

SHELTERED HOUSING



Hanover Close, Dumfries,
DG2 0HD

ABOUT HANOVER CLOSE

The market town of Dumfries is situated in the south west of Scotland, around 10 miles from the A74 motorway that links Carlisle and Glasgow.

Hanover Close is located in the north west of the town, on the corner of Lochside Road and Kenilworth Road, and close to a good range of shops and other amenities.

The development is made up of 24 one-bedroomed flats.

A Sheltered Housing Manager is on site five days a week to help with the day-to-day running of the development and help residents.

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.

Living in a development like Hanover Close offers a number of useful features.

Each property has double glazing and gas central heating.

There is space for a gas or electric cooker in every property's kitchen. Residents must ensure they arrange for installation of the cooker by an approved installer.

Alarm service

All of the properties are linked to a community alarm service, allowing residents to call for help 24 hours a day.



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Communal features

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

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

Gardens

Hanover looks after the attractive communal gardens. However, if space allows we can often make a patch available to individuals to look after.

Car parking

A car park is provided for the use of residents and visitors to the development. It is not possible to allocate car parking spaces to individual residents.

TV aerial

Hanover Close features a communal aerial and two universal SKY dishes meaning there is no need to install an individual aerial or dish.

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 will ensure your property is in good condition when you move in and we expect you to maintain the internal decoration.



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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.

Council tax

Residents are responsible for paying council tax to the local authority.

What are Sheltered Housing Managers?

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.

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 are 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 Close - or to apply for a property - call 0141 553 6300 or email westinfo@hanover.scot.