

# GRAPEVINE

The newsletter for Hanover's residents



## You're never too old to blow bubbles



**Claycot Park** residents took part in a six-week pilot project last year with the aim of bridging **Edinburgh's** generation gap through organising weekly meet-ups with Gylemuir Primary School Nursery pupils.

Each Friday, 10 four- to five-year-olds spent the morning at **Claycot Park**, taking part in various activities including Lego building, bubble blowing, and colouring-in.

Resident **Mrs Mary Aitchison** said: "It is just lovely to spend this time with the children. While I do still get out and about, having these meet-ups is one of the highlights of my week; the children are always so happy and enthusiastic – it makes me feel young again!"

Claycot Park Sheltered Housing Manager Sarah Montgomery said: "The huge smiles on the residents'

faces after the meet-ups are encouragement enough to continue the project. It is just a lovely thing for everyone involved!"

Gylemuir Primary School Nursery teacher Mrs Johnstone added: "The children thoroughly enjoy coming to Claycot Park every Friday and spending time with their older friends. It is rather special that the children keep choosing the same older friend that they chose the previous week, and it has really helped some of the more quiet children come out of their shells."

"These activity mornings have been so successful that we have a waiting list of pupils who want to come along!"

We understand that there are already plans to continue the meet-ups in 2018 and expand them in size to involve more children and residents.

A number of Hanover developments get involved with local schools and clubs and we will be hearing from some of them in future editions.

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# Welcome!

Hello and welcome to this bumper March edition of the Grapevine. We have received so many fantastic photos and stories that we have had to move some of them to the June edition. Please do keep them coming though, we love to hear about everything that is going on at developments. This edition covers everything from residents dancing the night away to Hanover's planned roll-out of Wi-Fi in communal areas.

We also take a look at the latest work being done by Hanover HEART, your customer panel, who have not hesitated to get their teeth into issues that concern residents. While the Grapevine tends to cover the positive aspects of Hanover life, we are aware of issues that can impact on the quality of life for residents and we and the HEART panel would be keen to hear from you with ideas for improvements.

If there is anything else you would like to see in future issues, please don't hesitate to get in touch – there is contact information on the inside back page. **Sara Stewart**

# Around the houses

## A Hanover Wedding

**Mr Ed McNaught** of **Sir John Graham Court** and **Mrs Lydia Smith** of **Russell Hill Court**, both in **Larbert**, were married in October last year at the local Salvation Army Hall.

As you can see, Lydia looked lovely in her red dress as her handsome groom Ed looked on with pride. Residents from both developments were delighted for the happy couple.

The two developments have a close connection and often take part in activities and gatherings and this wedding has brought everyone even closer together. Congratulations Ed and Lydia, we wish you every happiness.



## Dates for your diary

**Sunday 25 March** – clocks go forward one hour

**Friday 30 March to Monday 2 April** – Offices closed for Easter

**Monday 7 May** – HQ closed for bank holiday

**Tuesday 1 May 2018:** Deadline for articles for Grapevine issue 86

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**.

## Flying high

In October last year, **Mr James Stark** of **Hanover Court** in **Banchory** went up in a glider at the Deeside Gliding Club in Dinnet. Mr Stark apparently had a great experience getting to take the controls for a while when he was gliding at 3000 feet.



# A well-earned rest

Sheryl Heggie, the development manager at **Weavers Court** in **Whitburn** has been in touch about two of her residents and the huge contribution they have made to both the development and to various charities over the years.

Sheryl said: "I would really like **Liz** and **Peter McKinlay** to get a special thank you for their tireless work for **Weavers Court** and also for various charities."

