

# BULLETIN

SUMMER 2019



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## Susan Napier - Chair of Bield

Welcome to the Summer edition of the Bulletin. I hope you are enjoying the sunshine and getting out and about – just like Mr Ridley, tenant of Quayside Court featured on the front cover. He has been working closely with “Cycling Without Age” looking at innovative ways to improve older peoples’ lives.

My first task is to say goodbye to Bield’s outgoing Chief Executive, Brian Logan. As Brian departs, he leaves Bield a very different place to the one he joined as Director of Finance 14 years ago. Leading a huge programme of change in all housing, care services and staffing, he leaves Bield in a strong position for the future, with people placed at the heart of everything we do. On behalf of the Board and myself, I would like to thank Brian for his tireless dedication and years of service to make housing and services for older people in Scotland better.

The recruitment process to find a new Chief Executive is well underway, but it is a lengthy one. In the meantime, I am delighted to welcome Charlie Dickson, current Director of Customer Services to the position and I know that his many years of experience with Bield will ensure this interim period is in safe hands.

Elsewhere it has been a busy few months, with Bield Response 24 moving from their base of over 20 years in Anniesland to the new “hub” contact centre in Eagle Street. The Property Repairs Team have also moved within the building to join them and now both teams are taking full advantage of the new combined space and technology installed there. Customers should not notice any difference when they contact us, but behind the scenes we are now more streamlined and ready for advances in digital technology.

We have also been successful in two national awards – our new development Cyprian Court in Lenzie, built in partnership with Robertson Homes was finalist in the Scottish Home Awards, and we were also successful in the Scottish Awards for Business Excellence.

Achieving such accolades is great publicity for the good work that is going on, often behind the scenes, to make Bield a stronger organisation.

Other great work that has been celebrated recently is that of our Volunteers – at a number of our developments during Volunteers Week in June. Development events and parties are a lovely way to say thank you to all the volunteers for their contributions, which enrich the lives of so many older people.

We on the Board are also Volunteers and have thoroughly enjoyed meeting some of you on two successful trips to Dundee and Stirling. Being able to hear about your experiences of Bield and your recommendations is always rewarding and we would like to thank those who made us so welcome.

I must also mention the tenants and owners who give up their time to be members of the various groups such as the Partnership Forum, Owners Forum and BIG. Your input is vital to making Bield a place that older people aspire to and choose to live in. The work of BIG in particular focuses on what we can do better and they have recently completed a review of the complaints process. I look forward to hearing their recommendations.

Finally, thanks to you all who send in your lovely photographs and stories about what you have been up to – I always look forward to reading Neighbourhood News as it makes me smile – perfect for a sunshiny July afternoon.

**Enjoy your summer!**



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## CYCLING WITHOUT AGE

A CYCLING initiative aimed at getting older people out and enjoying the fresh air has officially launched its second bike in Perth, thanks to the help of Mr Norman Ridley, tenant of Quayside Court in Perth.

Cycling Without Age Perth launched its new trishaw at the South Inch on Wednesday 5th June.

Mr Ridley who is the 'Senior Ambassador' for Cycling Without Age Scotland, was joined on the day by members of The Guildry Incorporation of Perth who fully funded the second bike.

Norman said: "To be able to launch a second bike is just fantastic. We've only been running Cycling Without Age in Perth for just over a year and it has really taken off.

"Our team of volunteers have taken more than 100 people out so far – from Bield tenants at Quayside Court to residents at Balhousie North Inch Care Home and beyond.

"We have to say a big thank you to the Perth Guildry who donated the full sum for this second trishaw. One of the members came out for a ride and could see the benefits that the initiative has brought to the area.

"We are looking forward to taking 'Geronimo' out for a spin and getting more elderly people out and enjoying the fresh air."

Neil Dewar, Lord Dean of Guild, said: "The Guildry Incorporation of Perth is delighted to contribute to this worthwhile project. It is one of our largest donations this year in the region of £8,500. It will give a lot of pleasure to the elderly inhabitants of Perth.

"Going out in a car is perhaps an everyday event, but this brings them back into the heart of the city around the many green spaces in Perth."

Founded in 2012 by Dorthe Pedersen and Ole Kassow, Cycling Without Age is a project which aims to help elderly people who have limited mobility get back on their bikes.

The group operating in Perth was brought to the area by pupils and staff at Perth High School. A partnership between Perth High School and Norman of Quayside Court was initiated and the school now works closely with him on a regular basis.

More information on the Cycling Without Age can be found at [www.cyclingwithoutage.org](http://www.cyclingwithoutage.org).

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## ALL CHANGE AT THE TOP!

As Brian Logan leaves Bield for pastures new, we welcome Charlie Dickson as our Interim Chief Executive.

Charlie is Bield's current Director of Customer Services and will take up the interim post from the close of business on 5th July. We will look to backfill Charlie's current post on a temporary basis.

The recruitment process to find a successor to Brian is underway, but is a lengthy one, involving recruitment advisors, a panel of Bield Board members and independent consultants. It is anticipated that the final stage of the process will take place early July but if an offer is made, the start date will depend on who is appointed and any required notice period.



Charlie Dickson and Brian Logan

The organisational restructure is continuing, with the three Directors posts now confirmed.

From the end of March, **Charlie Dickson** took up the role of Director of Customer Services and **Scott Smith** the Director of Finance and Resources.

**Val Hunter** joined us as Director of Business Development in April.



Charlie Dickson



Scott Smith



Val Hunter

## TOP PROPERTY AWARD

Bield has been acknowledged by one of the country's most prestigious property award programmes. The Meadows Apartments, our latest shared ownership development in Lenzie has been short-listed as a finalist for Age Exclusive Development of the Year in the Scottish Home Awards 2019.



