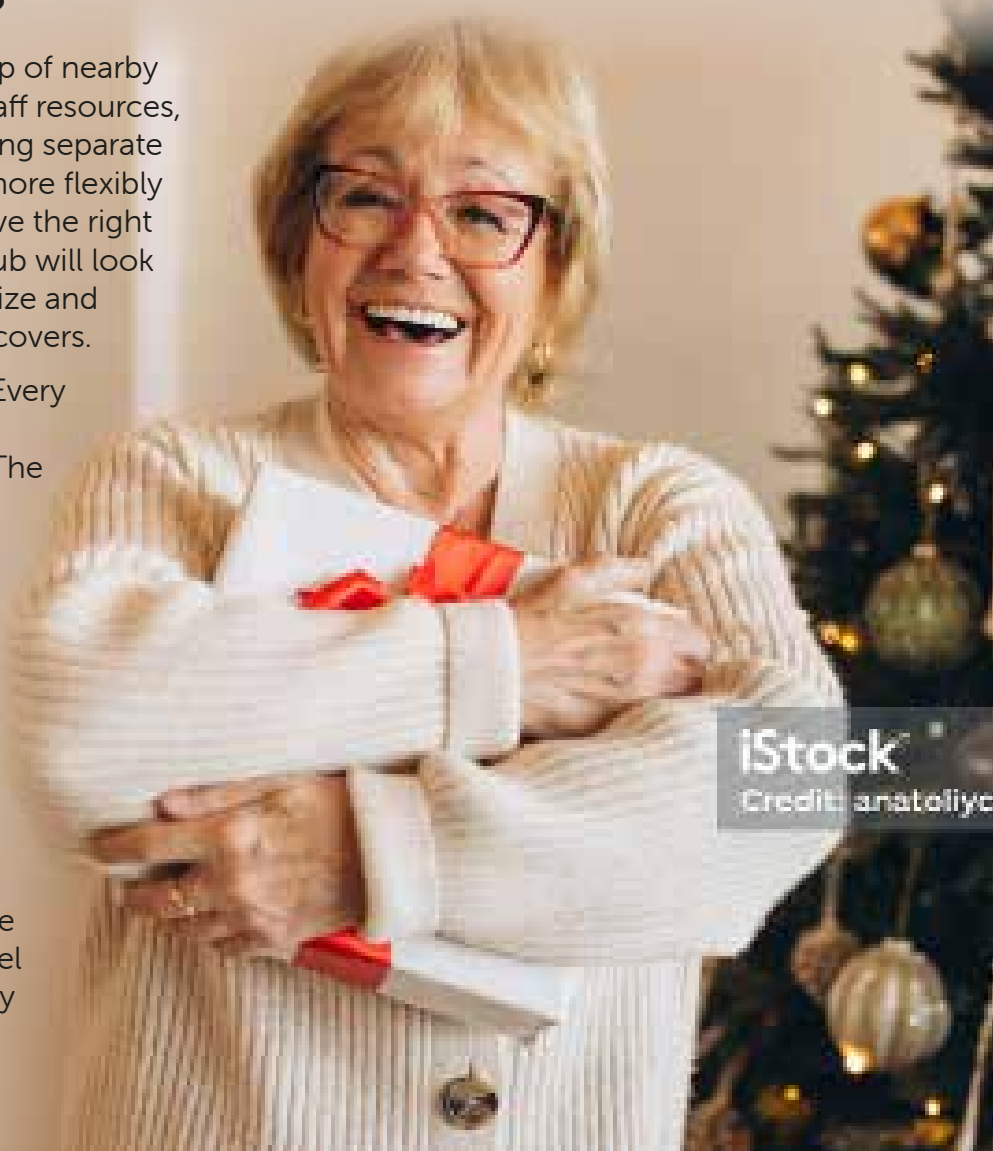
The Fife Hub is just the beginning. Every Hub will be developed to meet the needs of the community it serves. The main focus will be on ensuring that our tenants have the opportunity to live their best lives.

We're working with tenants in different areas to test out this approach - once we get feedback on the best ways to take this forward it will be rolled out across our developments.

Through this approach, we aim to put tenants at the centre and ensure that you have the opportunity to feel connected to your local community

and have access to services and opportunities that will support you to live well in your older years.

Our staff will also benefit from clearer roles, more opportunities to grow, and greater autonomy in their day-to-day work – helping them provide an even better service to you. We're excited to begin this journey together and look forward to sharing more updates as the Hub approach continues to develop across Bield.



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Have your say: annual rent review consultation 2026–27

We're asking for your views on the rent increase that may apply from 1 April 2026. The current proposal is to increase rent only by CPI+1%, which is estimated to be around 4.8%. This would result in an average rent increase of approximately £8 per week.

Service charges are reviewed separately and are set to recover the actual cost of providing services.

We understand the pressures you face

We know many households are dealing with rising costs for essentials like food, energy, and other living expenses. We take these challenges seriously and aim to keep rent and service charges as fair and affordable as possible while maintaining the quality and safety of our services.

Why is this increase needed?

- To keep services running at their current level
- Meet rising costs
- Continue investing in homes and services
- Pay for essential safety checks and support services
- Build reserves for emergencies

From April 2026, your rent statement will show **core rent separately from communal service charges** for clarity. This won't increase your total payment.

Your feedback matters

The Board will consider tenant views alongside financial information before making a final decision in early 2026. Please complete the survey by **31 December 2025** – online (visit our website or scan the QR code below), by post (FREEPOST), or hand it in to your Retirement Housing Manager.



PRIZE DRAW

Every completed survey with contact details will be entered into a draw to win **one of six £50 shopping vouchers.**

Need help with costs?

If you receive Housing Benefit or Universal Credit, these should continue to cover housing costs. You may also be eligible for **Pension Credit**, which can unlock additional benefits. Speak to your Retirement Housing Manager for advice.

What is a complaint - and how we deal with them



We recently asked tenants for your feedback and found that satisfaction with how complaints are handled has been lower than we'd like. We take this seriously. Here's a clear explanation of what a "complaint" means under our procedure, what it isn't, how we handle it, and how you can get help if you're unsure.

What do we mean by a "complaint"?

