

Bulletin

Lifesaving addition at Langvout Court

Tenants at Langvout Court in Biggar now have access to a new community defibrillator - bringing added peace of mind to tenants and neighbours alike.

The installation follows a campaign led by Lesley Campbell and Lorna Brown, the daughters of a former Bield tenant, who have championed the need for a defibrillator at the development over the past two and a half years.

The device has been provided with support from Biggar First Response, who secured funding, supplied the defibrillator and will continue to carry out regular maintenance and weekly checks.

Working together with Bield, the best location for the defibrillator was carefully chosen to ensure it is easy to access and clearly visible. Bield contractors installed the cabinet and power supply, making it ready for use.

The defibrillator is not only an important addition for



Pictured: Lesley Campbell and Lorna Brown, who helped make this happen.

Langvout Court, but also a valuable asset for the wider community, including nearby sheltered housing and local residents.

While everyone hopes it will never be needed, having it in place provides reassurance that help is close at hand in an emergency.



Community Cafés:

good company, good food and helpful advice

Tenants came together in February for a series of Community Cafés - enjoying great food, useful information and, most importantly, time spent together.

Held at Inglefield Court and Westland Court, the cafés brought tenants from across developments together, with many also inviting friends from the wider community. The result was a warm, welcoming atmosphere where people could relax, chat and connect.

At each event, our Catering Manager Jim Carson served up delicious homemade soup and fresh baking, alongside informal 'Healthy Living' sessions packed with simple tips on nutrition and everyday wellbeing.

At Westland Court, tenants also heard from guest speakers who shared advice and support on topics including staying active, financial wellbeing and planning for the future. There was plenty of opportunity to ask questions and have a chat afterwards.

Above all, the cafés were about bringing people together - something at the heart of our approach to independent living.

Join us at our next Community Cafés

We'd love to see you at one of our upcoming sessions - come along for a chat, a bite to eat and good company. Feel free to bring a friend or neighbour!

Upcoming dates:

- **The Knowe, Kennoway, Fife**
Friday 29 May, 11:30am
- **Eamont Lodge Court, Glasgow**
Friday 5 June, 11:00am

Getting there:

Parking is very limited at both locations, so we recommend using public transport or sharing a taxi where possible.



Meet Andrew: Independent living, with support when it matters

Andrew Carson has been part of the Bield community for over five years and for him, moving into retirement housing marked the start of a new and positive chapter.

Originally from Edinburgh, Andrew spent 25 years working in London before retiring and returning home. Not long after, he was introduced to Bield and the idea of retirement housing, something he hadn't previously considered, but quickly realised was the right fit.

"It looked kind of what I was looking for," he says. After being offered a flat at Manderston Court, Andrew didn't hesitate. "The next day when I got the call, 'do you want the flat?' I said, yes, I'll take it... within a couple of months, everything was in place. I thought, wow, that was good."

Getting settled in marked a turning point.

"Once I got the place furnished and everything, I thought, you know, this is great. I've got a home now," he says, a moment that still stands out as one of the most significant since moving in.

Now, more than five years on, Andrew hasn't looked back. Life at Manderston Court gives him the independence he values, while staying connected to a supportive community.

"A lot of people think it's a care home, but it's not - it's retirement housing," he explains.

Far from slowing down, Andrew enjoys an active lifestyle and makes the most of being

back in the city.

"I'm out probably three or four nights a week, planning my next holiday," he says.

That independence is matched

with reassurance. While he hasn't needed support, he knows it's there if and when it matters.

"I've only pulled the cord twice and that was by mistake, but it works" he says.

"Straight away, they came back, 'Hello Mr Carson, are you okay?' I thought, wow, I've only just moved in and they know my name."

For Andrew, that balance is what makes all the difference, the freedom to live life on his own terms, with the confidence that support is always close by.

"It's peace of mind that there is support here if I need it."

And with that reassurance in place, he's free to focus on what comes next, staying active, making plans, and continuing to enjoy this new chapter of life.



We are grateful to Andrew for taking the time to meet with us and share his story.

Development news and events

Easter

Clyde Court



Foley Court



Coxton Gardens



Kirkton Court



Valentines

Love was in the air at our Whitehill Lodge Retirement Housing with Meals development in Dalkeith on Valentine's Day! Our cook made some delicious cupcakes for everyone to enjoy and local community hub Grassy Riggs provided some adorable handmade cards and a picture.



At our Foley Court Retirement Housing development in Rothesay, tenants celebrated with Valentine's bingo, quizzes and even some dancing. To top it all off, one of our lovely male tenants bought all the ladies in the development a red rose!

At Coxton Gardens, our Retirement Housing Plus development in Garthamlock, all of the staff worked hard to make sure the Valentine's party was a roaring success.



Tenants at our Castlebrae Glebe Retirement Housing Plus development in Edinburgh created a Valentine's Day themed hot air balloon with Mood Bears (Love Bear, Happy Bear, Calm Bear and Hope Bear).

Development news and events

Christmas/New Year

Tenants at our Clyde Court Retirement Housing with Meals development in Arbroath were kindly gifted Christmas goodie bags from Arbroath FC.



Tenants from our Almondell Court Retirement Housing development in Broxburn enjoyed a trip on a barge and even met Santa himself!