Developed in collaboration with Robertson Homes, the 24 one and two-bedroom luxury apartments are exclusively for over 50's.

Caryn Innes, Head of Development, said: "We are absolutely delighted to have been short-listed for this year's Scottish Home Awards for our Lenzie development.

"The Meadows has proved extremely popular, especially with local downsizers, thanks to the apartments' contemporary design and leafy setting less than 15 minutes from Glasgow's city centre.

"Our team has been working extremely hard to create high quality housing and ownership options that provide older people with greater independence and support their needs as they age".

The Scottish Home Awards is the country's largest independent awards programme, promoting excellence in building, design and marketing across the housebuilding industry.

This year saw the highest number of entries in the competition's 12-year history, with a panel of 14 judges from across the housebuilding sector reviewing more than 150 submissions for 19 categories.

Although not successful at the awards night, Bield is very proud to be selected as finalists in this prestigious competition.



## EFQM AWARDS

Bield has scooped the European Foundation for Quality Management's (EFQM) Committed to Excellence (C2E) Project Validation following a successful visit from Quality Scotland.

C2E accreditation is awarded for projects which drive change, innovation, performance improvement or transformation. It also assists with identifying key strengths and areas which are in need of improvement within an organisation.



As part of the inspection process, Bield staff took part in two self-evaluation exercises against the EFQM Excellence Model. These identified three projects linked to Bield's Business Strategy 2018-23 which

were taken forward for verification.

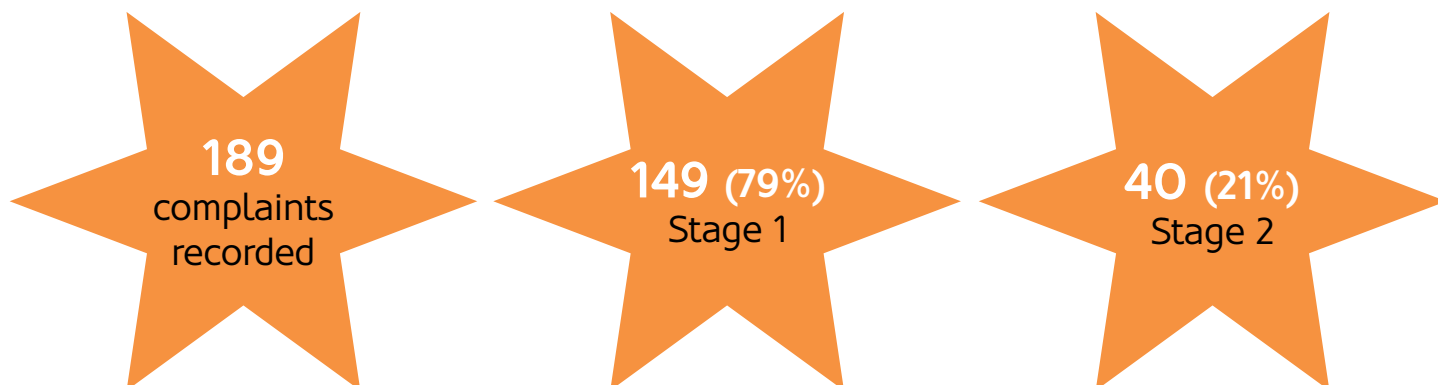
These included the revision of departmental plans and KPIs to ensure that they linked to Bield's current Business Strategy, and development of measures to demonstrate the effectiveness of the Employee Performance Development Framework.

Alison Gibb, Business Improvement Officer, said:

"The acknowledgement from Quality Scotland really demonstrates Bield's commitment to evolving and building upon our vision for the future. The feedback from the validators has given us an invaluable insight into which areas of the business need improvement and which we are progressing well. We will continue to use the model going forward in order to make improvements within the business and to provide the best possible service for our customers."