A complaint is: *"any expression of dissatisfaction about [our] action or lack of action, or about the standard of service provided by us or on our behalf."*

In short, if you believe that something we have done (or failed to do) has left you dissatisfied with the service you receive from Bield (or someone acting for us), you are lodging a complaint.

What you can complain about

Typical examples include:

- A failure to provide a service you reasonably expected.
- An inadequate or unacceptable standard of service.
- Dissatisfaction with one of our policies, or disagreement with a decision where there is no other right of appeal.
- The attitude or behaviour of a colleague or someone acting on our behalf.
- Errors, delays or failures in our administrative processes.

What a complaint isn't

There are also situations that are *not* handled as a formal complaint under our procedure. For example:

- A routine request for a service (for instance, "please arrange a repair" when nothing has gone wrong yet).
- A request for compensation only (if there is no underlying service failure).
- A disagreement with your neighbour (that is treated as a neighbour dispute rather than a complaint).
- A matter already being dealt with in a court or tribunal.
- A matter where there is an established separate appeals route (for example, an internal appeal process).

If you're unsure whether your concern is a complaint or something else (for example: "my neighbour is noisy" or "I want a service arranged"), you can ask our team whether it will be logged as a complaint. You can ask for your complaint reference number when the issue is logged - this helps you track progress and ensures your concern is formally recorded and managed.

How we deal with complaints

We follow the model procedure set out by the Scottish Public Services Ombudsman (SPSO). Here's how it works:

- Stage 1 (Frontline Response): We aim to give you our decision within five working days.
- Stage 2 (Investigation): If you tell us you are dissatisfied with the Stage 1 response - or the issue is clearly complex and needs an investigation - we move to Stage 2. At Stage 2 we will acknowledge receipt within three working days, set out what we will investigate and your desired outcome, and aim to respond in no more than 20 working days (unless it is clearly going to take longer, in which case we will keep you updated).
- If, after we have given you a final decision at Stage 2, you remain dissatisfied, you have the right to ask the SPSO to consider your case.

Neighbour disputes vs formal complaints

If your concern relates to your neighbour (for example: noise, shared space, parking disputes) this will usually be treated as a neighbour dispute rather than a formal complaint about our service. The key difference is that in a neighbour dispute the issue is about how tenants relate to each other, whereas a complaint is about the service we provide (or fail to provide).

If you raise a neighbour dispute and think it should be recorded as a complaint, please ask the member of staff whether it's being treated as a complaint or a dispute - and request the complaint reference number if it is being logged as a complaint.

Why it matters

Your feedback matters to us. When you tell us something isn't right, we can investigate, act and improve. Recording it properly under the complaints procedure gives you clear rights - and provides us with the evidence to learn what is working and what isn't. Low satisfaction in this area means we must do better - and by working with you, we will.

How to make a complaint (and get help)

You can make a complaint in person, by phone, in writing, by email or via our online form. When you submit your complaint, it helps if you provide:

- your full name, address and contact details
- a clear description of what has gone wrong
- the outcome you are seeking

If you have difficulty making a complaint (for example, you'd prefer someone to do so on your behalf, or you need an alternative format or language), we'll support you.



Investing in better homes: development update



Our programme of improvements continues across Scotland, with a range of projects designed to enhance comfort, safety and energy efficiency for our tenants.

Kitchen and bathroom upgrades

New kitchens have been installed at five developments. Thanks to valuable tenant input at pre-start meetings, finishes were chosen locally, with our contractor Response delivering around 4–5 kitchens each week.

We have also completed bathroom renewals at four developments. Each refurbished bathroom features modern, easy-to-maintain fittings and improved accessibility.

BEFORE

AFTER

BEFORE

BEFORE

AFTER

AFTER

Windows, doors and external works

Tenants at Brookwell Court, Edinburgh, and Braehead Gardens, Buckhaven, are now benefiting from upgraded windows and doors, improving insulation, security and overall appearance. External handrails have also been renewed at Inglefield Court, supporting safer access for tenants.

BEFORE

AFTER

Low-carbon heating and energy efficiency

A major upgrade at Castlebrae Glebe, Edinburgh has replaced older gas heating with a new low-carbon system powered by air-source heat pumps, solar panels and smart controls. This £500,000 investment will significantly reduce carbon emissions and make homes warmer and more efficient. New LED lighting has been installed in communal areas across five developments. The new fittings will lower energy use and maintenance costs while improving visibility and safety.



Creating new homes

Work is underway to create six independent living flats from a former care unit at West Port in Linlithgow, supporting the closure of Dean Court and helping tenants move smoothly into new homes. Our contractor, McConnells, are on site, with all building warrants approved.

At Grants Bank in Dunfermline, the conversion of former care flatlets into a one-bedroom flat is around 60% complete, with Clark Contracts working closely with tenants to minimise disruption. Tenants will be invited to view the finished home.

Plans to reconfigure existing space and build an extension for eight new flats are progressing at Carntyne Gardens, although site investigations identified coal seams. The project will now move forward in phases while specialist consultants review the next steps. We're also investing in upgrades to the existing building at Carntyne Gardens. This will include new kitchens and bathrooms, better external wall insulation, and the installation of solar panels.

Improving and repurposing existing accommodation

A second guest flat is being converted into a new home to rent at St Andrews Court.

Meanwhile, the former warden's house at Inchkeith Court is being redeveloped into a flat for rent, alongside upgraded staff facilities. The building warrant is in place, and discussions continue with SPEN regarding an electrical supply upgrade.

Smaller works and safety improvements

Paintwork has been refreshed at Broomfield Gardens, brightening communal areas. New AICO carbon-monoxide detectors have been installed at Campie Court, Dickson Court and Castlebank Gardens, supporting tenant safety. These improvements reflect our ongoing commitment to maintaining high-quality, energy-efficient and accessible homes for older people across Scotland.

Delivering value for your rent

At Bield, we know that every penny matters. That's why we're committed to making sure your rent and service charges represent real value for money.

This year, 66.8% of tenants told us they feel their rent offers good value, and while this is slightly lower than last year, we're taking steps to improve.

What we're doing:

- **Clearer Communication:** We're making costs more transparent by explaining exactly what your rent and service charges cover.
- **Efficiency Reviews:** We regularly review our services to ensure they are cost-effective without compromising quality.

- **Tenant Feedback:** Your views shape our decisions. We'll continue to listen and act on what matters most to you.