Tenants from our Turnbull Court development in Duns are pictured enjoying their Christmas lunch at a local hotel thanks to our contractor, McConnells. The tenants previously faced a bit of upheaval while internal heating and bathroom works were carried out. To show their appreciation, McConnells offered a donation of £1000 to be used at Christmas.

Abercorn Court, our Retirement Housing development in Winchburgh, was one of the lucky winners of our best-dressed Christmas tree competition! Tenants are pictured enjoying their prize hamper.



Our Foley Court Retirement Housing development in Rothesay had a lovely afternoon with children from the local primary school who sang Christmas carols while the tenants enjoyed mulled wine and mince pies.

The schoolchildren have visited often since 2020 and during Covid they even sang to tenants from the car park in awful weather. Everyone very much appreciates them returning each year to entertain the tenants.

Bridge Court



Staff and tenants from our Loch Laidon Court Retirement Housing Plus development in Glasgow are pictured celebrating Christmas Jumper Day. Everyone donated to Clyde 1's annual event which supports children in need in the west of Scotland. Well done to everyone who donated and took part!



Camperdown Court



Continues...

Development news and events

Christmas/New Year (Continued)

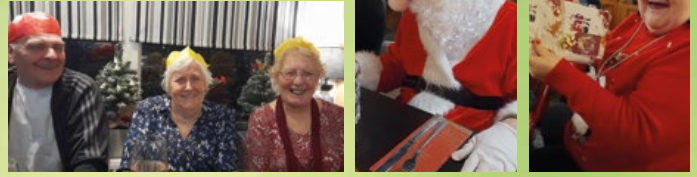
Castlebrae Glebe



Coxton Gardens



Foley Court



Kirkton Court



Springfield Gardens



Tenants, staff and family members are pictured enjoying Hogmanay at our Restondene Retirement Housing development in Livingston. Mhairi, the daughter of one of our tenants, kindly prepared a buffet for everyone to enjoy before they partied into the early hours! She commented that the tenants are "an amazing bunch and really do life their lives to the absolute fullest".



Development news and events

Burns Night

Almondell Court



Ashgrove Court



Shiell Court



Birthday wishes

Bob from our Shiell Court Retirement Housing development in Broughty Ferry turned 100 in January and celebrated this amazing milestone with family and friends.



Isobel from our Ochilview Court Retirement Housing development in Armadale celebrated her 90th birthday in February together with tenants and staff.



Pat from our Oakbank Retirement Housing development in Alexandria turned 90 in February and enjoyed an afternoon tea with other tenants.



Anne from our Foley Court Retirement Housing development in Rothesay celebrated her 90th birthday in March – a lovely afternoon was enjoyed by all!



In February, staff at our Coxton Gardens Retirement Housing Plus development in Garthamlock created a truly special moment for one of their tenants. Janetta, a lifelong fan of Cliff Richard who has attended many of his concerts over the years, was surprised with a birthday cake and cupcakes made by casual cook Robert and a Cliff Richard birthday card. Janetta's reaction was unforgettable and everyone involved had a lovely time.



Moira from our Tay Court Retirement Housing development in Angus celebrated her 90th birthday with her family and tenants in February.



Development news and events

Miscellaneous

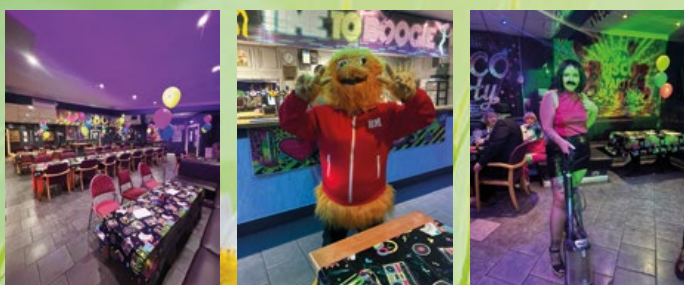
In February, tenants at our Almondell Court Retirement Housing development in Broxburn enjoyed a Race Night. Huge thanks to Mark and Gareth, tenants at nearby Abercorn Court, for organising!



Tenants from our Kirkton Court Retirement Housing development in Kirriemuir received an informative fire safety talk from the local fire brigade in February. The tenants enjoyed this talk with some delicious scones!



Staff and tenants from our Castlebrae Glebe Retirement Housing Plus development in Edinburgh held an 80's charity night at the Edinburgh City Football Club in February. An incredible £2,248.57 was raised for the tenants' activities fund.



Tenants at our Ashgrove Court Retirement Housing with Meals development in Blairgowrie are pictured enjoying homemade fish suppers for lunch in March.



Tenants at Castlebrae Glebe have also created a wonderful Reminiscence Wall, taking a journey through the decades from 1935 (when their first tenant was born) to the present day - sharing memories, sparking conversations and celebrating the stories that bring people together.



Tenants at our Pentland View Court Retirement Housing development in Livingston enjoyed a film about The Knights of St John and Torphichen Preceptory shown by Condor Entertainment in March.



Compliment



We recently received this lovely message from a tenant at Manderston Court, recognising a fellow tenant who goes above and beyond to bring people together and support others.

"I would like to compliment a resident in our complex, Betty Hume. Without her we would have nothing - she organises bingo, coffee mornings, fish teas, afternoon teas, outings and brings people together. She also raised money for a TV for the lounge. She is an

asset to all your guests, she makes them so welcome. She helps everybody and has been my rock as I suffer from mental health and have faced a lot of challenges in this complex. She runs a Christmas party and puts all the decorations and a 7ft Christmas tree up, she is 81 and a star - without her we would not all be brought together. I feel she should be recognised and applauded for all her hard work for making this a happy place to stay, I do not think she gets the credit she deserves".

