

# HANOVER TODAY

The newsletter for Hanover's residents



## Sheila's Christmas knits help heroes



**D**rumcastle Court in Dunblane is a hive of festive activity, thanks to resident Sheila Simpson. Sheila is a keen knitter and takes great pride in creating these amazing festive figures.

Everything you see in the pictures is knitted (yes, including the fruit and the liquorice allsorts) and she sells the items to raise money for her favourite charity, Help for Heroes.

Last year she raised £90 for the veterans' charity and this year she hopes to beat that figure. Some of her neighbours have already made Christmas purchases from her.

We're sure you'll agree that Sheila has an amazing talent!

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# Welcome!

Welcome to the Christmas edition of Hanover Today! In this edition is your very own copy of our Fire Safety Guide, produced in conjunction with the Scottish Fire and Rescue Service. Please read the guide and keep it in a safe place.

We never cease to be amazed at the generosity of you all – you've raised thousands for MacMillan Nurses through your Big Coffee Mornings. You can read more about this and your other fundraising exploits inside.

Thanks to everyone who completed our newsletter survey – we'll be looking at the responses in detail and will report back in our March 2016 edition.

I'd also like to offer a special thanks to Editorial Group members Peter Braynion and Mary Kalugerovich – who supplied our fun festive quizzes! We hope you enjoy them.

Finally, I'd like to wish you, your friends and family a very merry Christmas and happy New Year. Enjoy the newsletter and see you in 2016.

**Ian Mountford**

# Around the houses

## Your Big Coffee Mornings

A huge 'well done' to all developments who raised money for the worthwhile cause that is MacMillan Nurses. And thank you to all of you who sent in details of your events!



**Craiglockhart Terrace in Edinburgh** raised £450.



**Kingspark Mews in Glasgow** raised £2065.33

As well as the pictures shown...

**Westknowe Gardens in Burnside, Glasgow**, raised £1,240.

**Lochhead Court in Stewarton** raised £475.10

**Montgomerie Court in Ardrossan** and **Eglinton Court in Saltcoats** raised £450.

**Pinewood Square in Glasgow** raised £250

**Rosemount Court in Carluke** raised £410

**Hanover Court in Tarves** raised £600.39





**Sivewright Court** in **Kincardine** raised £338.15



**Baillie Court** in **Motherwell** raised £645.47



**Carlyle Court** in **Edinburgh** raised £1,027



**Kelvin Court** in **Kirkintilloch** raised £331



**Plenderleith Court** in **Kelso** raised £1,105



**Craigview** in **Bo'ness** raised £282.75.



**Hanover Grange** in **Grangemouth** raised £320.



**Harley Court** in **Falkirk** raised £538



# Generosity in Fochabers

Residents at **Milnescroft** Court in **Fochabers** have been generously giving their all to good causes. They've knitted around 30 hats, 10 cardigans and 40 blankets for the premature baby unit at Glasgow's Southern General and the neo natal unit in Ayrshire Maternity Unit, Kilmarnock. On top of all this, they raised a fantastic £112.80 for Marie Curie with an afternoon Strawberry Tea. Well done everyone!



# Developments come together

Hanover residents from no less than six developments across West Lothian, Edinburgh and Fife met up in September for a big get together. The event took place after residents from **Weavers Court** in **Whitburn** visited **Hanover Court** in **Dunfermline** earlier in the year.

The lounge at Weavers Court was too small to accommodate everyone, so the local bowling club was booked instead – and then residents from **Hanover Close** in **Bathgate**, **Craiglockhart Terrace** in **Edinburgh**, **Hanover Court** in **Livingston** and **Hanover Court** in **Broxburn** were invited too. There was a huge turn out, as you can see by the picture above.

After a fantastic afternoon of entertainment and food, Dunfermline residents went back to Weavers Court for more tea and some house viewing. It was such a success there are plans to make the Big Get Together an annual event – watch this space for more information!

# Anyone for boule-fighting?

Here are friends and neighbours **Peter Braynion** and **Ian Finlayson** of **Craiglockhart Terrace** in **Edinburgh**, about to lock horns in a battle of the boules. They've started playing petanque (also called French boules), along with other locals, on a former curling pond at nearby Craiglockhart Woods.

Both residents are delighted to have discovered a new sporting career and are even more delighted that they only have to walk a hundred yards from their home to take part!



# We can help UCAN

Pictured here are residents from **Rosewell Gardens** in **Aberdeen**, presenting a cheque to Gayle Stephen of UCAN – an Aberdeen-based charity that supports people dealing with urological cancer. Generous residents held a coffee morning in September and raised a fantastic £200 for this worthwhile cause.



# Spooky goings on

Thanks to everyone who sent in their pictures and details of their Halloween events!



Parkway Court in Alloa



McAlpine Court in Wishaw



Orchard Court in Renfrew



Glenfield Court in Galashiels



Plenderleith Court in Kelso



Newton Court in Paisley



# Double diamond celebrations

Love is most definitely in the air at **Carlyle Court** in **Edinburgh** as two couples celebrated big wedding anniversaries recently. Keen bowlers **Ken** and **Nancy Wood** (centre picture) celebrated their diamond wedding anniversary as well as Ken's 90th birthday (hence the cake!), and **Bob** and **Sylvia Ferguson** (pictured far right) were also toasting 60 years of bliss. Congratulations to you all.



## Stewarton is full of love

**Lochhead Court** in **Stewarton** is full of love with no less than three couples celebrating big anniversaries. **John** and **Marion Davidson**, pictured below, right, celebrated their golden anniversary in October. **Agnes** and **William Hood**, pictured right, celebrated their diamond anniversary earlier in the year and **Robert** and **Janet McCubbin**, pictured below also celebrated their diamond anniversary a few weeks before. Congratulations to you all.



