

# GRAPEVINE

The newsletter for Hanover's residents



## Hanover Veteran Awarded French Military Honour

Royal Navy veteran **Robert Brennan** of **Waterford Court** in **Giffnock** has been awarded the French National Order of the Legion of Honour. Robert was presented with the medal on Remembrance Sunday 2016 by a representative of the French President at a ceremony on Lyle Hill in Greenock.

The medals are awarded in appreciation of the bravery of those who fought to preserve the emancipation of France during the Second World War.

Robert (93) was called up to serve at only 19 years old and on D-Day found himself on a small minesweeping motor launch, clearing mines at Omaha beachhead. Later, he was stationed at Cuxhaven off the north coast of Germany as the war came to an end. He has since been back to visit Cuxhaven, 70 years after he was last there. He is also thinking about putting down some of his experiences and stories in writing. He is pictured here showing off his medal with Hanover Chief Executive Helen Murdoch.

The Legion of Honour was established in 1802 by Napoléon Bonaparte and is France's highest distinction.



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# Welcome!

Welcome to the first edition of Grapevine for 2017. I would like to take this opportunity to wish you all a belated happy new year and to introduce myself as the new editor of the newsletter. I have worked at Hanover for nearly a year and was recently appointed as the new external communications officer. I am hugely impressed with how much happens on Hanover's developments and how involved residents are in charitable and social activities. I am very much looking forward to meeting as many of you as possible and hearing your stories.

We particularly love receiving photographs of events so please do send as many in as you can. If there is anything you would like to see featured in future editions of Grapevine, please get in touch with me – my contact information is on the inside back page.

Sara Stewart

## Dates for your diary

**Sunday 26 March:** Clocks go forward one hour

**Friday 14 April – Monday 17 April:** Office closed for Easter

**Monday 1 May:** Deadline for articles for Grapevine issue 82

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**.

# Around the houses

## A very generous diamond celebration

**West Linton** residents **Tom** and **Margaret Davidson** celebrated their diamond wedding anniversary in December together with more than 60 family and friends. They are pictured here with fellow residents of **Broomlee Court**, who also attended the festivities at the West Linton Bowling Club. Tom and Margaret continued the generous tradition established at their golden wedding anniversary by asking guests not to buy them gifts but rather donate money to charity. As a result, they raised a total of £860 for the Maggie Centre in Edinburgh. This is a charity close to the couple's heart as the staff there not only cared for Margaret's sister when she was ill, but also a number of other family and friends.

The couple were not left completely empty handed though. Their six grandchildren got together to compose a poem for them and the couple also received a congratulatory telegram from the Queen.



## Fish & Chip Night at St Margaret's Court

The residents of **St Margaret's Court** in **Edinburgh** have decided to get together to organise a regular fish & chip night. They are pictured here enjoying their inaugural meal and they hope that this will be the first of many.





# Soup Wednesdays at Weaver's Court

During the month of November, residents at **Weavers Court** in **Whitburn** enjoyed delicious homemade soup made by resident **Liz McKinlay**. Supported by her husband **Peter** and fellow resident **Catherine Colligan**, Liz serves soup followed by tea, coffee and chocolate biscuits every Wednesday. The residents make a contribution of £2 each and this year the money collected was donated to Chest, Heart & Stroke Scotland. Liz is pictured presenting the cheque to workers from the charity, who also enjoyed a bowl of soup on the last Wednesday of the month. The charity was clearly inspired by Liz and co's hard work and mentioned starting up their own Soup Wednesdays at their offices.



# Dunblane Primary School Link up

Residents at **Hanover Court** and **Holmehill Court** in **Dunblane** have been working with our volunteer co-ordinator, Jim Brown, to link up with the children at Dunblane Primary School. They plan to do some intergenerational work to help the kids with understanding, learning and chatting with older people. An initial meeting took place ahead of the Nativity play in December with further events planned.



# Armadale Academy Fundraiser

A group of senior pupils at Armadale Academy held a 'Pies, Peas and Bingo' fundraising event on 5 December in the Armadale Parish Church Hall. They very generously gave the £923 proceeds to the residents of **Tollgate House** in **Armadale**.

Residents and staff, some of whom attended the event, thanked the pupils when they came along to present the cheque to them. They were very impressed with the efforts of the young people and grateful for their kindness and generosity.