Liz and Peter were both committee members of the Registered Tenants Organisation (RTO) at Weaver's Court. Liz was the Treasurer and Peter was a general member then eventually the Chairperson. Sheryl tells us they all did a wonderful job of organising events and outings. When the RTO disbanded, Liz carried on organising events on her own with support from Peter for the following year and a half. Liz made soup every Wednesday in November and then donated the money to a chosen charity. Liz also organised this year's big get together in the local bowling club where other developments enjoy a yearly meet up with lunch and entertainment. This was a huge task. Then Christmas came and she arranged the panto, Christmas dinner and entertainment. Liz will tell you that she could not do it without her Peter who does so much work in the background.



The photo shows Peter getting a shave after donating £350 to Prostate Scotland. Over the years there were many charities who benefited from the couple's hard work. Liz and Peter have now retired from their positions and are enjoying their well-earned rest.

Sheryl told us: "A new committee is now in place and are picking up the reins and doing very well. We all wish them lots of luck and great success. Well done Liz and Peter."



## Boogie in the Bar

The residents of **Chandler's Court** in **Elgin** have been out enjoying non-alcoholic cocktails, dancing and generally painting the town red! A number of residents and one day-care client took part in an outing to Joanna's Nightclub in Elgin where Moray Health and Social Care ran a very successful "Boogie in the Bar" over 60's disco as a part of their falls prevention programme. Support workers Karen, Judy, Caireen and Chloe told us that everyone who attended had a brilliant time and they are looking forward to the next event in February.



## Fundraising in Aberdeen

In our December edition, we featured a number of developments who had taken part in MacMillan coffee mornings to raise funds for the charity. Unfortunately, we left out **Rosewell Gardens** in **Aberdeen** who raised around £360 for cancer care. Well done to you all and our apologies for the oversight.

# Meet Hanover's very own Bionic Man

**Mr Rod MacLaren** of **Hanover Gardens** in **Auchterarder** has been dealing with the loss of his sight since being diagnosed with Stargadt disease in 1994. The veteran, who served in Egypt, Aden and Gibraltar, said that he was increasingly relying on the help of strangers when picking out his shopping or selecting an audio book at the library.

Rod told us: "I have lived here for the past 18 years so I know my way around. But last year I was getting to the stage where I needed someone to accompany me to the supermarket to help pick out the products and tell me what they were. I would come back with the wrong items which was frustrating."

However, Rod is now able to "see" properly for the first time in over 20 years thanks to high tech glasses gifted to him by the Scottish War Blinded charity.

The glasses, known as the OrCam MyEye, turn text into speech, allowing Rod to "read" letters and articles, and manage his shopping and daily life independently.

Rod said: "When I was first told about the OrCam I thought it wouldn't be for me – I thought it would be a great big thing. But I was sold on it as soon as I had the demonstration. It's incredibly clever and very easy to use. It's a fantastic gadget and it makes a big difference to the day-to-day."



The OrCam was originally suggested to Rod by Scottish War Blinded outreach worker for Perth and Kinross, Marjory Kirkwood.

Marjory said: "I'm very pleased with how the OrCam has helped Rod so far. He's an extremely thoughtful and independent gentleman who is very active in his community. He truly deserves this piece of equipment."

## Baillie Court Breakfast Club

Residents from **Baillie Court** in **Motherwell** are pictured here at their breakfast club. After a fry up, they enjoyed some Christmas punch, beers and for some, a wee dram.



## Charity Knits

A resident at **James Hemphill Court** in **Lennoxtown** kindly knits all these lovely baby items to raise funds for local charities. The skilled and generous knitter would prefer not to be named but would like to thank all the other residents for donating wool to the cause.

## A visit from the Gala queen

For many years, **Inverkeithing** has not had a Gala Queen due to lack of a committee. However, last year the community managed to get a committee up and running and the Queen and her attendants visited **Friary Court** in October 2017. The young ladies presented **Mrs Lymburn** (one of the long term residents) with a posy of flowers.





# Hanover on wheels

This fantastic Go Kart has been made from scratch by **Lewis Shewan** from **Doocot View** in **Banff** and **George** from the day centre (both pictured). Lewis has been running a woodwork group, called "The Shed", at the development since May last year. He receives no remuneration for running the group but buys materials using money raised by the sweet shop trolley which goes around the development on a Sunday. He and his fellow woodworkers also use materials donated to them.

