# Useful Information

**About our Housing**

Our homes are a place for you to relax and enjoy life. You will find our properties are built on a small scale and are very welcoming. Designed with older people in mind we offer bright, modern apartments which enhance independent living so that you can have peace of mind with added security built in.

**Benefits**

Local Managers should be able to assist you with simple benefits advice. If you need access to more detailed advice then we have two trained Income Advisor Officers you can make an appointment to receive support.

**Emergencies**

Bield's 24 hour emergency centre (Bield Response24, BR24) is connected to each flat and all communal areas for your safety. Residents can also have a personal alarm unit if they wish. There is a comprehensive fire alarm system and smoke detectors are fitted in each flat.

**Housing & Property Officers**

Bield Housing and Property Officers visit regularly to meet with ant residents who wish to discuss any aspect of their home or tenancy.

# Answering Your Questions

**What does the accommodation comprise of?**

All flats are fully self-contained with a living room, bedroom, and separate kitchen and bathroom. The flats have central heating and are double glazed throughout.

**Will I have privacy?**

Yes, You will have your own front door with additional sets of keys available for your family. Your post is delivered directly to your door.

**Can I bring my own furniture?**

Flats are rented unfurnished but you may qualify for a decorating allowance to help make your home your own.

**What if I need a repair to my property?**

Contact your Local Manager or Property Officer to arrange all repairs. The cost is included in your rent payment.

**Can I carry out improvements/ alterations?**

Please discuss any alterations with the Property Officer before making changes. They may need to visit your home to discuss and you should receive written permission from them before you make any changes. You can contact your Property Officer by calling 03000 132 162 and a member of our Customer Contact Centre will transfer you.

**What facilities are available?**

There is a communal lounge where residents and their families and friends can meet and chat over a cuppa. Social activities are often held here. Purpose-built laundries with fast automatic washing machines and tumble dryers are available for all.

**Who maintains the areas and Gardens?**

Bield maintains the gardens, all external and internal communal spaces. The cost is included in your rent.

**Can I bring my pet?**

We are more than happy to welcome a well-behaved pet but please check with our staff first.