

GRAPEVINE

The newsletter for Hanover's residents



Traditional Music Honour for Hanover Resident



Alex Green of Hanover Court in Stonehaven has been included amongst the 2017 Scottish Traditional Music Hall of Fame inductees, honouring the work and dedication of musicians and music industry people who have both influenced and helped to shape Scottish traditional music throughout their lives.

Alex is one of Scotland's greatest exponents of the tin whistle, a dedicated champion who has given countless hours to sharing his skills and encouraging people to take up the instrument.

Alex was born in Old Meldrum, in the farm lands of Aberdeenshire, into a musical family. In his teens, he began practising the whistle seriously, developing the technique that would see him regarded as a master.

In 1972 he appeared on the talent show Opportunity Knocks with the Jack Sinclair Show Band (pictured above). Thereafter, he began appearing regularly for the BBC, working on both radio and television, and also became a familiar figure on Grampian and Scottish Television.

Over the past thirty years, Alex has been ably and sympathetically accompanied on accordion by his wife, Madeline, as they toured around Aberdeenshire. They are founder members of the long-running Portknockie Music Night and before moving to their current home in Stonehaven they were stalwarts of the weekly traditional music sessions in Dunning, Perthshire.

What's inside...

Snippets
Page 11

Poet's Corner
Page 16

Volunteers
Page 21

Welcome!

Hello and welcome to the Christmas edition of Grapevine. It has been a busy couple of months at Hanover; we welcomed residents into our new development Linkwood View in Elgin, hosted our AGM, and held our Autumn tenants' focus groups. I always appreciate the opportunity to meet and chat with residents at these events. At the AGM, I even got to meet Penny, a little Jack Russell terrier, belonging to a resident whose dog sitter had let her down!

As some of you may have seen on the Blether Facebook page, I have also been busy expanding my vocabulary. Despite 16 years as a resident of Scotland, I still sometimes run into words or phrases that leave me puzzled. This time, it was 'Hae a news', which I have since discovered means to have a chat or a gossip and is used mainly in the north east. Do you have a favourite Scots phrase or saying? Join in the conversation on the Blether Facebook page or you can get in touch with me via the contact information on the back page.

I wish you all a joyful Christmas and the very best for the new year.

Sara Stewart

Around the houses

Tarves turns 35

Residents at **Hanover Court** in **Tarves**, Aberdeenshire got together on 13 September for a special three course lunch to celebrate 35 years since the development opened. **Mrs Patty Bolland** and **Mr Albert Aitchison**, who have lived at the development for over 23 years and 17 years respectively, cut the celebratory cake.

The special lunch followed a busy morning with residents showcasing the various social clubs on offer as part of an open morning to promote the development. **Hanover Court** residents regularly take part in coffee mornings and a whist club, as well as a weekly knitting club where clothing and toys are made and sent to children in Malawi.

Mrs Patty Bolland said: "It is lovely that so many of the residents came together to celebrate this occasion, there is a great sense of community here and I hope that there will be many more anniversaries to mark."

Michelle Greenfield, Hanover Court's Sheltered Housing Manager said: "A great afternoon was had



by all. I'd like to thank all the residents who came along and made the celebrations so special and for helping to make our open morning such a success."

Dates for your diary

Friday 22 – Tuesday 26 December inclusive:

Offices closed for Christmas

Wednesday 27 – Friday 29 December:

Offices open as usual

Monday 1 and Tuesday 2 January:

Offices closed for New Year

Wednesday 3 January: Offices open as usual

Thursday 1 February 2018:

Deadline for articles for Grapevine issue 85

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 389 0477**.

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**.





Birling away the afternoon

Hanover residents across East-Central Scotland have come together for their 3rd annual dance and social event in Whitburn.

Around 80 residents from **Weaver's Court**, **Whitburn**, **Parkway Court**, **Alloa**, **Hanover Court**, **Dunfermline**, **Whyte Court**, **Kinross**, **Hanover Court**, **Livingstone**, and **Hanover Close**, **Bathgate** gathered at Whitburn Bowling Club on Wednesday 20 September for an afternoon of fun, food and entertainment. They enjoyed a buffet lunch of pies, sandwiches and cake and listened and danced to music by local organ player and singer Jackie Clark.

Liz McKinley, a resident at **Weavers Court** in **Whitburn**, who was in charge of organising this year's event, said: "It's fantastic to get people together once a year and have a natter over some coffee, cake and music! People sometimes misunderstand older people who live in housing association accommodation but we are active and love enjoying ourselves just like everyone else."

"It is a lot of work to organise but also good fun and we are already making plans for next year."

Leo Doyle, Hanover Scotland's operations manager for east-central Scotland, added: "We are delighted that for the third year, residents from these six developments have come together for such a successful and fun event. This shows the amazing capacity and zest for life that our residents have and that Hanover Scotland seeks to encourage."

"After 3 successful years of this event, we are sure it will take place again next year and we are happy to help in any way we can."



Award Winning Floral Display

Glenfield Court in **Galashiels** has been awarded second place in the best floral display in a Residential Complex for the Elderly competition held by Galashiels Community Council.

Resident **Mr George Somerville** attended the presentation at Old Gala House on the 7th of October to receive the award.



Duckling ice cream?

It's surprising what an empty ice cream box can be used for. At **Hanover Court** in **Stonehaven**, these ducklings have been using one as a swimming pool. Their mother is a regular visitor to the development and resident **Eileen Thompsett** was delighted to see her back this year, with her babies in tow.



Cowboy Hats and Checked Shirts

In September, **Alexandra Court** in **Prestwick** held their very own Country and Western night complete with jeans, Stetsons and music with a twang. The residents and their friends and family had a great night, which included a buffet, raffle and quiz to complement the night's proceedings. The cowgirls pictured here are Julie, Anne, Lila and Greta. The night was made all the more lively by the development's very own DJ Gordon, quizmaster Bill, barman Tony and photographer Agnes.

