

# Power of Attorney



# COMMUNICATION WITH THIRD PARTIES

## Helping customers through third party communication

At Bield we want all our customers to be as independent as possible and involved in any decisions that affect their service or tenancy. Sometimes using our services or having a tenancy with us can be made easier if you are assisted by a third party when making decisions about finances or welfare.

This leaflet tells you about the different types of arrangements that can be put in place, the types of communication we may send and the choices you have.

### POWER OF ATTORNEY (POA)

A Continuing (Financial) and/or Welfare Power of Attorney (PoA) is a written document giving someone else authority to take actions or make decisions on your behalf.

If you have a Financial PoA in place, this can be activated by you at any time.

If you have a Welfare PoA this can only be activated once you have been assessed as legally not having capacity.

### GUARDIANSHIP ORDER (WELFARE OR FINANCIAL)

This is a court order granted under the Adults with Incapacity (Scotland) Act 2000.

This order is made at the Sheriff Court and will state who has been appointed by the Sheriff to look after the affairs of an incapable adult.

Further information on both of these arrangements is available from The Office of the Public Guardian. [www.publicguardian-scotland.gov.uk](http://www.publicguardian-scotland.gov.uk)

### REPRESENTATIVE

Any customer can nominate a person as their representative to handle matters relating to their tenancy, such as payments of service charges or rent.

This is an informal arrangement as a representative has no legal authority to act on behalf of a customer and at all times the customer is the person responsible for anything to do with their tenancy.



# GETTING THINGS SET UP

## Setting up these arrangements

When you move into, or start using, a housing or care service with Bield, the Local Manager, or person carrying out your assessment, will ask you, or the person supporting you, about PoA or Guardianship arrangements.

This will include checking the powers that are in place, and agreeing with you and your Attorney or Guardian how we will communicate with you and under what circumstances we will contact you. If there is a PoA or Guardianship in place, we will need copies of this to verify this arrangement.

You may have already set up a Power of Attorney in case you need this in future. There is no need to tell Bield about this until it is "active".

If there is a change in the information that you provided, just contact your Local Manager or Area Manager to let them know about the changes. They will then pass this information on to the relevant teams.

When you set up your Power of Attorney, your solicitor will discuss with you whether this will be when you decide you need assistance with your affairs or when a GP or your PoA has decided that you no longer have capacity.

If you decide to put a third party assistance in place, the person acting on your behalf must always make decisions in your best interests and, at all times, should ensure that you are still able to live your life as independently as possible.



# KEEPING YOU UPDATED

## What type of information does Bield share with customers?

### General



- Bield bulletin
- Customer surveys
- Annual performance report
- General information and advice
- Tenant engagement updates



### Planned maintenance

- Major repairs or upgrades information, eg kitchen or window replacements
- Adaptations – requests, approval and installation

### Financial



- Rent increase notifications
- Rent statements
- Payment reminders

### Welfare



- Tenancy/occupancy and matters
- Concerns about managing tenancy
- Estate management
- Complaints
- Care and support
- Antisocial behaviour

# WHO TO KEEP UPDATED

## Who will we share information with?

The power you grant to (or is granted to) someone on your behalf will determine what correspondence and information we can share with them on your behalf. We can send correspondence to a 'primary' address, which you, or your representative, can select.

### REPRESENTATIVES

Representatives can discuss matters that you have given permission for. Correspondence will still be sent to you unless you request otherwise.

### WELFARE POWER OF ATTORNEY

A Welfare Power of Attorney will be able to discuss issues relating to welfare, such as care needs, tenancy issues, repairs, estate management, antisocial behaviour and complaints. This can only be activated when you have lost capacity to do this for yourself. At this point, all correspondence will be sent to the Welfare Power of Attorney.

### FINANCIAL POWER OF ATTORNEY

A Financial Power of Attorney will be able to discuss issues relating to your rent account, such as rent increases, arrears, transactions rent statements and payment reminders. This can be activated by you at any point, and at this point, all finance correspondence will be sent to this Power of Attorney.

### GUARDIANSHIP

Someone who has been granted guardianship will be able to discuss all aspects of your tenancy. This person will receive all correspondence.



# EMERGENCY SITUATIONS

## BR24 and emergency contact

Customers moving into a home connected to BR24 via a warden call or pendant system will be invited to complete a New Customer Information Form.

As part of this you will be asked to share information about any third party arrangements so that this can be recorded on our system.

In an emergency, the people you have nominated as your emergency contacts will be contacted in your preferred order by one of our Emergency Call Advisors at BR24.

Your emergency contact does not need to be your Power of Attorney, but could be a family member or a neighbour that lives close at hand.

Communication arrangements need to be put in place between your Power of Attorney and emergency contacts in the event of an emergency as our BR24 Call Advisors may not be able to make additional calls to a Power of Attorney.





# YOUR THIRD PARTY REPRESENTATIVE

## Your details

Your name	
Address	
Telephone	
Email	



## Your representative's details

Name	
Address	
Telephone	
Email	
Relationship to you	



# YOUR OPTIONS

Depending on the type of arrangement you have in place, you have a choice about to whom you would like your correspondence to be sent. This can either be to you or your PoA, Guardian or representative.

This might be different depending on the nature of the correspondence and what third party arrangements you have.

- I have a Power of Attorney for both Welfare and Financial Matters or Guardian. All aspects of my tenancy can be discussed with them
  - Please continue to send all correspondence to me
  - Please send all correspondence to my POA

- I have a welfare Power of Attorney or a Welfare Guardianship. Welfare aspects of my tenancy can be discussed with them
  - Please continue to send all welfare correspondence to me
  - Please send all finance correspondence to my Welfare POA / Guardian

- I have a financial Power of Attorney or a Financial Guardianship. Financial aspects of my tenancy can be discussed with them
  - Please continue to send all finance correspondence to me
  - Please send all finance correspondence to my Financial POA / Guardian

- I have a representative. Information that can be discussed with representative:
  - All aspects of tenancy
  - Antisocial behaviour
  - Rent account
  - Complaints
  - Tenancy issues
  - Care and support
  - Repairs
  - Health
  - Estate management

Please return to the local development manager or to [info@bield.co.uk](mailto:info@bield.co.uk)

## Bield Housing & Care

Registered Office  
79 Hopetoun Street  
Edinburgh EH7 4QF  
Tel: 0131 273 4000

Craighall Business Park  
7 Eagle Street  
Glasgow G4 9XA  
Tel: 0141 270 7200

1 Bonnethill Gardens  
1 Caldrum Terrace  
Dundee DD3 7HB  
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