## Norman and Vera's golden celebration

A big congratulations to **Norman** and **Vera Allan** of **Taylor Court** in **Keith**, who celebrated their golden wedding anniversary in August with a celebratory meal at the Royal Hotel in Keith. They're pictured above.



# A thank you from the community

You may remember in the last edition of Hanover Today we featured a picture of **Hanover Close** in **Earlston's** pretty new gardens, thanks to the efforts of resident **George Storrie**. It seems that it's not just us who's recognised what a fantastic effort has been made at the Borders development. The local community council also wrote this letter to George:

*"I'm writing on behalf of the local Earlston Community Council to express our admiration and appreciation for all your hard work in creating such a beautiful and colour-filled area at Hanover.*

*It is wonderful to look through from the High Street and see the stunning summer bedding and the many planters, especially your helpers on their lorries – or are they tractors?*

*I'm sure the other residents and the many visitors must also appreciate how the corner has been made so bright and welcoming.*

*The village can only be enhanced by such dedicated and caring efforts.*

*Hopefully you will now be able to relax more over the winter months and enjoy some walks down Mill Meadow with the dog."*

*Sheila Gibb, Secretary, Earlston Community Council*

## Whitburn's packs for Calais

Kind residents at **Weavers Court** in **Whitburn** rallied together to put together bags of goods for refugees in Calais in September. Between them they donated around 10 bags of coats, boots, waterproofs, hats, scarfs, gloves, socks, soap, toothbrushes, toothpaste, torches and cuddly toys. Well done everyone!



## Hugh receives Legion d'Honneur

By now you'll be familiar with **Hugh Maguire**, resident and D-Day veteran of **Tollgate House** in **Armadae**. He's pictured here with Emmanuel Cocher, the French Consul General in Scotland, prior to receiving his long overdue Legion d'Honneur award – the highest French award for bravery.

He was one of a number of Scottish Veterans who received the award at a special ceremony on board the French naval destroyer Aquitan, berthed at Leith, Edinburgh. Hugh took part in the D-Day landings in June 1944 and this was the latest in a series of events Hugh attended to commemorate the 70th anniversary of D-Day. Thanks to Hugh's daughter, Maria Martin, for the photo.





# Funding the Food Train

Generous residents at **Hanover Court** in **Castle Douglas** ran a coffee morning and raffle which raised a very commendable £300 for the Dumfries & Galloway Food Train, a charity that provides vital services for older people in their homes. From left to right are Fiona Wallace (Development Manager), Jif Hyde (Area Coordinator for The Food Train) and resident Wendy Mullen, who organised the event. Well done!

■ Hanover Court has been a busy place lately and residents also enjoyed a music afternoon and finger buffet with entertainment supplied by singer and guitarist 'The Gambler'. A fun time was had by all!



## Sunshine on a summer's day

Here are residents of **Roseburn Court** in **Edinburgh** who, as you can see, held a very successful garden party at the development over the summer. Residents and friends all enjoyed a fantastic day and made the most of the wonderful weather.



## Dates for your diary

**Thursday 24 December – Monday 28 December:**  
Hanover's offices closed for Christmas

**Tuesday 29 December – Thursday 31 December:**  
Offices open as usual

**Friday 1 January and Monday 4 January:**  
Offices closed for New Year

**Tuesday 5 January:**  
Offices open as usual

**Monday 1 February:** Copy deadline for the March 2016 edition of Hanover Today

If you have a maintenance emergency while our offices are closed, pull your alarm cord or press your pendant. Otherwise, call the Repairs Reporting Line on **0800 783 3615**.

If you have any other type of emergency while our offices are closed, pull your alarm cord or press your pendant. Otherwise, call the Hanover Telecare emergency number on **0345 604 4686**.



# Happy 25th in Kilmarnock

It was time to celebrate at **Creighton Court** in **Kilmarnock** recently, when residents marked the 25th anniversary of the sheltered development with dancing, food and drink at a party in the lounge. Here is resident **Margaret Thompson** cutting the anniversary cake. Margaret is one of the residents who has lived at Creighton Court the longest.



## Green fingered Phil's big veg

**Phil Salina** is the toast of **Baillie Court** in **Motherwell**, after harvesting some amazing fruit and veg in the development garden. He's pictured here with one of his celebrated spring onions – well done Phil!



# Bo'ness hits bingo jackpot

It's amazing how small but regular fundraising can boost developments' funds. **Craigview** in **Bo'ness** has been running a Friday bingo session for a few years now. After humble beginnings enough money was raised to buy a professional bingo machine, which you can see being demonstrated by **Willie Meikle**.

The development charges a small fee for each game and raises around £1,000 a year. As well as the bingo machine, they've bought a large television for the lounge and are planning on a fancy coffee machine and garden plants for next year.



## Hair today, gone tomorrow



**Libby Turner**, of **Heatherlee Court** in **Kinlochleven**, usually has a fine head of hair but decided to go bald for a good cause. She raised more than £400 for Lochaber Food Bank and Lochaber Hope Counselling Service. Well done Libby – we hope you're not feeling the cold too much!



# Happy Birthdays

A very happy 80th birthday to **Isabel Thomson** of **Hanover Court** in **Causewayhead**. Isabel had a surprise birthday party at the development and is pictured below cutting her cake.