The plans for the Go Kart were in an old book that George came across and purchased for the grand

total of 50p and the Kart was raffled off at Christmas to raise money for the Friends of Doocot View. One attendee at the workshop has even made a large clock from an old coffee table, donated by a Doocot tenant.

The workbenches in the shed were made by Lewis from pieces of an old kitchen. He designed one of them as a standing bench and the other to cater for wheelchair users. As well as assisting clients to make furniture repairs, Lewis and the group have made items such as a dog kennel, a wheelbarrow, planters, bird houses, dibbers for the gardening group and pen and pencil holders to sell at the Christmas Fayre.



# Burns Night Celebrations

**Aigan Court, Dufftown** had the great privilege of having (some) of The Kinloss Military Wives Choir at their recent Burns Night Celebration on Thursday 25th January.

The choir sang a variety of songs including some by Vera Lynn and Rabbin Burns. The local co-op donated oat cakes and cheese and Walkers provided the shortbread.

The residents along with family and friends enjoyed a very special evening of entertainment.

Residents at **Granary Street** in **Huntly** were treated to a three course Burns supper courtesy of resident **Helen Rennie**. The Selkirk Grace was recited by **Ian Rennie** and **Jacqueline Smith** presented Helen with a bouquet of thanks for all her hard work. After the meal the residents had a quiz, which resulted in a lot of hilarity about some of the answers that were offered up.

Resident **May Elliot** of **Montgomerie Court** in **Ardrossan** got in touch with us via Facebook to share some pictures of the great Burns Supper enjoyed by all at the development.







# Kings Park Mews 30th Anniversary

There was a specially designed cake and fabulous afternoon tea laid on in the development lounge at **Kings Park Mews** in **Glasgow** to mark the development's 30th anniversary.

The lunch and cake were supplied by the local community centre café, which is run by Melissa, the grand-daughter of one of the development's residents, **Mrs Frances Hogan**. Everyone commented on how delicious the spread was, especially the selection of home baking.



# Music and Entertainment for Taylor Court

A promotional evening for **Taylor Court** in **Keith** was held at the Keith North Church Hall at the end of November last year with a bottle stall, a cake and candy stall and a raffle for a hamper. The hamper was won by **Margaret Simpson** of **Taylor Court**.

The entertainment was provided by Mike Hammer with a mix of music and was very much enjoyed by those who attended. Mike is a talented musician who rose to fame in the sixties and seventies and his performance brought back memories for many of the residents.

Manager June Maver was very thankful to everyone who support the evening and to her Casual Sheltered Manager, Joyce Morrison and Taylor Court's "Merry Band" of volunteers for all their efforts. Mike was praised for his astounding performance and also thanked for his support for Taylor Court. June hopes that this will continue with further visits.

# Longest running resident in Inverurie

Pictured here is **Mrs Ina Morrison** of **Hanover Court** in **Inverurie**.

Ina has been celebrating her 30 year anniversary of living at the development. At the development coffee morning, she was presented with a bouquet of flowers and heartfelt best wishes from her neighbours and staff.



# Rosewell Socials

We received a large number of lovely photos of residents and staff chatting, dancing and enjoying social get-togethers at **Rosewell Gardens** in **Aberdeen**. I'm only sorry we couldn't publish them all.







## Winter wonderland

**Margaret Gourlay** from **Hanover Court** in **Dunblane** sent us this stunning picture of the snowfall at her development.



## Celebrating 20 years of Sivewright Court

The 20th anniversary celebrations at **Sivewright Court** in **Kincardine** were so successful that residents and staff are already planning their 21st. There was a special buffet lunch laid on and two of the development's original tenants, **Hugh** and **Pearl Knox**, took on the task of cutting the cake, which included edible pictures of residents. Hugh said:

"We've had a great afternoon. My wife and I moved into our flat 20 years ago and we've never looked back."

