‘Getting Involved’ guide launched

Residents, customers, Board members and staff from Hanover gathered together on 25 May in Edinburgh for the launch of Getting Involved; a customer facing document that sets out the wide range of opportunities for Hanover customers to get involved in helping to shape the organisation.

The launch was attended by award winning illustrator Tony Husband, who kindly provided the cartoons in the document. Tony’s cartoons have appeared in many newspapers, magazines, books and websites, and in several TV and theatrical productions. Tony was moved to get involved in work relating to older people as a result of his family’s experience of his father’s dementia. He has written a very moving, illustrated book on the topic, called ‘Take Care Son.’

The event began with a moment of silence in remembrance of those affected by the atrocity in Manchester earlier in the week. Tony’s speech then took the audience through his father’s story and was both humorous and incredibly moving, resulting in a standing ovation. Tony said later that it was, “a very emotional moment in an emotional week”.

After the launch, Performance Manager Linda Chelton said that it had been a “great day” and reminded residents that; “Everyone can get involved with Hanover Scotland. Our range of customer involvement opportunities mean that no matter how little or how much a customer wants to help in shaping Hanover, the opportunities are there.”

Every Hanover resident will receive a copy of Getting Involved. It describes the current engagement opportunities available but is by no means an exhaustive list. We welcome any ideas that you have for involvement opportunities – please don’t hesitate to get in touch! (There are contact details on page 12)
Welcome!

Welcome to the Summer edition of Grapevine. I hope that you are all managing to make the best of the warmer weather and brighter days. We have received some fantastic pictures of celebratory teas and Easter bonnet parades on developments. We also received several poems, some of which we did not have room for. Please don’t stop sending them though – we will put them in future editions or possibly in a special supplement. If you have any recipes or craft ideas, please send them in too.

Things have been busy here at Hanover Towers over the last couple of months; a number of us have been out to developments in the East, West and North to attend the Tenants’ Focus Groups and staff have been working hard on building up their steps for the Step Count Challenge. We also held a fundraising day in April for Guide Dogs. The event raised £522.35 with the help of guide dog Kiska, our furriest member of staff. Kiska works with a member of our reception team.

We launched our Customer Engagement Strategy with an event on 25 May and you can find out more in this issue about opportunities for getting involved.

You may notice that the order of the sections in this issue is different – we would love to hear any feedback you have on the changes.

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

Around the houses

First Aid Practice at Dunfermline

Residents at Hanover Court in Dunfermline recently had their hypothetical bumps and scrapes patched up by their Sheltered Housing Manager Fiona Anderson in a real life scenario designed to test her first aid skills.

The residents were up for the challenge after Fiona took part in her triennial first aid training with Hanover, and jumped at the chance to enact symptoms ranging from a broken arm and ribs to a bashed head and angina.

“I asked each of the ladies what their injury was and then explained exactly what I was doing to help them and why” commented Fiona. “Some of the residents were a bit too good at acting, I think they may have some professional experience they haven’t told me about!”.

Pictured are Mrs Grace McKinnon, Mrs Evelyn Jamieson, Mrs Betty Connel, Mrs Rita Sargent, Mrs Cathie Allan, Mrs Lina Smith, Manager Fiona Anderson and Mrs Pauline Waldron.

Dates for your diary

Sunday 25 June: Last Day of the Step Count Challenge
Tuesday 1 August: Deadline for articles for Grapevine issue 83
Thursday 28 September: Hanover’s AGM, Edinburgh

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.

Please note that the Repairs Reporting Line number will change to 0800 389 0477 on 3 July 2017.

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.
Local MSP opens Waterford Court in Giffnock

Our brand new amenity development in East Renfrewshire was officially opened in April by Jackson Carlaw MSP. The development provides state-of-the-art accommodation for older people in the area.

The Eastwood constituency MSP was shown round Waterford Court in Giffnock, which features 12 2-bedroom fully insulated and energy efficient flats for rent with landscaped gardens and private parking.

The site was originally opened in 1997 and contained 13 sheltered housing units for rent to frail older people. However, working in close partnership with both East Renfrewshire Council and the Scottish Government, Hanover identified a need for more amenity housing for rent in the area and began demolition of the previous site in January 2016.

The new development is made up of three, two-storey blocks, with every flat designed to maximise the use of space; being compliant with Housing for Varying Needs; well insulated and featuring energy efficient individual gas combi boilers to reduce heating costs.