Your photos could feature in our 2027 calendar!

We're inviting tenants to get involved in something special - our 2027 Bield calendar!

Each year, we create a calendar to share with tenants, and this time we'd love to include your photos. Whether it's a beautiful view, your garden, a favourite place, a day out, or a special moment with friends - we want to see what matters to you.

Enter our photo competition

We'll be selecting our favourite images to feature in the calendar - and there will be a small prize for those whose photos are chosen, along with a mention in the calendar.

Top tips for taking your photo

- You don't need a fancy camera - a phone works perfectly!
- Take your photo in good daylight

- Keep it clear and steady
- Try to fill the picture with your subject
- Landscape (wide) photos usually work best

What to send

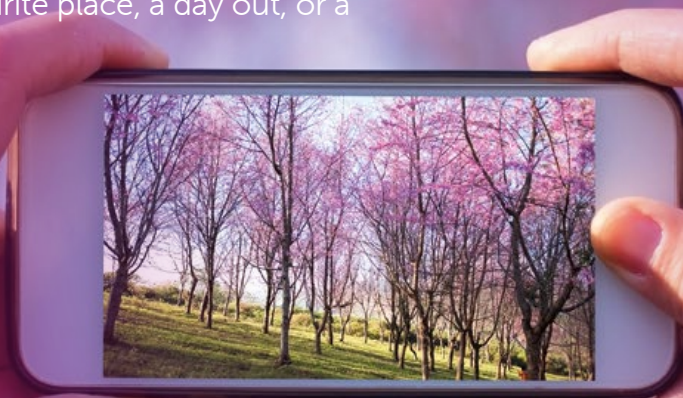
We're looking for photos that capture:

- Nature and the seasons
- Your local area
- Community life
- Things that make you smile

How to take part

Send your photos to us at communications@bield.co.uk by Wednesday 30th September 2026. Please include your name and development.

It's a great way to share your view of the world and be part of something enjoyed by tenants across Bield - we can't wait to see your photos!



BR24 update: improving your alarm service



We've been making some important improvements to the BR24 service that supports you when you need help.

Over the past year, we've introduced a new system called Skyresponse. While you may not notice any difference day to day, this change is all about making sure you get a safer, more reliable and responsive service.

What this means for you

When you press your alarm or contact BR24:

- Your call is handled more clearly and quickly
- Staff can see the right information straight away
- There is less risk of delays or calls going to the wrong place

In short, it helps us respond better when you need us most.

Why we made this change

The new system replaces older technology with one secure, up-to-date system. This gives us a stronger and more reliable service, especially during busy times or overnight.

Since introducing it, we've already seen improvements in how calls are handled and how well the system performs.

What happens next

The final stage of this upgrade was completed on 31 March 2026. Over the coming months, we'll continue improving how we use the system, making sure staff have the best information and confidence to support you.

You don't need to do anything differently - your service will continue as normal.

Looking ahead

These improvements are part of our ongoing commitment to help you live independently, safely and with peace of mind in your home.

Most of this work happens behind the scenes - but it's all focused on one simple thing: being there when you need us.



Positive inspection for Glasgow Independent Living service

We're pleased to share some great news following a recent care inspection across our Glasgow Independent Living developments.

In March, an unannounced inspection took place at five of our services – Castlebank Gardens, Coxtan Gardens, Dundas Court, Kintail Gardens and Loch Laiden Court. The services received Grade 5 (Very Good) in both areas assessed:

- How well we support people's wellbeing
- How well care and support is planned

What this means for tenants

The inspection found that tenants:

- Feel safe, supported and comfortable in their homes
- Experience a good quality of life
- Benefit from a strong sense of community and connection

Communal meals were highlighted as an important part of daily life - bringing people together, reducing

isolation and helping build friendships.

What the inspectors said

Inspectors spoke with tenants, families and staff, and found:

- Staff are kind, caring and understand tenants' needs well
- Relationships between staff, tenants and families are strong and trusting
- Management teams are visible, approachable and supportive

Care plans were praised for being personal and tailored, helping ensure everyone receives the right support in the way that suits them.

Looking ahead

The report also recognised improvements we've made, including new digital systems to support care and ongoing work to keep improving how services are delivered.

While a few small areas will continue to be developed, no major concerns were identified.

Overall, the inspection confirms that our Glasgow Independent Living service is providing high-quality, person-centred care - with dedicated staff and strong communities at its heart.



Spotlight on Care at Home in Bield



Our Supported Living service allows those receiving a service to stay independent with confidence.

At Bield, we believe everyone should be able to live independently for as long as possible with the right support, at the right time. That's why we're proud to offer our Care at Home service to all our tenants living within our Retirement Plus developments. We also offer a community-based Care at Home service in Linlithgow - Bield at Home.

Our friendly, professional care teams are based within these developments, meaning help is always nearby when you need it. Whether it's support with personal care, help with

daily tasks like dressing and meal preparation, or simply a friendly face to check in, our service is flexible and tailored around your needs.

We understand the importance of maintaining your independence, dignity, and choice. Our approach is not just about providing care - it's about empowering you to live life your way, safely and comfortably within your own home.

What makes the Care at Home team at Bield different?