# OUR COMPLAINTS PERFORMANCE

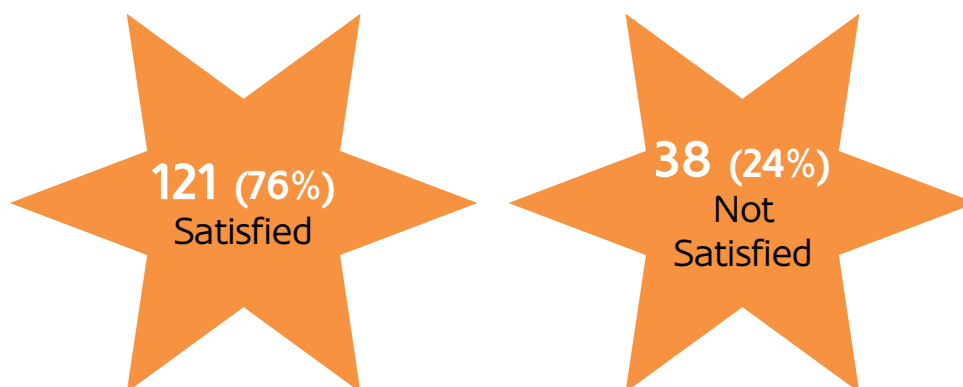
1st April 2018 - 31st March 2019



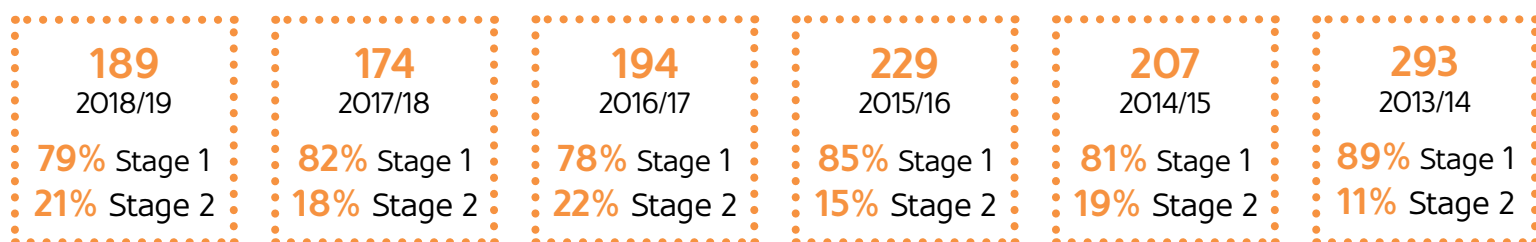
This is a **8.6%** increase on the same period in the previous year when **174** complaints were recorded.

During 2018-19 we responded to **72%** of Stage 1 complaints within the timescales and **55%** of Stage 2 complaints within the timescales. This is below the targets set and we have work to do to make improvements

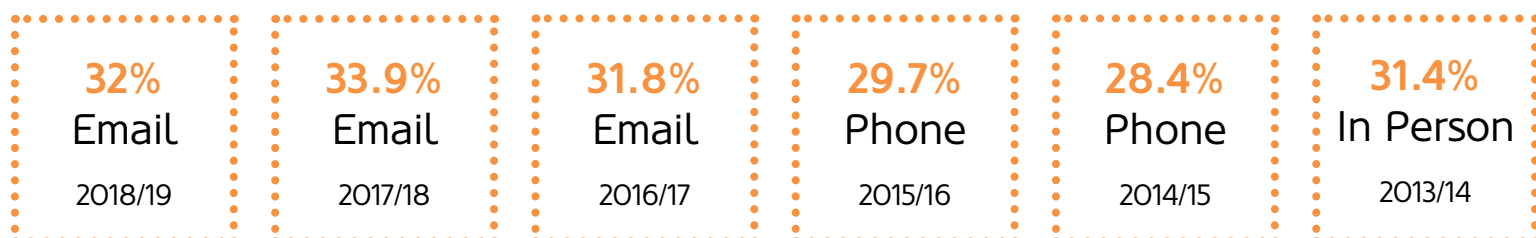
**124 (66%)** of complaints were upheld and **65 (34%)** of complaints were not upheld.



Number of complaints recorded over a 6 year period:



Complaints are received by various methods, the figures below show the most popular way of making a complaint:



## UPDATED TENANCY AGREEMENT

From May 1st 2019, we were required to update our tenancy agreement as the Housing (Scotland) Act 2014 has a number of provisions that are just coming into force.

Although these new provisions are only included in the new tenancy agreement, they will still apply to every tenant. One of the main points is that we need to be advised when anyone moves in or moves out of your home, as this could impact any changes you want to make to a tenancy, for example adding a joint tenant.

Tenants will need to notify Bield if they would like someone to live with them and this person plans to make this their main home and they would like to continue living there even if the tenant dies or moves out. The new occupant will then need to have lived in the property for at least 12 months after this notification to qualify to take over the tenancy.

This is the same for a joint tenant. If you would like another person to be a joint tenant, it must have been their only or main home for at least 12 months and Bield will need to be notified that they are moving into the property.

Where a tenant dies and there is another person living within the property, there is an additional section in the tenancy agreement about who can qualify for the tenancy, the order that they qualify and other requirements to enable this to happen.

Other changes to the tenancy agreement are that if there is anti-social behaviour and an ASBO has been granted against someone living in a tenancy, Bield can change the tenancy from a Scottish Secure Tenancy to a Short Scottish Secure Tenancy. This means that Bield are more easily able to repossess the property if there are any more anti-social behaviour issues arising.

The tenancy agreement also informs tenants that we will provide them with any information we hold on them within 1 month of the request in order to comply with the General Data Protection Regulation 2018.

The section about Right to Buy has now been removed from the tenancy agreement as this no longer applies in Scotland. There is also a section that strongly advises tenants to have home contents insurance.

There are some further changes which will come into force from 1st November 2019, so we will have to make a few further changes to the tenancy agreement to reflect this and these will be highlighted in a future edition of the Bulletin.

If you have any questions regarding this please contact your local area office.



## CUSTOMER ENGAGEMENT

Bield is fortunate to have many tenants and owners willing to give up their time to help improve the way we interact and engage with our customers. There has been a lot happening over the past year or so, especially through the Partnership Forum, the Owners Forum and the Bield Improvement Group.

### The Partnership Forum

The Partnership Forum was instrumental in working with Arneil Johnston consultants in reviewing how rents are charged, to ensure that Bield responded to tenant views when the new rent structure was implemented. The Partnership Forum has also liaised with senior staff and the Board of Management on the ongoing business transformation work. In addition, there have been collaborative discussions regarding future tenant engagement, consultation on the revised Tenant Handbook and input into how Bield appoint multi-trade contractors.

### The Bield Improvement Group

Over the past year, the Bield Improvement Group (BIG) concluded their review on Reporting a Repair. 11 recommendations were made to senior staff, the Performance & Audit Committee and the Board of Management and these recommendations were all supported.

There are now 13 members participating as part of this group and they are close to completing their third scrutiny exercise, reviewing the Life of a Complaint.



### Joint Consultation on the Bield Hub

Representatives from BIG and the Partnership Forum came together and met with a company called Community Models in January 2019, with their focus being on the progression of the new Bield Hub. Tenants discussed their experiences of utilising BR24 and the possibilities with enhancing this service in the future to ensure that it will bring benefits to Bield's customers.