The development is based in a courtyard setting with the first residents moving in late last year.

Commenting during the visit, Mr Carlaw said: “I am delighted to be here today to officially open the new Waterford Court. The development has been completed to an exceptionally high standard throughout and provides much needed housing for independent older people in the area.”

Chief Executive of Hanover Scotland, Helen Murdoch, said: “We’re delighted that Mr Carlaw was able to join us today to officially open our newest amenity housing in Giffnock. The re-development of Waterford Court is a perfect example of how Hanover Scotland can work with local authorities and the Scottish Government to provide suitable housing that meets the changing needs of older people across the country.”

Turning Heads in Forres

Cameron Court residents and day centre users spent a fascinating afternoon with three feathered visitors from Speyside Falconry Centre on 9 May. Clare Morrison, who owns and runs the falconry centre with her husband, brought in a one year old Barn Owl called Simon, a one year old Scops Owl called Lana and a six week old Eastern European Owl called Brogan, who happily wandered around the floor meeting the residents! Manager Stephanie McNally reported that “all involved had a wonderful experience”.

Long Service Award presented in Banchory

On 19 April, Mr Robert Watt of Hanover Court, Banchory was presented with a long service certificate for 50 years as an Elder in the Church of Scotland. The Reverend Tony Stephen of Banchory West Church presented the certificate and the ceremony was followed by a celebration with church members, family and friends. Mr Watt was ordained in Strachan Church in April 1967.
Fundraising in Prestwick

From left to right pictured here are Mrs Anne Scott, Mrs Julie Hubbert and Mrs Agnes Davis at the bring & buy sale in Alexandra Court on Wednesday 1st of March. The event raised £230 towards the social fund and residents, friends and their families had plenty of fun.

Residents and their families also enjoyed an Easter Tea and Easter bonnet parade on Wednesday 12 April.

Manager Maureen Wilson said;

“I would like to say a big thank you to all the residents and their families that took part to make it a lovely afternoon.”

The development also held a raffle and afternoon tea on Valentine’s Day. Mrs Isabel Fulton presented the raffle prize to Mrs Kate Jones.

Sunshine on Motherwell

The residents of Baillie Court in Motherwell made the best of the fine weather in May by getting out into the gardens. Pictured from right clockwise are Etta, Chris and Jessie accompanied by Jim, Tommy and Bob in the background.

More of the residents attended later on and enjoyed salad, rolls, pancakes and cream cakes in the sunshine.

Easter Bonnet Party at The Green

Margaret McMillan, resident at The Green in Aviemore, prepared a fabulous Easter buffet for her neighbours to enjoy following their Easter Bonnet making extravaganza. As you can see, there were plenty of flowers, chicks and Easter eggs to go around!
Local MSP Visit to Eglinton Court

Kenneth Gibson MSP met with residents of Eglinton Court in Saltcoats as part of a tour to view a series of major upgrades and improvements to the hardware of the building.

Residents were happy to show Mr Gibson the renovation works, which include brand new front doors, gutters, and downpipes as well as full external wall insulation, new windowsill covers and complete roof cleaning and repairs, telling him they were “highly delighted” with the work in terms of appearance and ease of heating.

Eglinton Court is made up of 24 flats over seven, two-storey blocks and the improvement works have raised each individual flat’s Energy Efficiency Rating to a Band C, helping to reduce energy costs.

Commenting after the visit, Mr Gibson said:

“It was great to meet with residents of Hanover Scotland’s Eglinton Court and see first-hand the major improvements that have been made to the development. These works have made a really positive impact to the lives of the residents and I am delighted to have had the opportunity to be shown around.”

A Meal and Music Afternoon

Residents from Coppice Court, Grantown-on-Spey and The Green, Aviemore got together at Jake’s Bar & Restaurant in Carrbridge for a meal and music afternoon. Everyone had a great time and it was a good opportunity for the residents to meet one another.

The superb music was provided by Ronnie Douglas, and the event was such a success that another get-together is planned for Coppice Court’s 40th Anniversary in June.

Easter Bonnets at Alexandra Court

Residents and their families at Alexandra Court in Prestwick enjoyed an Easter Tea and Easter bonnet parade on Wednesday 12 April.

Manager Maureen Wilson said;

“I would like to say a big thank you to all the residents and their families that took part to make it a lovely afternoon.”

