

# HANOVER TODAY

The newsletter for Hanover's residents



## Independent Together – that's the new look Hanover!



**W**elcome to your new look Hanover Today. As you'll have probably noticed the newsletter has changed. The previous design had been in place for five years and Hanover has also re-branded so this was the perfect time to refresh Hanover Today.

The newsletter is just one of the things we've improved. We've developed a new logo that we believe reflects our values, as well as a new strapline – 'Independent Together'. We've also launched a new website – [www.hanover.scot](http://www.hanover.scot) – please feel free to 'surf' around and take a look.

Finally, we've developed some amazing new photography featuring Hanover residents that will appear on our literature and advertising – one example is here. We're constantly on the look out for more residents who'd be interested in getting involved in these fun photoshoots – see inside for more details.

Our editorial group, made up of Hanover residents and staff, chose the new design of the newsletter. You'll be pleased to know that all the usual features and puzzles are still here and, as always, we welcome your news and views.

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# Welcome!

A belated Happy New Year and a warm welcome to the new look Hanover Today, the newsletter for all of Hanover's residents.

There's lots of information about our re-brand throughout so I won't dwell on that here. However, we will be sending out a questionnaire later this year to get your views on the newsletter.

Of course, you don't have to wait for the questionnaire - you're always welcome to tell us what you think by getting in touch using the details on the inside back cover.

I'd like to welcome two new resident members onto our Editorial Group – Peter Braynion (from Edinburgh) and Wilma Morrison (from Glasgow). Both Peter and Wilma live in Hanover-managed developments and join the group to represent owner occupiers. They join our other resident members Mary Kalugerovich, Jean Neill and Edward Street.

We hope you like the new-look Hanover Today and wish you all the best for a sunny spring.

Ian Mountford

Editor

## Dates for your diary

**Sunday 29 March:** Clocks go forward one hour

**Friday 3 – Monday 5 April:** Easter weekend

**Friday 1 May:** Copy deadline for June edition of Hanover Today

# Around the houses

## A colourful visitor

Residents of **West Park Court** couldn't believe their eyes when they saw this visitor making itself at home in the **Elgin** development's garden. A quick call to the RSPB confirmed it was a Chinese Peacock, known to enjoy a wander and for being very tame.



## The "Chatty Knitters"

The Chatty Knitters of **Hanover Court** in **Tarves** are a very generous knitting group that spend their time making items of clothing for those who need it. Last year they managed 215 blankets, 114 teddies, 170 hats, 597 vests, 33 baby jackets, 47 scarves, 33 pairs of gloves and managed to fill 46 shoeboxes with gifts, as well as one woolly toy! The charities that benefit are Friends of Romania Group and Blythswood Care. A massive well done and thank you to all members of the group!



## Every penny helps

This is **Bob** and **Nancy Cunningham** of **Craiglockhart Terrace** in **Edinburgh**. They've been collecting and donating money to Marie Curie Cancer Care every year since 2008 and have raised well over £2,000. What they do is simple – they collect loose change left over from shopping, or what fellow residents/friends give them in a large tin. What a kind gesture.

# Bikers' gift



Residents of **Cameron Court** in **Forres** are the grateful benefactors of a range of new entertainment equipment thanks to kind members of the Moray Coast Motorcycle Club.

The club hold an annual fundraising competition called the Poker Run and donate gifts from the money they raise to the community. This year was the turn of Cameron Court and they received a wall-mounted television, DVD player and camcorder.

The grateful residents laid on tea and biscuits and a fantastic chat ensued – so much so that the club had such a great time they plan to return for another visit in the summer. Members of the club, staff and residents are pictured here at the presentation.

## George's one-way trip down under



Pictured on the left is **George Blandford**, formerly of **Hanover Court** in **Stonehaven**, saying farewell to his friend and neighbour **Stanley Mitchell** of nearby **Turner's Court**. George has made the big decision to join his family in Adelaide, Australia. The move was especially big for George as he'd never been on a plane before, but he's since been in touch with the development to let them know he arrived safely and didn't sleep a wink on the journey! Best of luck in your new home George.



## Prestwick is 20

Residents of **Alexandra Court** in **Prestwick** all got together for a 20th anniversary lunch at the development, and pictured here is **Nancy Kerr**, who has lived at the development longer than anyone else, receiving flowers from Hanover's West Area Manager Janice McDonald. Everyone had a lovely day.

# Arctic heroes recognised

In December 2013 we told you how **William Hastie** of **Barnton Avenue West** in **Edinburgh** had finally received a medal for his gallantry whilst serving on the perilous Arctic Convoys. Although William sadly passed away before the presentation, we were delighted to hear that his wife **Agnes**, his daughter and grandson received the Russian medal on his behalf at a service held by the Russian Consulate in November.

We were also contacted by **David Dunsmuir**, resident at nearby **Barnton Park View**. He was a gunner on HMS Diadem, serving in two Arctic Convoys. He was delighted to finally receive the recognition he deserved by both British and Russian Governments and attended the same event. He received the Arctic Star Medal from the UK Government as well as the Russian Medal – he's pictured here wearing both medals, with his wife **Margaret**.