## Partying the night away

Residents and staff at **Langcraigs Court** in **Paisley** celebrated their 25th anniversary in January with a special party night. The celebrations included music, dancing and an entertainer who kept the party goers amused well beyond 11pm.



## A Golden Anniversary in Tarves

**George** and **Jessie Simpson** of **Hanover Court** in **Tarves** recently celebrated their Golden Wedding Anniversary. They got together to celebrate with their family and to cut the cake at the Aberdeen Arms in Tarves. Congratulations to you both.





# Christmas Crackers



## Linkwood View, Elgin

Residents and staff at one of our newest developments, **Linkwood View**, went all out this Christmas. They hosted New Elgin Primary's primary 2, 3 and 4, who performed their Christmas show and the Magic Roundabout nursery for their Christmas carols performance. They also organised a Christmas Fayre which raised over £350 for the tenants' fund.

They took part in a very lively Christmas party, and served up a Christmas lunch. This was repeated on Christmas Day as the cooking was apparently fabulous! The residents also decided to have a New Year's Eve party, which was a great success.

Lastly, the staff and residents at the development raised £95 for the local radio cash for kids appeal, with a Christmas jumper day on 5th December.



## Muirfield House, Gullane

The residents of **Muirfield House** put on their gladraggs and headed out to the Open Arms Hotel in Dirleton for their Christmas meal.

## Larchfield Neuk and Slaeside, Edinburgh

The residents of **Larchfield Neuk** in **Edinburgh** enjoyed a festive Christmas lunch which took place in the church hall across from the development. Residents from the **Slaeside** development joined them and everyone had a great time. The men pictured are from **Larchfield Neuk** and the ladies are from **Slaeside**.



## St Margaret's Court, Edinburgh

Residents from **St Margaret's Court** held a Christmas coffee afternoon in December, complete with chocolate Santas!



## Baillie Court, Motherwell

Students from Braidhurst School in **Motherwell** visited with food parcels for **Baillie Court** residents before Christmas and stayed to join in with the quiz. Everyone enjoyed a good laugh and it was great to see the interaction between residents and pupils.



## Parkway Court, Alloa

Santa's understudy ("the Santapprentice") popped into **Parkway Court** in **Alloa** to spread some Christmas cheer.

## Craiglockhart Terrace, Edinburgh

The community living at **Craiglockhart Terrace** were treated to an extra special Christmas meal by local brewing giant Heineken. The brewery partnered with local charities to provide Christmas lunches for people in Edinburgh as part of a new campaign to reduce social isolation. Residents were whisked off to Tanner Lounge Bar for a delicious festive meal.



## Claycot Park, Edinburgh

A couple of years ago, the residents and manager of **Claycot Park** in **Edinburgh** decided to bring back the tradition of an annual meal out at Christmas and they have done so in style. With the help of two buses and three taxis, 28 residents and manager Sarah Montgomery made their way to the Edinburgh Capital Hotel to enjoy a fabulous lunch – once they had taken a selfie of course!



## Morris Court, Dalry

At **Morris Court**, the Christmas Fete raised an astonishing £600 for the Friends of Morris Court. Residents and staff also enjoyed a visit from the children of Dalry Primary School who sang Christmas carols as well as a festive Christmas dinner together.



## Turners Court, Stonehaven

The Christmas lunch for **Turners Court** in **Stonehaven** saw a fantastic turnout from residents and staff who enjoyed an excellent meal at the Station Hotel. They were joined by Mr Don French who entertained everybody by playing some Christmas carols on his accordion. Resident Dr. David Smail, who belongs to a local choir, joined him to sing and soon everybody else was singing as well.

Sheltered Housing Manager Claudia Santiago told us that they would not have managed to have such an enjoyable event without the help of George Harper, who kindly took everybody to the hotel and back home in his taxi bus.