The residents at the development would like to thank the staff, manager Maureen Wilson and cleaner Sandra Kaminski for arranging such a good night.



Welcome to Linkwood View

The first residents to move into our brand new development in Elgin received an extra special warm welcome when children from the local after school club visited for the afternoon.

More than 40 children from Magic Roundabout Childcare were invited for afternoon tea with the new residents of **Linkwood View** after coming up with the building's name earlier in the year. Inspired by the children's nickname for the nearby burn 'the linky', **Linkwood View** is made up of 30 two-bedroom flats built around a central courtyard area, with two large communal areas for socialising.

Linkwood View resident **Mr Gibby Wood** said: "I very much enjoyed the kids attending. They were all very well behaved, especially when getting food and drinks. I initially spoke to two boys who said they had the same problem as me, they were terrible singers. All in all, a most enjoyable afternoon meeting the children."

June Franklin, Director of Magic Roundabout Childcare said: "After helping to choose the building's name, the children were very eager to see inside the complex and to spend time with the residents. One of our centres is just across the road, so perhaps next time we can return the favour."

Lee-Ann Duncan, Linkwood View's Housing with Care Manager said: "It has been a busy month getting our residents settled in but they were all very excited when they heard the children would be visiting. Even though Linkwood View only opened recently, we already feel very much a part of the community."

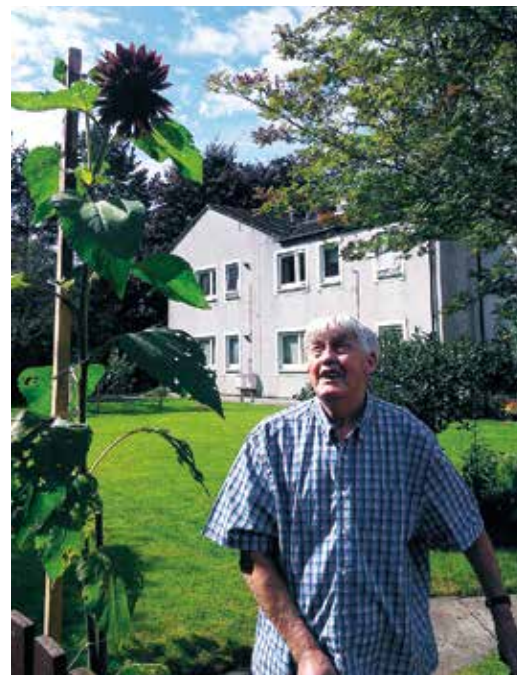


Remembrance at Parkway Court

At **Parkway Court** in **Alloa**, the residents created this striking display in order to honour service personnel.

Giant sunflower in Banchory

For those of you who, like me, are desperately missing the summer sun, I am sure this beautiful sunflower will bring you a bit of cheer. **Mr Robert Watt** of **Hanover Court** in **Banchory** has grown the impressive plant to an amazing height from just a tiny seed given to him by his grandson Scott.



Huntly curry night

Despite not having a kitchen to cook in, the residents of **Granary Street**, **Huntly** managed to put together a curry night. Helen Rennie reported on the Blether Facebook page that everyone “had a good feed and lots of laughs and a few glasses of wine”.



Bishopbriggs jumble sale

Residents at **Keir Hardie Court** in **Bishopbriggs** got together on 11 October to hold a jumble sale to raise money for the development Christmas lunch. Plenty of residents turned out to support the event and to browse for bargains and enjoy a cup of tea and cake. The day raised £368 towards the Christmas lunch and we wish them a fabulous time.

Vibrant flowerbeds in Huntly

This glorious display of flowers helped our **Granary Street** development in **Huntly** to win the Huntly Community Garden competition.





Preserving traditions

The men who originally worked with Clydesdale horses used to compete with each other for the best-dressed or best-groomed horse. They would spend long winter evenings creating brightly-coloured decorations for ploughing matches and summer shows. These would be made from whatever was at hand, usually wool or raffia (aka 'bass'), and new sets would be made each year.

Talented **Mr Simon Alston** from **Hanover Court** in **Dunfermline** is keeping this tradition alive and still makes these wonderful items. The set he is pictured with here is intended for the Rural Museum at East Kilbride.

Working to eradicate Polio

The Rotarians from the Rotary Club of Bridge of Allan and Dunblane are pictured here planting crocuses at a prominent spot at the entrance to **Holmehill Court** in **Dunblane**. This took place on 24 October, which is International End Polio Day. The purchase of crocuses by Rotary clubs around the world helps fund Rotary's international programme to eradicate polio. In the Spring the bloom of purple crocuses will remind residents and visitors of this remarkable programme.



Broxburn poppy morning

The residents of **Hanover Court** in **Broxburn** went above and beyond in October and raised £560.50 for Poppy Scotland at their coffee morning and raffle. Resident **Liz McKay** and a number of other residents worked hard to put the event together and Poppy Scotland were delighted with the result. Poppy Scotland's marketing manager Fraser, who attended the event, said; "A massive thanks to the residents of Hanover Court in Broxburn who went the extra mile with their Poppy Morning."



Golden Wedding Anniversary

Our congratulations go to **Mr & Mrs Thomson** of **Hanover Court** in **Banchory**, who recently celebrated their Golden Wedding Anniversary.



'Hae a news' sessions launched

The first **Huntly** 'Hae a news' session organised by Alzheimer Scotland took place in July and was hosted by Hanover's development on **Granary Street**. Attendees gathered to enjoy tea and cake along with music song and chat. The aim of the group is to provide a place for people experiencing memory difficulties or living with dementia to gather with others who are experiencing the same issues. The sessions are also open to the family and friends of the people affected by these difficulties and there are similar groups run across Aberdeenshire. The sessions in Huntly run on every second Thursday of the month.