Finally, residents of **Hanover Court** in **Inverbervie** were very proud of their neighbour **John Fergus**, pictured here, who also received a medal. He sailed on HMS Goodall during the Arctic Convoys.



# Pamper time

Pictured here receiving a warm paraffin hand massage is resident **Grace Morrison** (right) and Sarah Moodie, a student at Forth Valley College. Sarah visits **Craigview** in **Bo'ness** once a month to offer residents free manicures, pedicures, nail art and hand waxings. Sarah needs a client base for her portfolio as part of her qualification, and Craigview's glamorous residents are only too happy to help!



# I moustache you a question!

You may have heard of Movember, the charity event where moustaches are grown throughout November to raise awareness of men's health issues. Well, not to be outdone by the boys, these ladies of **Hanover Court** in **Dunfermline** also got in on the act.

Thankfully they're not as good at growing whiskers as their male counterparts, but that didn't stop them from donning some of the finest examples of handlebar moustaches we've ever seen. Well done ladies!



# Your Christmas parties



Ann Rafferty

Lucky residents of **Woodburn Court** in **Hamilton** were delighted to receive a visit from pupils of St John's Primary, who delivered food parcels and provided an afternoon of festive entertainment at the very sheltered development. In total, they generously donated 32 parcels of food to the development, and even had some left over to pass to the local food bank too.

Pictured here is resident **Ann Rafferty** receiving a parcel from two kind pupils. Thanks to the Hamilton Advertiser for the picture.

**Jane McDonald**, of **Taylor**

**Court** in **Keith**, let slip that all she wanted for Christmas was for a man in uniform to turn up and the chance to sit on Santa's knee.

As we all know, Santa takes these requests very seriously, and kindly took some time out of his busy schedule to grant Jane's wishes. To wrap things up everyone enjoyed a great meal and entertainment.

**Montgomery Court** in **Paisley** certainly knows how to party, with four celebrations over Christmas. The festive fun kicked off on 11 December when schoolchildren from Bredilands School in Paisley kindly delivered a Christmas



Jane McDonald



Alexandra Court



Montgomery Court

hamper full of goodies. A week later, the boys and girls from Gallowhill Nursery school (pictured here) popped by to sing Christmas songs and bring festive cheer. And this was followed a couple of days later by the development's Christmas party, which doubled up as a 100th birthday bash for resident **Lily Hawthorn**, whose family also kindly provided entertainment. Phew!

Residents of **Alexandra Court** in **Prestwick** enjoyed a big day out for their Christmas dinner – they went to the nearby Carlton Hotel for a splendid lunch. They're pictured here prior to eating.

## Getting to know you

Residents of **Hanover Court** in **Dunfermline** welcomed their Hanover neighbours from **Weaver's Court** in **Whitburn** recently. They held an afternoon tea in the lounge, as well as a tour of the development and games of bingo (as you can see here). All in all 20 residents from each development took part and everyone had a great time.



## Happy birthdays

A very happy 100th birthday to **Adam Miller** of **Woodburn Court** in **Hamilton**. He celebrated the big day in December and amongst the many cards and gifts was of course the traditional telegram from the Queen, and a special present from volunteers Alasdair and Carole Gordon, on behalf of all the residents and staff. Many happy returns Adam!



Many Happy Returns to **Cathy Rodger** of **Weavers Court** in **Whitburn**, who turned 100 in December. She had a grand day with all her friends, celebrating at the development in the morning followed by a family party with entertainment in the evening. Happy 100th Cathy!



**Elma Anderson** of **West Park Court** in **Elgin** celebrated her 90th birthday with a tea party at the development. She's pictured below with her daughter Pat. Happy Birthday Elma!



**Hanover Court** in **Stonehaven** has had two 90th birthdays recently. **Margaret Collie** is pictured above left and she had a great day celebrating with her friends and family. And last but not least, **Marion Robertson** was also 90. She got a card from her idol – a certain Michael Buble – as well as lots of flowers and cards. Best wishes to you both!

## From the Chief Executive

# Welcome to your new look Hanover

As you may be aware, Hanover has rebranded. We've introduced a new logo, re-designed our website and will be changing signage across our developments over the next year or so.

### What is rebranding?

Rebranding is when new names, terms, designs, or combination of these things is created to make an organisation easier to remember by the people who have – or wish to have - relationships with it. This could be its customers, potential customers, users of its services, its competitors and other groups. In essence, rebranding:

- persuades potential customers and users of our services to come to us; and
- encourages people to remember us.

### Why re-brand?

We live in changing times. Like all housing associations, third sector bodies and private organisations, we're facing unprecedented economic conditions and big changes to Scotland's demographics.

Our population is getting older and the services they require are becoming more complex. Increasing numbers of people need the services we currently provide and can potentially offer in the future.

We also face competitive pressures, both from commercial organisations offering services to older people and from other housing associations and charities. We need to more effectively communicate with potential new users of our services and demonstrate why we should be the first choice when people look for services like ours.