Our goal is simple: to provide high-quality homes and services that help you live securely, independently and confidently.



Tenants share their experience of our new sensor project



As part of our ongoing work to improve comfort, safety and energy efficiency in our homes, we recently launched a sensor trial at our Langvout Court development in Biggar. The project uses small, discreet devices to monitor conditions such as air quality and humidity, helping us identify issues early and make targeted improvements.

To understand what the trial is like from a tenant's point of view, we spoke to one couple, Mr and Mrs Miller, who volunteered to take part. They shared their reasons for getting involved, what the sensors were like to live with, and the benefits they've already noticed.

Here's what they had to say:

Q: What made you decide to take part in the sensor trial?

A: To let us see if there was any dampness and it just felt the right thing to do taking part.

Q: How would you describe your experience of having the sensors in your home?

A: They don't bother us at all, we forgot they were there!

Q: Have you noticed any benefits from the sensors?

A: We have had new fans fitted in the shower room and kitchen to improve the air quality as the sensors indicated that this could be improved.

Q: How easy or unobtrusive do you find the sensors day-to-day?

A: They were very easily fitted and are very small and unobtrusive.

Q: Would you recommend taking part in the project to other tenants and, if so, why?

A: Yes, we would encourage everyone to take part. We have had new fans fitted and noticed the air quality is better, especially in the shower room. The room doesn't smell fusty any longer.



How we're performing: your 2024/25 tenant performance update

The Scottish Housing Regulator has now published performance information for Bield and all other Registered Social Landlords (RSLs) across Scotland. This allows tenants to see how well their landlord is performing - and how that compares with others.

You can find Bield's full performance results for 2024/25 on the Regulator's website by searching for our profile.

This year, we are pleased to report improvement in several key areas. These include:



The amount of rental income collected



Satisfaction with opportunities to participate in our decision-making



How well we keep tenants informed about our services and outcomes

We know how important these areas are to our tenants, and we're committed to continuing this progress.

However, some of our results show that we have further work to do. Our performance has dipped in:



The average length of time to complete non-emergency repairs



Reactive repairs completed 'right first time'

We recognise that repairs have a big impact on your day-to-day experience. Improving speed, communication, and quality in this area is a top priority for the year ahead.

We're continuing to invest in modernising our repairs service and strengthening our monitoring processes so we can deliver

a more efficient, reliable service. Tenant feedback will play an important role in shaping these improvements.

Our latest Tenant Performance Report, summarising what we achieved over 2024/25, can be found on our website: www.bield.co.uk/performance

Free energy support for all Bield tenants

We know staying warm and managing energy costs can be challenging, especially in winter. That's why all Bield tenants can access our **free Tenant Energy Support service**, delivered by **Changeworks**, Scotland's leading energy advice charity.

How the service can help you

- Online advice library available anytime for quick, easy guidance.
- Friendly, expert advisors who can help you stay warm, save energy and manage bills.
- Support by phone, through home visits or at your development.

To speak with an advisor, call 0800 870 8800 or email: www.changeworks.org.uk/referral

Extra financial support you may be entitled to

You may also qualify for help with heating and household costs:

- Pension Age Winter Heating Payment – yearly support with winter heating (paid automatically if eligible).
- Warm Home Discount – a one-off reduction on your electricity bill.
- Winter Heating Payment – a single winter payment for those on certain benefits.
- Priority Services Register – free additional support from your energy supplier if you're in a vulnerable situation.

You can find eligibility details on mygov.scot, or get support from us.

Did you know Bield's Income Advice Officers have helped tenants to save a remarkable £1.1m this year?

Need help applying?

Our Income Advice Officers can check what you're entitled to, support applications and help you maximise your income. Call **03000 132 162** or email incomeadvice@bield.co.uk to speak to them directly.

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Credit: a_namenko

Preparing your home for winter

As the colder months set in, it's important to prepare your home to stay warm, safe and comfortable. Here are some tips to help you get ready for winter:

Prevent Frozen Pipes

Frozen pipes can cause costly damage. Keep your home warm, even if you're away, by setting your heating to a low, constant temperature. Open cabinet doors under sinks to allow warm air to circulate around pipes and ensure outdoor taps are turned off and insulated.

Control Condensation

To prevent dampness, try to maintain good ventilation in your home. Use extractor fans when cooking or showering and keep a small window ajar when possible. Wipe down windows and sills if condensation appears and avoid drying clothes indoors unless well-ventilated. For more tips, check out the Dampness and Mould leaflet available on our website: www.bield.co.uk/leaflets

Stay Warm and Save Energy

Use draught excluders or sealant around doors and windows to reduce heat loss. Keep your curtains closed in the evening to retain heat and ensure radiators are not blocked by furniture. If you're struggling with heating costs, remember to reach out for advice - we're here to help.

Taking these simple steps can help you enjoy a cozy, hassle-free winter. If you have any concerns or need assistance with preparing your home, don't hesitate to get in touch with us. Stay warm and safe this winter!



Access your tenancy services anytime with the My Bield Customer Portal

Did you know you can manage many of your tenancy-related services at any time, day or night, through My Bield, our online Customer Portal? The portal is simple to use and available 24/7, making it convenient to access services from the comfort of your home.

With My Bield, you can report and track repairs, view rent statements, apply for housing, update your contact details, and much more. It's designed to save you time and keep you in control of your tenancy. If you haven't already registered, it's easy to get started – simply visit www.bield.co.uk/my-bield and contact us for guidance if you need help. Take advantage of this quick and easy way to stay connected with us whenever it suits you!

Fire safety at Christmas

Here are some top tips to keep you and your home safe over the festive season:

- Check your Christmas tree lights carry the British Safety Standard design.  
- Never place candles near your Christmas tree or materials that can catch light easily.
- Most fires start in the kitchen. Avoid leaving your cooker unattended. Avoid cooking when under the influence of alcohol.
- Make sure your family and visitors know how to escape in an emergency.
- Make sure cigarettes are put out properly. NEVER smoke in bed.
- Decorations can burn easily – don't attach them to lights or heaters.
- Keep candles, lighters and matches out of the reach of children.
- Never leave burning candles unattended.
- Don't overload electrical sockets. Always switch your Christmas lights off and unplug them before you go to bed.
- Take time to check on older neighbours/relatives as they are at greater risk from fire.