### Annual Joint Engagement Session

The annual Joint Engagement Session was held in Stirling in June 2019. This was an opportunity for representatives of the Partnership Forum, the Bield Improvement Group and the Owner's Forum to meet with senior Bield staff and the Board of Management. Each group shared highlights of their work over the past year, particularly in relation to tenant engagement. The day was focused around the design of Bield's buildings and this included a visit to the world leading Dementia Services Development Centre to understand some of the changes Bield can make to ensure the design of our housing is appropriate for people as they live with, or develop physical or mental impairments or illnesses such as dementia.

As we continue to develop our tenant engagement work, there will always be opportunities to get involved. If you would like more information, please contact your local area office or Housing Officer.

**For more information on the Owner's Forum please read page 12**



## AGE GAP TAX

The government has announced significant changes to the rules around claiming Pension Credit which will take effect from 15th May 2019. These changes will affect couples, whether married or simply living together, where one person is over the state retirement age and the other partner is younger. These are known as a mixed-age couple.

Pension Credit is an entitlement for people over State Pension age who have a low income and modest savings. It essentially “tops up” their State Pension to a minimum of £167.25 for a single person and £255.25 for a couple living together.

After 14th May 2019, a “mixed aged couple” (one person is of pensionable age and one younger than State Pension age), will no longer be able to claim Pension Credit unless they have already submitted a claim before that date.

Furthermore, Pension Credit is a ‘passporting benefit’. This means that it acts as a qualifying benefit for other forms of assistance, but as the couple won’t be able to claim Pension Credit until both are State Pension age, then they will miss out on passported benefits too, which include Cold Weather Payments, maximum help with Housing

Benefit, maximum help with Council Tax Reduction and help with health costs. Without Pension Credit people will not have access to claim Social Fund Funeral Payments and they may not be entitled to the warm home discount.

### Changes to Pension Credit for ‘Mixed Age Couples’

In place of Pension Credit, the UK Government has decided that the younger partner in a “mixed age couple” should claim Universal Credit instead. The basic Pension Credit rate for a couple is currently £255.25 a week, and the basic Universal Credit rate for a couple is only £114.85 a week, which is less than the amount of Pension Credit for a single person. This could mean some couples could be worse off to the tune of £140.40 per week, or around £7,000 per year.

If this affects you or you would like more information please contact Ruth Sargaison in the Glasgow office.



## OUT AND ABOUT

With Summer nearly here, you may be thinking about holidays and day trips. Make sure you get the best deal on your travel costs!

### Free Bus travel

If you are 60 or over, or are assessed by the National Entitlement Card scheme to be a disabled person, you qualify for free Scotland-wide bus travel. Find out more from Transport Scotland at <https://www.transport.gov.scot/concessionary-travel/>

### Railcards

You can buy a Senior Railcard to reduce the cost of some rail fares if you are 60 or over. Scotrail also has regular offers for older people – see <https://www.senior-railcard.co.uk/>

### Blue Badge Scheme

The Blue Badge Scheme helps people with restricted mobility to park close to where they need to be – see <https://www.mygov.scot/apply-blue-badge/> for details of how to apply.

### Passport

If you’re a British national and you were born on or before 2 September 1929, you could also be entitled to a free 10 year passport, saving yourself £75.50. You’ll need to fill in an application form. You can either do this online, or request one from HM Passport Office, the Post Office or Passport Adviceline on 0300 222 0000.

## AWARD WINNING DEVELOPMENTS

Two Bield developments were recognised in the prestigious Elderly Accommodation Council (EAC) Housing awards in April as successful examples of later life housing.

Jamaica Court, Greenock achieved a Regional Area Silver award (25-30 units category) and Oakburn Gardens, Milngavie received a Bronze award. These are particularly special awards as nominations come from tenants, staff and visitors themselves.

The awards aim to shape the future of housing options for older people, considering the votes of tenants as the most significant factor in the



Oakburn Gardens, Milngavie

nomination process in order to celebrate developments which best cater to the needs of their residents.

Dorothy O'Donnell, Retirement Housing Manager at Bield's Oakburn Gardens, said "We're all absolutely thrilled to have been recognised for everything we do here at Oakburn Gardens.

"When we found out that we'd been successful at the awards we were all so chuffed – the majority of our votes came from our tenants who play a huge role in making the development what it is so I'm especially grateful that they thought to nominate us."

Bield is the only Scotland-wide housing provider recognised at the awards this year.



## IT'S GOOD TO TALK

Carntyne Gardens tenants recently raised concerns with the council over the number of taxis double-parking on the corner of Carntyne Square, meaning they were unable to safely cross the road.

The local Councillor immediately enforced a three-taxi limit on the corner of the square, as well as installing an ice grit bin to make the pavement outside safer during the winter months.

Councillor Annette Christie "The residents of Bield in Carntyne certainly had a lot to say about traffic and road safety, footpaths and winter maintenance and I welcomed their opinions and suggestions. We had a very open and frank discussion and agreed that I would liaise with the relevant council departments to pursue options that would improve their neighbourhood.

"Living in quality neighbourhoods where you feel a

sense of ownership over the decisions made in it helps to improve the health and wellbeing of Glasgow's people. The Bield residents have certainly played a part in this process of improving their local area for both themselves and their neighbours."

Carol Harvey, Deputy Manager said: "The changes Councillor Christie has put in place are a small step that will make a world of difference to a lot of our tenants here..... positive changes that both they and the wider community can enjoy".

**Well done to everyone involved!**



## BR24 SOARS INTO EAGLE STREET

The ground floor of Bield's Eagle Street office in Glasgow has been recently upgraded and reconfigured to accommodate Bield's new Contact Centre.