**Hanover Close** in **Bathgate** has had two 90th birthday celebrations recently. **Effie Cherry** celebrated her big day with a party with friends and neighbours and is pictured right (on the left). Pictured above, alongside her twin brother, is **Nan Dobbie**, who also had a party. Many happy returns to you both!



We'd like to wish a very special happy 100th to **May Penrice** (below) of **Hanover Court** in **Inverurie**. She celebrated with a party at her daughter's farm in Inverurie. May's now moved to a nursing home in nearby Ellon, but we still wanted to wish her a very happy 100th!



Another happy 100th, this time to **Matilda McDiarmid** of **Eglinton Court** in **Saltcoats**. She enjoyed her party very much and is pictured above just after blowing out her candles!

**Betty Coffield** of **Hanover Court** in **Stonehaven** celebrated her 80th recently and is pictured below. She had a well-earned party with her family and no less than 10 great grandchildren. Many happy returns Betty!







These are the 'Milestone Birthday Girls' of **Taylor Court** in **Keith**. They all had separate birthday celebrations at various locations with their families and are pictured, left to right: **Vera Allan** (70 years young), **Lillian McSeveney** (85 years young), **Agnes Maxwell** (90 years young) and **Margaret Simpson** (90 years young). Everyone was spoiled and enjoyed their special days!

Happy birthday to **Betty Grant** (below), who celebrated her 99th birthday recently. She marked the occasion with a big party in the day room at **Aigan Court** in **Dufftown**. We hope you had a great day!



Here's **Ena Patterson** (above) of **Parkway Court** in **Alloa** on the day of her 95th birthday. She celebrated with a birthday tea for friends and family in the lounge. Happy birthday Ena!



We'd like to wish a very happy birthday to **Annie Buckham** of **Plenderleith Court** in **Kelso** who turned 90 in August. She's pictured above about to cut a wonderful looking cake! Many happy returns Annie.



## Congratulations

These two birthday boys are **Stuart Thain** (84) (left) and **Magnus Inglis** (90). They've been friends for many years but only recently discovered they share the same birthday! They're active committee members at **Burnside Court** in **Buckpool**, arranging many events at the development. Residents decided they should have a wee surprise and arranged a joint celebration in their honour. Happy birthday gents!



# From the Chief Executive

## Living it up at Hanover's AGM



We were delighted to welcome guest speaker Beth Murphy from Living it Up – a government and NHS-supported health and wellbeing website for older people – to our Annual General Meeting in September.

Beth demonstrated the site to guests at the meeting, held in our conference centre in Edinburgh. They heard how it benefits older people, helping them to become happier, healthier and less isolated through the sharing and logging of activities, taking part in discussion forums and the promotion of healthy events in areas local to the user.

Following the meeting, Living it Up staff gave one-to-one guidance for residents wishing to sign up to the initiative, making use of our computer training facilities to guide people around the site's features.

Digital inclusion for older people is a huge area and organisations like Living it Up are becoming more and more important. It was great to see residents taking a real interest in the website and I hope we can work more with Living it Up in the future. I would encourage everyone to check the website out ([www.livingitup.org.uk](http://www.livingitup.org.uk)) as it has some very progressive ideas and areas of interest.

As well as the Living it Up presentation, the Annual Report – which has now been sent to developments and is also on our website – was presented to attendees. The highlights of the year included:

- introducing a new service model in Glasgow;
- introducing a new housing with care service in three housing developments in the Scottish Borders;

- installing biomass boilers at two developments in the north of Scotland;
- opening new housing developments in Corpach and Hamilton;
- redeveloping a site in Forres; and
- undertaking major re-development work at our largest development of 77 properties in Aberdeen.

To round off the busy day, Hanover's annual staff awards ceremony took place and I was pleased to pass on my appreciation to the winners. We're blessed with a fantastic team that helps us deliver our services and the awards are just a small token of our appreciation to those who do their very best to ensure our customers receive a first class service.

We understand that for many of our members, it's difficult to travel a long distance, and indeed the 24 September meeting needed to re-convene on 1 October due to

a lack of numbers. But our new rules – approved at the re-convened meeting – now mean members who send their proxy forms to appoint someone to represent them (usually the chairperson) count towards the quorum. This means we shouldn't need to re-convene meetings again in the future.

We aim to make the AGM as interesting as possible and are interested to hear your views on suggested speakers for future events. If you know of someone who can arrange an interesting talk on a subject that our members would find interesting then we'd love to hear from you.

On behalf of myself, our Board and all of our staff, I'd like to wish you, your family and friends a very merry Christmas and a happy, healthy and peaceful New Year.

Pictured here is Beth Murphy introducing the Living it Up website.





# News and information

## Thanks for telling us what you think

A big thank you to all the residents who responded to the questionnaire we featured in the last edition. Finding out your views on this newsletter is vital in helping us to ensure you read and enjoy it!

We'll be taking an in-depth look at your responses over the next couple of months and we'll report back the results in the next edition. As promised,

we have drawn a winner from the last edition and we're delighted to announce that William Davidson of Rosewell Gardens in Aberdeen has won £50 of shopping vouchers.

Although the competition has now closed, we're still more than happy to receive any questionnaires back so feel free to continue to send them in. Thank you!



## Investors in Diversity – reaccredited!

Hanover Scotland has successfully achieved Investors in Diversity Stage 2 re-accreditation.

The iD standard is given to organisations that demonstrate cultural improvements around openness, understanding and acceptance of all people it works with. It aims to transform practices and behaviours by promoting greater communication, discussion and engagement around the areas of equality, diversity and inclusion.

To achieve the reaccreditation, Hanover worked very closely with the awarding body – the National Centre for Diversity – and a number of key stakeholders including staff and residents were interviewed about their experiences.