Residents have decided to purchase a large screen TV for the main lounge at **Tollgate House** and are looking forward to having movie nights, complete with popcorn!



# Broomlee Court's 30th anniversary

In 1986, the Commonwealth Games were held in Edinburgh, St Kilda was declared the first World Heritage Site in Scotland, and Kenny Dalglish became the first Scotland national football team player to be capped 100 times at senior level. Oh, and **Broomlee Court** in **West Linton** opened its doors to its first residents.

To celebrate 30 years since the development was opened, the Broomlee Court Social Committee organised a celebratory lunch for the residents, complete with birthday decorations and a special cake.

Mrs **Helen Forson**, who has lived at the development for almost 18 years, cut the birthday cake, saying she was "honoured".

Helen went on to say: "Broomlee Court Social Committee has done such a great job organising today's party, it has been a lovely excuse to get together for some delicious food and share stories about our lives here over the years."

Hanover's Director of Customer Services, Chris Milburn attended the celebrations and presented Helen with a bouquet of flowers, congratulating the development and its residents on reaching this milestone. He said: "I am delighted to be here today to celebrate with the residents at Broomlee Court on their special day. There is a brilliant sense of community here and the Broomlee Court Social Committee have done a spectacular job organising today's celebrations."



Dorothy Wilkie, Broomlee Court's Development Manager, said: "My thanks to everyone involved in organising such a fantastic lunch for our 30th anniversary. It is lovely to be able to celebrate all together and we were delighted Chris was able to attend."



# Montgomerie Court celebrates 20 years

On 14th February, residents at **Montgomerie Court** in **Ardrossan** enjoyed a day of celebration as the development reached its twentieth anniversary. A great buffet was laid on for all and the cake was cut by **Julia Paterson** and **Margaret Robertson**, who are the longest standing residents. Afterwards, the residents took part in a quiz, which was a great success.





# Elgin Drummer Boy unveiled

**Flora Christie**, 95 year old tenant of **Netherport**, had the honour of unveiling the Drummer Boy statue (by Alan B Herriot) in **Elgin** Town Centre just before Christmas. This was part of the 'Castle to Cathedral to Cashmere' partnership to try and encourage visitors to visit the town.



## Creating Christmas Cheer

Mrs **Joyce Murray** of **Claycot Park** in **Edinburgh** has, for many years, handmade Christmas cards and knitted dolls to raise money for charity. Last year, she made over 100 Christmas cards and knitted three dolls, which she sold to raise £200 for the Corstorphine Dementia Project. The charity was delighted with her contribution, which they put towards Christmas parties for the people that they support. Development Manager Sarah Montgomery said, "This is something Mrs Murray does on a yearly basis for the project. She is extremely talented not to mention thoughtful and our residents queue up to buy her cards. I even bought my own from her."

## Burns Night Celebrations

In 1801, on the fifth anniversary of Robert Burns's death, several friends of his gathered at his old cottage to celebrate his life and works. The Burns Supper has been a tradition ever since. Hanover residents in a number of developments upheld the tradition this year and gathered to eat haggis, raise a wee dram and enjoy some entertainment in honour of the national poet.

A piper piped in the haggis at **Taylor Court** in **Keith** (top left) and residents and staff were joined by their Tesco Champion who carried in the haggis. The "Three Crows" pictured include Manager June Maver on the right!

Residents at **Glebe Court** in **Kingussie** (top right) enjoyed entertainment from piper Sandy McDonnell and the Bandenoch Fiddlers. Mr McDonnell also performed the address to the Haggis. The entertainers provided their services free of charge and furthermore, a collection held at the supper raised £100 for the Kingussie Emergency Medical Equipment Fund.

The residents of **Dowding House** in **Moffat** (bottom left) held their annual Burns Supper on 28 January this year with local entertainment laid on. The night was a huge success.

The tenants at **Hanover Court** in **Inverbervie** (bottom right) decorated their lounge for the occasion.





# T'was the Season



## Claycot Park, Edinburgh

It has been a few years since the residents of **Claycot Park** got together to celebrate Christmas so this year they did it in style. 43 residents enjoyed a glamorous festive lunch at the Capital Hotel in **Edinburgh**.