- Care staff are on-site and part of your community
- Flexible, responsive support packages

- Fully trained, compassionate support workers
- Continuity of care - a familiar team you can trust
- Tailored support to meet your individual needs and wishes

With our Care at Home service, you and your loved ones can feel confident that help is always close at hand, giving you greater freedom to enjoy everything that life in our vibrant housing communities has to offer.

If you would like to find out more about the Supported Living team and how it can support you, please contact: **RHPA@bield.co.uk**

Customer Contact Centre – here when you need us



Since April 2025, our Customer Contact Centre has been busy supporting tenants across Bield:



Over **24,000** calls answered



Almost **24,000** repairs and works orders raised



Nearly **2,000** housing applications processed

Behind every number is a conversation, a question answered, or support provided when it matters most.

We've also heard directly from 320 tenants through our customer satisfaction survey. Your feedback is vital in helping us understand what we're doing well and where we can improve.

What you told us

From April 2025 onwards, survey responses show the following:



What was your first impression of the professionalism of the member of staff who assisted with your enquiry?

Excellent: **218** | Good: **76** | Average: **14** | Poor: **12**



Was the staff member equipped with the right knowledge to assist you?

Yes: **288** | No: **32**



Were you satisfied that your enquiry was dealt with during your call?

Strongly agree: **172** | Agree: **115** | Disagree: **16** | Strongly disagree: **17**



Have you had to re-contact us regarding this matter?

Yes: **19** | No: **301**



Overall, how satisfied were you with the service you received?

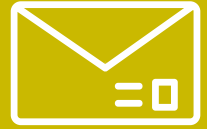
5 stars: **202** | 4 stars: **69** | 3 stars: **19** | 2 stars: **9** | 1 star: **21**

Average rating:  **4.32 stars**

Listening to you – what our 2025/26 satisfaction survey told us

Thank you to everyone who took part in this year's Customer Satisfaction Survey. Your feedback helps us understand what's working well and where we need to improve. This year, we received **1,880 responses** – a 44% response rate (up 5% from last year). We received 481 individual comments and pieces of feedback, all of which have been reviewed and shared with the relevant Heads of Service. Notably, there was a marked increase in compliments this year, reflecting the dedication and hard work of our teams.

1,880
responses



44%
return
rate



Key Highlights

Overall satisfaction:

84% of tenants are satisfied with our services (slightly down from last year), but more tenants said they are very satisfied.



BR24 (Bield Response 24):

We're proud that **90.1%** of tenants are satisfied with BR24 – up from last year!



Overall service provided:

89.6% of respondents indicated that services have either improved or remained consistent.



Customer Contact Centre:

87.7% of users were satisfied with the service.



Independent Living:

88.6% agree our services help them live independently.



Tenant Involvement:

Interest in getting involved grew to **10.6%**, showing positive engagement potential.



Areas for Improvement

Neighbourhood Management:

Satisfaction dropped to **66.7%** (from 85.2%). We'll explore this further and improve clarity in future surveys.



Complaint Handling:

Only **42.4%** were satisfied with how complaints were managed. We're refreshing training and processes to address this.



Value for Money:

Satisfaction fell to **69.1%**, likely due to wider economic pressures. We'll keep communicating how charges relate to services.



Spotlight on neutral responses

We noticed more tenants selecting "Neither satisfied nor dissatisfied" across several areas. This suggests some uncertainty or disengagement, and we'll work hard to re-engage and keep everyone informed.

Comparison Table

Area	2024/25	2025/26	Change
Overall satisfaction	84.9%	84.0%	↓ 0.9%
Keeping tenants informed	79.3%	77.3%	↓ 2.0%
Opportunities to participate	62.9%	58.9%	↓ 4.0%
Home quality	89.4%	86.4%	↓ 3.0%
Repairs satisfaction	84.3%	83.9%	↓ 0.4%
Neighbourhood management	85.2%	66.7%	↓ 18.5%
Value for money	71.2%	69.1%	↓ 2.1%
BR24 service	88.0%	90.1%	↑ 2.1%
Supported in decision-making	64.3%	80.9%	↑ 16.6%
Supported to live independently	86.2%	88.6%	↑ 2.4%

Feedback Table

Department	Number of comments/ feedback
Policy & Customer Standards	29
Customer Contact Service	8
BR24 (Bield Response 24)	15
Supported Living (Bield at Home and care at RH+)	15
Housing & Communities (allocations, tenancy queries)	127
Development (business investments)	147
Property (responsive repairs)	65
Property (service contracts)	65
Property (adaptations)	9

Continued overleaf...

Compliments

Here's what some of our tenants had to say about living with Bield and the support they receive:

"I am very happy with the service I receive, and I am happy with my flat. I could not be happier." **Coxton Gardens**

"I find the manager at **Shiell Court** extremely efficient and friendly, prepared to go that extra mile to help."

"I'd like to specifically call out the exceptional service that my dad receives from the team onsite at **Bonnethill Gardens**. Wonderful support. Thank you."

"Very grateful for the efficiency of BR24."

"Care service at **Kintail Gardens** is excellent. Staff are very helpful nothing is ever a bother. Every day staff ask if I'm ok and do I need any help. Staff spend time chatting with me, **Kintail** is a lovely place to live."