Carlyle Court's 30th

A slightly belated congratulations to **Carlyle Court** in **Edinburgh** which celebrated its 30th anniversary at the end of 2016. Residents were treated to a special lunch to celebrate 30 years since the site was opened in 1986. Resident and chair of the residents committee, 82 year old **Mrs Sylvia Ferguson** who has lived in the development for over 16 years, organised a special buffet lunch of sandwiches and other culinary delights to mark the milestone, with help from staff and residents.

Liz Madden, one of Carlyle Court's sheltered housing managers, said: "What a brilliant day. Over 60 residents came along to celebrate Carlyle Court's milestone birthday and I can't thank Sylvia, the residents and the staff enough for making today such a success, as well as Hanover for their kind donation towards the celebration."

Baillie Court Party



Residents at **Baillie Court** in **Motherwell** recently got together to enjoy a fish supper, listen to a singer and have just a wee drink!



Mill Court 30th Birthday Celebrations

Mill Court in **Kilmarnock** celebrated its 30th birthday in September. Longest residing resident **Mrs Mary Amos**, is shown here cutting the cake. Manager Bridget Rutherford said: "We all had a ball". She thanked Mrs Elizabeth Moffat for helping to organise this event and cleaner Ann Marie Reid who helped make it a memorable occasion for all the residents.





Creating a beautiful garden

We have received a lovely letter from **Joyce Wilson** of **Lesmurdie Court** in **Elgin**. Joyce sent us some gorgeous photos of the patio garden she has created outside her home, which was featured in the Press and Journal garden competition and which the judges described as “stunning”. Joyce decided to tackle the “dreary” patio after a bout of ill health forced her to give up her much loved dog Buddie. Her success means that she is already planning and preparing for next year. Joyce’s family have come to accept that when they come to stay they will be sharing the spare room with the Begonias – or the Triffids as they have dubbed them!



Chinese meal at Parkway Court

The residents at **Parkway Court** got together recently to enjoy a Chinese meal and a laugh.



A special visit

Residents and staff of **Plenderlieth Court** are pictured here during their visit from the Kelso Laddie with his Right and Left Hand Men.

Glebe Court Volunteer honoured

Robert 'Bob' Matthew of **Glebe Court** in **Kingussie** was nominated recently for a Volunteer of the Year Award for 2017 by the Where2Today Charity for all his wonderful service and support to their clients. Bob not only volunteers for the Community Car Scheme as a driver, but he assists as a Sighted Guider for the local Visually Impaired Group and he is often called upon to help “buddy” people at the monthly music afternoons. You can find out more on page 21 about a couple of other Hanover residents who volunteer.



Christmas Knitting

The knitting needles belonging to **Mrs Isabel Fulton** of **Alexandra Court** in **Prestwick** must be glowing red hot with all the work she is putting in to prepare for Christmas. Pictured are some of the festive characters she has created.



Christmas shoeboxes

Residents at **Hanover Court** in **Tarves** have shown incredible generosity and managed to fill 51 shoeboxes for charity. The gifts will go to needy children and families in a number of countries. The Social Club at the development arranged the collection and worked hard to cover and fill the boxes. Social Club Secretary **Jessie Simpson** said:

“Thanks to the girls who helped to cover the shoeboxes and every one else who helped in anyway. If we didnt have Nellie and the other knitters we wouldn’t have hats scarves or gloves so thanks so so much, you are all stars.”



Diamond wedding Celebrations

Tom and **Barbara Nicol** of **Barnton Park View** in **Edinburgh** recently celebrated their 60th wedding anniversary with a get together in the development lounge. The couple have devoted all their life to their two children; Lorraine and David, son-in-law Charles and daughter-in-law Fiona, their three grandkids; Keith, Claire and Steven and their new Great-Granddaughter Amelia.

They regularly ensure residents at Barnton Park View participate in all the social activities and are always there to lend a helping hand. Many congratulations!

Harvest Festival

At our newest development, **Linkwood View** in **Elgin**, children from the local primary school visited to perform their Harvest Festival for the residents.





Remembrance in Aberdeen

Mr Eddie Ballard of **Strachan Mill Court** in **Aberdeen** attended the memorial for Armistice Day in the town on 12 November. He is pictured here with family. Mr Ballard joined the Army in 1939 and served for 3 years. He then joined the 5th Scottish Paratrooper Battalion in 1942 until 1945 and did his service in North Africa, Italy, France and Palestine.



Pearl's a singer

Friary Court, Inverkeithing resident **Miss Pearl Proudfoot** passed away recently and her family friend Sandra Dowds wanted to spend time with residents at the development and remember Pearl among her friends and neighbours.

Pearl's life was celebrated in a manner that she would 100% have approved of – an evening of entertainment, wine and song. Apparently Pearl lived up to her namesake and loved to serenade anyone who might be in the lounge.

The residents were treated to entertainment, nibbles and free drinks on behalf of Pearl via the organisation of Sandra Dowds and with help from Mrs Elizabeth Shepherd, who was a very good neighbour to Pearl and is extremely helpful at social gatherings. It looks like Pearl's life was celebrated in style.

Armistice Day Centenary Book

To mark the centenary of the end of the first world war, Hanover is beginning work on a book containing compilation of stories, poems, photographs and art from you. We are undertaking this project in partnership with Poppy Scotland. We have mentioned this in previous issues of the Grapevine so we hope you have been giving it some thought. We are looking for contributions about not only the first world war but also subsequent conflicts up to the present day. We want to capture these experiences so that they can be passed down to the next generation. The contributions don't have to be 'war stories', they

can be about how war brought people together who might otherwise not have met, or the feelings invoked by Remembrance Sunday. They could be pictures of loved ones in uniform or children playing in the bombed out spaces of post war Glasgow – it's really up to you! We know that we have a number of recipients of the National Order of the Legion of Honour from the French government among our residents – we would love to hear from you.