The Property Repair Line Team moved in, from the lower ground floor on 26th April and on 30th April the BR24 service began to operate from there too.

BR24 had been based at Anniesland adjacent to Bield housing for over two decades and the service had outgrown the accommodation and was not fit for purpose. This site will be retained by Bield for use in Disaster Recovery situations.

The new contact centre has upgraded ICT systems and infrastructure that can grow as Bield does and as technology develops, ensuring that our call handling system will provide customers with the most responsive service possible.

The move of the BR24 service means there will be staff in the building at Eagle Street 24 hours a day, 365 days a year.

The service will be supported and developed by the new Business Development team, led by Val Hunter.

Customers will notice no difference to the service provided – please continue to pull your cord or telephone them on: 0141 950 1025.



To mark the integration of the services within the contact centre, a small welcome ceremony was held in May. Vice Chair Robert Fernie gave a speech and everyone looked around the new facilities.

## OWNERS' FORUM MEETINGS

The Forums met at the end of May 2019 to discuss a wide range of issues. The new constitution means that there are separate East and West Forums and this arrangement has worked well.

Amongst the items discussed were:

- The new Fire Safety Regulations and the role that Bield could play in assisting owners to meet these by 2021. It was agreed that more information would be provided to owners at individual developments on what their options are and these will be discussed before the end of this year.
- An update on the Business Strategy and discussion on how this would impact on the services provided to owners. The West Forum also had the opportunity to visit the new Hub which is located in the Glasgow office.
- The review of the Property Meetings.
- The performance report for 2018/19 and the key outcomes from this.
- A presentation on the new owners' handbook and how this would link to an updated Statement of Services.
- A wide-ranging discussion on options to be included in the new Growth Strategy, particularly those areas where Bield could provide additional services which would be optional.
- A sample of the Development Information leaflet which we propose to introduce.

The next meetings are due to take place in November.

A copy of the minutes and papers can be obtained from Scheme Managers or Caroline Rielly.

## STAFFING CHANGES

Following a number of retirements we are delighted to welcome new Managers to the following developments:

Mearnsview Court, Newton Mearns – **Alison Fullerton** started in March. Alison had previously worked at Homeshaw House & Shaw Court.

Earnbank, Bridge of Earn – **Sharon Stevenson** started at the end of April. Sharon had been working with Bield in various developments before her appointment to this post.

Rosebery Court, Kirkcaldy – **Pete Hume** started in June and had not worked with Bield before this.

We appreciate that it can be a difficult period when there is no Manager working at a development whilst the recruitment process is underway and appreciate the patience of owners during this time.



Alison Fullerton



Sharon Stevenson



Pete Hume

## NEW STATEMENT OF SERVICES & OWNERS' HANDBOOK

All Property Factors are required to issue a Statement of Services to owners and this is essentially the agreement for Bield to provide a range of services to a particular development. The current Statement of Services was introduced in 2014 following extensive consultation with owners.

A draft of the new Statement of Services was issued to Forum members some time ago. This was based on the Draft revisions to the Code of Conduct for Property Factors which the Scottish Government issued late in 2017.

At the time of writing the new Code of Conduct has still to be published and after discussions at the Owners' Forums we have agreed to begin consultation on the new Statement of Services with a view to this being in place no later than April 2020.

The new Statement of Services is much shorter than the current version and will be supported by an Owners' Handbook. We are proposing this to ensure that the new Statement of Services covers those areas included in the Code of Conduct whilst the new Handbook provides much more detail on development specific matters. As an example the new Statement of Services will simply refer to our complaints handling procedure whilst the handbook will contain a leaflet that has been specifically prepared for owners.

The Handbook will also be designed to enable updates on areas to be easily changed – for example copies of the buildings insurance policy and budgets.

More information on this will be sent to owners over the coming months.



## WEAVERS COURT, HAMILTON

Following discussions at recent meetings with the owners at Weavers Court, we agreed to look at a new style of forward budgeting and planning for works. This followed meetings at the end of 2018 where Jill Dunlop, Assistant Director of Finance, gave an overview of the process, which was well received.

At present the focus is on a yearly review where works are either agreed if funds permit or postponed for a further period. The budget process is also reviewed and agreed annually.

The owners at Weavers Court have asked if a longer-term plan could be agreed which linked future budgets directly to the programme of works. As an example this could allow a phased arrangement for works to be carried out and avoid major fluctuations in the total funds held.

We are starting to work on this at present with the proposal being circulated prior to the AGM later this year. If this proves successful we could extend it to other developments.



To contact David MacInnes, Owner Services Manager please phone  
0141 270 7246



Volunteers' Week, the national celebration of volunteering, took place from 1 – 7 June.

Bield volunteers help to reduce the risk of isolation and loneliness in our developments, supporting our tenants and service users to engage in a wide variety of social activities. They make a real difference to the lives of older people.

We'd like to say a huge thank you to all of our volunteers for the fantastic work they do. Here are a few photos from just some of the celebrations in June.



Clyde Court, Arbroath



Crosshill Gardens, Port Glasgow



Mungo Park Court, Selkirk



Oakbank, Alexandria



Queen Elizabeth Court, Motherwell



Springfield Gardens, Uddingston



The Croft, Alexandria



Stewart Court, West Calder



Oakbank, Alexandria



Pentland View Court,  
Livingston



Oakbank, Alexandria



Robertson Court, Stenhousemuir



Kirkton Court, Kirriemuir



Inglefield Court, Airdrie



Oakburn Park Day Care



Oakbank, Alexandria



## Volunteer Welcome

A huge welcome to all our new volunteers who have recently started.