Hanover received its first accreditation in June 2013,

which demonstrated how much was already in place as well as recommending a number of improvements. Since then, Hanover has continued to promote the initiatives that helped achieve its original accreditation, and has also put the recommended improvements into place, including ensuring its diversity strategy focused on workforce development and the equal and fair treatment of staff and customers.

Andrew Aitken, Hanover's Director of Organisational Services, said: "We're delighted to achieve this reaccreditation. It's a fantastic achievement for the organisation and our staff and demonstrates our ongoing commitment to fairness and equality for all our stakeholders.

"I'd like to thank everyone who spoke to the National Centre



for Diversity and on behalf of Hanover would like to re-affirm our commitment to ensuring continuous improvement in equality, diversity and inclusion.

"Whilst the reaccreditation is of course great news and shows just how far we've come, we are constantly seeking to be better. We've already started to put plans in place to address suggested improvements made in the report and look forward to demonstrating our improvements at our next review in 2017."

## Leaping babies: We want to hear from you!

As you may know, 2016 is a leap year. And we're looking for leaping babies! If you were born in a leap year on February 29, then we want to hear from you – we may even get you involved in a wee celebration.

Let us know by getting in touch with us at the usual address (details on the inside back cover).



# News and information

## All about TV licences

The issue of TV licences is often a big talking point in Hanover developments and guidance can be complicated. We've put together this information to help you explain when a TV licence is or isn't required, and how much it costs.

### When do you need a TV licence?

You need a TV licence if you watch what is classed as 'live TV'. Live TV means any programmes you watch or record at the same time as they're being shown on television or on an online TV service (for example a website that provides TV programmes over the internet, through an 'app' on a phone or through a smart TV).

If you only ever watch 'on demand' programmes, you don't need a TV licence. On demand includes 'catch up TV', streaming or downloading programmes after they've been shown on live TV, or programmes shown online before being shown on TV.

You don't need a TV licence if you only watch videos or DVDs.

### How much does it cost?

A full colour TV licence costs £145.50 and a black and white TV licence costs £49. However, you may be able to apply for free or concessionary licences:

### Free licences

If you're over 75, you can apply for a free TV licence, and the TV licencing website says they will refund any money you have overpaid for each full month after your 75th birthday – and will do this when your over 75 TV licence is issued. To apply for an over 75 TV licence, go to [www.tvlicencing.co.uk](http://www.tvlicencing.co.uk) and click on the 'Aged 74 and over' link, or call 0300 790 6165.



If you are 74 you need to buy a short-term TV licence to cover you until your 75th birthday. The details above can also give you more information about this too.

### Concessionary licences

A concessionary licence costs £7.50 and there are two ways to qualify:

#### Your sheltered or very sheltered accommodation qualifies

This applies to developments where **all** three of these criteria are satisfied:

- There are at least four properties
- The accommodation is for retired people aged 60 or over, or for those who are registered disabled.
- There is a staff member who either lives on the development, or works more than 30 hours a week.

Hanover knows which developments qualify for concessionary licences and we renew the licence, which is displayed on the noticeboard.

#### Residents qualify

- You must be 60 years or over and, if you're still working, it is for less than 15 hours per week

(with some exceptions – the TV Licencing Centre can give you more information); **or**

- You have a registered disability.

If either applies, we will obtain relevant information from you and pass this onto the TV Licensing Centre, who will then add in each qualifying resident to the Concessionary Scheme. Hanover will collect the £7.50 from each resident.

Also, any residents under 75 who are blind or severely sight impaired may get a 50% concessionary licence. You can find out more by calling the number or visiting the website above.

### Communal lounges

Communal lounges need a separate, full TV licence if there is a TV or if live TV is watched in there. If the majority of residents opt to have a TV licence for the communal lounge this charge would be included in the service charge.

### Guest rooms

Guest rooms need a separate TV licence even if there is a licence for the communal lounge.



# Taking care in the bad weather

There are a number of things you can do to help you and your home remain safe during the winter weather.

## Take care of yourself

Check weather conditions and the forecast before leaving your home. If the weather turns bad while you are out, turn back if at all possible.

If the weather is bad:

- Postpone your journey if it is not essential.
- Delay leaving early in the morning. This may allow daylight temperatures to reduce the risk of slippery surfaces.
- Do not use routes with slopes or steps if it is possible to avoid them.
- Use internal routes where they are available.
- If you do need to travel please ensure you wear appropriate clothing and footwear – even if you are only putting the bins out.

We will do what we can to keep essential access paths on the development clear of snow and ice. But this applies to Hanover-owned paths only. **We cannot guarantee**

**that these paths and other areas can always be kept safe to walk on.** Paths can quickly become dangerous even if they have recently been cleared or have been gritted, and snow will not be cleared while it is still falling.

Your development manager and cleaner will try to deal with minor problems caused by light snow or frost, where they are fit and available (during working hours) to do this. We will continue to try to employ additional people to undertake ice gritting and snow clearing duties where necessary. This might be by using local authority personnel or a private contractor.

However, ice and snow clearing contractors can be very difficult to obtain, especially at short notice. As well as this, they may not be scheduled to arrive until later in the day, or indeed be able to attend at all due to severe conditions. **In practice we may have no snow or ice clearing provision in place at all if suitable contractors cannot be hired.**

## Take care of your home

Cold weather conditions can result in damage by water from burst pipes. Problems occur mainly in properties that are left vacant and unheated.

To minimise the risks of this happening:

- Make sure your property is adequately heated, even if you are leaving it vacant.
- Should you be leaving your property for an extended period, arrange to have the water system drained.
- If you have a development manager, tell them if you're going to be away.