"Extremely happy and satisfied with the services and support supplied by Bield at Home. Thank you." **West Port**

"I have lived here for over three years. The staff are absolutely amazing. I feel so supported every day." **Armadale Court**

"Manager and the staff are excellent and often go the extra mile for the residents." **East Stewart Gardens**

"Very happy with community and social activities, staff care about us and do their best for us." **Strathallan Court**

"I have been delighted with all the new bathroom fittings installed in my home. Also, I was consulted by my scheme manager at all times, and I love where I stay (my home)." **Dalriada Grove**

"The local manager is always very helpful and approachable, she is always happy to help with forms and takes the time to chat with me. I do not get out due to medical issues and she is a lifeline for me." **Southfield Court**

You Said, We Did



We listen to your feedback and here's how we're putting your ideas into action to improve life in our communities:

Almondvale Gardens

You said: "I can barely see out of my kitchen window due to foliage it's so overgrown. Hasn't been touched since last year. I know this is not Bield's responsibility (it is West Lothian Council) however maybe Bield would get a better response if they advocated on my behalf."

We did: A site visit has been scheduled by our Compliance Officer.

Baldwin Court

You said: "Landscaping appears to be grass cutting and nothing else e.g. trees and hedges have been reported but not much has been done."

We did: We escalated this to our Property Team who have advised as follows: The grounds maintenance contractor works to an agreed scope of works. These are reported to the service contracts team with a proof of delivery sheet which is signed off by the Retirement Housing Manager. If a tenant is unhappy with the service provided, they should inform the manager on the same day the contractor is on site.

Bridge Court

You said: "How can you clean windows with cold water?"

We did: We escalated this to our Property Team who have advised as follows: Window cleaning is now carried out using a "Reach and Wash" system. This method was requested by Bield for all developments to mitigate any risk from working at height as per health and safety requirements. The Reach and Wash system uses a pole through which ionised water is fed to a brush at the end. The brush is then moved across the window allowing the pure water to absorb impurities and lift the dirt. The window is then rinsed to leave a streak free sterile surface.

Queen Elizabeth Court

You said: "Laundry machines have been breaking down recently. The washing machines were replaced but one of the driers has broken and we are still waiting for a new part, this causes queues in the laundry."

We did: We installed a new drier at the development.

Camperdown Court

You said: "An upgrade to bathroom would be appreciated."

We did: We escalated this to our Development team. Our Development team will confirm when the next replacement is due and provide feedback to the tenant and the Housing team.

South Loch Park

You said: "Fencing slats need work."

We did: One of our Property Management Officers has scheduled an inspection.

Grants Bank

You said: "I would like a watch to press for BR24 rather than a pendant."

We did: The tenant has been supplied with a wristband strap for their pendant.

The Butts

You said: "Rental cost is a major concern for me as I pay the full amount. I may have to look for alternative accommodation."

We did: We escalated this to our Policy & Customer Standards team. One of our Income Advice Officers has made contact with the tenant and is working with them to assist with their finances.

Our complete Customer Satisfaction Survey report is available on our website or from your Retirement Housing Manager's office. If you have any questions, please email us at: engage@bield.co.uk

Look out for our 'You Said, We Did' update that will be published in the new year – showing how your feedback is making a difference.

Interested in shaping our services? Contact your Retirement Housing Manager or visit our website to learn more about tenant involvement.

Thank you and congratulations!

A huge thank you again to everyone who took part in our tenant satisfaction survey - your feedback really helps us improve services. All participants who provided their details were entered into a free prize draw. Congratulations to the winning tenants from the following developments who were selected at random and each won a £50 shopping voucher:

- Glenview Court, Motherwell
- Crosshill Gardens, Port Glasgow
- Mountfair Place, Macmerry
- Maxwell Court, Musselburgh
- Miners Terrace, Wallyford
- Dickson Court, West Calder



What is a

Power of Attorney?

A Power of Attorney (PoA) is a legal document that lets you choose someone you trust to make decisions on your behalf if you're unable to do so in the future.

This can include decisions about your:

- Money and finances
- Health and wellbeing

You stay in control by deciding who acts for you and what powers they have.

Why it's important

Having a Power of Attorney in place means:

- Your wishes are respected
- Someone you trust can step in quickly if needed
- It avoids delays or legal processes for your family

Without one, your loved ones may need to go through court to act on your behalf.

Things to know

- It's not just for older people - it's about planning ahead at any stage of life
- You can choose more than one attorney, or a back-up
- It must be registered before it can be used
- You can change or cancel it at any time (as long as you have capacity)

Find out more

You can get advice from a solicitor or Citizens Advice.

For more information, visit the Office of the Public Guardian (Scotland) website:

<https://www.publicguardian-scotland.gov.uk/power-of-attorney>

Energy costs

– support and reassurance

We understand that some tenants may be feeling concerned about rising energy costs, particularly following recent global events.

We want to reassure you that there will be no changes to your charges this year as a result of this situation.