Eyes down for fundraising in Alloa

There have been lively goings on at Parkway Court in Alloa recently. The Residents’ Social Fund was boosted by a healthy £380 after an enjoyable and well attended Bingo Evening held in the development lounge.

The development also hosted a Best Easter Bonnet competition on Easter Sunday, the winner of which was Mrs Peggy Memmott.
**Elm Court Owners Residents’ Group**

**Mr E Bamber** got in touch recently to tell us that the owners at **Elm Court** in **Milngavie** have established a Residents’ Group.

Mr Bamber said: “In the absence of a Resident Association it was felt there was a need for greater resident involvement within the development. At a general meeting held last year in June 2016, with a majority present this need was discussed and a Residents’ Group was formed consisting of volunteers. At present, resident participation is not the manual hands-on kind, as practically all residents at Elm Court are between eighty and one hundred years young, but still sharp!”

The group meets on the first Monday of the month with an agenda and minutes. They are starting to become more involved in certain areas of decision-making in relation to the gardens, common areas and budgets.

**Poetry on display**

**Mr Tam Craven**, resident at **James Hemphill Court**, **Lennoxtown** has written this beautiful poem in memory of his mother. The poem is on display in the development foyer area.

**Music and Art in Whitburn**

Local entertainer and artist Mike Ammat put on an art class for residents at **Weaver’s Court**. They were taught how to draw with pastels and thoroughly enjoyed bringing out their creative sides. As his alter ego, Mike Hammer, Mike will sketch a different singer/icon each time he visits while singing one of their songs, which residents then get to keep. So far **Weaver’s Court** has entertained Charlie Chaplin, Elvis and Robert Burns!

**Pinewood Square Anniversary**

**Pinewood Square** in **Glasgow** marked its 25th anniversary in February of this year. The residents celebrated with cake and balloons.
Knitting for those in need

Elsie Smith and Agnes Johnston of Aigan Court in Dufftown have been putting their nimble fingers to good use knitting goods to go overseas to a hospital in Malawi and to Syrian refugees. They have knitted a gorgeous array of colourful jumpers, teddy bears and blankets.

Fish, Chips & Laughs

Residents of St Margaret’s Court in Edinburgh are pictured here enjoying their regular Fish & Chip night.

Retirement at Stonehaven

The Sheltered Housing Manager at Hanover Court in Stonehaven, Eileen Thompsett is retiring after 14 years as manager at the development. Resident Alex Garrow presented Eileen with gifts and flowers on behalf of all the tenants at an afternoon tea held in the local Bowling Club. The residents said: “Eileen will be sadly missed. We all wish her a long and happy retirement as they plan to settle in New Zealand to be near their family.”

Mr Garrow also penned this poem for Eileen in honour of the occasion:

Our day starts at half past eight
Then your morning call you make
“Are you alright” We here you say
We know that it’s another day
We bravely cry, “We are alright”
When some of us have been up all night
Then the buzzer, it goes dead
And some of jump right back into bed!
When Saturday comes, its long lie day
To the bingo you are on your way
Then Monday is here and you are back
Here we go again!!!!!!!!
Some have washing to be done
It might be rain, or else the sun
Whatever it is, it has to be done
You steer us clear of any troubles
When things go wrong and burst our bubbles
You give us advice when we are in doubt
And you are always there to help us out
Well there is not much more to say
We will miss your guiding hand each day
I hope that you will miss us too
Not us all!!!!!!! But one or two
The residents wish you well in your new adventure
65 Years of Wedded Bliss

Congratulations to Mr Charles and Mrs Eleanor Fox of Plenderleith Court in Kelso who celebrated their 65th Wedding Anniversary on the 29th April with cake, balloons and fizz. Mr Fox wrote this beautiful poem for his wife in honour of the occasion.

Sixty Five Years On

On Teviot’s banks the green grass grew
On Ruberslaw the heather
When you and I were young and fit
We roamed on them together

On Teviot’s banks the grass still grows
On Ruberslaw the heather
But now we’re older, stiff and frail
Wander no longer there together

Now in Plenderleith common room
We with kind neighbours gather
Celebrating five and sixty years of marriage,
to each other

Eleanor although we’re old and grey
Past our allotted span
To me you’re still the sweetheart
The sweet heart of sweet twenty one.