We would like to have gathered in all of the contribution by the beginning of June 2018. You can submit them

by post to 95 McDonald Road, Edinburgh, EH7 4NS or by email to communications@hanover.scot. Alternatively, if you would prefer to have a chat with me or one of my colleagues, we would be happy to help you to record your experiences or stories on paper. You can reach us on: 0131 557 7437

Any original photos or drawings that you let us have will be returned to you by recorded delivery and we would advise you to use recorded delivery if you are sending us anything precious. We look forward to hearing from you!

News and information

Snippets

A new **Mens' Shed** has opened in **Broughty Ferry**. Mens' Shed members share the tools and resources they need to work on projects of their own choosing at their own pace and in a safe, friendly and inclusive venue. It is hoped that the project will improve older men's health and well-being and combat isolation. The Broughty Ferry shed is at 151 Brook Street, behind the YMCA and is open Tuesdays and Thursdays from 9.30am until 4.00pm.

Don't forget that our new **Repairs Number** is now live. If you wish to report a repair please dial **0800 389 0477** to speak to a member of our Repairs Team. You can also still report repairs through staff at your development. Outside the hours of 9am – 5pm Monday to Friday, the number will automatically transfer you to a member of our Telecare Team.

The **Silver Line** operates the only confidential, free helpline for older people across the UK that's open 24 hours a day, seven days a week. The service offers telephone and letter friendship schemes where they match volunteers with older people based on their interests. They also facilitate group calls and help to connect people with local services in their area.



Silver Line can also help with veterans' rights and can protect and support older people who are suffering abuse and neglect. The Silver Line number is: **0800 4 70 80 90**.

A new **Scottish War Blind centre** has opened in **Paisley**. The Hawkhead Centre is open to anyone who is a member of Scottish War Blind. It offers one-to-one training and rehabilitation to aid veterans in regaining or maintaining confidence after their sight loss. The facilities include an art, crafts and woodwork studio, a gym and an independent living skills kitchen, where cookery courses will be run for all abilities.

Inspiring Scotland is running a national campaign, backed by the Scottish Government, called **#AwayandPlay** to get children all around Scotland playing outside. As part of the campaign, the organisation has published video interviews featuring older people sharing their memories of playing out. Hanover residents from Kelburne Gardens and Ailsa Court in **Paisley** took part. The videos can be seen at www.inspiringscotland.org.uk.

Janet Curivan, staff member at **Glengowan Court** in **Larkhall** ran a half marathon in October 2017. She managed a fantastic time of two hours and 56 minutes and raised an astonishing £1,035 for Alzheimers Scotland.

Residents at **Plenderleith Court** in **Kelso** held a party to bid a fond farewell to longstanding cleaner Rosaline Brennan, who had worked at the development for 29 years.

If you have **unwanted household items and furniture to dispose of** and you wish to leave them within the grounds of the development, you are responsible for arranging a special uplift from your local council office. You will be asked to itemise the items you require to be uplifted and where they are stored within the grounds. Some local authorities may charge you for this service.

It's really important that items for uplift are stored away from the building for health & safety reasons and are not causing an obstruction or hazard to your neighbours and visitors. If you require any further information on **special uplifts** please contact your Manager, Hanover area office or phone your local council office.

One of our residents received a letter about a parking ticket recently, which turned out to be a **scam**. Luckily, the resident realised that the car details were incorrect. Always be vigilant about unexpected phone calls, emails or letters and don't let anyone rush you into handing over money.

Are you **blethering** yet? You can chat with fellow residents all over Scotland or update us on events at your development on the Hanover Blether Facebook page. Just type Hanover Blether into the search box on your Facebook page and click through to join the group.





News and information

Hanover's AGM



We had an excellent turn out for our Annual General Meeting this year, with more than 80 Association Members, staff and other guests gathering at our headquarters in Edinburgh.

The business of the meeting included a brief report from the Chairperson, a financial report and a showcase of the year's achievements, which included opening our new Housing with Care facility in Forres and retention of our Investors in People status. Hanover also marked a number of milestones for developments including a 40th anniversary for Hanover Close in Earlston.

This was our first AGM to be attended by members of Hanover HEART, our new customer panel. HEART members are drawn from our residents and the role of the panel is to work together with staff to consider how Hanover's services are delivered and what improvements can be made.

Attendees at the event welcomed the appointment of a new Board member, James Rowney of the Royal Bank of Scotland. Gary Devlin, Oonagh Gil and Neil Rennick were also re-elected to the Board. Retiring members

Ann MacDonald and Alan Savage were thanked for their excellent past service and commitment to Hanover.

The gathering was also treated to a presentation by award winning cartoonist Tony Husband. Tony's cartoons have appeared in many newspapers, books and websites and in several TV and theatrical productions. Tony illustrated our 'Getting Involved' publication, a guide for customers on the ways in which they can engage with Hanover and help to shape the organisation.

Tony has written and illustrated a very moving book about his family's journey through his father's dementia, called 'Take Care Son'. He explained to the audience what had prompted him to write the book and took us through his father's battle with dementia, accompanied by the cartoons contained within the book.

Finally, a number of staff, both individuals and teams, were presented with awards for outstanding service, leadership and development, including Operations Manager Michelle Kennedy who received the Chief Executive's award for going above and beyond in her work over the last year.

We will feature a profile of our new Board member James Rowney next year.

Stay well this winter

With a little preparation, and by following some simple suggestions, you can stay healthy, safe and comfortable this winter. Age UK has put together some tips for staying well.