Development manager Sarah Montgomery explained that she had held coffee mornings, a weekly bonus ball competition and a Christmas raffle to raise money for the transport. She hopes to have even more residents take part next Christmas.



## Hanover Grange, Grangemouth

Residents at **Hanover Grange** in **Grangemouth** took part in a Christmas quiz night on 19th December. As you can see, the residents had a great time with their family and friends, and enjoyed dressing up in their festive hats and accessories.

Hanover Grange holds these quiz nights fairly regularly, the last one was a Halloween themed one and almost everyone dressed up for it. Many of the residents have said that the quizzes are a great opportunity to socialise, especially for those who live alone or don't have a large network of friends and family, or who feel isolated or lonely.



## Wilson Street, Paisley

Residents at **Wilson Street** enjoyed a very colourful and festive Christmas party.



## Alexandra Court, Preswick

**Alexandra Court** held its Christmas lunch in the residents' lounge on 14th December. Elves Maureen Wilson and Sandra Kaminski are pictured having fun with residents and friends on the day.



## Dowding House, Moffat

**Dowding House** residents enjoyed a lively Christmas Party with some help from local entertainers.



## Victoria Court, Hamilton

**Victoria Court** opted for two Christmas celebrations and joined forces with Whitehill Day Centre. Entertainers Billy Riddle and Colin Lowe kept the parties going.





### Newton Court, Paisley

Staff and residents at **Newton Court** enjoyed fun and games at their Christmas Party.



### Whyte Court, Kinross

**Whyte Court** residents also enjoyed a festive visit from Santa during their Christmas lunch.



### Muirfield House, Gullane

Residents from **Muirfield House** in **Gullane** attended a lovely Christmas lunch at the Open Arms Hotel in Dirleton.



### Montgomery Court, Paisley

The residents of **Montgomery Court** were entertained at their Christmas party by Harry Stevenson who played a wide range of songs and had everyone stamping their feet and as you can see clapping their hands!



### Friary Court, Inverkeithing

The residents of **Friary Court** in **Inverkeithing** got together in the development lounge to enjoy their Christmas lunch. The lady in the red hat is Mrs **Katie Glover** and this marked her 26th Christmas lunch at the development. The caterer for the event, Ena Little of the Ferry Bridge Hotel, marked her 25th year of serving Christmas dinner at **Friary Court**. In years gone by, she has catered for as many as 47 people.



### Craigview, Bo'ness

Father Christmas dropped in on the residents of **Craigview** in **Bo'ness** (left) during their Christmas lunch. He was laden with both presents and hugs to give out.



# Happy Birthdays



We would like to wish a very happy 80th birthday to **Mrs Margaret Findlay** of **Woodburn Court** in **Hamilton**. Margaret celebrated her birthday with family and friends (and a nearly life-size cut out of Daniel O'Donnell!) in the lounge at the development. The party was very lively, with people up dancing and enjoying the music.



**Mrs Muriel McAllister** of **Hanover Place** in **Partick** had a week long celebration for her 95th birthday with family who travelled from worldwide to enjoy the celebration.



If you happen to visit **Archibald Kelly Court** in **East Kilbride**, you might just bump into resident **Ian Ogston** doing what he enjoys most – taking his budgie Woody out for a walk. Ian recently celebrated his 90th birthday and we wish him and Woody many more years of each other's company.



**Mr Frank Love** of **Tollgate House** in **Armadale** celebrated his 90th birthday at the beginning of February. Frank is pictured with Cooper, a four legged visitor to Tollgate House who belongs to support worker Debbie Nagle. Frank has been a tenant with Hanover for almost 15 years, starting out at Robertson Court. During his working life, he worked at the Atlas Steel Works in Armadale where he was also a Bingo Caller at the works Social Club. His talents had him in great demand; he also used his Bingo Caller skills at the Social Club of the Bathgate Steelworks.







**Mr Robert Blair** of **Weavers Court, Whitburn** celebrated his 90th birthday in the development lounge in January.



**Andy Fairbairn** of **Sivewright Court** in **Kincardine** celebrated his 90th birthday on Boxing Day, when his family put on a great surprise party with his friends from the development.