We're here to help

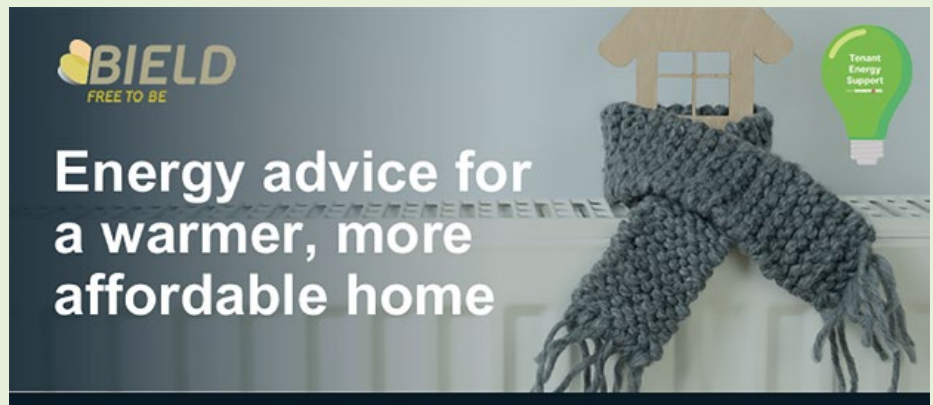
If you're worried about energy costs or managing your bills, support is available.

You can find helpful advice in the leaflets section of our website, including our Energy Advice leaflet, which offers simple tips on saving energy and keeping costs down. If you would prefer a printed copy, please speak to your Retirement Housing Manager who will be happy to arrange this for you.

Check what you're entitled to

If you're unsure whether you're receiving all the financial support available, our Income Advice Officers can help. They can:

- Check what benefits you may be entitled to
- Help you make applications
- Support you to maximise your income



At Bield, we understand that staying warm and managing energy costs are top priorities. That's why we're excited to let you know about our **Tenant Energy Support** service.

The service is available to all our tenants and is completely free for you to use whenever you need it. It's offered by Changeworks - Scotland's leading environmental charity and experts in energy advice. The service is by your side to help you manage your energy at home and includes:

- An online energy advice library you can access whenever you might have an energy question or are wondering what to do about a problem you're having with your energy.
- Support from friendly and knowledgeable advisors, who are on hand to guide you through managing your home energy use, whether you want to stay warm, save energy, or take care of money worries.

Changeworks' specialist staff are available to support tenants by phone, through home visits, or by attending developments to speak with groups. To arrange a conversation, please call or email using the details on the back page.

Get in touch:

Visit the Changeworks online portal:
www.changeworks.org.uk/referral/
to refer yourself, call 0800 870 8800
or ask your Retirement Housing Manager for help. Alternatively, you can call our Customer Contact Centre on 03000 132 162 or email:
utilities@bield.co.uk



Switch off standby

Turning off appliances at the plug can save around £45 a year.



Wash at 30°C

Using a 30°C wash instead of 40°C uses about 40% less energy.



Boil only what you need

Overfilling the kettle wastes energy.

79 Hopetoun Street,
Edinburgh, EH7 4QP

www.bield.co.uk

info@bield.co.uk

To arrange a free and confidential appointment, please contact: incomeadvice@bield.co.uk
You're not alone - support is always available if you need it.

Improving our housing application service

We're making changes this year to bring you a more supportive and personalised housing application service.

At the moment, the process is straightforward: customers complete an application form, submit it, and our team loads the information. While this works, we know it doesn't always capture people's full circumstances and small errors can lead to delays or reduce the chances of being matched with the right type of property.

What's changing?

Later this year, we'll move to a more dynamic, hands-on approach. Instead of simply processing forms, our team will work more closely with customers to ensure applications clearly reflect individual needs and priorities.

This means:



Better support when applying, helping reduce mistakes and missing information



Fewer delays, thanks to clearer, more complete applications from the start



More accurate matching, so customers aren't applying for homes for which they're unlikely to receive an offer



A more confident experience, with our team offering guidance throughout the process

What you need to do

Nothing right now. We'll share more details as we prepare to launch the new service. Our goal is simple: to ensure everyone receives the right support and has the best possible chance of securing a suitable home.

If you have questions about an application, we're here to help.

Join our Tenant Insight Network!

Did you know that **352 tenants** are now part of Bield's Tenant Insight Network (TIN)?

The TIN is a group of tenants who have chosen to stay updated and get involved in shaping the services we provide. Each month, members receive a short update covering current projects, upcoming work, and opportunities to share their views.

Being part of the TIN is an easy way to:

- Hear about new developments and service improvements
- Take part in short surveys or testing activities
- Help us sense-check ideas before they are introduced
- Learn about what's happening across Bield

Your feedback helps us understand what matters most to tenants and supports us to make better, more informed decisions.

If you'd like to get involved or simply want to stay more connected with what's happening, you can join the Tenant Insight Network at any time. It only takes a moment to sign up, and you can choose how much you want to participate.

If you're interested, please get in touch with the Policy & Insight Team by emailing engage@bield.co.uk.

We'd love to have you involved!