■ Keep moving

Even if you don't feel like it, staying active will not only keep you fit and healthy, it will also generate heat to keep you warm.

■ Eat well

Hot meals and drinks help to keep you warm, so eat at least one hot meal each day and have hot drinks throughout the day. Try and include a good range of foods in your diet and aim for five portions of fruit and vegetables each day.

■ Have a yearly flu jab

Flu is not only unpleasant, it can develop into something more serious, such as pneumonia. If you're over 65, or if you have certain health conditions the Government recommends that you get the flu jab every year. Flu viruses are constantly changing so vaccines are updated each year.

■ Check if you've had the 'pneumo' jab

The 'pneumo' (or pneumococcal) jab is a one-off jab that helps protect you against pneumonia, meningitis and septicaemia (a type of blood poisoning). If you're over 65 and haven't had one, ask your GP.

■ Keep your hands clean

Good hand hygiene is a simple way to avoid getting colds or flu and stop it spreading to other people.

■ Protect yourself from chilblains

If you experience these, dab the swellings with calamine lotion or witch hazel to reduce itching, but don't scratch them as this could cause an infection.

To help prevent chilblains, keep your whole body warm at all times. Wear trousers, socks or thick tights and a scarf, hat and gloves whenever you go out in the cold.



■ Organise your medications

It's important that you don't run out of your medications. Make sure you order prescriptions ahead of time, just in case there is bad weather or you're too unwell to go to the pharmacy.

■ Keep your spirits up

It's not unusual to feel down in winter – particularly when the days are short and it can get dark by 3.30pm. It can help to do something you enjoy every day.

Try to keep to your usual routine and if you can't visit friends or family, phone or Skype them often. Ask them if they could visit you more often.

If you've been feeling down for several weeks and it's stopping you going out, making you feel listless and lacking in energy, it's very important to share these feelings with someone – perhaps a friend, development manager or your GP.

Look out for the Warm and Well guide from Age Scotland on our website or on your development notice board.



News and information

Interested in setting up a social committee?

There are plenty of activities happening at Hanover developments, including quizzes, breakfast clubs, craft and art classes, bingo, exercise classes and entertainment evenings. There are also Social Committees which organise outings to play bowls, go for outdoor teas or to garden centres in the summer and pantomimes in the winter.

We know that it is important to many residents to be part of a development where there are social activities and events. One of the ways in which residents can get involved with Hanover is to set up a development based Social Committee to run a social group. Our Performance Team can help you with this.

Social groups are informal and independent of Hanover and are usually run by a small Committee generally consisting of Chair, Secretary, Treasurer and a few Committee members.

Not all groups have a constitution but it can be advantageous to have a simple constitution as this sets out a straightforward, transparent

structure for Committees and social group participants. It can cover points such as the roles and election of Committee members and the handling of finances.

Again, Hanover's Performance Team can assist with tailoring a constitution to the requirements of a social group.

Social groups can raise funds in a variety of ways, such as hosting coffee mornings or having a small weekly or monthly contribution towards activities. However, to raise money for bigger projects, such as having raised beds in the development grounds, applications can be made to funding bodies such as the Lottery or charitable trusts. Having a constitution is often a



Residents in Huntly recently set up a committee for social activities, fundraising and looking after their gardens.

prerequisite to making such funding applications. Jim Brown, our Volunteer Coordinator, can assist with funding applications.

You may also wish to get assistance or added support from volunteers either with the running of the Committee or for those residents who might find it easier to participate in activities and events with some help. Again, Jim Brown can assist in sourcing volunteers.

Performance Team:
CustEngage@hanover.scot
0131 557 7469

Volunteer Coordinator:
jbrown@hanover.scot
0131 557 7454



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.



Happy Birthdays



Hanover Court, Inverurie resident **Mr Laurence Young MBE** celebrated his 90th birthday in July. Mr Young had not one party but two. The first he celebrated with close family and friends. For the second party, his family invited all the tenants to celebrate at the development and they enjoyed a wonderful day.

Mo Miles at **Hanover Close** in **Earlston** was surprised by her family with a party in the communal lounge to celebrate her 65th birthday. The party was attended by family, friends and neighbours.



Hanover Court in **Livingston** had so many milestone birthdays earlier this year that the family of one of the birthday girls put a gazebo up in the grounds to have a party. Pictured left to right are **Mrs Gina Clark** who turned 70, **Mrs Olive McMillan** who turned 90 and **Mrs Nettie Stewart** who turned 90.

Margaret Thompson of **Creighton Court, Kilmarnock** also turned 90 recently and she celebrated with a get together and a beautiful cake.



Mrs Margaret Macdonald of **Glebe Court** in **Kingussie** was surprised with a cake and card at the development coffee morning in honour of her 90th birthday.



Our congratulations also go to everyone else who has celebrated a birthday recently!



Poet's Corner



My neighbours

Alexander Garrow, Resident Poet,
Hanover Court, Stonehaven

My neighbours, I have quite a few
They are not ALL bad, just one or two!
They do their hair and paint their nails
Every week it never fails
Why they do this I don't know
Cause none of them look like Marilyn Monroe!!!

They shuffle round to the shops each day
How they get there I can't say
They bring their shopping round in layers
Cause they can't get them up the stairs!
If the walker brakes go bust
Its Kwik-Fit they will have to trust.

They go to the Doctor's week in week out
For pills in case their legs give out
But never mind when it comes to the crunch
They are really not a bad wee bunch!!

I have two I call Fred and Ginger
On the dance floor they like to linger
She always likes to strut her stuff
But he always runs out of puff!

That's our only claim to fame,
Other than that life is quite mundane.

Christmas?

