



INDEPENDENT TOGETHER

A guide to our services



Hanover Scotland

We are one of Scotland's largest registered social landlords specialising in services for older people. We manage more than 5,000 properties and provide a range of other services including telecare community alarm monitoring and housing with care.

As well as providing services to our own residents we also provide services to other individuals and organisations, for example out of hours repairs cover and lone worker monitoring.

We work closely with our customers to help people live independent, secure and fulfilling lives.



What we do

Housing

We manage high quality, well-maintained, sustainable and affordable housing in the rented and owner occupied sectors. Our housing is designed to allow residents as much independence, privacy or company as they desire.

Sheltered housing features:

- a Sheltered Housing Manager who provides support and advice to residents;
- connection to a community alarm service; and
- other security features.

Most of our sheltered housing developments have a communal lounge where residents can meet and socialise with friends and neighbours. Many also have a guest bedroom where relatives and friends can stay overnight.

Amenity housing is similar to sheltered housing, but aimed at more active older people. Often cottages or houses, there is no Sheltered Housing Manager service but many of the properties feature a community alarm connection.

Very sheltered housing has all the features of sheltered housing but offers extra support including:

- support staff on hand 24 hours a day;
- meals provided in a communal dining room; and
- assisted bathing areas.

Some developments also feature a separate community day-care centre, where residents and other users can relax, socialise and eat together safely and securely.

We also have some **general needs housing** available to families.

Factoring

As Scotland's largest non-profit provider of factoring services for retirement housing we offer experienced housing and property management skills to the owners of more than 1,000 properties.

We can customise our factoring packages to ensure each housing development gets just the right level of service they need at an affordable price.

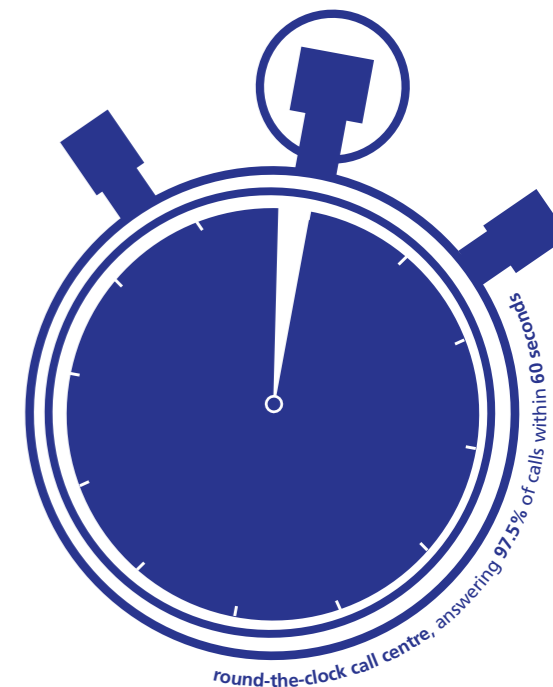
Hanover Telecare Community Alarms

For more than 25 years Hanover has been providing a telecare community alarm service giving peace of mind and re-assurance to thousands of people across Scotland.

Our diverse client base includes:

- Hanover residents;
- local authorities;
- other housing associations; and
- individuals in their own homes.

From pull cords and pendants which raise an alarm when pressed, to sophisticated movement and vital signs sensors, modern yet discreet technology connects to our round-the-clock call centre. Our highly trained team staff the centre, assisting with emergencies and arranging for issues to be resolved. We can also provide reports for our corporate customers in a format to suit them.



Repairs Reporting

Our repairs reporting service removes the need for organisations to staff their own 24-hour emergency repairs line. Our flexible packages mean we can tailor the service to each organisation's needs.



Lone Worker Monitoring

We provide a service for organisations employing staff required to work on their own. The service uses phone technology to issue an alert if a lone worker does not indicate that they have safely completed their work. As part of the service we can help you to undertake an initial risk assessment of your lone workers, highlighting potential areas of weakness and identifying actions to remove or reduce the risk.

**REDUCE
RISK**

Housing with Care

We also provide home care services in certain areas to help people with personal care and domestic tasks. We are committed to providing the highest standards of care possible, and all of our staff are fully vetted (including enhanced disclosure checks), trained and insured. The service is highly flexible and can be adapted to suit changing needs, enabling people to live comfortably and securely in their own homes as well as provide a much needed back up to an individual's regular carer.





Find out more

For more information about any of our services then please get in touch.

You can call us on **0131 557 0598** or email **admin@hanover.scot**

Find out all the news from our housing developments and our offices by liking us on Facebook – **facebook.com/hanoverscotland**. You can also follow us on Twitter: **[@hanoverscotland](https://twitter.com/hanoverscotland)**

www.hanover.scot

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