Additional safety advice

- Keep your front door locked at all times.
- Don't let unknown visitors into your development via the main door security entrance.
- In the event of bad weather such as ice and snow during the festive period, please contact your Retirement Housing Manager during working hours or use your pull cord to contact BR24 out with working hours to request that pathways are cleared and gritted.
- If you need to contact our Housing team urgently during the festive period please call 03000 132 162 during normal business hours and you will be transferred to the on-duty Area Housing Manager. See the back page for contact details and festive operating hours.
- In the event of an issue, your first point of contact should be your Retirement Housing Manager.



One of our tenants recently shared a clever idea that might help others - especially if you're a fan of staying organised and clutter-free.

If you're keen on shredding your documents etc., here's a way to stop the shreds flying all over the bin area. Put the shredded paper into a basin and soak - cold water is fine. Squeeze the soaked shreds into small balls then put into the recycling bins in your development. No more shreds of paper escaping!

Protect your belongings with contents insurance



While we take care of the building you live in, it's important to remember that your personal belongings are not covered by our insurance. Contents insurance provides peace of mind, protecting your possessions against unexpected events like theft, fire or water damage. Without it, replacing damaged or stolen items could be costly and stressful.

There are many affordable contents insurance options available. These policies can cover items like furniture, clothing and electronics, and some even provide additional benefits like accidental damage cover. Don't leave your valuables unprotected - get covered today!

Enjoy fresh, local and affordable meals at your development

Did you know that our Retirement Housing with Meals developments offer freshly prepared meals every day? If you live in one of these developments, you can enjoy tasty, home-cooked food without the hassle of shopping, cooking or washing up.

Our menus are created with quality, choice and local Scottish produce at their heart.

Main meals include two or three courses alongside tea, coffee, milk or fruit juice. A lighter snack option is also available.

By signing up to the full meals service, you can enjoy freshly prepared food every day while spreading the cost in a simple, budget-friendly way. For tenants eligible for full Housing Benefit, much of the meals charge is covered, making the full service



excellent value for money compared to paying for meals occasionally.

We're proud to use the best of Scotland's larder across all our kitchens. Our main supplier, William Yules & Son of Kirkcaldy, has supported Scottish communities for more than 150 years. We source meat from Watson of Leven craft butchers and other trusted local butchers, and fruit and vegetables

from suppliers close to our developments. Much of the fish we serve is MSC certified, supporting our commitment to sustainability.

If you'd like to find out more or are considering joining the meals service, please speak to your Retirement Housing Manager.

Warm meals, good company and local Scottish flavours - why not make it part of your daily routine?

Get involved: Bield's tenant engagement opportunities

At Bield, we believe your voice matters. That's why we offer a range of ways for tenants to get involved, influence decisions, and help shape the future of our services:



Partnership Forum:

A national group run by tenants, giving you a say on strategic decisions.



Communication Champions:

Help review and improve how we communicate with you.



Tenant Action on Sustainability:

Work with us on greener initiatives like recycling and renewable energy.



Equality Network:

Promote equality and improve services for people with protected characteristics.



Rainbow Network:

A friendly space for LGBTQIA+ tenants to connect and support each other.



Compliment & Complaint Collective:

Review feedback and suggest service improvements.



Scrutiny Group:

Examine our processes and policies to recommend changes.



Regional Forums:

Focus on improvements in your local area.



Registered Tenant Organisations:

Form a formal group at your development to influence wider issues.



Tenant Insight Network (TIN):

Join our digital mailing list to share your views online.

Interested in joining or learning more?

Contact us at engage@bield.co.uk, visit our website for more information, or speak with your Retirement Housing Manager. Our Policy & Customer Standards team are always happy to visit your development for a chat. Every voice adds value, and we'd love to have you involved.

Small Grants Fund: making a difference in your community

Our Small Grants Fund gives tenants the chance to bring ideas to life and improve communal spaces in your developments. Applications are assessed by a panel of tenants and Bield staff, using clear and fair evaluation criteria.

Congratulations to our first-round successful applicants:



Southfield Court

£200

Garden Furniture



Gordon Court

£200

Garden Items



Kirkton Court

£200

Summer house
repair



Rockwell Gardens

£200

Garden Items



Inglefield Court

£100

Garden Furniture



Carntyne Gardens

£100

Garden Furniture

For developments that missed out this time, don't worry - the second round of the Small Grants Fund opens in January, with another £1,000 of funding available.

For more information or to apply, speak to your Retirement Housing Manager or look out for the application form on our website. We can't wait to see your ideas come to life!



Bield tenants celebrate 60 years of marriage

John and Irene Thompson, tenants at our Craigengar Park development in Craigshill, marked their Diamond wedding anniversary in May with a wonderful day surrounded by family and friends.

The pair, who've lived at Craigengar Park for 13 years, enjoyed a celebration where they were joined by Moira Nicol, who was just eight years old when she was flower girl at their wedding and Elaine Nicol, just two years old at the time, who presented Irene with a lucky horseshoe.

More than 60 years later, both returned to surprise the couple and share in the joy of the day organised by their two sons, John and Paul.

John and Irene also received a congratulatory card from King Charles and Queen Camilla, which they described as a highlight of the celebrations.

John said: *"It was simply fantastic getting a message from King Charles and Queen Camilla, that made our day. Irene was so happy, and it was great to see the joy and expression on her face."*

The couple revealed that the real secret to a happy marriage isn't avoiding arguments, it's sticking together and making up afterwards.

"You have to both work at it," John said. *"There can be some arguments, but they don't last long and it's the making up that counts."*



The anniversary celebrations continued when John and Irene were treated to a special visit from West Lothian's Lord Provost, Cathy Muldoon, and Lord Lieutenant, Moira Niven. The pair enjoyed an afternoon of reminiscing, sharing stories and reflecting on more than 61 years of memories together.

Tracey Howatt, Chief Operating Officer at Bield, said: *"Stories like John and Irene's are what Bield is all about, people living their lives with independence and connection."*

"Our developments aren't just places to live, they're communities where tenants can make new memories, share milestones and feel truly supported."

"It's a privilege to be part of these moments and to know that couples like John and Irene feel at home with us."