**Sandra Dunn** of **Sunnyside Court** in **Edinburgh** celebrated her 80th birthday at the end of January. She is pictured here being presented with her candlelit cake by Wendy Moffat. Sandra and her fellow residents enjoyed a lively afternoon party.

**Jessie Johnston** from **Baillie Court** in **Motherwell** celebrated her 90th birthday on 16th February. Jessie had no less than four separate celebrations – dinner with family on her birthday, a surprise party in the development with family and friends on the Saturday, a birthday lunch with family on the Sunday and another celebration with Baillie Court neighbours in the lounge – she definitely has plenty of stamina!



Many happy returns to **Margaret Innes** of **Broomlee Court** in **West Linton** who celebrated her 80th birthday recently. Instead of presents, Margaret asked for donations for the Great Ormond Street charity. She is pictured here with her letter of thanks from the charity after she raised £175.



**Mr Jack McNair** (82) of **Hanover Place** in **Partick**. Jack celebrated his birthday with family and friends.



**Mrs Patricia Morley** (70) of **Hanover Place** in **Partick** had a great party evening with family and friends and also an additional celebration party for all residents within the development.



Our congratulations also go to:

**Mrs Barbara Niblock** (90) of **Kings Park Mews, Glasgow**. Barbara celebrated on the day with family and friends in the development lounge.

**Mrs Ann Quinney** (97) of **Sivewright Court** in **Kincardine**.

**Mrs Sheila Risk** (90) of **Holmehill Court** in **Dunblane**.

**Mr Alex Pringle** (95) of **James Hemphill Court** in **Lennoxtown**.

...and to everyone else who has celebrated a birthday recently!



# From the Chief Executive

## Customer Engagement Strategy



**For the past 9 months Hanover staff, customers and representatives from the Board have been working on a 2017-2020 Customer Engagement Strategy, for engaging in more fun and innovative ways with you. In early December the Board agreed the Strategy and the accompanying Action Plan.**

The Strategy includes various ways to get involved with Hanover, which include the existing Registered Tenants' Organisations (RTOs), Tenant Focus Group meetings and the Grapevine Editorial Group.

The new opportunities for engagement include a national residents' panel, a Volunteering Strategy, and having a group of residents to work in partnership with staff to look at our written communications. The latter will be called the 20/20 Vision Group and will ensure that all our customer facing documents are clear, relevant and easy to understand. If anyone would like more information about becoming a member of the national panel, please contact Linda Chelton on the number below.

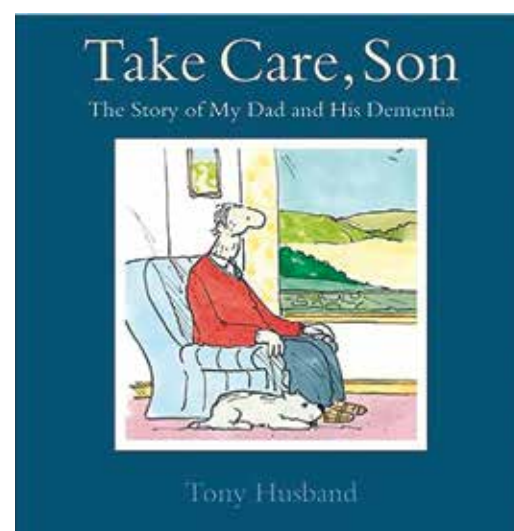
The whole aim of the Strategy is to further improve how we all communicate with each other.

The opportunities are intended to be fun and worthwhile.

A customer document, giving details of engagement opportunities, is currently being prepared. We are pleased to say that Tony Husband, an award winning cartoonist, has agreed to provide the art work. Tony has written a very moving book about his father's experience of living with dementia, called 'Take Care Son' (about to be made into a film with Christopher Eccleston). Tony has agreed to work with us because of his interest in helping organisations who provide services to older people.

The launch of the Strategy will take place on the 25th May 2017, at 95 McDonald Road in Edinburgh. Tony Husband will be the keynote speaker and will talk about his book and his career as a cartoonist. I am sure he may even get his pens out and give a demonstration of his work.

If you would like to attend the launch, please contact Linda Chelton or Anne Douglas on **0131 557 7469** or email **lchelton@hanover.scot**. Numbers are limited and will be on first come first served basis.