By Liz McKay of Hanover Court, Broxburn

It doesn't seem like Christmas although December's here
It doesn't seem like Christmas because there's no snow this year.

As children we would day dream of sleigh bells in the snow
So Santa Claus could get to us with Rudolph from the Pole.

It doesn't seem like Christmas but we decorate the tree
With coloured balls and tinsel and gifts for you and me.

It doesn't seem like Christmas even though the lights are bright
When oh when will snowflakes fall once more on Christmas night.

It doesn't seem like Christmas but we follow that bright star
We come together with goodwill to all folk near and far
It doesn't seem like Christmas but next year it will change
The snow will fall, we'll carols sing and peace will be our aim.



Customer Engagement

Meet the rest of your HEART Customer Panel



HEART stands for **Honest, Empowered, Accountable, Representative and Trusting** and these qualities mirror Hanover's core values. In our last issue, we met the first six members of the HEART customer panel. HEART's role is to review, as 'critical friends', the performance and delivery of services by Hanover. The remaining four members have now joined the team and they have already put in a large amount of work considering their first issue, which is landscaping. Landscaping is an area of concern that many residents have raised during customer surveys.

I sat in with the HEART panel at a recent meeting in Edinburgh as two of Hanover's Business Support managers reported back to the group on the work they were doing around improving tenants' satisfaction. The discussion was very constructive but it was clear that the panel is willing to challenge Hanover to improve its service delivery. The Panel also met with Hanover Board members the following day.



Ms Laura Campbell-Milton



Mr Walter Colquhoun



Mrs Betty Adam



Ms Rita Cowan

The remaining HEART members are:

Ms Laura Campbell-Milton from **Aberdeen** – a background in housing and a desire to enhance the customer service experience for all Hanover customers.

Mr Walter Colquhoun from **Paisley** – fit and active and ready to serve

Mrs Betty Adam from **Paisley** – industrious and public spirited

Ms Rita Cowan from **Hamilton** – a wealth of experience and a keen eye for good customer service

HEART members have all signed a code of conduct, which sets out the professional behaviour and attitudes expected of each Panel member, in relation to each other and Hanover staff and Board members.

There will be regular updates on **HEART's** activities in Grapevine.

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



Your Big Coffee Mornings

A huge effort to raise money for MacMillan Cancer Care



Residents at **Baillie Court** in **Motherwell** raised a fantastic £1173.24 at their event. They enjoyed a raffle and home baked cakes while one resident, Mr Phil Salina, had his head shaved in aid of MacMillan. Pupils from neighbouring Braidhurst High School helped hand out prizes.

Tollgate House in **Armadale** held a very lively occasion. Miss Ellen Robertson and Mrs Jessie Shand from Robertson Court popped across to visit their former neighbour **Miss Grace Nimmo** who moved to **Tollgate House** a few months ago. The event was arranged by support workers Debbie, Nancy and Janis as well as other members of the staff team. Residents **Miss Margaret Higgins** and **Mary Duncan** also pitched in to help. £610 was raised



The residents of **Harley Court** in **Falkirk** mounted a huge fundraising campaign for MacMillan. **Faye Napier, Mary Craig, Dot Drummond, Wilma Thomson** and friends organised a wide variety of events over a number of weeks. There were two coffee mornings, prize bingo, a raffle and a number of kind donations along the way. In total they raised £2070 and MacMillan volunteer Carroll Pollock was on hand to collect the cheque on behalf of the charity.



Lochhead Court in **Stewarton** held a MacMillan coffee afternoon and raised £300. They also held a raffle and resident **Mrs Davidson** is pictured here helping out on the baking stall.





At **Parkway Court** in **Alloa**, the event raised £650. The winner of the “Name the height of MacMillan Sponge Cake” was Dick Clark, who was presented with the donated prize of a voucher for High Tea.



Whyte Court in **Kinross** raised £202 at their coffee morning.



Mrs Morag Murray of **Kings Park Mews** in **Glasgow** organises an annual MacMillan event at the development and everyone gets stuck in and helps out. This year they raised £2686.09.



At **Archibald Kelly Court** in **East Kilbride**, they raised £810.



Plenderleith Court in **Kelso** held their coffee morning at the beginning of September and raised the fantastic sum of £1025.

The residents at **Craiglockhart Terrace** in **Edinburgh** held their coffee morning on 27 September 2017 and raised £263.24

Pictured here are residents **Mrs Joyce Sutherland** and **Mrs Jean Ross** of **Rose Park, Peebles**. The Rose Park residents popped over to the lounge at Halyrude Court to hold their coffee morning and raised the magnificent sum of £106.42.



At Hanover HQ we raised £385.



From the Chief Executive

Hanover's Values

What does Hanover really mean to you? This is the question that we have been putting to a range of people including residents, staff, and Board Members. We wanted to know what key messages truly represent the values of the organisation and the individuals that are part of it – the values that reflect who we are and what we believe in.

The results of this work were discussed at the May Board meeting and what emerged was a revised set of corporate statements for the organisation. The corporate statements are made up of three elements, Hanover's purpose, its commitments and our values.

Our Purpose and six commitments

To help older people feel safe and secure at home and to live fulfilling and independent lives.

- we will provide well designed, well maintained, affordable, warm and modern housing;
- we will find simple and practical solutions that make a real difference to the lives of our customers;
- we will build positive and lasting relationships with our customers and stakeholders;

- we will aim to exceed our customer's expectations and to provide high quality personalised services that enhance their quality of life;
- we will create and will continually look for new ways of working which will add value and develop our people;
- we will be passionate about housing and support, which are at the heart of an active, healthy and connected community.



Our Values

- Putting the customer first
- Above and beyond
- Simple solutions for life
- Health, happiness and independence

The Values represent the four key messages that kept coming through as we spoke to different groups. Each of them is a powerful message about who we are and what we want to achieve as an organisation for our residents, customers and colleagues.