We are in a good position. Our vision of 'helping people to feel safe and secure at home and to live fulfilling and independent lives' is a strong one, and one we are proud of. We're one of Scotland's largest and most well-respected housing associations for older people, with an excellent pool of knowledge and experience amongst our staff. We're also on a sound financial footing.



Despite this, research we undertook in 2013 demonstrated that Hanover was not always known amongst various groups of people. This means we need to improve our communications about what we do.

When I've discussed on a number of occasions with residents and their families how they came to know about Hanover, they told me it was by "word of mouth".

"I was sitting on a bus one day", one person told me, "when I met an old school friend. Amongst other things we were chatting about where we lived now. I told her I needed a new home because I couldn't manage on my own any longer. The garden was too big and there was too many stairs to my bedroom. My friend told me she was in a Hanover home. She told me how to apply and this is how I came to live in a Hanover home too!"

Another person said: "Hanover is great but not enough people know about Hanover and the good work that you do!"

Re-branding will help us rectify this. It will increase awareness amongst potential new residents and other service users. It will help our vital activities such as telecare and repairs reporting – services which we proudly offer to other organisations too - to be more clearly and successfully promoted. This in turn supports our core business of providing quality housing and services for older people. We want residents and potential new customers to know we are caring and professional and we hope our new logo and look will help us to do this in more ways that we currently do.

We do not rebrand very often, and the decision to rebrand wasn't taken lightly. Our aim is to be as cost-efficient as possible. We hope the uptake in services that will occur from rebranding will help us to keep our charges as low as possible. For example, we hope it will help us fill our properties which currently lie empty and therefore cost us money.

### How did we decide on the new look?

We selected a marketing agency called BOLD (part of Community Enterprise Scotland), to assist us. One of BOLD's first activities was to conduct branding workshops for residents and staff. The workshops helped us to understand how people felt about Hanover.

We found out some interesting things from the workshops – including that Hanover was generally thought of (by those who were aware of us) as a warm, caring, friendly, strong and professional organisation. We discovered that our previous logo wasn't recognisable and made people think of sports clubs! You can see our different logos from over the years below.

BOLD put all of their findings together and came up with the new logo. It's modern, has warmer colouring and aims to reflect the fact we are primarily a strong housing provider. It's attractive and we hope that it invites people to approve of and remember us. When they learn about us, we hope they will understand that we are a caring, professional, safe, trustworthy and professional organisation – all values that we believe are vital for services like ours.

### What did people think of our new logo?

When we asked people what they thought of the new logo, they liked it because it is modern, eye-catching and colourful. I agree with them and I hope you do too.

I genuinely believe our rebrand – along with our ongoing organisational review - will support:

- the way we work in the future;
- how we deliver improvements; and
- the way people see us.

As always, we welcome your views so please don't hesitate to get in touch if you have any questions, concerns or suggestions.

*Helen McIndoe*

## Our logo through the years



Our first logo was introduced when we formed in 1979 and was only ever black or brown



This was shortly followed by this green and blue logo



This logo was introduced in 2004



People told us our previous logo reminded them of a sports club



Our new logo is brighter, more modern and more relevant

1979

2015

# News for tenants

## Electric scooter insurance cover

Zurich Municipal, the organisation that provides our Tenants' Contents Insurance, have asked us to remind residents that the cover currently in place does not include electric scooters.

Insurance for electric scooters is specialised but there are several insurance companies out there who offer competitive premiums, for example Chartwell Insurance (0800 089 0146) or Swinton Insurance (0800 072 9018).

It's essential that, if you use an electric scooter, you're comprehensively protected against any eventuality such as an accident, theft, damaging someone else's property or even bumping into them and causing injury. The financial implications of such an accident can sometimes be substantial and you could be liable for legal claims and costs made against you.

If you have any queries about Tenants' Contents Insurance or Top-up insurance, contact Karen Jamieson, Senior Finance Officer, on 0131 557 7492 or email [kjamieson@hanover.scot](mailto:kjamieson@hanover.scot).