## Alarm call system not working?

**Did you know that if, for any reason, your pull cord or pendant isn't working, you can still get in touch with Hanover Telecare by calling us? On the rare occasion that this may happen, call 0345 604 4686. You can also use this phone number to report any fault with your system.**





# News and information

## A new approach for Hanover's Board

An important part of Hanover's structure is our Board of Management. You may have noticed that recently we have been including profiles on Board Members. The Board's role is to determine our overall business and financial strategies and to hold our senior management to account.

Over the last year we have been looking at how the Board takes responsibility for the issues on which it is asked to provide leadership. As a result of this exercise, Board members have agreed to take the lead on particular

portfolios. In other words, members will take the lead on specific areas of work in order to better support the strategy and decision making process for Hanover.

Board members will be leading on eight specific areas, including issues such as rent & affordability and customer engagement. These eight areas will be the key areas of focus for Hanover for the next one to two years. We will bring you more information on progress in specific areas in future editions of Grapevine.

## Tenants' Focus Group meetings

Issues ranging from scooters on developments to customer engagement and from pets to landscaping were discussed at the three tenants' focus group meetings held in November last year. These meetings are now open to any tenant who would like to attend, which has meant the meetings benefit from a wider set of views and greater geographical diversity.

Karen McIntosh, Director of Strategic Finance, gave a presentation on the wide range of factors Hanover has to consider when rent setting each year. She also showed how Hanover's rent compares favourably with other Housing Associations. The meetings discussed the proposed 2017/18 rents and residents gave their preliminary feedback.

There was an update on the new 2017-2020 Customer Engagement Strategy – see also the update from Linda Chelton. Jim Brown, Hanover's new Volunteer Coordinator, attended the focus groups to explain his role in assisting Hanover residents who wish to volunteer, and to bring into developments external volunteers

who can, for example, assist with social committees and befriending, where this has been requested. Hanover will be getting new fundraising software February, which we can use to help resident social groups obtain funding.

There was a particularly positive response from attendees to the idea of compiling a book of stories to mark the 100th anniversary of the First World War in 2018. The book would contain stories about Hanover residents, their families or loved ones who were involved in either of the world wars or more recent conflicts. We will have further information about this in later issues of the Grapevine but we would encourage you to start thinking about stories which we might include, as well as other ways of marking the centenary.

Minutes of the focus group meeting are put on the noticeboards of rented sheltered and very sheltered developments. Anyone who wishes to receive their own copy should contact Anne Douglas at: [adouglas@hanover.scot](mailto:adouglas@hanover.scot) or telephone 0131 557 7469.

## Relaxed checkout pilot scheme in Forres



Tesco in Forres has introduced a relaxed checkout lane, aimed at making paying for your shopping less stressful. The scheme is intended for more vulnerable shoppers and staff at the store have been trained to identify any special needs of customers and to operate at a speed that suits them. Tesco has developed the scheme in partnership with Alzheimer Scotland. The pilot relaxed checkout scheme operates on Tuesday and Wednesday mornings.

Have you used the relaxed checkout lane at Tesco Forres? We would love to hear your thoughts.



## Board profile

# Alan Savage

### Tell us about yourself

I am retired now but I was an architect by profession. I studied at the Mackintosh School of Architecture in Glasgow. I should confess though that I am a heretic in that I am not a fan of the Mackintosh Building. I am a huge fan of Frank Lloyd Wright and have spent a great deal of time trailing my wife around the United States and visiting examples of his work.

My last job in the private sector was for a firm in Glasgow where I worked on designation surveys on tenement neighbourhoods – often trying to preserve existing communities. It was through this work that I got a job with the Housing Corporation, a government agency which funded housing associations. My first day should have told me what to expect – I arrived at work to find the office empty. They had moved and no-one had thought to let me know! In my earlier days with the Corporation, we upgraded a lot of tenement buildings. Interestingly, people were often more concerned about whether their stair would be a ‘wally close’ (with decorative tiles on the walls) than whether they were getting a new bathroom or kitchen!