Surprise Thank You for Kingussie Manager

The residents of Glebe Court in Kingussie recently managed to surprise their manager Gill Cairns with a thank you gift. The residents report that Gill has “gone above and beyond the call of duty” recently and felt that they wanted to show their appreciation. They conspired to organise a gift and surprise Gill at their coffee morning with a presentation.

They told us: “Our lift breaking down just brought it out more. Gill stayed on to check and help residents that had difficulties. Giving them that extra call or visit of reassurance.

We have also had extra fire prevention work done here at the complex. The workmen on sight left a mess when they were finished. Gill cleaned up after them so that our complex was in pristine condition. Even when the workmen did clean up. Gill still had to ensure the complex hoover was in working order as the mess they left clogged it.”
News and information

Tenants’ Focus Group meetings

April saw tenants’ focus group meetings held in Bathgate, Ardrossan and Kingussie. Your intrepid editor made it along to the Ardrossan meeting, which was very lively. A representative from Hanover’s insurers came along to give a helpful presentation about online safety – you can find out more about this in the article on page 11.

Mark Farey, Hanover’s Director of Asset Management, updated residents on our ongoing investment in maintenance during 2016/17, adaptations to properties, and the progress being made to meet Energy Efficiency Standards for Social Housing (which must be completed by 2020).

There were also updates and discussions on decommissioning from housing support, the launch of the Customer Engagement Strategy, the work of our Volunteer Co-ordinator, Wi-Fi on developments, financial reporting, security and the recent rent consultation. If you would like a copy of the minutes or to attend future meetings, please contact Anne Douglas on 0131 557 7469 or at adouglas@hanover.scot.

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 the Hanover Telecare emergency line on 0345 604 4686. You can also use this phone number to report any fault with your system.
In most of our staffed developments we provide a guest room, which I am sure you will agree is a useful resource for visiting family and friends.

Over the last 10 years the average increase to guest room charges has only been 38 pence and a recent review has highlighted that the current levels of £8.50 or £9.00 per person per night do not reflect the cost of providing this facility.

A lot of thought has been given to this and, as our guest rooms require to be serviced and maintained on a regular basis, regardless of the occupancy level, we are now proposing to introduce a room rate of £12.00 or £15.00 per night depending on whether or not ensuite facilities are available.

It is always our aim to make guest rooms both comfortable and affordable for users but we must also be mindful of costs. We must also remember that any income generated for your guest room is then credited to the respective development accounts.

Your views on the proposed room rates would be welcomed. Please contact Kelly Lugton, Policy and Research Officer, on 0131 557 7474 email klugton@hanover.scot or if you prefer, speak to your Development Manager or Housing Officer. We would appreciate responses by Friday 30 June 2017.

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**New Repairs Number – 0800 389 0477**

On Monday 3 July, we will be launching our new telephone number to report your repairs. The new number will take you directly through to a member of our friendly Repairs Team, who will log the repair with a contractor and advise you of the priority and expected timescale of the repair.

If you currently report your repairs to the staff at your development, you can still do this. However, if there are no staff working at the time you notice the repair, our Repairs Team will be available to assist you between 9am – 5pm Monday to Friday.

**What information should I provide when I report a repair?**

You can assist us by providing our Repairs Team or staff with the following information:

- Full details of the repair you are reporting – we may ask some additional questions in order to diagnose and prioritise your repair correctly
- Up to date contact details that we will pass to our contractor so they can contact you to arrange a suitable appointment for the work

**Out of Hours Emergency Repairs (5pm – 9am Monday to Friday and all day Saturday and Sunday)**

If you have an emergency repair, you can activate your alarm pendant or pull cord at any time, or alternatively you can still call 0800 389 0477, which will automatically transfer you to our Telecare Team.

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**Are you blethering yet?**

If you are a Hanover resident or relative of a resident, you are most welcome to join the Hanover Blether Facebook Group. You can chat with fellow residents all over Scotland or update us on events at your development. We want to hear about coffee mornings, outings, charity work, the changing seasons, local events, visits and more. The more blether the better! Just type Hanover Blether into the search box on your Facebook page and click through to join the group.
Staying Safe Online – Stop and Think!

At the recent tenants’ focus group meetings, Martin and Alan from Hanover’s insurers gave a useful presentation on staying safe online. It was clear from the discussion that followed that more of us are using the internet on computers, smartphones and tablets. We go online to keep in touch with family and friends, to do our shopping and banking, to get information and for fun.

While the benefits of being online are huge, there can be pitfalls and it is important to be aware of the risks, particularly of viruses and scams.