Community Pantry project brings healthy living to tenants

Earlier this summer, we were able to deliver a Community Pantry Project thanks to a £25,000 grant from The National Lottery Community Fund. The project supported tenants in communities without meal services, providing access to nutritious food, guidance on healthy living, and opportunities to connect with neighbours.

Across locations including Fife, North Lanarkshire, Argyll & Bute, North Ayrshire, Inverclyde and East Ayrshire, tenants attended nutrition talks, received non-perishable food items, supermarket vouchers, and practical advice on easy, healthy meals. For those unable to attend, packages were delivered directly to homes.

Catering Manager Jim Carson, who led the project, said: *"This initiative gave tenants access to good nutrition, practical healthy eating tips, and a chance to connect with their communities. It's been fantastic to see the positive impact across so many areas."*

The project is a great example of Bield's commitment to tenant wellbeing and ensuring all communities feel supported.



Every so often, a tenant sends us something that deserves to be enjoyed by everyone. This beautifully written short story is one of those moments. Lesley, a tenant at our Eamont Lodge development in Glasgow, kindly offered to share this story and we're pleased to feature it in this edition of the newsletter.



Bobby Boy

iStock™
Credit: Janice Chen

'Right then, BobbyBoy. Let's go and find what the sea has brought us today. Fetch your lead! Good dog Bob, who's a good dog then?'

Joe and his dog were a familiar sight around the harbour. Every day they walked along the promenade, then they would make their way down to the shore, always watching the sea in all its glory, and searching among the debris for anything which could be classed as 'treasure'.

They were both getting on in years; the dog almost equalling the man by now in doggy years, and they had walked and searched this beach for more years than they remembered. They used to come with Alice, Joe's wife, and the three of them would chase each other with seaweed or throw the ball for Bob to catch, but since she died over 3 years ago now it was just the two of them, taking it more slowly, but still chasing the ball into the waves.

They always searched along the high water mark because sometimes there could be a blue glass bottle, which was a rarity, or maybe a wooden case with foreign words stencilled on it. Joe didn't know any foreign languages, but he used to make Alice laugh by pretending he knew what had been in the box, speaking with a pretend voice and teasing her with his gestures. Joe missed Alice being with him, but he and BobbyBoy got along fine by themselves. Joe knew he would have been miserable if he hadn't got Bob, and Bob knew he always had Joe to look after and make sure they got themselves out and along the prom to the sea. That was their favourite walk of all, though the park was quite good when they went around the duck pond and Bob pretended he was chasing the mallards and swans. He made sure he didn't ever catch any of them, because honestly, he was a bit afraid of them when they hissed and flapped their huge wings. No, the beach was the best of all.

'Come on then, Bob,' Joe said. 'I'll take off your lead and you can dash about like a young pup!'

Feeling the freedom, Bob raced over the sand heading for the water. He loved to swim out a bit, then get back onto the shore and shake himself from head to tail, making Joe yell out *'... for heaven's sake Bob, watch it!'*

After Bob had let off steam they got down to the serious business of exploring the tide line. There was always a mountain of plastic bottles, plastic bags, and plastic bits of stuff which had been broken on the journey across the sea. Joe used to pick it up and put it in the waste bin, but there was so much of it now that he didn't bother. He always carried a stick with a nail stuck in the end, precisely for poking about in the jetsam, and sometimes they found strange objects, which you would think someone must have missed. Once they found an artificial leg! Surely there must be a person wondering whatever happened to that? On one momentous morning as they progressed along the sand after a fierce storm during the night, they found a deep hollow had been made and it was full of mackerel, all flapping and flopping in the pond left behind. Joe knew what to do though, and he used his mobile phone to call one of his friends who had a fish stall to come with the lorry and some fish boxes to gather this shoal of fish and get it to the hotels that would pay good money for such fresh fish. Joe's friend was so delighted with the profit he made from selling the fish that he treated Joe and Alice to a week's holiday in his caravan at the sea-side, and they took Bob with them, of course.

The man and his dog worked their way along the shore, poking around the rubbish and Bob sniffed and growled at things which took his interest. As they came to the seawall, which is where they usually turned to go back, something shiny caught Joe's attention. *'Hey BobbyBoy, what's this? Come on, let's have a closer look.'*

Bob had run ahead, nose close to the ground, tail wagging and ears pointing forward. He'd been a rescue pup who had been designated for the 'death chamber' the next day if he hadn't found a home. Joe and Alice had gone together to the Dog's Home, and they knew as soon as they saw the small brown and white puppy barking with no sound, as he'd barked

himself hoarse. They had taken him home with them that very same day, and Bob had been welcomed into a loving home. He appeared to be some sort of collie mixed with who-knew-what, and they quickly saw that their new pet was very responsive to their training regime. Both Joe and Alice were very definite about pets being well-trained, and Bob was soon obeying the most basic rules. As he got older and developed into a very handsome dog, they increased the training to include helping Alice with emptying the washing machine, and fetching Joe's pipe or newspaper. They all got along very well, and their friends and neighbours enjoyed being part of Bob's extended family.

The pair soon got to the wall, and Bob was scrabbling around the object, sending the sand flying out behind him while he yipped and yelped in excitement.

'Hold on there, Bob, stop digging.' Joe's voice had the sound of authority which Bob understood immediately, and he came to stand at Joe's knee, quivering with the thrill of this find. *'Right now BobbyBoy, we have to take this slowly. Let's just have a look around and think what we should do.'*

The object was smooth, though rusty in parts, and at one end there seemed to be a valve-type attachment. *'Well Bob, I think we've found a bomb here. It must have become exposed during the high tide last night. We need to get the authorities here as quickly as possible.'*

Joe looked around – no-one in sight. Not a person on the seawall, not another dog walker near the sea shore. So, it was up to him to get help, and it better be quick, this object may be a ticking bomb! And wouldn't you know! His mobile was on the worktop in the kitchen, forgotten as usual.

'Heel Bob, we need to get up to the phone box. Stay close now, and pay attention. We'll backtrack to the steps and come up near the ice-cream café. Come on now boy, keep close.'

Joe and his dog hurried over the dry part of the sand, sometimes slipping backwards a bit, but mostly making good progress, Joe using his scavenging stick as a cane to help him keep upright.

Continues overleaf...

Continued...

He felt excited, but also worried in case the bomb went off while they were still in the vicinity. *'Keep going Bob, we're doing fine here.'* Bob was keeping close to Joe and often turned to make sure they were going away from the shiny thing sticking up from the sand.