If water in pipes or tanks still freezes, please act immediately. Pull your alarm cord or press your pendant to contact your alarm provider. If you do not have a cord call the Repairs Reporting Line on **0800 783 3615**.

For further details, please consult the posters on your noticeboards.





## News and information

# Hanover secures £40m funding facility

We're delighted to announce that we've secured an overall £40m funding facility in an innovative agreement, thought to be the first of its kind in social housing.

The transaction is made up of a five-year, £20m 'revolving credit facility' and £20m private placement, funded by an institutional investor. It was arranged by Bank of Scotland.

A revolving credit facility is basically an arrangement which allows for

a loan amount to be withdrawn, repaid, and withdrawn again in any manner and any number of times over the given period.

After three years the private placement funding will be used to pay off the revolving credit facility, leaving Hanover with an affordable and secure long-term, financial solution.

The funding will be used to support our ongoing development plans,

with a particular focus on housing for older people.

Helen Murdoch, our Chief Executive, said: "The versatility of this structured borrowing fully meets our planning requirements. Hanover has an established history in providing quality, affordable housing for the elderly and this funding will enable us to continue to meet our ambitions to provide much needed new homes."





# Sheltered housing renaming – and the winner is...

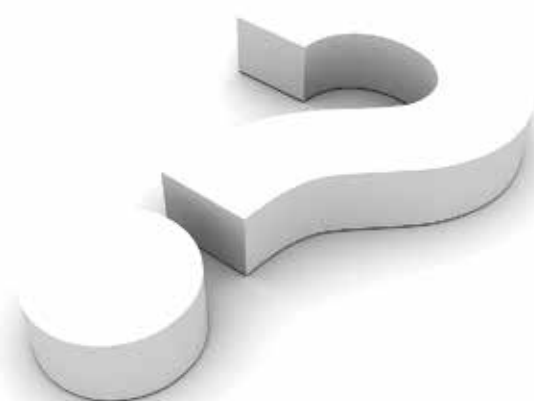
In Hanover Today issue 74 (June 2015) we asked for your ideas for a new name for our sheltered housing service.

The new service is already up and running in Glasgow after negotiations with the council following funding changes, and we are delighted to say that residents in the developments affected are very happy with their service.

Thanks to all of you who replied – we were inundated with suggestions.

They were all passed to our senior management team who considered each. We're not in a position to announce the new name for sheltered housing yet, but we hope to let you know in March 2016's newsletter.

However, we are delighted to announce that **Josephine Anderson** of **West Park Court** in **Elgin's** name was the first drawn out of the hat, and she wins £50 in shopping vouchers.



## New number for payments

As part of our ongoing commitment to keep costs to our residents to a minimum, we have introduced a new number for you to call to pay your rent or service charge over the phone. The number is **0345 600 7771**. This replaces the previous 0845 number and means the cost you pay is the same as calling any local or national landline number.



## Our policies – your views

As part of our commitment to regularly consult with residents you may remember in the last issue of Hanover Today we launched our new **Our Policies – Your Views** feature, which gives you the chance to comment on new or amended Hanover policies.

There are no policies due to be reviewed this time, but keep an eye out in the March edition of Hanover Today – as we'll have more for you then.





## Board Profile

# Gary Devlin

### What's your background?

After graduating with an economics and finance degree from Strathclyde University I became an accountancy trainee with the Audit Commission for England and Wales. At the time, the recession meant there were few opportunities for graduates in Scotland, so I moved to London.

I qualified as a chartered accountant and really enjoyed my work, focussing on helping public bodies develop performance, governance and financial management arrangements.

I moved back to Scotland before the devolved parliament was set up and was auditor to the Scottish Government and Scottish Parliament.

I moved into the private sector in 2006, eventually becoming an audit partner with Scott Moncrieff, but still working with charities, housing associations, education and public sector organisations.

I've only been on Hanover's Board for two years, but have really enjoyed the experience. I've had quite challenging roles as Chair of the Finance Committee and the Pensions Working Group, and served on the Remuneration and Audit Committees.

Recently I supported Hanover in securing long term funding of £20million (see page 16) and am an enthusiastic supporter of our organisation and governance reviews which should really help us to be ready for future challenges.

### What do you most enjoy about serving on Hanover's board?

Hanover is a vibrant and dynamic organisation and there's always something new and interesting to get involved in. At work, I advise bodies like Hanover on managing change so it's good (and often challenging) to be on the other side, with responsibility for making difficult strategic decisions.

I enjoy working with the other board members and the management team at Hanover. We come from different backgrounds and have a wide range of interests, but share a common purpose of supporting Hanover in delivering great housing and care services to residents. There's a great culture at Hanover and people really care about their jobs. I like that.

### What do you see impacting on Hanover in the future?

Hanover is being impacted by public spending cuts and having to manage quite a large deficit in its pension scheme. Other public bodies are also facing cutbacks and are less able to fund the care services we provide. This means we have to change to fit our new circumstances and be innovative in finding solutions that continue to allow us to provide services to residents.

The changes we're introducing to our governance, management structures and working practices are all aimed at getting Hanover ready to meet these challenges.



Our society is getting older and there is a significant shortage of affordable housing. In many ways this is a great opportunity for Hanover to expand our services in caring for older people and focus on our key aim of delivering high quality, affordable homes and services.

Technology is also creating new and interesting ways of engaging with residents, delivering our services and widening access. Exciting and challenging times!

### What do you like to do when you are not working?

I love the outdoors and am happiest climbing the mountains of Scotland in some of the most beautiful scenery in the world.