One of our residents brought this story to us recently. The resident and his wife received a telephone call from someone who told them that he worked for BT and that there was an issue with the internet. The caller made the issue sound very urgent and implied that the resident needed to act quickly. He gave the resident an identification number and asked the resident to call back. Luckily, the resident noticed that the original call was coming from an international number while the number he had been asked to call had a London prefix. Sensibly, he called the police on 101, who told him in no uncertain terms to ignore the call as it was almost certainly a hoax and an attempt to gain access to personal information held on the resident’s computer.

If you’re worried something might be a scam but you’re not sure, please STOP and THINK. It is best to seek advice and not proceed until you have done so. Talk the situation over with a friend or family member before you take any action. As you would in any other situation, remember to take safety measures, think about the consequences of your actions and go online knowing you have taken steps to safeguard yourself.

We have put some helpful advice on staying safe online and avoiding scams on our website at: www.hanover.scot/publications/

Happy Birthdays

Mr John Keenan celebrated his 80th Birthday in the lounge at Hanover Close in Bathgate with his twin daughters and all his friends and neighbours.

Mrs Lowrie of Plenderleith Court, Kelso celebrated her 93rd birthday on the 13 April and combined the occasion with a Daffodil Tea.

Mr Peter McKinley of Weaver’s Court in Whithburn celebrated his 70th Birthday on 6 March with all his friends in the development. Peter can usually be found on the other side of the camera as he is the development’s resident photographer!

Our congratulations also go to:

Mrs Brook (80) of Plenderleith Court, Kelso

…and to everyone else who has celebrated a birthday recently!
From the Chief Executive

Are you engaging yet?

Our work on customer engagement is moving forward at a good pace. You will have seen our front page story about the launch of our customer facing document, ‘Getting Involved’, which sets out options for customers to get involved with Hanover.

Our wide range of customer involvement opportunities mean that no matter how little or how much you might want to help in shaping Hanover, the opportunities are there. Support is available for anybody who would like to take part but feel they may need a bit of help. Some activities can even be undertaken without leaving the comfort of your living room, such as scrutinising customer documents through the 20/20 Vision Group or submitting your views online via E-Views. From getting involved on a national level to development based social activities, there’s a way for everyone to influence the way Hanover delivers services to you.

Our launch event on 25 May gave attendees an opportunity to meet Tony Husband, the illustrator whose charming drawings can be found in The Times, Private Eye, Punch, The Sunday Express and The Spectator as well as throughout our Getting Involved document. Tony’s illustrated book, ‘Take Care Son’ is about his family’s journey through his father’s dementia and is hopefully about to be made into a film. Tony’s account of that time was both moving and funny.

It illustrated with humour and from first hand experience the challenging and very emotional journey people with dementia and their families take.

Returning to customer engagement, anyone can get involved at a national level and we want to ensure that well trained customers can monitor and give us practical criticism about the performance of our business.

In view of this, a customer panel called Hanover Heart has been created to provide the opportunity for customers to work together with staff to consider how Hanover services are delivered and make recommendations for change or improvement. These recommendations will then be fed into the Chief Officers and to our Board team.

A number of volunteers have come together to undertake the preparation and training needed to be part of the Hanover Heart panel and they will shortly be considering their first area of scrutiny. I met some of the volunteers at the launch event and I am very impressed by their commitment and enthusiasm. Customer engagement remains key to all service areas within Hanover and I am keen to harness the best of the talents and motivation of our customers in order to deliver the best service possible.

Thinking about getting involved? Contact us at CustEngage@hanover.scot or on 0131 557 7469.

From here you can see customer engagement all over Scotland!
Board profile

Neil Rennick

Tell us about your background?
According to my wife, I was born as a civil servant. In reality, I spent my first few years growing up in Ayr and then studying in Glasgow. I joined the then Scotland Office in the mid-1990s and have served different Governments of every major party in the UK and Scotland since then. I am currently the Director of Justice in the Scottish Government, advising Scottish Ministers about the criminal and civil law. I love the variety of issues I get to deal with in my job every day and also working with interesting people, including senior judges and organisations who help the victims of crime.

What made you decide to join Hanover’s Board?
I knew about Hanover from my previous roles in the Government and recognised the importance of its work and strong reputation. I was also really keen to be involved with an organisation that was separate from my role within justice.