## Want to be a mystery shopper?

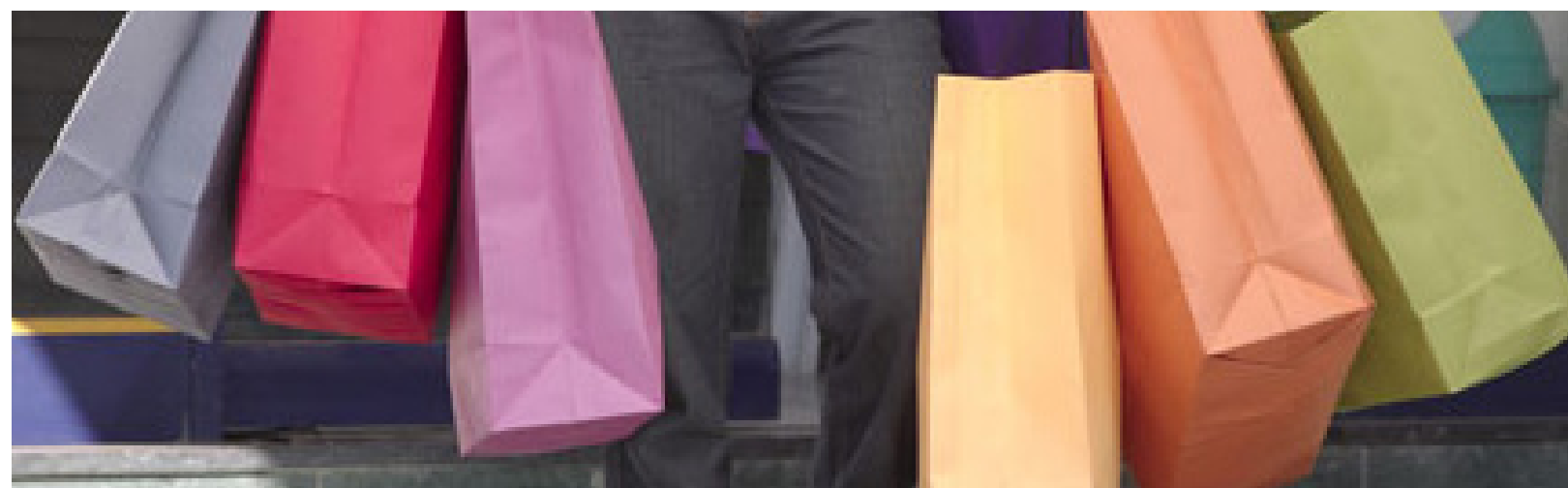
In 2013 we took part in a new venture with Cairn Housing Association – mystery shopping – and we wrote about this in the Spring 2014 Newsletter. 'Mystery shopping' means having 'pretend' customers test the quality of an organisation's products or services by, for example, phoning or visiting with a particular enquiry, and noting down the service that they receive.

To date, Hanover and Cairn have carried out two small-scale mystery shops. Following the first pilot 'shop', a second one was carried out last year with a total of 10 Hanover and Cairn tenants. They contacted staff at both organisations and recorded their responses to questions about Universal Credit benefits, the Associations' Annual General Meetings and how to go about making a complaint. As with the pilot, the results were very helpful in allowing us to see what staff did well and where there were areas for improvement.

This year, we're keen to increase the number of 'shoppers' who participate and we're aiming to carry out two 'shops'. Ideally each Association would like to have 20 tenants' take part. This would allow a range of topics to be 'shopped' which would contribute to the evaluation of services we offer.

The 'shopping' can be as straightforward as a few phone calls or, for those able and willing, a visit to one of Hanover or Cairn's offices. The feedback from tenant mystery shoppers so far has been very positive with a general willingness to participate in future 'shops'. We provide full training for all volunteers and cover any reasonable expenses incurred.

If you're interested in being a mystery shopper we'd be delighted to hear from you. For more information, or to register your interest, please contact Communications Manager Susan Campbell ([scampbell@hanover.scot](mailto:scampbell@hanover.scot)) or call 0131 557 7426.



## Types of repairs and targets for completing them

We set challenging targets for responding to any defects or maintenance problems in our properties. These targets take effect from when you report a defect to us until the time the repair is completed.

In some emergency and urgent situations, the target will be to make the situation safe within the time stipulated. Final 'making good', however, may depend on things like materials becoming available at a later date.

Our approved contractors are instructed to carry out repairs within the specified timescale. The contractors we use are all fully qualified, accredited and insured and should be courteous and respectful. They wear identity badges at all times and you should check they are wearing them before letting them into your home.

Certain repairs fall under the 'Right to Repair' section of the Housing (Scotland) Act 2001 and we must carry out these specified repairs within prescribed periods decided by law. If we don't do this this you may be able to claim compensation and use another contractor.

When letting us know a repair like this is required, we'll acknowledge your communication and also you more information on your rights. Remember that the contractor must be able to get into your home at the agreed time to carry out the repair in the specified time.

### Types of repairs

**Emergency repairs** require attendance within six hours and the situation to be made safe/secure as soon as resources are available, but always within 24 hours. Emergencies relate to defects affecting health, safety or security or likely to cause major damage to the building.

### Classed as 'Right to Repair':

Blocked flue to open fire or boiler  
Dangerous or unsafe electrical fittings  
Loss of heating\*  
Loss of hot water  
Significant water leaks  
Insecure external doors or windows  
Blocked or leaking foul drains, soil stacks or toilets\*  
Blocked bath or sink  
Toilet not flushing\*  
Failure of mains electricity, gas or water  
Unsafe access path or step  
\* Where no alternative is available in the property.

### Not classed as 'Right to Repair':

Flood damage  
Gas leaks  
Lift breakdowns  
Dangerous structures  
Complete failure of alarm system

**Urgent Repairs** need to be completed within 3 working days.

### Classed as 'Right to Repair':

Partial loss of electricity or water  
Unsafe banisters or handrails  
Unsafe treads or timber flooring

### Not classed as 'Right to Repair':

Re-glazing  
Fire alarm systems  
Leaks likely to cause substantial damage

**Essential Repairs** need to be completed within 7 days.

### Classed as 'Right to Repair':

Failure of mechanical extractor fan in internal kitchen or bathroom

Other types of repairs are called **Routine Repairs** and these need to be undertaken within 20 working days.