### What attracted you to the idea of joining Hanover’s Board?

I stayed with the Housing Corporation in all its various incarnations (Scottish Homes, Communities Scotland and finally as part of government) for around 30 years and over time I became increasingly involved with new builds. That work led me to close collaboration with organisations like Hanover and Bield. I knew some of the Hanover ‘old guard’ and gained a lot from working with them over the years. When I retired (to spend more time with my sanity!), I saw that there was an opportunity to apply to be on Hanover’s Board. I was delighted to be accepted and have served on the Board for more than five years now.

### What do you like about the role?

You definitely gain a different perspective as a Board member. I get to see how decisions are made and the kinds of complex issues that must be considered before conclusions can be reached. I think that the Board is



made up of a good group of people, who know what they are taking about and this allows for an informed and collegiate approach to decision making.

I feel strongly that the most important element of Hanover’s success is its staff. It is the people that make an organisation and I have seen countless examples of the sincere care that staff have for our residents. Hanover staff do their best for the residents. I particularly enjoy meeting the people who receive long service awards and going out and meeting people on the developments. I like the fact that people trust us to deal with their concerns and I think that all of Hanover’s workforce have a shared ambition to offer the best service possible.

### What do you think about Hanover and the future?

I have watched the Varis Court development at Leask Road take shape and progress from a very tired and no longer fit-for-purpose building to a super, modern development. I look forward to seeing future expansion for Hanover. I am keen to watch the concept of hub and spoke develop. I want to see the idea that we can play a greater role in communities take root. Hanover has assets, skills and services that can and should be available more widely. We have the opportunity to tackle loneliness and I believe that we can achieve a great deal by being more connected with communities. There is potential for enormous impact.



# 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.

Please note that these details are correct at the time of writing.

### East

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

Hanover Grange, Grangemouth (sheltered)  
Craigview, Bo'ness (sheltered)  
Burnside Court, Alva (sheltered)  
Tollgate House, Armadale (very sheltered)  
Rosemount Court, Carluke (very sheltered)

### North

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

Airlie Gardens, Banff (sheltered)  
Hanover Court, Lumsden (general needs and sheltered)  
Hanover Court, Tarves (sheltered)  
Heatherlee Court, Kinlochleven (sheltered)

### West

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

William Turner Court, Locharbriggs (sheltered)  
Windlaw Place, Glasgow (sheltered)  
Creighton Court, Kilmarnock (sheltered)  
Baillie Court, Motherwell (sheltered)  
Arthur Street, Paisley (amenity)  
Victoria Court, Lockerbie (amenity)  
Montgomery Court, Paisley (very sheltered)

## The Step Count Challenge – Spring 2017



It's nearly that time of year again – the days are getting brighter and many of us are feeling motivated to make this a healthier Spring. The eight week Step Count Challenge is a walking challenge with a simple aim; walk more and feel the difference.

Hanover is once again supporting the challenge and taking part is easy. You enter in a team of 5 people and teams can be made up of residents, staff or a mixture. You record your steps with us and we will keep track of everyone's progress throughout the eight weeks. We plan to measure progress against

the coastline of Scotland, which is 6,160 miles long. One mile is roughly 2,200 steps.

Counting steps is easy. You can use a pedometer, activity tracker or pedometer on your smartphone. Hanover will be providing pedometers to those who register for the challenge.

If you are interested in taking part, please let your Development or Sheltered Housing Manager know as soon as possible so that we can finalise the numbers during the first week of April. The challenge starts on 1 May.



## Money matters

# Financial Questionnaire

Every year Hanover provides you with a financial statement that details the income and expenditure for your development. We want to make sure that you receive the information that you want and need in an easy to read and jargon free way. To do this we needed to gather your thoughts on what you currently receive and so, in February, we sent out a financial statement questionnaire to just over 1,400 of you.

Any information that was provided to us will be kept confidential and will only be used for the purpose of improving how we provide you with financial information. Many thanks to those of you who have returned your questionnaires. You will make a difference to how our service operates in the future.

## Introduction of Universal Credit

As many of you will be aware, the UK Government is working on changes to the benefit system and introducing Universal Credit. Universal Credit is intended to replace a number of benefits that people may be receiving, including Housing Benefit.

It is important that as your landlord, Hanover is aware of any changes that may be made to your benefits. If you are being moved across to Universal Credit, it is vital to let us know as soon as possible. This will mean that we can be ready to confirm your tenancy and rent charges should we be asked for them. Making us aware will also enable us to work together with you to avoid any risk of falling into rent arrears.