They reached the steps and Bob raced to the top, barking and dancing to and fro, while Joe got himself sorted to reach the top. When he made it, he looked around for someone, anyone who could help, but still there wasn't a sign of anyone else at the beach. The café was still closed – it was out of season, and only opened in the afternoon for a couple of hours, if the weather was fine.

'Right BobbyBoy, we'll have to step out and get help. Keep looking around; see if there's anyone coming at all. Good dog Bob, we'll be fine. Good dog.'

They were both hurrying along hoping to see someone, when suddenly there was the local ranger in his official van.

'STOP STOP', Joe shouted as loud as he could, desperate to attract the attention of the man in the van. Bob set off, barking as he went, and he ran to the driver's door, barking and jumping up all the time. *'Well, Bob! What's up? Where's Joe? Come on now BobbyBoy, what's the problem?'* Then he heard Joe shouting for help, and trying to run along the prom.

'Here, Joe, slow down! What's happened?'

'Oh thank heavens, you're here. There's a bomb been exposed, down there by the wall, we just saw the device on the top, phone the coast guard, quickly! Get help! Get help!'

The ranger grasped the seriousness of this, and immediately went to his van and called up the authorities on his walkie-talkie. *'Quick, we need the bomb disposal group as soon as possible. The high tide has exposed what appears to be an unexploded bomb here on the beach.'*

Joe's heart beat slowed down. He'd done the very best he could, and it was in the hands of the experts now. *'Good dog BobbyBoy, good dog. Come here, good boy, thanks for helping so quickly.'*

Bob sat close to his master, leaning against Joe's leg and looking up at his face all the

time. His tongue was lolling, he was breathing hard too, and the ranger brought a dish of water for him, and a flask of tea to share with Joe. The two men looked at each other, then both of them reached down and stroked Bob, murmuring *'good dog, good dog'*, while they waited for the rescue bomb team to arrive.

Later on, as they made their slow way home, having spent a few hours telling their story to the Major of the bomb squad, and the police, and eventually the local newspaper reporter who took photographs of Joe, then Joe and Bob, then Joe, Bob and the Ranger; as they settled down in their favourite chairs, one on each side of the fire, Bob curled his tail round his nose and closed one eye preparing to sleep, but always watching Joe just in case there would be another adventure before they locked the front door and went upstairs to bed.

Joe leaned back and closed his eyes. He'd been really frightened today, and now that he had time to think he felt very lucky to be alive. The Army Major had praised his quick actions, calling for help and keeping his dog away from trouble, but Joe knew Bob had been taking care of him, keeping him calm, not letting his breathing become too fast. Bob knew that stroking and patting him was all part of Joe's need to be calm and collected. He knew when Joe became agitated and made sure he was close by, pushing at Joe's leg, reminding him that he, Bob, was there all the time.

Joe sighed deeply and levered himself out of the chair. *'Come on then BobbyBoy, time for bed. We've had quite a day haven't we? I think we deserve a wee cup of tea to take upstairs, and you can have a dog biscuit, just for a treat. Come on then Bob, let's go.'*

And they both left the room, Bob keeping close to Joe, and Joe keeping his hand on Bob's head. They went into the kitchen, quickly made a mug of tea, grabbed a few biscuits and went up to bed.

'Goodnight BobbyBoy. Goodnight, my Bob.' Bob snuffled his way onto the quilt and cooied in behind Joe's legs. A small *'woof'* and they were both asleep.

THE END

Community Cafes: bringing neighbours together

Our first Community Cafe took place in October at Westland Court, Glasgow, welcoming tenants and members of the local community for an enjoyable and relaxed morning. Guests were treated to free tea, coffee, soup and home baking, along with a talk on healthy living from Bield's Catering Manager, Jim Carson, and a wellbeing session from SAMH (Scottish Association for Mental Health).

The aim of the Community Cafes is to create a warm, welcoming space for conversation, connection and community. We hope to roll these out further in the coming months, likely on a monthly or bi-monthly basis. Local residents will continue to be invited and involved as well as Bield tenants, and we'll look to include speakers from local charities and community groups wherever possible.

The first event was a great success, and we look forward to hosting more opportunities for tenants and neighbours to come together!



Support over the festive season

The holiday season can be a challenging time for many, but it's important to remember you're not alone. Whether you're struggling financially, emotionally, or mentally, there are many agencies and services available to provide support.

If you're feeling overwhelmed or in need of someone to talk to, Samaritans are available 24/7 to listen. You can call them for free on **116 123**. Find out more at: www.samaritans.org.uk/scotland

For mental health support, speak to your GP. Mind, the mental health charity, can also help – you can call them on **0300 123 3393** or visit: www.mind.org.uk

Veterans and their families can reach out to SSAFA, the Armed Forces Charity for practical, emotional and financial support. Call them on **0800 260 6780** or visit: www.ssafa.org.uk

For financial challenges, including debt advice,

your local Citizens Advice Bureau offer free, confidential support. Your local authority may also have a free, confidential Money Matters service to help you claim benefits and deal with debt.

If you're worried about heating costs, local energy advocates (via your local authority) can help with energy-saving tips and grants.

If you need food assistance, please contact your Retirement Housing Manager, who can provide information about foodbanks and soup kitchens in your area. These resources are there to help if you're struggling to make ends meet. The Salvation Army also supports individuals with meals and other assistance during the festive season. Find out more at: www.salvationarmy.org.uk/christmas

Remember, reaching out is a sign of strength, and support is just a phone call away. Take care of yourself, and don't hesitate to ask for help if you need it.

Special birthdays



Betty from our Maxwell Court Retirement Housing development in Musselburgh celebrated her 100th birthday in October with a party attended by family, friends and tenants. She had a visit from a very special professional piper, Max, and received her 100th birthday card from King Charles and Queen Camilla. Everyone had a brilliant afternoon and Betty enjoyed her special day.



Helen from our Whitehill Lodge Retirement Housing with Meals development in Dalkeith celebrated her 100th birthday in September with a special party. She also received a signed 100th birthday card from King Charles and Queen Camilla.



Development activities



In November, we hosted our first Winter Warmer "Soup and a Sandwich" afternoon at **Lynn Court**, our Retirement Housing development in Oban, for both tenants and local residents from the neighbouring council sheltered housing.