We may carry out minor repairs such as joinery, plastering or painting once a workload has accumulated to make a contractor's visit efficient. Called **collectable items** they may also form part of a planned maintenance programme.

### How to report a repair

#### Sheltered, very sheltered and housing with care properties

Report repairs to staff who work at your development.

If there are no staff present and an emergency or an urgent repair is required, pull your alarm cord or press your pendant, and tell the operator the problem. Remember you should only do this if the repair is an emergency or urgent (As defined above).

#### Amenity and general needs properties

During working hours, contact your area office:

Edinburgh (east): **0131 557 7404**

Elgin (north): **01343 548 585**

Glasgow (west): **0141 553 6300**

During public holidays and outside working hours:

If you are connected to an alarm centre pull your emergency alarm cord. Otherwise call Hanover Telecare on 0800 783 3615. Please only contact Hanover Telecare about emergency or urgent situations when the area offices are closed.

**No matter where you live, if you use the internet you can go to our website – [www.hanover.scot](http://www.hanover.scot) - to report any repair.**

# News and information

## Want to be a Hanover star?

As part of our re-brand, we've got some exciting new advertising appearing soon, featuring real residents from real Hanover developments. You'll hopefully see more of them when you're out and about, when you pay a visit to our new website or see our future literature - but for now, here's a sneak preview of one of the adverts.

Each of the residents has a story to tell, and we're sure there are many more of you with similar stories too – and we'd love to hear from you. Would you like to become a 'face of Hanover'? If so, get in touch. You'll need to be willing to have your photo taken and for it to be used in future promotional material. For more information, get in touch using the details on the inside back cover.



## Before you put it out – can it be picked up?

Furniture and household goods can be re-used by the local community, thus benefitting the environment and helping needy people.

Depending on what's been donated, it could also save you the cost of getting a company to pick up the items too.

The National Re-use Phone Line is part of Zero Waste Scotland, and is a one stop free phone line you can call if you have an unwanted item you think may be of use to someone else. They collect bulky items such as beds, furniture and large electrical appliances and they'll pass them on to local community groups where the items will be appreciated by someone who needs them.

Call 0800 0665 820 to find out more, or to request a pick up.

## A 'very good' home care service!

Hanover's Edinburgh Care at Home Service has once again received a clean sweep of 'Very Good' grades from the Care Inspectorate following its latest inspection.

The report praised the service in all areas it inspected and even awarded an 'Excellent' grade for one statement, regarding service users' health and wellbeing needs. Overall, the report gave ratings of '5 – Very Good' for all areas inspected.

The service has run in Edinburgh since 2009 and is available to any adults in the city – not just residents in Hanover's housing developments.

Chris Milburn, Hanover's Director of Business & Communications, said: "We're delighted with the results of this latest inspection. We've consistently scored well in all inspections carried out since the service was launched and this is due to having a genuinely caring and hard working staff team and ensuring that any improvements suggested by the Care Inspectorate are carefully carried out and delivered to agreed timescales.

"Whilst of course we're very pleased with the latest results, we will continue to strive to improve the service through implementing all recommendations and through listening to and acting upon our service users' views".

# Committee profile

## Dr Alison Petch

Alison has been a member of Hanover's Committee for just over four years and chairs the Business & Communications sub-committee. She lives in Glasgow.

Alison is Director of IRISS – the Institute for Research and Innovation in Social Services – a third sector organisation that aims to promote the use of evidence, innovation and creativity within social services.



After even a brief discussion, Alison's enthusiasm for what she does is obvious. "I like being on Hanover's Committee", she says. "I like looking at the 'bigger picture'; working out the vision and priorities of the business, and trying to import some of the passion and knowledge from my work – evidence, creativity and innovation. I love the visits and meeting people who live in Hanover developments as this reinforces Hanover's reason for existing. I also love the 'beach huts' logo we've now adopted!"

"I'm conscious that it's easy to get lost in the detail and that it's easy sometimes to not see the wood for the trees. It's also easy to be too cautious in trying new things so I try to encourage everyone to innovate wherever possible."

Alison is well aware of the challenges facing housing associations – specifically those that provide specialised housing like Hanover. "I'm interested in ensuring there are a range of suitable housing choices for people. More and more people want and need different things, so I've been especially interested in promoting the roles of extra care housing and the possibility of providing higher levels of support when it's needed, for example for people with more advanced dementia."

Alison is busy. As well as her work with Hanover and her main role, she also sits on two other boards. "Includem is an organisation that offers intensive support services to young people who face different challenges, and C-Change pioneers

supporting people with learning disabilities to live within the community when they may have faced a long stay in hospital before."