We already work closely with your local council and Citizens Advice. One of the services that may be on offer to you is support and advice from the council on matters relating to benefits and entitlements. This service is free, confidential and impartial, and aims to put more money in your pocket so that you can pay your bills, heat your home and have a better quality of life.

Hanover can help you to get in touch with the right people at the time when you need support and advice so please do get in touch with us if you have any concerns.

## RECIPE Bran Scones

Thank you to Pat Donaldson of Larchfield Neuk for this delicious recipe for bran scones.

### Ingredients

(Makes 16 scones)

8oz plain flour

8oz wholemeal flour  
(self-raising)

1oz baking powder

1½ oz sugar

½ oz salt

10 fl oz milk

4 fl oz sunflower oil

### Method

Heat oven to 220°C, 425°F, Gas Mark 8 and lightly grease a baking tray.

Mix dry ingredients together and then add milk and cooking oil.

Mix well and divide into four pieces.

Shape each piece into a round, fork the tops and sprinkle with flour.

Bake near the top of the oven for 25-30 minutes.



## Kind hearts

Many thanks to you all who have sent in details of your fundraising efforts over the past year. In 2016, you managed to raise more than £13,500!



# Contact us



Write to: **Sara Stewart, Editor, Organisational Services Department, Hanover Scotland, 95 McDonald Road, Edinburgh, EH7 4NS**

Telephone: **0131 557 7437**

Email: **grapevine@hanover.scot**

The deadline for receipt of articles for Issue 82 (June 2017) of **Grapevine is Monday 1 May 2017**.

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** Residents can also join the Hanover Blether Facebook group – go onto Facebook and type ‘Hanover Blether’ into the search box.

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 Sheltered Housing Manager, Development Manager, Retirement Housing Assistant 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 and large print. 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 £25 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 May**. If your name is the first drawn out of the hat for each of the north, west or east areas, you’ll win £25. The correct grid from last time is below.

Name.....

Address.....

.....

.....

Postcode .....

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

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

The winners of the last Sudoku competition were **May Junor** of **Friary Court** in **Inverkeithing** (east), **John Clark** of **Walter Cameron Way** in **Fort William** (north) and **Michael Rooney** of **Langcraigs Court** in **Paisley** (west): Congratulations!



# Prize Crossword

Once you've completed the grid, fill in your name and address and send your details to us at the address on the inside back cover by **Monday 1 May**. If your name is the first drawn out of the hat for each of the north, east or west areas, you'll win £25!

Name.....

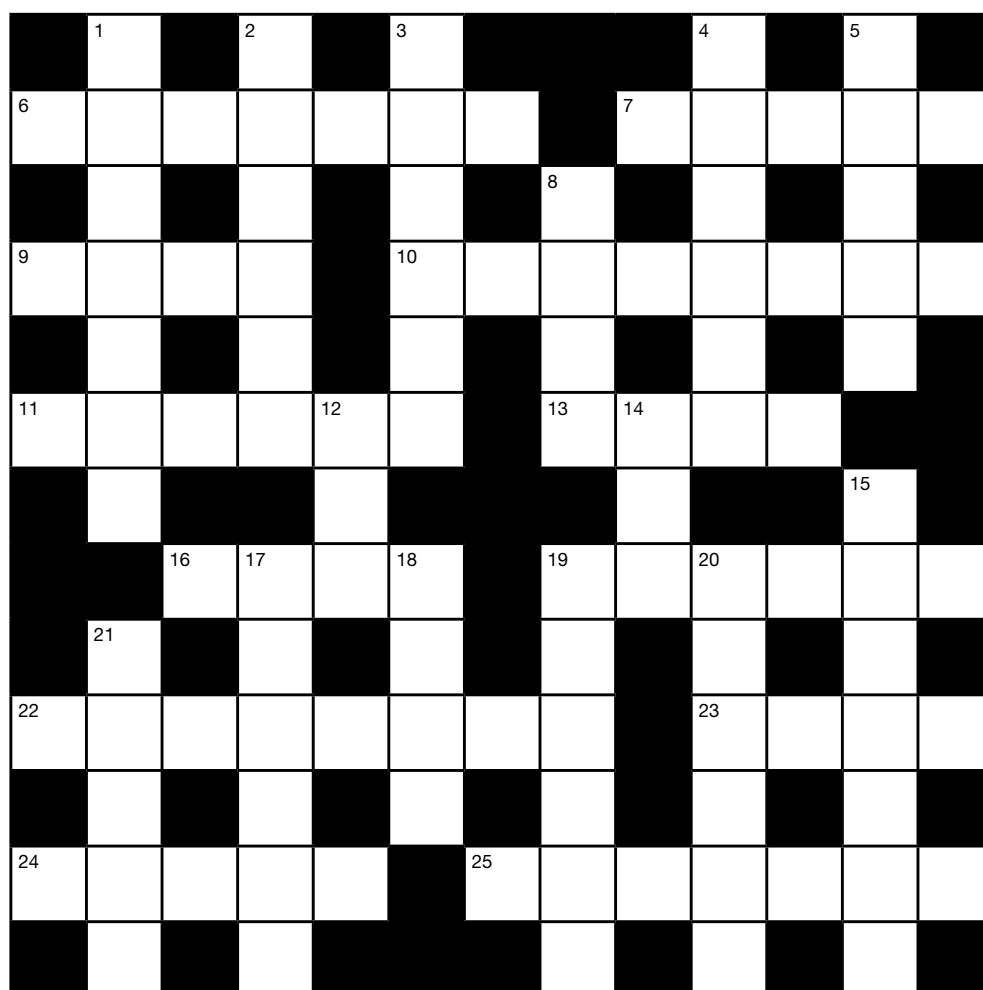
.....

