

SHELTERED HOUSING



Hanover Court, Banchory, AB31 5ZA

ABOUT HANOVER COURT

Hanover Court is located on the site of the old railway station in Banchory, Aberdeenshire, 18 miles from Aberdeen. Known as the 'Gateway to Deeside', the town is surrounded by beautiful countryside and hills. Situated close to the banks of the River Dee, Hanover Court consists of 21 one-bedroom flats and 2 studio flats situated over two floors, as well as a two-bedroomed house, and is within a short distance of all amenities.

All the properties at Hanover Court feature full gas central heating - with a radiator in each room - which also provides the hot water for the property.

Each flat is billed for heating separately and there is also a suitable connection for an electric fire in the lounge of each property.

Hanover Court properties also benefit from full double glazing as well as the option of gas or electric cooking.

Residents must supply their own cookers and have them installed by approved contractors.

Communal facilities

Hanover Court features a high quality, fully furnished communal lounge and kitchen. Residents are free to use the lounge as they please.

A communal laundrette includes modern washers and tumble driers and the communal gardens also feature rotary driers.



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We look after the gardens however if space allows we can often make a patch available to individuals to look after.

There is also a free public car park located next to the development meaning plenty of off-street parking is available.

Hanover Court features a communal TV aerial, meaning there is no need to install an individual aerial. There's also a socket in every room.

There is a well-equipped guest bedroom for visiting friends or relatives. For a small fee to cover costs, the bedroom can be booked up to two months in advance. Priority bookings are given to relatives of a resident who is ill.

Alarm system

All the properties are fitted with a community alarm system, which allows residents to summon help in an emergency.

Maintenance

As the landlord, we're responsible for carrying out certain repairs to make sure your property and the communal areas are well maintained and that certain things are safe.

You can find more information on this in the Scottish Secure Tenancy Agreement which you sign when you become a tenant. We'll ensure your property is in good condition when you move in and we expect you to maintain the internal decoration.

Pets

Pets are welcome but we must know if you are planning to keep them. If you have a dog you must exercise it outside the development's grounds

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Tenants' Contents Insurance

We do offer tenants' contents insurance and have negotiated very reasonable premiums for a fixed level of insurance.

We can also arrange top up insurance, again at a reasonable premium. You can arrange their own contents insurance if preferred but you must let us know if you plan to do this.

What are Sheltered Housing Managers?

Hanover Court features a Sheltered Housing Manager (SHM) who works at the development five days a week.

The SHM has a wide range of responsibilities, from helping out in emergencies, giving information on services we and other organisations offer and managing the day-to-day upkeep of the development.

They often give residents a daily call to ensure everything is OK and can help out with benefits advice as well as liaising with GPs, nursing services and local authorities.

Housing Officers

Hanover Court has a dedicated Housing Officer who acts as the main contact between the development and Hanover's offices. They will regularly visit and meet with residents to discuss any housing or personal issues you may

have. They're more than happy to meet residents as a group or to make appointments to meet you individually in the comfort of your own home.

Council Tax

You are responsible for paying council tax directly to Aberdeenshire Council.

Annual development meeting

Each year, we invite every resident to come to an Annual Development Meeting, usually held in the lounge or somewhere nearby.

They usually take place in the autumn and it's a good opportunity for residents to discuss issues relating to the development.

Communication and consultation

We're committed to effective communication with residents. We promise to communicate and consult in a variety of ways, including writing, visiting residents to discuss matters or calling extra development meetings.

To find out more about Hanover Court, or to apply for a property, call 01343 548585 or email northinfo@hanover.scot