

# SHELTERED AND GENERAL NEEDS HOUSING



Hanover Court, Main Street, Lumsden,  
AB54 4JF

# ABOUT HANOVER COURT

The sleepy rural village of Lumsden is located in the heart of Aberdeenshire, about 13 miles from Huntly and within picturesque surroundings. The village itself has good bus connections to Huntly and Alford with onward connections to Aberdeen and Inverness. The development is made up of nine general needs and four sheltered properties.

Properties in Hanover Court feature electric white meter heating with storage heaters in the communal lounge and panel heating in every room.

Hot water is heated by an electric immersion system and for electricity, every property is individually metered with residents responsible for paying their own bills to their chosen electricity supplier.

Every property's kitchen features space for an electric cooker - and residents must supply and arrange for their installation by a qualified installer. All properties also feature high quality double glazing.

## **What is sheltered housing?**

Sheltered housing is aimed at the over 60s. Most developments have a secure main entrance and all properties have their own front doors.

Properties have one bedroom and are linked to a community alarm service, allowing residents to call for help 24 hours a day.

## **What is general needs housing?**

General needs housing is for anyone over 16 and has been built or renovated with single people, couples or families in mind.

## **Communal facilities**

Hanover Court features a high quality, fully furnished communal lounge and kitchen.



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

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

There is also a limited amount of communal parking spaces, however plenty of on-street parking is available very nearby.

Hanover Court features a communal TV aerial, meaning there is no need to install an individual aerial.

## **Alarm system**

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

## **Maintenance of your property**

As the landlord of the development, 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.

## **Can I bring a pet?**

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

## **Tenants' Contents Insurance**

We provide contents' insurance from as little as £2.20 a month. Or, if you prefer, you can arrange for your own cover; but you must let us know if you want to do this.

Get in touch with us to find out more.



# ABOUT HANOVER COURT

## **What are Sheltered Housing Managers?**

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

The SHM has a wide range of responsibilities, from helping out in emergencies, reporting day-to-day repairs, 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**

Each development 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 the local authority.

## **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.

**Communications and consultations**  
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](mailto:northinfo@hanover.scot)**