I like running and try to be fit enough to complete the Glasgow half-marathon each year. Other than that, I love to travel and am an avid reader.



# 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 are interested, please contact the area offices using the phone numbers or email addresses provided.

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

Some of the properties we provide a factoring service for are also available for sale on the open market. Please see our website or contact any one of our area offices for more information about buying a property managed by Hanover.

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

### East

Telephone 0131 557 7404, email [eastinfo@hanover.scot](mailto:eastinfo@hanover.scot)

Larkhall, Glengowan Court (very sheltered)

West Linton, Broomlee Court (sheltered)

### North

Telephone: 01343 548585, email: [northinfo@hanover.scot](mailto:northinfo@hanover.scot)

Aviemore, The Green (sheltered)

Dufftown, Aigan Court (sheltered)

Huntly, Granary Street (sheltered)

Keith, Taylor Court (sheltered)

Lumsden, Hanover Court (amenity)

Macduff, Doune Court (sheltered)

### West

Telephone: 0141 553 6300, email [westinfo@hanover.scot](mailto:westinfo@hanover.scot)

Glasgow, Windlaw Court (sheltered)

Kilmarnock, Creighton Court (sheltered)

Lennoxtown, James Hemphill Court (sheltered)

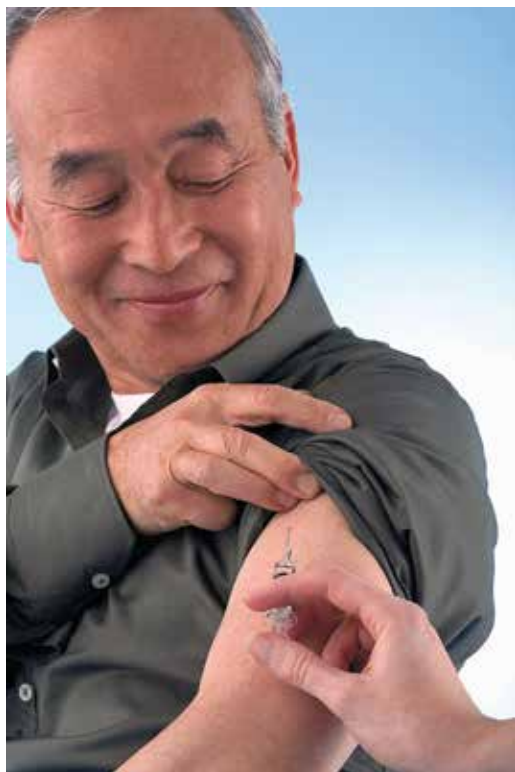
Motherwell, Baillie Court (sheltered)

Paisley, Lochfield (amenity)

Paisley, Montgomery Court (very sheltered)







## Beat the bug!

If you've not already had the flu jab, then now is the time!

Flu is most common in winter months. Symptoms can come on suddenly and include a high fever, shivery feeling, headache, aching muscles and extreme tiredness. A sore throat, dry cough and stuffy nose are also common.

Flu usually lasts a week or so, although some people could feel ill for longer and it can lead to more serious illnesses.

If you are over 65 or are considered to be in an 'at risk' group you are eligible for an annual free flu jab to protect you in the winter.

In addition to the jab, you may also benefit from a vaccination to protect against pneumococcal disease, which can cause serious illnesses including pneumonia, meningitis and septicaemia (blood poisoning).

Contact your GP if you would like either of these vaccinations or would like more information.

## Kind Hearts

A massive 'thank you' to everyone who's been in touch to let us know about their fundraising efforts in the last few months. As always, we'll tally up the information we receive and in March we'll give you a total raised for 2015.

In total so far this year, Hanover residents have:

**raised more than £17,978**  
**knitted more than 1,414 items**

You all deserve a huge pat on the back and special mentions go to every development that held a MacMillan Big Coffee Morning, plus residents of **Milnescroft Court** in **Fochabers** (for knitting more than 80 items and raising more than £100) **Weavers Court** in **Whitburn** (for knitting 50 hats), **Kingspark Mews** in **Glasgow** (for knitting more than 560 hats, teddies and scarves), **Rosewell Gardens** in **Aberdeen** (for raising £300) and **Hanover Court** in **Castle Douglas** for raising £300.

Let us know what fundraising efforts you've made by getting in touch using the details on page 23, and we'll ensure we add the totals for next time!



# Festive Fun



## Peter's Christmas Quiz

**Peter Braynion**, resident at **Craiglockhart Terrace** in **Edinburgh** and member of our Editorial Group, has put together this Cryptic Christmas Music Quiz for you. It's just for fun and the answers can be found on page 22. All the answers are the titles of Christmas songs and carols.

1. I hired legs, perhaps, to get through the snow (2 words)
2. Happy new year from us, too (6)
3. Even initially, Jill's being organised (2)
4. Young percussionist (3)
5. Oh deer, someone must have a bad cold (4)
6. Interior decoration features evergreen foliage (7)
7. Broadcast the news from Ben Nevis, e.g. (6)
8. A visit to the dentist seems to be required (10)
9. Linen tights badly torn (2)
10. Randomly pass there, I wish, on the water (4)



## Can you find 10 Christmassy words?

Thanks to **Mary Kalugerovich**, resident at **Weavers Court** in **Whitburn** and also our Editorial Group member who sent in this brainteaser. Can you find 10 words relating to Christmas hidden in this paragraph? The answers are on page 22.