The event had a fantastic turnout and it was especially lovely to see some of our newer tenants come along and get to know others in the building.

The chicken soup and sandwiches were a big hit, and for those who weren't able to join on the day, portions were delivered to their homes so no one missed out.

These Winter Warmer afternoons will continue throughout the colder months, offering a cosy space for connection, conversation and good food.

A fantastic raffle event took place at our **Foley Court** Retirement Housing development in Rothesay in October, following a call for new fundraising ideas. Tenant Anne quickly took the lead, soon joined by Christine, and together they created an incredible community effort that raised an outstanding £2,500.60.

Support from the local community was exceptional. Stewart Shaw, Depute Lieutenant of Argyll & Bute, kindly drew the main raffle, with his wife Fiona Shaw BEM providing beautiful musical entertainment. Tenants and staff were also treated to performances from the Bute Ukulele Band and Kees on accordion - all giving their time for free. Area Housing Manager, Jacqueline Campbell, travelled in specially to draw the tenants' raffle, which was very much appreciated.

Thank you to everyone who contributed - it truly was a team effort.



Spooky smiles and festive fun! Our tenants got into the Halloween spirit at **Foley Court** and **Wheatley Gardens**!



In September, tenants from West Lothian care homes and Retirement Housing developments came together to take part in their very own Olympic Games. Tenants from our **Mansewood Court** development in Whitburn proudly took home a trophy for new age curling and parachute ball catching, capping off a fantastic day of friendly competition.

The celebrations ended on a sweet note with tea, cake and dancing, and this year Mansewood Court honoured the 80th Anniversary of the end of World War II, proudly displaying the theme on their t-shirts and flag.



Tenants from our **St Andrew's Court** development in Uphall set sail on the Maid of the Forth for a memorable mini-cruise and steak night in September!

It was a wonderful evening filled with great company, delicious food and drinks enjoyed against a stunning sea view.



Development activities

In October, our **Loch Laidon Court** Retirement Housing Plus development in Glasgow hosted a fun-filled Rodeo Afternoon complete with BBQ food. Tenants and staff alike had a fantastic time!



In August, our **Foley Court** development in Rothesay held their annual party to coincide with the Bute Highland Games which are held in the park opposite.

Talented tenant Anne played the piano and her accordion and Anne and Alan from the local ukulele band kindly offered their time (free of charge) to play for everyone. It was very well attended, and everyone had a fabulous time!



Here's a throwback to the warmer summer days – tenants at our **Clyde Court** Retirement Housing with Meals development in Arbroath hosted a tapas and sangria afternoon in August!



Tenants at **Coxton Gardens**, one of our Retirement Plus developments in Garthamlock, held a summer party back in July. Their parties and get togethers keep the tenant community close knit by getting to know each other and forming friendships, ensuring that everyone is welcome to join in the fun.



Foley Court tenant, Anne, held a fantastic fundraising stall during a weekly coffee afternoon in July. Anne donated all the items herself, including some beautiful pieces of her own artwork, and raised an impressive £300. Her generosity and hard work will help support future social events. A huge thank-you to Anne for her wonderful contribution.



Development activities

Tenants from our **Jamaica Court** Retirement Housing with Meals development enjoyed a bus trip to Largs and lunch at the Riviera restaurant in July.



Double trouble! Tenants from our **Almondell and Abercorn Court** developments teamed up and went on a day trip to Oban in July. They all had a great day and enjoyed the sing song on the bus!

Costa del Uphall! Tenants at our **St Andrews Court** development enjoyed a sunny sangria afternoon in July.



A heartfelt thank-you to Eleanor's family, who donated the proceeds from their golf competition in July to support the tenants of **Holmes Gardens**, one of our Very Sheltered developments in Broxburn.



The staff at our **Queen Elizabeth Court** Retirement Housing development in Motherwell pulled out all the stops by throwing a Fair Friday Fling for tenants in July. They played games, held a Scottish-themed quiz and a raffle with some great prizes. The tenants had a great time, sharing memories of jaunts in days gone by during the fair fortnight. Tea, cake and scotch pies were all enjoyed!



Tenants and staff at our **Clyde Court** Retirement Housing with Meals development in Arbroath stepped back in time for a fabulous 60s-themed night in May, complete with classic tunes, dancing, and plenty of retro fun. A brilliant evening enjoyed by all!



Development activities

At our **Springfield Gardens** Retirement Housing development in Uddingston, summer fun was in full swing at their July party! Tenants enjoyed music, good company and plenty of laughs, making it a night to remember.



Tenants at our **Abercorn Court** Retirement Housing development celebrated Winchburgh Gala Day in July and also said a fond farewell to one of their neighbours as they set off on a new adventure.



Our tenants got their hands green in June, planting flowers and vegetables in the communal raised beds at **St Andrews Court** in Uphall.



In June, tenants at our **South Port** Retirement Housing development in Brechin came together for some food and fun at 'The Big Lunch'.



Our **Clyde Court** Retirement Housing with Meals development in Arbroath also held a 'Big Lunch' in June with plenty of singing, dancing and lovely food.



Cue the fun! At our **Craigengar Park** Retirement Housing development in Livingston, a great time was had at the tenants' pool competition in May, with plenty of concentration, camaraderie and friendly rivalry on display!



Tenants at **Craigengar Park** enjoyed a sunny garden party in June, full of laughter, conversation and community spirit.



In September, tenants and staff at our **Almondell Court** Retirement Housing development in Broxburn held a coffee morning to raise funds for Macmillan Cancer Support. A wonderful time was had by all and an incredible £700 was raised.

Development activities

Pentland View Court's annual Macmillan coffee morning in September was also a fantastic success! An amazing £738.12 was raised, thanks to the wonderful efforts of the tenants and staff, their families and friends, and support from nearby developments Craigengar Park and Restondean. It was a true community effort, and a big thank you to everyone who donated and helped make the morning so special.



Tenants, friends and staff attended a Macmillan coffee morning, at our **Springfield Gardens** Retirement Housing development in Uddingston in September. A superb total of £1540.70 was raised for this worthy cause.



Tenants came together to mark VE Day in May with music, memories and plenty of community spirit. From afternoon teas to singalongs, each development found its own special way to honour the day and celebrate together.