As you can imagine, she doesn't find a huge amount of time for hobbies. "Hobbies always sound like the things you had as a child!", she tells us. "But I'd better develop some fast - I'm retiring at the end of May. "Full-time work to full-time living", as a colleague once said.

I'll then move back to my family roots of the Black Isle, start reclaiming the garden which has become a wilderness and read the piles of books and watch the piles of films that have accumulated over the years. I also like good folk music and good theatre – and will hopefully get to travel a bit more."

# Homes for rent

## Looking for a new home?

Do you know anyone who would be interested in moving into one of our developments? Or are you looking to move to another location?

Here's a list of developments where we have properties available to rent. If you or anyone you know is interested, please contact the area office using the details below.

We also welcome applications for other areas. If you're interested in moving to an area not on this list, then please still contact us as we may be able to help.

Note that these details are correct at the time of writing.

### East

Telephone 0131 557 7404, email [eastinfo@hanover.scot](mailto:eastinfo@hanover.scot)  
Grangemouth - Hanover Grange (sheltered)  
Larkhall – Glengowan Court (very sheltered)

### North

Telephone: 01343 548585, email: [northinfo@hanover.scot](mailto:northinfo@hanover.scot)  
Buckie – Hanover Court (sheltered)

### West

Telephone: 0141 553 6300, email [westinfo@hanover.scot](mailto:westinfo@hanover.scot)  
Kilmarnock – Creighton Court (sheltered)  
Motherwell – Baillie Court (sheltered)  
Lennoxtown – James Hemphill Court (sheltered)



# Healthwise

## Bullying – we won't tolerate it

An employee opinion survey carried out at the end of 2014 highlighted concerns around bullying and harassment by residents to staff.

Everyone has the right to be treated with dignity and respect, especially when at work. Bullying and harassment of any kind are in nobody's interests and we will press for the strongest penalties if anybody – whether they're a staff member or a resident – is found to be bullying or harassing someone else.

We often think of bullying or harassment as being a physical or verbal assault on someone, but there's much more to it than that. It can include:

- Spreading malicious or false rumours about someone, or using insulting words to describe them or their views (including words relating to age, race, sex, disability, sexual orientation or religion).

- Ridiculing or demeaning someone
- Excluding or victimising someone
- Treating someone unfairly

- Unwelcome sexual advances such as touching, displaying offensive materials, or making decisions based on previous sexual advances being accepted or rejected.

- Making threats

Bullying and harassment can make someone feel anxious or humiliated and could trigger anger or frustration, and possible retaliation. Others can become frightened, stressed or lose their self-confidence.

We will not tolerate any form of bullying, violence or harassment and any reports of them will be fully investigated. If appropriate we will also involve the Police.

We are in the process of placing posters upon development

noticeboards to re-iterate this message. In the meantime, if you have any concerns please discuss these with your Sheltered Housing Manager, Retirement Housing Assistant or Housing Officer.



## Using a guest room?

### Make sure you can evacuate without help

New guidance issued by the Scottish Fire & Rescue Service means that anyone staying in a Hanover guest room must be able to leave the building without help if there's a fire.

Therefore, when booking a guest room in the future, the staff member responsible for the room will ask this question and may refuse your booking if you are unable to do this.

Current bookings will be honoured unless you have any specific concerns. This applies to anyone occupying Hanover guest rooms for any purpose.



# Your letters

Thanks to Roy Allan of Glebe Court, Kingussie for this hilarious letter.

36 years ago, my late wife Emma and me decided to climb Ben Hope in Sutherland. The day became very warm and sunny. Nearing the summit of Ben Hope I decided to take a dip in the burn – a ‘skinny’ dip, as I had no swimming trunks with me.

After a few very enjoyable moments cooling down, I was about to climb out of the burn when a group of young women decided to stop for lunch – on the bank of the burn! Half an hour later or so, they continued on their climb. I was quite cool when I finally got out of the water!

Got a funny story? Let us know and we may feature your letter – get in touch using the address on the inside back cover.

# Kind hearts

A massive well done to all of you who raised money for worthwhile causes over 2014. In 2014, you:

raised £21,745.37;  
knitted 2,330 items; and  
filled 46 shoeboxes.

You all deserve a huge pat on the back but a big thank you also goes to **Craiglockhart** in **Edinburgh** and **Hanover Court** in **Tarves** for contributing to the grand totals this time around.

As always we’ll tally up the totals for the whole of 2015 and let you know this time next year how much we raised. So far just one development (**Craigview** in **Bo’ness**) has been in touch to let us know that in 2015, they’ve so far knitted 40 hats for premature babies. Well done!



# Poet’s corner

**Pearl Symington**, resident at **Alexandra Court** in **Prestwick**, died last year and is sadly missed by her neighbours. She was a very busy lady who helped out with bingo, arts and crafts, quizzes, coffee mornings and collecting money for various events. Her friend and neighbour, **Isabel Fulton**, penned this short but very touching poem to pay tribute to her.

They needed a new star up yonder  
And couldn’t find a better one to shine  
So they thought that she was meant for  
A star, and so they sent for  
That little dear friend of mine.