Lindsay McMaster, Lesley Craise, Amanda Gray, Lorraine Colquhoun, Marion McCauley, Patricia McCauley, Mo McCluskey, Louise Findlay, Susan Dougal, Jack Murray, Gillian Hamilton, Samantha Scott, Lesley Jaap, Sally Gray, Sheila Clarke, Ann Wallace, Janet Slowik, Toni Mullan, Denise Richards and Anne McLaughlin.



## WELCOME PAULA MONCRIEFF

### *Volunteer Development Worker*

I joined Bield in April 2019. My previous background has been varied. Prior to a career break in 2002 I worked for many years in HR/Management positions.

When I returned in 2011 (yes my maternity leave was long!) I worked for Macmillan Cancer Support as a Volunteer Co-ordinator supporting and managing Volunteers to provide both practical and emotional support to people and their families affected by cancer in their own homes.

In 2017 I joined LOOPS and worked as a Hospital Liaison Worker based at the Western General Hospital. LOOPS stands for Local Opportunities for Older People. This role involved me supporting older people admitted into hospital in an emergency to access all the resources, social and practical supports available to them upon discharge home.

On a personal note, I have a boy and a girl who are twins and will be 16 in September so I have just been through the rollercoaster ride of National 5's! I survived!

In my spare time I enjoy walking my dog Beau, playing tennis as much as I can, travelling and seeing friends when time allows.

I am looking forward to my role at Bield. I am a firm believer in the benefits of Volunteering and have seen through my various roles the difference Volunteers can make to people at critical stages in their lives.

My working days are Tuesday, Wednesday and Thursday. My contact details are: **p.moncrieff@bield.co.uk** and **0131 273 4026**, please get in touch with me if you would like to chat through anything.

**I look forward to working with you!**

## TAP INTO IT

*at Mandertson Court, Edinburgh*

A computer club has been running at Manderston Court, Leith for the past few months under the stewardship of Tap Into IT and some of their volunteers.

This has been attended regularly by 12 residents of all abilities. Some have started to use the internet, others have taken the chance to watch videos on YouTube and others have learnt how to use email. Some have been able to sort out any technical glitches with their own equipment and Bield laptops have been provided for those who do not have their own equipment.

Feedback from both the tenants and volunteers has been very positive. One resident said he looked forward to attending every week and had learnt a lot of new skills. A Volunteer said she had really enjoyed seeing the difference she was making.

Jacqui Cairns, Manager of Manderston Court is keen to continue the group. We are looking to recruit more Volunteers to deliver one to one support at the group - please contact the Volunteer Team for more information.



### Contact us:

Volunteer Team, Department of Human Resources,  
79 Hopetoun Street, Edinburgh, EH7 4QF  
Tel: 0131 273 4020 • Email: [volunteering@bield.co.uk](mailto:volunteering@bield.co.uk)



# FUNDRAISING UPDATE

Fundraising work has gone on over 2018-2019, with the main tasks being to spend grants and legacies received in previous years. The key ones have been:

The Kirsty Maxwell Stuart Foundation grant has funded the "Evenings and Outings" project run from Thornhill Court, Falkirk and has allowed robust planning for Volunteer Development into 2019. Legacies at Warrick and Glebe Courts have allowed garden improvement works to begin and one at Rosebery Court has funded various social activities.



R.S.MacDonald kindly allowed us to transfer a grant that was originally made to Mary's Kitchen to Wee Betty's Bistro operating from Oakburn Park Day Care, ensuring another year of restaurant evenings can be offered in 2019 to local people of East Dunbartonshire with memory problems or a diagnosis of dementia and their families.



We saw the final year of the Bank of Scotland grant being spent through at Whitehill Court, Kirkintilloch in their various Evening Services prior to closure and Fife Flexicare treated service users from donations and grants given before the service ended in September 2018.



A new grant of £32,000 that was awarded by the Scottish Governments' "People and Communities Fund" saw 10 Bield developments have Wi-Fi installed to allow them to participate in the "Fit2gether" project, where local school children work with tenants to help them online through email, website, SKYPE etc. Money was also allocated from this grant to Wee Betty's Bistro to provide the service through 2018-2019.

Numerous individuals and developments have held their own sponsored events, fundraising activities and challenges throughout the year, many of which you can read about in Neighbourhood News.

To contact us about fundraising please call 0131 273 4000  
or email [business.support@bield.co.uk](mailto:business.support@bield.co.uk)

## LANDLORD'S PERMISSION AND COMPENSATION FOR IMPROVEMENTS

We would like to remind tenants that written Landlord's Permission is required, from Bield Property Services, before you can carry out any physical alterations (other than decoration & carpets) to your home or garden area. For example you will need permission, in advance, to:

- alter any heating, plumbing or electrical systems
- install new kitchens and shower rooms
- install laminate flooring
- install plumbed-in appliances
- change ceiling light fittings
- put up a shed
- remove or replace doors and partitions

This is particularly important if you wish to claim compensation under The Scottish Secure Tenants (Compensation for Improvements) Regulations 2002, when your tenancy ends, for qualifying improvement works such as kitchen or bathroom replacements. Copies of receipts and invoices for the works are also required to claim compensation. Your Local Manager, Housing Officer or Property Officer can advise you on this.

Written permission is also required before you can use or store a motorised scooter in your development and we advise that you must obtain this authorisation prior to purchasing a scooter as there may not be a safe place available for storage.

It is also important to remember to check the identity of all people calling on you. All of Bield's contractors will carry identification and if you are in any doubt at all you can ask your local manager or BR24 for advice.

Please speak to your local manager or Property Officer if you would like more information about this.