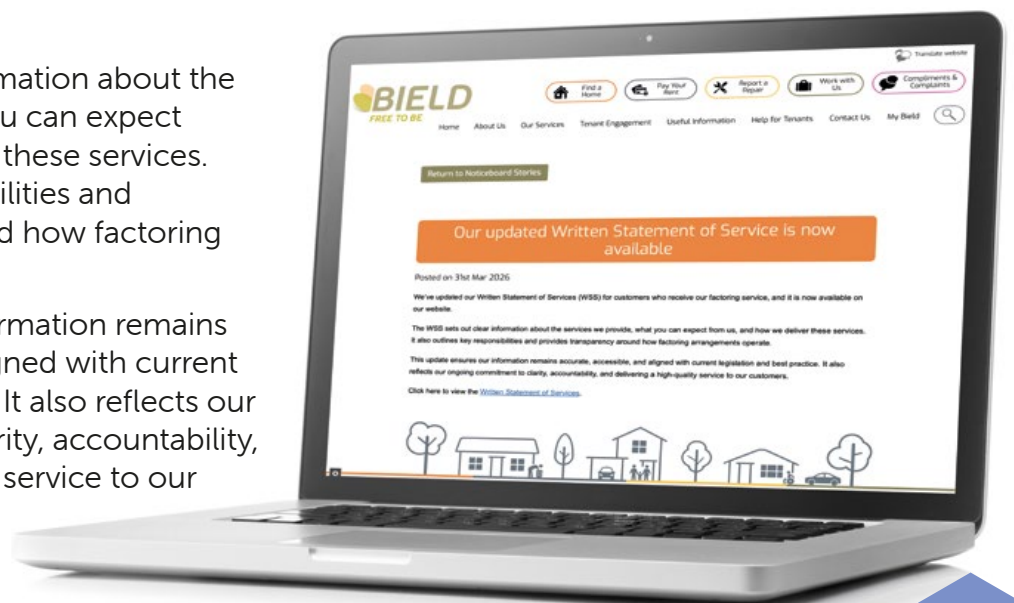
Updated Written Statement of Services available

We've updated our Written Statement of Services (WSS) for customers who receive our factoring service, and it is now available on our website.

The WSS sets out clear information about the services we provide, what you can expect from us, and how we deliver these services. It also outlines key responsibilities and provides transparency around how factoring arrangements operate.

This update ensures our information remains accurate, accessible, and aligned with current legislation and best practice. It also reflects our ongoing commitment to clarity, accountability, and delivering a high-quality service to our customers.

You can find out more here: <https://www.bield.co.uk/our-updated-written-statement-of-service-is-now-available/>



Only the three Ps, please!

We recently had a problem in one of our developments. Wastewater came back up through a tenant's shower as a result of blocked pipes.

When the drains were checked, wipes were found stuck in the pipes. These had built up over time and caused the blockage.

Even wipes labelled 'flushable', do not break down like toilet paper. They can block pipes and cause problems for everyone in the building.

To help prevent this, please only flush the three Ps:

- Pee
- Poo
- (Toilet) Paper

Everything else - wipes, kitchen roll, sanitary products, cotton pads and similar items - should go in the bin.

It might not be glamorous, but it keeps everything running smoothly and avoids unpleasant surprises!

Thanks for helping us keep things flowing as they should – for you and your neighbours.



Biold stops using X

In January, we took the decision to stop using X (formerly Twitter) and to close our organisational account on the platform.

It's important that the channels we use reflect our values and provide a safe, respectful and effective way to communicate with tenants, partners and stakeholders. After careful consideration, we felt X no longer met these requirements or supported our communications in a way that was appropriate for our organisation.

This decision was part of our ongoing commitment to using communications channels that are accessible, inclusive and aligned with our purpose.

You can continue to keep up to date with our news, services and updates through:

- our website
- our tenant communications (including our newsletters)
- our other social media and digital channels (Facebook, LinkedIn and YouTube)



Easy apple crumble

A comforting, classic dessert that's simple to make and perfect with custard or ice cream.



Time: 45 minutes
(15 prep, 30
cooking)

Serves: 4 people

Ingredients

For the filling:

- 3 - 4 apples (any kind), peeled and chopped
- 2 tablespoons sugar
- 1 teaspoon cinnamon (optional)

For the crumble:

- 100g plain flour
- 75g butter (or margarine)
- 50g sugar

Allergens

Gluten (flour)
Milk (butter,
custard/cream if
serving)

Method

1. Preheat the oven

Set your oven to 180°C (160°C fan) or Gas Mark 4.

2. Prepare the apples

Place the chopped apples in an ovenproof dish. Sprinkle with sugar and cinnamon, then mix gently.

3. Make the crumble topping

In a bowl, rub the butter into the flour using your fingertips until it looks like breadcrumbs. Stir in the sugar.

4. Assemble

Sprinkle the crumble mixture evenly over the apples.

5. Bake

Place in the oven and bake for 30 minutes, or until the top is golden and the apples are soft.

6. Serve

Enjoy warm with custard, cream or ice cream.

Top tips

You can add berries (like blackberries or raspberries) for a summer twist

Tinned apples can be used to save time

Rent update

2026/27



All tenants have now received their 2026/27 rent letter, which included a change to how rent and service charges are presented. This change follows feedback from tenants who told us they preferred how charges were shown before 2019, when rent and communal services were listed separately.

What has changed?

From April 2026, rent letters now show:

- **Core Rent:** the cost of your home and the housing services we provide
- **Communal Service Charges:** shared services within your development

Between 2019 and 2025, these costs were combined into a single rent figure. Separating them again helps make it clearer what you are paying for. **Importantly, this does not introduce new charges. It is simply a clearer way of showing costs that were previously included within rent.**

The rent and service charges have changed as follows:

Rent:	+4.8%	Communal Service Charge:	+4.8%
Communal Energy:	No change	Meals service:	+6.9%
Domestic Energy:	No change	Staffing charge:	+6.9%

This update to the way we show your rent is a direct result of what you have told us – see opposite for how your feedback has made a difference.

You Said, We Did



Making rent clearer

As part of our ongoing consultations, many tenants told us they preferred how rent used to be shown before 2019, when rent and communal service costs were listed separately. When these were later combined into one single figure, some tenants felt it became harder to understand what they were paying for.