Our second poem is from **Peg Hall**, of **Hanover Court, Inverbervie** – about the social events that take place at Hanover Court, and a special thank you to the man who organises it all.

We had a lovely meal  
Down at the Mason Hall  
And back up here to Hanover  
With entertainment for us all  
We have lots of coffee mornings  
With raffle prizes too  
And an outing in the summertime  
And the Webster Theatre too.  
We have fish and chip nights  
Which everyone enjoys  
And the Lyndsay School of Dancing  
With the dancing girls and boys

The paths have all been salted  
So its safe to go outside  
So who has done all these things for us?  
Well raise your glasses everyone,  
It’s Ally Ironside.

# Contact us

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The deadline for receipt of articles for Issue 74 (June 2015) of Hanover Today is **Friday 1 May.**

You can read more about what Hanover residents are up to on our Facebook page - **facebook.com/hanoverscotland** and you can also follow us on Twitter (**@hanoverscotland**)

As part of our rebrand you will notice our email addresses have changed. From now on, you can email any of our head office or area office staff by using their first name initial, followed by their surname, followed by ‘@hanover.scot’. So, Ian Mountford’s email address is **imountford@hanover.scot**.

# Prize sudoku

We’re offering £25 for this edition’s Sudoku competition. As usual, your task is to fill the grid so that every row, column and 3x3 box contains each of the numbers 1 – 9. Once you’ve completed the grid, fill in your name and address in the spaces provided and send your details and the completed puzzle to us at the address above by Friday 1 May. If your name is the first drawn out of the hat for each of the north, west or east areas, you’ll win £25. The correct grid from last time is below.

Name .....

Address .....

Postcode .....

The winners of the last Sudoku competition were: **Jean Jones** of **Parkway Court** in **Alloa** (east), **Dorothy McLeod** of **Strawberry Bank** in **Peterhead** (north) and **Gordon Young** of **Elm Court** in **Milngavie** (west). Congratulations!

You’re welcome to contact us in any of the ways detailed above. But, if you have a suggestion for an improvement to our services, why not use the ‘Bright Ideas’ initiative?

You could earn shopping vouchers if your suggestion is implemented. Speak to your Sheltered Housing Manager, Retirement Housing Assistant or area office to find out more and to get a Bright Ideas form.

We can produce this newsletter in other formats, like braille, audio, large print or a foreign language. If you use email, we can also email the newsletter to you instead of sending a printed copy. This saves trees and postage costs. If you’re interested in any of these options, get in touch using the details above.

Legal information given in this newsletter is given in good faith and is based on Hanover’s understanding of the law. The accuracy of Hanover’s views is not guaranteed and readers seeking legal advice specific to their own circumstances should contact a solicitor or a Citizen’s Advice Bureau.

|   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|
| 2 |   | 9 |   |   |   |   |   |   |
|   |   | 7 | 3 | 9 | 8 |   |   |   |
| 5 | 4 |   |   |   | 1 |   | 9 | 7 |
|   | 7 |   |   |   | 5 |   | 4 | 8 |
|   | 1 |   |   | 6 |   | 7 | 3 |   |
|   | 5 | 2 | 8 |   | 7 |   |   |   |
|   |   |   |   | 8 |   |   |   | 9 |
|   |   | 8 | 7 | 1 |   |   |   | 2 |
|   |   | 1 | 2 |   |   | 4 | 8 | 6 |

|   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|
| 3 | 4 | 1 | 7 | 9 | 6 | 5 | 8 | 2 |
| 8 | 6 | 7 | 1 | 5 | 2 | 9 | 3 | 4 |
| 2 | 5 | 9 | 8 | 3 | 4 | 6 | 1 | 7 |
| 1 | 3 | 5 | 2 | 6 | 9 | 7 | 4 | 8 |
| 9 | 7 | 4 | 5 | 8 | 3 | 2 | 6 | 1 |
| 6 | 2 | 8 | 4 | 1 | 7 | 3 | 5 | 9 |
| 7 | 1 | 3 | 9 | 4 | 5 | 8 | 2 | 6 |
| 4 | 9 | 6 | 3 | 2 | 8 | 1 | 7 | 5 |
| 5 | 8 | 2 | 6 | 7 | 1 | 4 | 9 | 3 |

# Prize crossword

Once you've completed the grid, fill in your name and address and send your details to us at the address on the inside back cover by Friday 1 May. If your name is the first drawn out of the hat for each of the north, east or west areas, you'll win £25.

Name .....