Fire Safety update

At Hanover, we are keen to reduce the risk of fires as much as possible. The following tips will help you to keep safe this winter:

- Please make sure that you test your smoke alarms (if we do not do it for you)
- If you have a chip pan, replace it with a thermostat-controlled electric deep fat fryer
- Make sure plug sockets are not overloaded
- If you smoke, make sure you use an ash tray
- Make sure the filter in the tumble dryer is cleaned regularly
- Ensure that portable heaters are kept away from curtains and furniture and are not used to dry clothes
- Make sure that the chimney is swept regularly
- Ensure that all candles are secured in a holder or use a battery operated candle



The Scottish Fire and Rescue Service also offers everyone in Scotland a free home fire safety visit. They will provide advice and can fit smoke alarms free of charge if your home requires them. Just call 0800 0731 999 to arrange a visit.

Volunteers in the Spotlight

Keeping active and gaining confidence

In our last issue, we met volunteers who offer their time in Hanover developments. This time, we have been speaking to two of our own Hanover residents, who go out and volunteer in their spare time.

Margaret Edmond, Turner's Court, Stonehaven

You might be forgiven for thinking that at the age of 91, Margaret Edmond would be quite justified in putting her feet up and taking it easy. Not so! The Stonehaven resident can still be found volunteering her time two days a week in the local Red Cross charity shop. Margaret was recently awarded special recognition after more than 60 years of volunteering for the Red Cross.



Tell us about yourself

I have three children, four grandchildren and two great grandchildren.

I joined the Red Cross in 1957 and it was the best thing I have ever done. I just like helping people and meeting people. I was Commandant of the women's detachment of the charity in Stonehaven before going into ambulance work. I went on to become an instructor in ambulance work in 1967.

I have also been awarded the voluntary service medal as well as a long service certificate from Oxfam. I work as a befriender in the town and have done for 17 years.

Best thing about volunteering?

It makes me feel useful, I enjoy the company and I like that I am putting something back.

Three things you would want with you on a desert island?

I would like company, and plenty of books and music.

Wilma Morrison, Westknowe Gardens, Glasgow

Wilma Morrison may be familiar to some of you in her Christmas guise as Mrs Claus, who we have featured in previous Grapevines. She also volunteers as a guide at Pollok House



Best thing about volunteering?

Meeting people from so many different places.

Any memorable moments?

My memorable moments would take too long to list!

What have you gained from volunteering?

What I have gained from volunteering is a continuing interest in history and researching people and items in Pollok House. This has given me the confidence to go give talks to other volunteers and to many groups in and around Glasgow – sometimes even further afield!

What are you most proud of?

I am most proud of being Mrs Claus – it's the best job ever. What gets me out of bed in the morning is knowing that I have a busy day ahead.

What three items would you want with you on a desert island?

The items I would want to have with me on a desert island are: Hair Rollers, can't do without them! The contents of my make up bag just in case someone else is castaway and I need to look my best. Thirdly a copy of Gone With The Wind as it would take me quite a while to read it – as long as I had my glasses with me!



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 transfer to another development?

Opposite is a list of developments where we currently have properties available to rent. If you or anyone you know is interested, please contact the area offices using the phone numbers or email addresses provided. We also welcome applications for areas not listed below. 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. Our staff will be happy to take you through our application process, called Home for You.

Some of the properties we provide a factoring service for are 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 but you can check our website for up to date information about vacancies <https://www.hanover.scot/looking-for-housing/>.

East

Telephone 0131 557 7404, email eastinfo@hanover.scot

Broomlee Court, West Linton (sheltered)
Hanover Court, Earlston (sheltered)
Rosemount Court, Carlisle (very sheltered)
Orchard Court, Renfrew (very sheltered)
McAlpine Court, Wishaw (very sheltered and sheltered)

North

Telephone: 01343 548585, email: northinfo@hanover.scot

Granary Street, Huntly (sheltered)
Newbigging Cottages, Luthermuir (amenity)
Airlie Gardens, Banff (sheltered)
Hanover Court, Tarves (sheltered)
Glebe Court, Kingussie (sheltered)
Doune Court, MacDuff (sheltered)
Aigan Court, Dufftown (sheltered)

West

Telephone: 0141 553 6300, email westinfo@hanover.scot

MacNichol Place, Kilmarnock (amenity)
Windlaw Place, Glasgow (sheltered)
Creighton Court, Kilmarnock (sheltered)
Baillie Court, Motherwell (sheltered)
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 85 (March 2018) of Grapevine is **Thursday 1 February**.

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](https://www.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.

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 a special £50 prize for our Christmas 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 **Thursday 1 February**. If your name is the first drawn out of the hat for each of the north, west or east areas, you’ll win £50. The correct grid from last time is below.

Name.....

Address.....

.....

.....

Postcode

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

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

The winners of the last Sudoku competition were **Mr James Jardine** of **Broomlee Court** in **West Linton** (east), **Mr Allan Angus** of **Turners Court** in **Stonehaven** (north) and **Mrs Isobel Caldwell** of **Hanover Court, Kelburne Gardens** 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 **Thursday 1 February**. If your name is the first drawn out of the hat for each of the north, east or west areas, you'll win £50!

Name.....

Address.....