Address.....

.....

.....

Postcode .....



## ACROSS

- 6 Mythical creature with a single horn (7)  
 7 City of Somerset with a famous cathedral built in the 12th and 13th centuries (5)  
 9 Family name of Henry VIII's sixth wife (4)  
 10 In a vehicle, the side nearest the pavement or verge (8)  
 11 Port of northern Spain, home to the Guggenheim Museum (6)  
 13 Largest island of the Inner Hebrides (4)  
 16 See 14  
 19 A distinguishing mark or flag of a nation or regiment (6)  
 22 In music a rapid succession of notes (8)  
 23 Black bird of the crow family (4)  
 24 A drink made from powdered chocolate (5)  
 25 Substance obtained from Cinchona bark and used as a treatment for Malaria (7)

## DOWN

- 1 Null and void (7)  
 2 The sacred beetle of the ancient Egyptians (6)  
 3 Dictator of Spain from the Spanish Civil War until his death in 1975 (6)  
 4 River of north-west England which forms an estuary at Liverpool (6)  
 5 An open space in a wood (5)  
 8, 12 & 18 Expression to describe heavy rain (4,3,4)  
 14 & 16 Comedian who put Knotty Ash on the map (3,4)  
 15 In a stranded condition (7)  
 17 State of north-west USA, capital Salem (6)  
 18 See 8  
 19 Book of the Old Testament which includes the flight from Egypt of the Israelites, led by Moses (6)  
 20 Loose, skirt-like garment originating in the Far East (6)  
 21 A long-handled sweeping brush (5)

The winners of the last crossword were **Irene Hood** of **Sunnyside Court** in **Edinburgh** (east), **Mrs D Dingwall** of **Strachan Mill Court** in **Aberdeen** (north), and **John Anderson** of **Newton Court** in **Paisley** (west). Congratulations!

The answers to the last crossword are:

**ACROSS:** 1 & 25d Irving Berlin, 5 Brandy, 10 Hoodlum, 11 & 16 Charles Dickens, 12 Refund, 15 Editor, 17 Yule, 18 Idol, 19 Snowman, 20 Cups, 22 & 20d Bing Crosby, 25 Breaded, 27 Olives, 28 Damson, 31 Baubles, 32 Tranche, 33 Narnia, 34 Rakish

**DOWN:** 2 Roomful, 3 Island, 4 Game, 5 Bach, 6 Awards, 7 Diluted, 8 Sherry, 9 Astral, 13 Dinners, 14 Skiwear, 15 Engaged, 21 Primula, 23 Insects, 24 Ginger, 26 Damask, 29 Asia, 30 Star