What do you enjoy most about being on the Board?
I really enjoy the annual staff awards, because we get to hear just some of the very best examples of the work that staff across Hanover do to help tenants and to see that work being recognised and celebrated. I also enjoy when the decisions we take on the Board feed through to positive outcomes, including new or refurbished developments.

What do you find most challenging about being on the Board?
The most challenging part of being on the Board is knowing that the decisions we take have a real impact for people. Also, there is always the risk of us becoming too involved in specific details rather than our key role, which is to help guide longer-term planning for Hanover.

What do you see as the biggest issues facing Hanover in the future?
Hanover faces lots of uncertainties, for example about future funding and regulation. However, one thing we know for certain is that a number of our properties are getting older and we will need to take important decisions about investment and modernisation.

What do you like to do when you are not working?
I live in the Borders – not far from the Hanover development in Innerleithen. I love walking in the hills with my wife and we can sometimes even persuade our two sons to come along with us. We have recently adopted a Border Collie – a failed sheep dog – who needs lots of exercise and is encouraging us to try out new locations and even longer walks.

Starting in our September issue we will be featuring profiles of some of our volunteers who do amazing work at developments all over Scotland. If you would like us to feature a volunteer from your development please get in touch with us using the details on page 15.
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
Harley Court, Falkirk (sheltered)
Halyrude Court, Peebles (sheltered)
Rosemount Court, Carluke (very sheltered)

North
Telephone: 01343 548585, email: northinfo@hanover.scot
Airlie Gardens, Banff (sheltered)
Hanover Court, Tarves (sheltered)
Heatherlee Court, Kinlochleven (sheltered)
Doune Court, MacDuff (sheltered)
Aigan Court, Dufftown (sheltered)

West
Telephone: 0141 553 6300, email 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)
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 83 (Sept 2017) of Grapevine is Tuesday 1 August 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, large print or a foreign language. 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 Tuesday 1 August. 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 ..........................................................................

The winners of the last Sudoku competition were Catherine Colligan of Weaver’s Court in Whitburn (east), Mae Mair of Hanover Court in Buckie (north) and Evelyn Kenny of Hanover Close in Glasgow (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 Tuesday 1 August. 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 ..................................................


The winners of the last crossword were: Rebecca Falconer of Glengowan Court in Larkhall (east), Hilda Stoneman of Airlie Gardens in Banff, and Helen Gibb of Hanover Court in Glasgow (west). Congratulations!

The answers to the last crossword are:

**ACROSS**

6 Herb used as a garnish and to flavour sauces (7)
7 Type of owl native to Europe and the Near East (5)
9 Figure of worship (4)
10 City and major port of Turkey on the Bosporus (8)
11 To burn or singe (6)
13 Type of mosquito, found in Britain (4)
16 A sworn statement (4)
19 One of the four suits in a pack of cards (6)
22 Spice, used in curry, with a mustard colour (8)
23 A ballet dancer’s short, stiff skirt (4)
24 A round flat cake often served with jam and cream (5)
25 A natural covering of feathers (7)

**DOWN**

1 An enclosed field, usually near a stable, where horses are kept (7)
2 One who would attend to horses at an inn (6)
3 The highest point on the celestial sphere, above the observer’s head (6)
4 Land found behind the wardrobe in the books by C. S. Lewis (4)
5 River of Asia which rises in Tibet and flows through Kashmir and Pakistan to the Arabian Sea (5)
8 & 18 Tree, otherwise known as rhus or sumach with velvety bark (8)
12 & 14 A mint-like plant of which cats are fond (6)
15 Thriller directed by Alfred Hitchcock in 1958 starring James Stewart and Kim Novak (7)
17 Tree native to the Mediterranean area with a fruit much used in flavourings (6)
18 See 8
19 Island at the ‘foot’ of Italy (6)
20 Season which Americans call “Fall” (6)
21 Term for a charlatan, especially in medicine (5)

ACROSS: 6 Unicorn, 7 Wells, 9 Parr, 10 Nearside, 11 Bilbao, 13 Skye, 19 Ensign, 22 Arpeggio, 23 Rook, 24 Cocoa, 25 Quinine

DOWN: 1 Invalid, 2 Scarab, 3 Franco, 4 Mersey, 5 Glade, 8, 12 & 18 Cats and dogs, 14 & 16 Ken Dodd, 15 Aground, 17 Oregon, 19 Exodus, 20 Sarong, 21 Broom