## HIGH SATISFACTION WITH NEW HOMES

After completing a new development, we usually carry out a survey with the new tenants. Their feedback about their new home not only helps us improve processes but can influence the design of future new properties.

Fleming Place and Darvel Gait in Edinburgh were surveyed in February 2019. The results were mostly very positive with 89% telling us that their house meets their needs very or fairly well and 100% of respondents being very satisfied or satisfied with the appearance and location of their home. 100% felt safe in their homes. 88% said that, taking everything into account – rent, energy and service charges, their new home was very or fairly affordable.

Many comments were made through the survey which the Development team will review and develop into an action plan to take forward into future projects.

We use questions that have been developed by Scotland's Housing Network, so we will hopefully be able to undertake some benchmarking with other housing providers.



Fleming Place, Edinburgh

## YOUR RIGHT TO REPAIR

The Housing (Scotland) Act 2001 gives you the right to have small, urgent repairs, up to a value of £350, carried out by your landlord, Bield, within a given timescale. This is called the Right to Repair scheme.

The timescales shown are the maximum period in working days from the day after you report a qualifying repair or inspection (excluding weekends and public holidays). If we do not carry out the repair within the time limit set you may be entitled to compensation. Repair times depend on the type of repair and are set by law, not by Bield.

Repairs included in the scheme	Timescales
Blocked flue to open fire or boiler	1 day
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1 day
Blocked sink, bath or basin	1 day
Loss of electric power (except where fault lies with the utility provider)	1 day
Partial loss of electric power (except where fault lies with the utility provider)	3 days
Insecure external window, door or lock	1 day
Unsafe access to a path or step	1 day
Leaks or flooding from water or heating pipes, tanks, cisterns	1 day
Loss or partial loss of gas supply (except where fault lies with the utility provider)	1 day
Loss or partial loss of space or water heating where no alternative heating is available	1 day
Toilet not flushing where there is no other toilet in the house	1 day
Unsafe power or lighting socket, or electrical fitting	1 day
Loss of water supply (except where fault lies with the utility provider)	1 day
Partial loss of water supply (except where fault lies with the utility provider)	3 days
Loose or detached banister or hand rail	3 days
Unsafe timber flooring or stair treads	3 days
Mechanical extractor fan in internal kitchen or bathroom not working	7 days

### What happens if the work is not done in time?

If we do not start the repair within the time limit set you have the right to instruct another contractor, from Bield's approved list, to carry out the work. Bield will arrange for the repair to be placed with an approved alternative contractor on your behalf. If you choose to make an appointment for works to be completed out with the set timescale then this will not be treated as a Right to Repair instance.

Sometimes there may be circumstances which Bield or the contractor has no control over which make it impossible to do the repair within the maximum time (for example, severe weather). In these circumstances Bield may need to make temporary arrangements and to extend the maximum time. If we are going to do this, we will let you know.

**If you have any questions about the repairs service, please speak to your Property Officer in the first instance.**

### How to claim compensation

If the repair is not completed in the time allowed, we will pay you £15 compensation for the inconvenience. In addition to this, you will also be entitled to a further £3 for each working day up to the day the repair is completed – up to a maximum payment of £100. Compensation can be claimed either by making a request via your development manager or by contacting Property Services direct on Tel: 0141 270 7200.

### Other Repairs

All other repairs should be reported as normal, and will be dealt with using our current agreed timescales.

**Emergency works - 6 hours**

**Urgent works - 3 working days**

**Routine works - 20 working days**

## MINT AERO CHEESECAKE

### Ingredients:

250g digestive biscuits (about 12 biscuits)  
 100g melted butter  
 600g soft cheese (philadelphia cheese)  
 100g icing sugar  
 300ml whipping cream  
 2 large mint Aero bars



### Method:

- Crush the digestive biscuits and slowly add in the melted butter (the more butter the more your base will stay together).
- Line the tin with cling film as this helps get the cheesecake out easy when it is set.
- Cover the base of the tin with the crushed biscuit mix.
- Mix together the soft cheese and the icing sugar.
- Whip the whipping cream and then add it to the mixture.
- Grate both Aero bars.
- Add about 3/4 of the grated Aero to the mixture and mix together.
- Spread the mixture on top of the biscuit base.
- Add the rest of the grated Aero to the top of the cheesecake.
- Leave to set over night in the fridge.

## VALENTINE'S DAY

Valentine's Day at Jamaica Court, saw tenants enjoying the Valentine's Menu with love heart sweeties, red tulips, petals and love heart shaped table mat decorations.



Preston Pantry at Johnny Moat Place also held a celebratory Valentines meal.

## FOOD FORTIFICATION

We are not often told to eat more calories these days, but for an older person who is at risk of suffering from malnutrition, it is important to make every bite count. To try to increase the amount of protein and calories in meals is known as “food fortification” which helps to prevent weight loss.

Examples include switching to full-fat options, such as milk, and adding this or cream to teas, coffees, soups or puddings. Adding grated cheese on top of dishes such as baked potatoes or spaghetti Bolognese is a simple way to increase calories and protein. Foods such as meat, fish, beans, lentils and other pulses can be added to sauces to increase the protein content of the meal.



## CREAMY TOMATO SOUP

### Ingredients:

25g butter  
 30ml olive oil  
 125g chopped onions  
 2 tins chopped tomatoes  
 500ml chicken stock  
 150ml double cream  
 Handful chopped fresh basil leaves (or 2 teaspoons dried basil)  
 Swirl of cream to garnish  
 Salt and pepper to taste



### Method:

- Heat the butter and olive oil in a large pot over a medium heat.
- Stir in onions and cook until tender.
- Mix in tomatoes and chopped basil. Season with salt and pepper.
- Pour in the chicken stock, reduce the heat to low, and continue cooking for 15 minutes.
- Blend until smooth using a hand blender.
- Reduce the heat to low, and gradually mix in the cream.
- Garnish with a handful of chopped fresh basil and a swirl of cream.
- Serve with bread and enjoy.