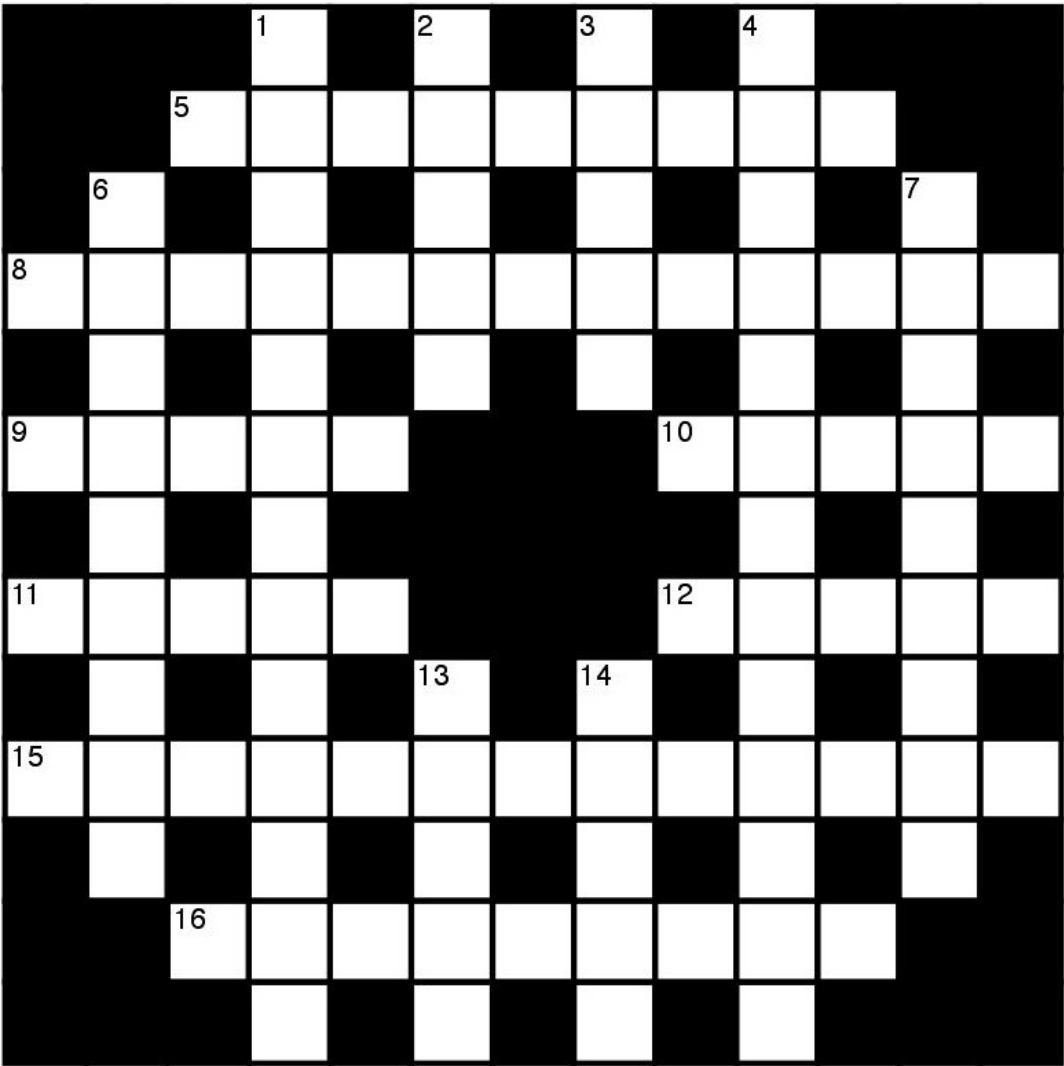
.....

Address .....

.....

.....

Postcode .....



## Across

- 5 SI Unit of radioactivity (9)
- 8 Performer using a dummy as a mouthpiece (13)
- 9 Playwright whose works include 'Hedda Gabler' and 'The Wild Duck' (5)
- 10 River in south east France, a tributary of the Rhone (5)
- 11 Circus performer (5)
- 12 One of the boroughs of New York City (5)
- 15 Proverbially, it saves nine (1,6,2,4)
- 16 Lizard with highly developed colour-changing abilities (9)

## Down

- 1 Weight of a boxer below lightweight (13)
- 2 Sea creature with 10 arms (5)
- 3 Large wading bird with a sharp bill and long legs (5)
- 4 Confiscation of goods pending a settlement of a dispute (13)
- 6 One who studies and administers plant-based medicines (9)
- 7 The science and study of heavenly bodies (9)
- 13 A rascal or an impish fellow (5)
- 14 Famous Italian tenor, Beniamino (5)

The winners of the last crossword were: **Jean Maison** of **Rose Park** in **Peebles** (east), **Vera Haig** of **Glen Grove** in **Newtonmore** (north) and **Thomas Wood** of **Westknowe Gardens** in **Glasgow** (west) Well done!

The answers to the last crossword are: ACROSS: 5 (See 32d) 6 Stork 7 Date 10 Crib 14 Referee 17 Ransoms 20 Druid 21 Leipzig 22 Sinatra 23 Crete 24 Hittite 26 Mussels 28 Hymn 30 Sons 33 Dress DOWN: 1 Sled 2 Skit 3 Star 4 Crab 8 Air 9 Evergreen 10&34 Christmas Carol 11 Inn 12 Genesis 13 Emerald 15 Expat 16 Edict 18 Adieu 19 Stags 25 Ivy 27 Sun 28 Herd 29 Mass 31 Opal 32&5 Snowflake