We had a very pleasant afternoon at the concert. We were a bit late as the car didn't start at first – we haven't got the proper spare part yet – but we finally set off with a bang. Ella came with us and Monica rolled up in that awful thing she drives. Indescribable. How she keeps it on the road I can't imagine. The streets were busy, too, which held us back. Anyway we got there. The choir sang well, the minister said his piece, then, as usual, we went to the church hall for refreshments. Fruit punch was on offer. Not half bad. No sign this year, though, of our old friend Miss Martin's elderberry wine which I always enjoyed!



# Christmas Poet's Corner



## Can't believe I did it

Thanks to Isabel Fulton of Alexandra Court in Prestwick for sending in this Christmas poem.

I didn't know at 82 that I would start to knit  
But when I saw the ballerina I said "lets go for it"  
As time went by, it was nearly done  
I was so excited – I had won!  
Never before did I knit anything like this  
Looking at it now, it was sheer bliss  
Along came 'Santa' and little 'Ted'

"I'm not getting stuck – I'll do it!", I said  
I started to knit and before you can say  
'Santa' was knitted up halfway  
Really excited getting, near the end  
To show it off is what I intend  
Santa, wee Teddy & Penguins  
Have been donated to a local school.



## Duped

Thanks to Leonard Grassick of Coppice Court in Grantown-on-Spey for sending in this poem.

I spied a wee robin watch a gardener a jobbin'  
As his grape turned over the grun'  
Now the robin it said 'It's time I was fed  
That worm could give me some fun'.

Hence the robin retreated, but was not defeated  
'I'll put this to the test'.  
He consulted a sparrow, who sat on a barrow  
As the robin puffed out his red breast.

'Mr Sparrow, are you free to come and help me  
To capture this worm for our tea?  
It's there in the ground, weighing over a pound  
A grand meal for you and for me.'

But the sparrow said 'Well it's hard to tell,  
For we are both quite small,  
With the size of our beaks, and our tiny wee feet,  
Better give that crow a call.'

Mr Crow eyed the ground, and listened for a sound  
As the robin and sparrow watched on.  
Then the crow made a swoop, for a meal of worm soup  
And up in the air it was gone.

So the robin said 'Sparrow, go back to your barrow,  
Our meal is now up in the air.  
It just goes to show you can't count on a crow  
But we are an honourable pair!'

## Two thousand years ago

Thanks to Charlie Fox of Plenderleith Court in Kelso for sending in this festive poem.

O'er twenty centuries now have fled since Christian hope gave birth  
Since the child in Bethlehem's manger was born to bless the earth  
Since the host of heavenly angels sang peace to earth below  
And the hearts of men were gladdened that Christmas long ago.

They sang goodwill and peace on earth the shepherds heard the strain  
While watching on that Christmas night their flocks on Bethlehem's plain.  
O'er twenty centuries now have fled though still by high and low  
Remembered is that Christmas night, that Christmas long ago

Through jovial plenty be our toast let temperance hold rein  
Least from our hearts excess should blot the joy and leave a stain  
And as we gather round the fire with hearts that are aglow  
Remember him who blessed mankind that Christmas long ago.

### Peter's Christmas Quiz

**Answers:** 1 Sleigh Ride  
2 We wish you a Merry Christmas  
3 Jingle Bells  
4 The Little Drummer-boy  
5 Rudolph the Red-nosed Reindeer  
6 Deck the Halls with Boughs of Holly  
7 Go Tell it on the Mountain  
8 All I Want for Christmas is My Two Front Teeth  
9 Silent Night  
10 I Saw Three Ships

### Can you find 10 Christmassy words

**Answers:** Santa, star, card, party, angel, carol, crib, magi, tree, tinsel

# Contact us



Write to: **Ian Mountford, Editor,**  
**Organisational Services,**  
**Hanover (Scotland) Housing Association,**  
**95 McDonald Road,**  
**Edinburgh EH7 4NS**

Telephone: **0131 557 7437**

Email: **hanovertoday@hanover.scot**

The deadline for receipt of articles for Issue 77 (March 2016) of Hanover Today is **Monday 1 February 2016**.

Our website features a wealth of information, including copies of important Hanover documents and contact details – go to **www.hanover.scot** for more information. 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**)

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 development manager 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.

## Prize sudoku

We're offering a special £50 Christmas prize 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 **Monday 1 February 2016**. If your name is the first drawn out of the hat for each of the north, west or east areas, you'll win £50. The correct grid from last time is below.

Name.....

Address.....

.....

.....

Postcode .....

The winners of the last Sudoku competition were: **Mary Ryan** of **Keir Hardie Court, Bishopbriggs** (west), **George Kirk** of **Whyte Court** in **Kinross** (east) and **Maria Pirie** of **Rosewell Gardens, Aberdeen** (north). Congratulations!

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

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



# Christmas crossword



Once you've completed the festive grid, fill in your name and address and send your details to us at the address on the inside back cover by **Monday 1 February 2016**. If your name is the first drawn out of the hat for each of the north, east or west areas, you'll win a special Christmas prize of £50!

Name.....