## NEIGHBOURHOOD NEWS

**The new GDPR regulations came into effect at the end of May 2018. We now need to check with tenants if they give permission for us to print their pictures in the Bulletin**

Please send your neighbourhood news to the Communications and Marketing Team at 79 Hopetoun Street, Edinburgh. EH7 4QF or by email to [business.support@bield.co.uk](mailto:business.support@bield.co.uk)



Congratulations to Annie Davidson of Bonnethill Gardens in Dundee who celebrates her 98th birthday in July.



Many congratulations to Ruby McGregor of Glenview Court, Motherwell who recently celebrated her 99th birthday.



Best wishes to May Henderson of Oakbank in Alexandria who celebrated her 80th birthday in May



Tenants from Robertson Court, Stenhousemuir enjoying the Generation Project with pupils from the local High School. The project aims to inspire a community to be active today for a healthier tomorrow.



Armadale Court in Greenock celebrating Easter.



The Mad Hatters Easter bonnet parade at Crosshill Gardens, Port Glasgow.



Tenants from Inglefield Court, Airdrie enjoyed painting and rolling their Easter eggs.



Mr and Mrs Cowan of Isaac Mackie House, Elie kindly donated Easter eggs to the children's ward of Kirkcaldy Hospital.



Easter tea party at Moorfoot Court, Bonnyrigg.



Pentland View Court tenants enjoyed some Easter fun with children from Carmondean Nursery.



Mary Bradford's singing pupil, Lily enjoyed entertaining the tenants of Braehead Gardens, Buckhaven.



Robert and Gina Howson of Oakburn Gardens, Milngavie recently took part in the Strathbogie Bowling Club's Championships.



Campsie Gardens, Cumbernauld tenants celebrating Tartan Day.



Tenants from Inchkeith Court in Glenrothes raised £137 for Marie Curie by holding a daffodil tea.



Irish Dancers and a gymnast helped Oakburn Park Day Care celebrate St Patrick's Day.



Tenants from Crosshill Gardens weekly domino gathering.





Pupils from Levenmouth Academy visiting tenants from Braehead Gardens as part of the Old's Cool programme.



Entertainment night at Eamont Lodge Court, Glasgow.



Tenants of Tay Court, Monifieth enjoying their Easter social event.



West Port in Linlithgow, Residents Group have been working hard in the garden in time for the Summer coming.



Tenants enjoyed a social evening at Church Court, Dumbarton.



Knitting Bee at Crosshill Gardens, Port Glasgow have been busy knitting and crocheting blankets for the Compassionate Inverclyde Home from hospital boxes.



Graeme Walmsley of Armadale Court, Greenock was May's Play Your Cards Right winner.



Tenants from Craigengar Park in Livingston recently organised a collection of toiletries for dignity boxes.



Bo'ness Fire Brigade visited Dean Court to give a talk and demonstration on CPR.



Primary 6 and 7 pupils from St. Mary's Primary school joined tenants from Campsie Gardens, Cumbernauld to teach them how to use iPads including how to access the internet and play music.



Jamaica Court in Greenock celebrated its 20th anniversary in March. Everyone enjoyed the birthday bash.



Tenants of Oakbank in Alexandria enjoyed their monthly entertainment night with performances from Christian.



Audrey (l) hosted an Afternoon Tea for her friends and neighbours at Tay Court in Monifieth. Margaret (r) is celebrating her 94th birthday later this year.



Tenants of Strathallan Court in Bridge of Allan enjoyed the Strathcarron fundraising coffee morning which raised £200.



Wheatley Gardens in Saltcoats enjoyed making Easter cards and decorating plant pots with daffodils, chicks and eggs.



Tenants from Emily Court, Gorebridge building intergenerational relationships with children from the local nursery.



Oakburn Park Day Care enjoyed a 'Fruit for Thought' evening. Showing different ways of presenting fruit to people living with dementia to encourage them to eat it.

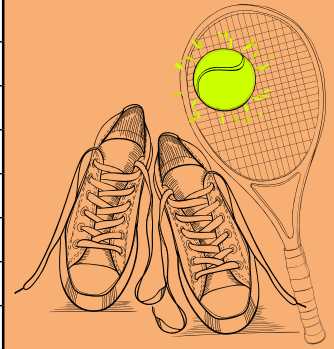


Oakburn Park Day Care 10th birthday celebrations.

# WORDSEARCH

Tell us which word is missing from the wordsearch for your chance of winning £25 Marks & Spencer vouchers.

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



**Ace**  
**Advantage**  
**Ball**  
**Baseline**  
**Break Point**  
**Deuce**

**Doubles**  
**Fault**  
**Grand Slam**  
**Grass Court**  
**Racket**  
**Rally**

**Serve**  
**Singles**  
**Strawberries**  
**Tournament**  
**Umpire**  
**Volley**

## WORDSEARCH WINNERS

Congratulations to **Peter Kane** of Rannoch Court and **Sarah MacInnes** of Quayside Court - the winners of the last wordsearch competition.

The correct answer was: **Crocuses**

**ANSWER:**

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**NAME:**

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**ADDRESS:**

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**ENTRIES SHOULD BE RETURNED BY 13TH SEPTEMBER 2019 TO:**

FAO Marketing & Communications Team,  
Bield,  
79 Hopetoun Street,  
Edinburgh EH7 4QF