Development activities

Tay Court, one of our Retirement Housing developments in Monifieth, celebrated its 50th anniversary with a party in November. Entertainment was provided by Starz, a group of ladies that sing for charity and Fisher & Donaldson very kindly donated a delicious cake. Everyone had a great time!



In April, **Campsie Gardens**, one of our Retirement Housing with Meals developments in Cumbernauld, hosted a party for its 20th anniversary. Tenants and staff celebrated in style with a buffet, a mimosa bar and another fabulous cake!



We're delighted to share some beautiful artwork created by one of our talented tenants, Ian Malcolm, from our **Carlow Court** development in Leven. Ian has kindly allowed us to showcase his work, giving readers a glimpse of his creativity and skill.



Tenants from **Coxton Gardens** were joined by some friends from **Loch Laidon Court** for a special afternoon of pampering and entertainment in April. Students from a local beauty college treated tenants to facials and manicures, leaving everyone feeling relaxed and refreshed.



Afterwards, there was karaoke, and tenants showed off their singing and dancing skills, sharing memories and enjoying songs from the past. The event finished with a lovely buffet and some prosecco, making it a truly joyful afternoon full of laughter and connection.

Massive congratulations to James Hendry, a tenant at our **Church Court** Retirement Housing development in Dumbarton, who completed the Glasgow Kilt Walk on Sunday 27th April along with his daughter. Between them they raised over £1,300 for the Beatson cancer charity – what an incredible achievement!

In April, tenants at our **Kintail Gardens** Retirement Housing Plus development in Darnley were delighted to receive their brand-new garden furniture - a welcome addition just in time for the spring sunshine!



This wouldn't have been possible without the initiative and dedication of the Kintail staff team, who raised funds to help purchase the furniture. Their commitment to enhancing the wellbeing and outdoor enjoyment of tenants is truly commendable.

An energising exercise session brought tenants together to focus on health and wellbeing at our **Bridge Court** Retirement Housing development in Alexandria in November.

Tenants at our **Kirkton Court** Retirement Housing development in Kirriemuir enjoyed a classic chippy tea together in October - good food and good company!



Spiced Sweet Potato & Coconut Soup (serves 4 - 6)



The food we eat can play an important part in keeping us healthy in mind and body especially in the dark winter months. When it comes to good sources of cold-busting, immunity-boosting vitamin C, we think of citrus fruits and berries. However, sweet potatoes are also an excellent choice - if you're after an all-round nutritional powerhouse, look no further. Other significant nutrients in sweet potatoes include potassium for healthy blood pressure, and some B vitamins, to support your nervous system, psychological wellbeing and energy release.

Ingredients

- 1 x tablespoon of cooking oil (light olive oil or vegetable is ideal)
- 1 x medium onion
- 2-3 garlic cloves (crushed)
- 2 x medium carrots
- 2 x celery sticks
- 1-2 sweet potatoes, dependent on size (peeled) - frozen diced sweet potato will also work well (about 600-700 grams)
- 1 x teaspoon of ground cumin
- 1 x tin of coconut milk
- 2 x vegetable stock cubes (made up as per pack instructions - usually 450ml of water per stock cube but can vary from brand to brand)

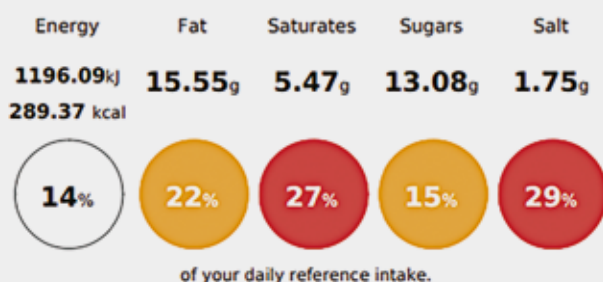
Method

1. Peel, wash and chop all the vegetables and crush the garlic, add to the bottom of a heavy based pot along with the oil and ground cumin, cover with a lid and allow to sweat for 10-20 minutes to release the flavour from the vegetables.
2. Make up the vegetable stock, add to the pan and allow to cook for 20-30 minutes or until all the veg is tender, top up with water as required.
3. Add the coconut milk and bring back to a simmer before blending the soup to a smooth consistency.

Allergy Information

Key: **Contains** **May Contain**

Each serving contains:



CHRISTMAS

WORD SEARCH

H	S	H	E	H	Y	D	L	P	H	M	G	R	E
C	F	V	G	L	W	A	D	V	E	N	T	K	T
I	E	M	L	I	I	J	C	A	R	O	L	S	C
O	L	O	S	P	N	A	L	S	Q	F	S	F	H
V	H	S	Y	I	T	G	J	I	B	W	W	A	R
E	R	F	Z	V	E	J	E	Y	G	J	S	H	I
T	W	W	N	G	R	Y	L	R	C	H	B	O	S
A	P	G	X	O	O	I	Q	G	B	Y	T	S	T
N	U	J	B	J	M	E	B	N	I	R	S	S	M
G	X	S	S	A	N	T	A	Y	W	F	E	R	A
E	J	K	F	L	F	K	E	A	F	R	T	A	S
L	J	P	O	I	N	S	E	T	T	I	A	S	D
X	F	I	R	E	P	A	C	E	E	B	U	O	
J	S	X	F	E	F	E	S	T	Q	D	Q	T	

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GINGERBREAD
ADVENT
HOLLY
GIFTS
FAMILY
FIREPLACE
EVE
CHRISTMAS

CAROLS
ANGEL
FEAST
WINTER
JOY
LIGHTS
POINSETTIA
SANTA

Festive period arrangements

Our Edinburgh office will close from Tuesday 23rd December to Monday 5th January. In addition, office staff will not be working on Thursday 25th and Friday 26th December or Thursday 1st and Friday 2nd January.

Arrangements across our developments may vary. Retirement Housing Managers will issue notices to let tenants know about local staff cover and working hours during the festive period.

BR24 and all care services will continue to operate as normal. Our meals services will also remain operational, and tenants will receive local notices confirming service times.

Thank you for your understanding, and we hope everyone enjoys a safe and peaceful festive season!

Emergency contact details

Even though our office staff won't be working over the festive period, you can still report an emergency at any time by contacting BR24. Use your pull cord or call **0141 950 1025**.

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