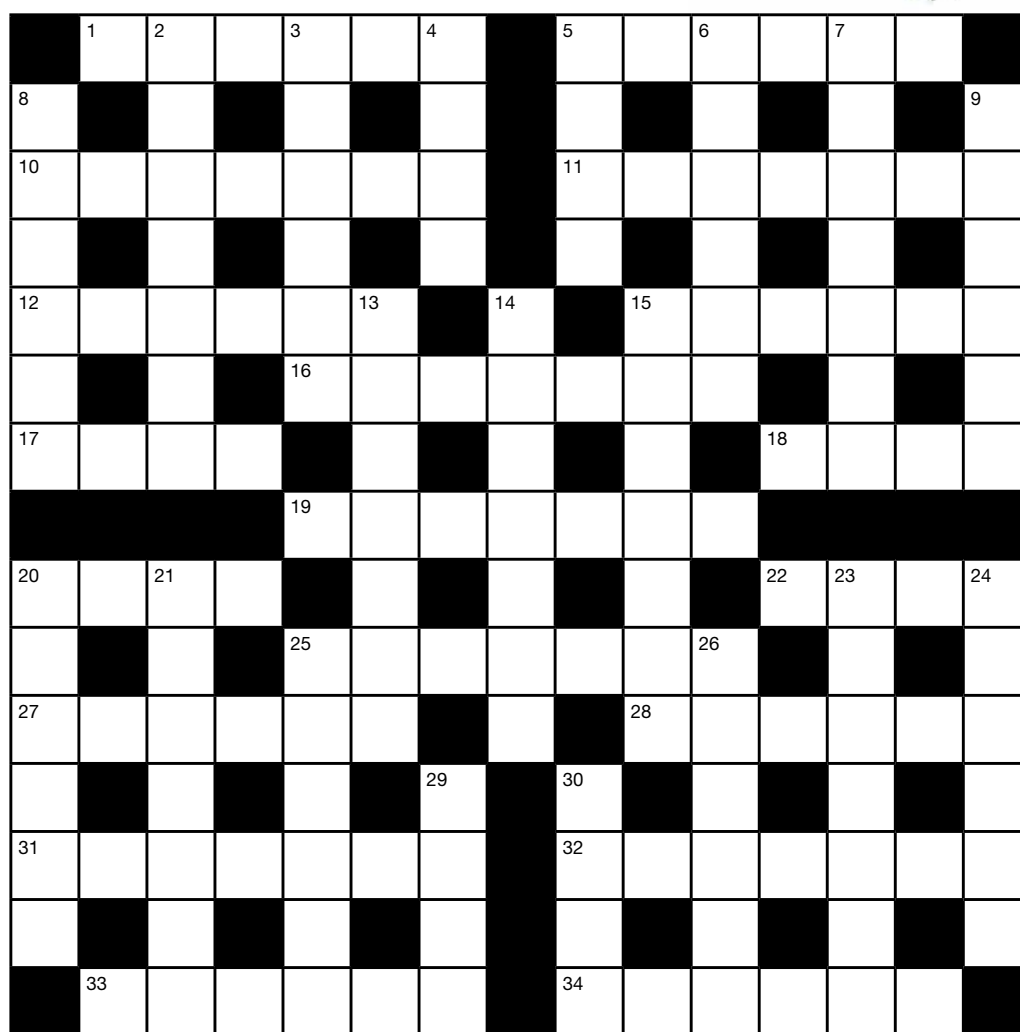
.....

Address.....

.....

.....

Postcode .....



## Across

- 1&25d** Writer of the song 'White Christmas' (6,6)  
**5** Spirit drink used around the Christmas pudding (6)  
**10** Noisy youth or vandal (7)  
**11&16** Writer of 'A Christmas Carol', published in 1843 (7,7)  
**12** What you may get when returning an unwanted gift (6)  
**15** Newspaper boss (6)  
**16** See 11  
**17** Alternative word for Christmas (4)  
**18** A person or object that is worshipped (4)  
**19** Subject of a children's story by Raymond Briggs (7)  
**20** Containers for drinks (4)  
**22&20d** Singer who made 'White Christmas' famous (4,6)  
**25** Covered with crumbs before cooking (7)  
**27** Trees of the Mediterranean region, the fruits of which are eaten and pressed for oil (6)  
**28** Dark purple plum-like fruit (6)  
**31** Decorations for the Christmas tree (7)  
**32** A portion or a slice (7)  
**33** Country reached through wardrobe in children's story (6)  
**34** Word to describe one who leads a dissolute life (6)

## Down

- 2** As many Christmas visitors as will fit, perhaps (7)  
**3** One named after Christmas lies in the Indian Ocean south of Java (6)  
**4** Played at parties, Charades for instance (4)  
**5** Composer of the 'Christmas Oratorio' (4)  
**6** Oscars and BAFTAs for example (6)  
**7** Watered down drink (7)  
**8** Fortified wine from Spain, often offered to Christmas guests (6)  
**9** Describing or relating to 30 down (6)  
**13** Christmas meals (7)  
**14** Garments for certain winter sports (7)  
**15** Occupied or involved (7)  
**20** See 22  
**21** Family of spring flowers which include the cowslip and primrose (7)  
**23** Creatures such as ants, flies etc (7)  
**24** Spice used to flavour confectionary (6)  
**25** See 1  
**26** Type of silk or linen materials woven with a pattern (6)  
**29** Continent from where the three wise men came (4)  
**30** What led the three wise men and the shepherds (4)

The winners of the last crossword were: **Janey Tyre** of **Montgomerie Court** in **Ardrossan** (west), **David Crawford** of **St Margarets Court** in **Edinburgh** (east) and **Christine Bremner** of **Hanover Court** in **Inverbervie** (north) Well done!

The answers to the last crossword are: ACROSS: 7 Brecon 8 Ideals 9 Polestar 10 Cane 11 Ode 12 Hydrangea 14&16 Reinhardt 17&3 Ash 18 Inch 19 Swallows 21 Ethane 22 Gnomon DOWN: 1 Arnold Bennett 2 Acre 3 &17 Knotty 4 Mirror 5 Beacons 6 Clint Eastwood 13 Anthrax 15 Austen 16&14 Django 20 Loom