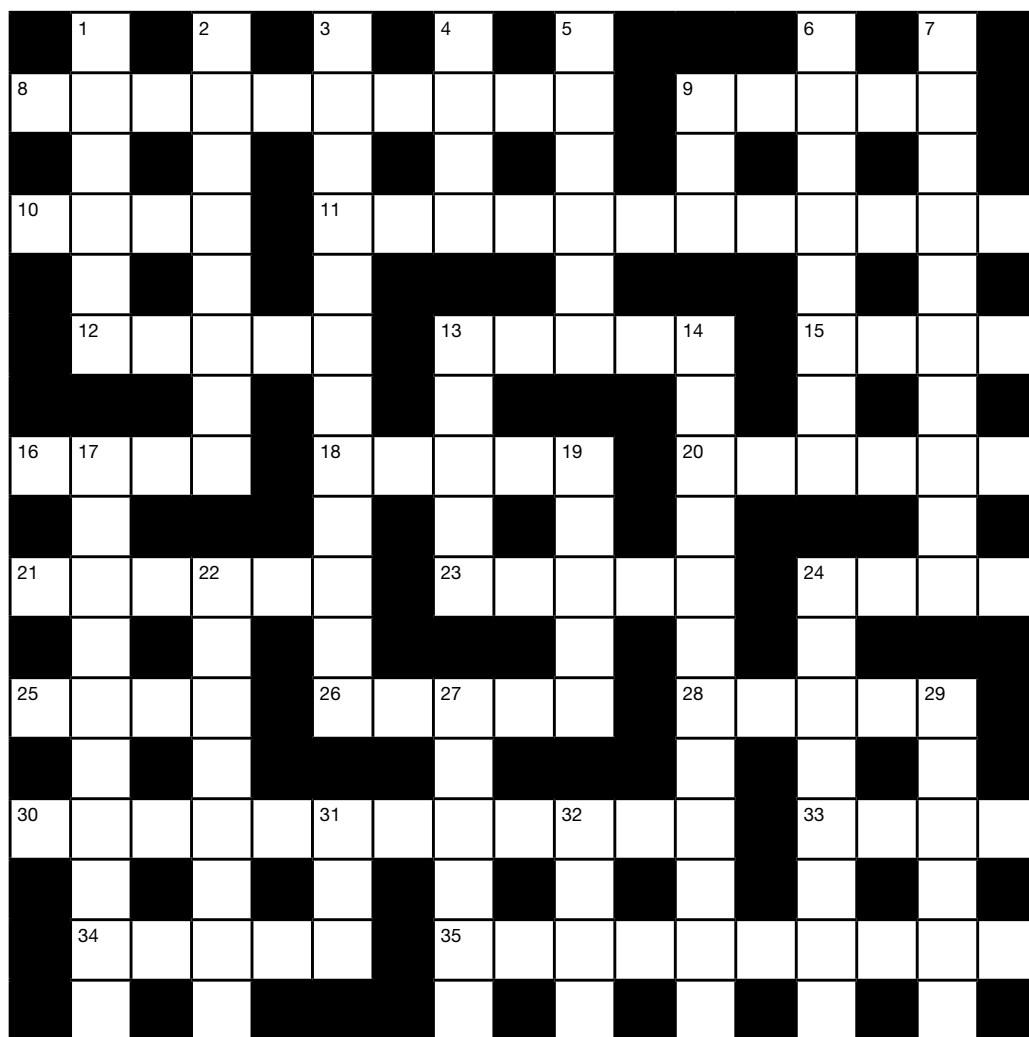
.....

.....

Postcode

The answers to the last crossword are:

ACROSS: 1 Dessert, 5 Basic, 8 Sheepskin, 9 Van, 10 Occur, 12 Absence, 13 Entertainment, 15 Denmark, 17 & 19 Inner ear, 20 Americans, 22 Sends, 23 Turkeys, **DOWN:** 1 Disco, 2 See, 3 Emperor, 4 Take a back seat, 5 Bunks, 6 Seventeen, 7 Content, 11 Cut and run, 13 Endless, 14 Noisier, 16 Arabs, 18 Rests, 21 Awe



ACROSS

- 8 Clear vegetable soup (10)
 9 Aromatic gum, brought as a gift by one of the three kings (5)
 10 Night-time light which led the three wise men to the nativity (4)
 11 -273 degrees centigrade below freezing (8,4)
 12 Joint of meat prepared for eating (5)
 13 A gather of cut corn (5)
 15 A term for Christmas (4)
 16 Food produced by Rhode Island Reds, for example (4)
 18 Mechanism by which Father Christmas steers his reindeer (5)
 20 The period before Christmas (6)
 21 Chinese temple with a distinctive roof (6)
 23 What was being looked after by those visited by Gabriel at Christmas (5)
 24 A dull, persistent pain (4)
 25 Drink sometimes served after a meal (4)
 26 Large bird of prey, an American icon (5)
 28 People who are obsessed by technology (5)
 30 The last day of 20 (9,3)
 33 The baby cot used by Mary and Joseph (4)
 34 Young female relative (5)
 35 Red-leafed plant often displayed at Christmas (10)

DOWN

- 1 Solstice that occurs on 21st December (6)
 2 Hideaways (8)
 3 Meat dish with a hot sauce (5,7)
 4 Presents often given to children at Christmas (4)
 5 Common name for the waterproof boot (6)
 6 Russian leader who followed Khrushchev (8)
 7 The ordinal number often associated with bad luck (10)
 9 Floor or table cover (3)
 13 A punt or small boat (5)
 14 A gift brought by one of the three kings (12)
 17 Old name for the record player (10)
 19 Sweet pastry eaten with jam and cream (5)
 22 Silhouettes (8)
 24 Orange, plum-like fruits, often dried (8)
 27 An Italian brandy made from the residue from a winepress (6)
 29 Strong drink (6)
 31 Digit – five to a foot (3)
 32 First name of the children's author, Blyton (4)

The winners of the last crossword were: **Miss Joyce Cottle** of **Harley Court** in **Falkirk** (east), **Mrs Iris Robertson** of **Glen Grove** in **Newtonmore** (north) and **Mr Robert W. Hogg** of **Mill Court** in **Kilmarnock** (west). Congratulations!