We listened to this feedback.

What are communal service charges?

Communal service charges relate to services that support shared spaces in your development. This may include things such as:

- Garden maintenance
- Window cleaning
- Lift servicing
- Cleaning and upkeep of communal areas

Not every development has the same services, so charges may vary depending on what is provided where you live.

As you will have seen from the recent rent letter that was sent at the beginning of March, your rent charge is now shown differently – including core rent and communal service charges.

This change does not mean new charges have been introduced. These are the same costs that were previously included within the rent figure. The difference is that they are now shown separately to make it easier to see what each part covers.

What happens next?

Over the coming year, we will continue to review how our rent and service charges look to make sure they remain clear, fair, and easy to understand.

We also plan to consult tenants later in the year about how rent and service charges are presented and how this could be improved in the future.



Want to get involved?

We always welcome tenants' views. If you would like to take part in future consultations or share your feedback, you can email us at: engage@bield.co.uk

You can also join our Tenant Insight Network, where tenants receive updates and opportunities to share their views through surveys and discussions. Your feedback helps shape how we deliver services and improve communication.

Celebrating 30 years of June at Rowan Gardens!

We're delighted to celebrate an incredible milestone for June, our cook at Rowan Gardens, who marked 30 years of service on 19 February 2026.

June joined the team back in 1996 and, aside from welcoming her son the following year, has been a constant and much-loved presence ever since - continuing to work full time and support tenants every day.

Over the years, June has built strong friendships with staff, tenants and their families. She often says Rowan Gardens feels like "one big happy family" - something many tenants would agree with.

Always going above and beyond her role, June is known not only for her great cooking but also for bringing joy and laughter. She loves to dress up and entertain tenants, helping to create a warm and welcoming atmosphere for everyone.

To celebrate her special anniversary, tenants and staff came together for a tea party in her honour - a chance to say thank you and recognise her dedication.

Tenants were full of praise:

"June has a great personality and lights up the room. She treats us all equally."

"June is marvellous - a great cook and great fun."

June says she hopes to continue working for many more years to come - and we're very glad to hear it!

June is pictured with our Catering Manager Jim.



Celebrating staff success at Castlebank Gardens

There was a proud moment at our Castlebank Gardens Retirement Housing Plus development in Anniesland back in December as the achievements of several team members were celebrated.

Senior Support Worker Sam, along with Support Workers Margaret Anne, Elaine and Natalie, all successfully completed their SVQ Level 2 in Social Services and Health Care - a fantastic achievement that reflects their hard work and commitment.

These qualifications help ensure our staff continue to provide high-quality, person-centred care, supporting tenants in the best possible way every day.

To mark the occasion, each team member was presented with a small memento in recognition of their success - well deserved for all their effort.

We know tenants build strong relationships with staff, so it's always great to celebrate the people who make such a positive difference across our developments.



Obituary: Margaret Moore, Former Bield Board Member



Bield was deeply saddened to learn of the passing of our former Board Member, Margaret Moore in March.

Margaret was a highly respected and valued member of the Board, remembered for her warmth, insight and longstanding commitment to improving housing and support services across Scotland. She had a deep belief in the importance of high-quality housing and communities that enable people to live well and independently, bringing enthusiasm, professionalism and a strong sense of purpose to her role. Margaret left a lasting impression on colleagues and everyone who had the privilege of working with her.

Margaret joined the Bield Board in 2018 and served until her retirement in December 2024. During that time, she made an important contribution to the organisation's work, providing thoughtful guidance and helping to shape discussions that supported Bield's mission to help older people live independently and with dignity.

Throughout a distinguished career spanning more than 30 years in the housing sector, Margaret worked in a wide range of settings including local authorities, community-controlled housing associations, SSHA/ Scottish Homes, registered social landlords and the Scottish Government's housing and regeneration team. Her extensive knowledge and experience across the sector brought a valuable perspective to the Board and enriched conversations around housing policy, services and the future of housing provision.

Most recently, Margaret worked as a housing consultant with the Joint Improvement Team

and as a Housing Associate with the Place, Home and Housing Portfolio in the iHub for Healthcare Improvement Scotland. In these roles, she provided support and advice to local authorities and registered social landlords, particularly around health and social care integration, adaptations and strategic commissioning, helping organisations better plan and deliver services that meet the needs of their communities.

Her commitment to strengthening housing services and improving outcomes for people and communities was evident throughout her career and in the time she devoted to Bield.

Debbie Collins, Bield CEO, said: *"Margaret was a passionate advocate for Bield and for everyone who relies on the support we provide to live independently. She brought kindness, commitment and thoughtful challenge to the Board, always ensuring that the people we serve remained at the heart of our work. Quite simply, she embodied our values and will be greatly missed."*

Paul Edie, Bield Chair, said: *"Margaret represented everything that Bield strives to stand for. Her insight, compassion and commitment to our tenants made a significant impact on the Board and on the organisation as a whole. We are deeply grateful for the contribution she made and for the difference she helped us make in the lives of others."*

Bield would like to extend its heartfelt condolences to Margaret's family, friends and all who knew her. Her contribution to Bield and to the wider housing sector will be remembered with great appreciation.

Spring WORDSEARCH

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 **BIELD**
RESPONSE 24



HAPPY TO TRANSLATE