## Hanover Court, Tarves

The **Hanover Court** social club laid on plenty of entertainment at the development over Christmas. Teachers, mums and the children from Tarves Playgroup entertained residents and staff with Christmas carols and some of their own songs. The development also had visits from the local Brownies and Rainbows packs and local school children.

The entertainment was rounded off with a concert for residents and friends from the village. They were entertained with songs from Peter Pan by an entertainer from a company called Cat's Pyjamas.



## Hanover Court, Peel Street, Glasgow

The residents of **Hanover Court** decided to try something a little different and took themselves off to the Finsbury Bar and Restaurant in Milngavie for a very enjoyable Christmas meal.



## Whyte Court, Kinross

Residents at **Whyte Court** enjoyed a friendly and festive meal together.



## Keir Hardie Court, Bishopbriggs

The residents at **Keir Hardie Court** in **Bishopbriggs** held a fabulous Christmas lunch in their development lounge. They also took the opportunity to present residents **Mr and Mrs Gordon** with a cake to mark their Diamond Wedding anniversary, which was on 12 December. Congratulations!

# News and information

## New Residents Portal

More and more of us are using the internet to pay bills and keep track of our finances. Hanover wants to give our residents the option to make rent and service charge payments online and also to report repairs, so we have launched a Residents Portal.

The Residents Portal is an internet based, secure site where you can access details about your rent and service charge accounts as well as make payments and report repairs. You can also check on the status of maintenance work for your property as well as update your contact details.

The Portal can be found on the Hanover website in the section called Residents Area. There you will see an option called **Login to our residents portal**. The first time you go into this, you will need to register using your unique account reference number, which begins with an x followed by five numbers. (You can find this on your rent or service charge statements.) You will also need to put in your surname and date of birth. You will then get instructions on how to create a password and once this has been done you will receive a confirmation message. After that, you will only



need your account reference number and your password to log in.

The portal is a secure site and your information is password protected. If you run into any difficulties, you can contact the Performance Team on **0131 557 7469**.

## WE NEED YOU – to tell us your stories



To mark the centenary of the end of the First World War, Hanover is working on a book containing a compilation of stories, poems, photographs and art from residents and their families about their wartime experiences. This is not limited to the First World War but to any conflict up to the present day. We are undertaking this project in partnership with Poppy Scotland. There are hundreds and thousands of stories out there and this is our opportunity to capture them for future generations.

One story that I heard recently involved a member of the Royal Artillery during the First World War. This lad was a farm boy from Ayrshire who initially went to war as part of the Cavalry and ended

up as a runner in the trenches. The story that I heard didn't involve the horrors of the trenches or any of the terrible things he no doubt experienced. He survived the war and, instead of bringing back some German helmet or other artefact, he brought home plants in his tin hat. He didn't have a garden but he did have a window box and as far as his granddaughter is aware, that's where the plants ended up.

It is astonishing and uplifting that in the face of all of that destruction, this man managed to bring home and nurture a tiny scrap of life.

Do you have any stories that you would like to be remembered? Please get in touch with us if you do – we can even help you with putting them down on paper.

We would like to have gathered in all of the contributions 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!



# Wi-Fi rollout

Whether you use the internet to manage your bank accounts and do your shopping or you just keep up with the news and catch up with friends, you cannot deny its growing presence and importance in our daily lives. For many people, the provision of access to the internet has become an essential service. In light of this, Hanover has taken the decision to roll out Wi-Fi in the communal lounges on all our rented sheltered developments with lounges.

Having Wi-Fi means that residents at these developments will be able to access the internet on their phones, tablets or laptops wirelessly. The planned roll-out will not only allow residents, staff and visitors easy access to the internet, it will also allow residents to access the Residents' Portal section of the Hanover website.

Four developments took part in the original Wi Fi pilot, which proved successful, and we anticipate that 15 sites will have it installed before the end of April 2018. Those 15 sites are: Craigview, Bo'ness, Harley Court, Falkirk, Sivewright Court, Kincardine, Airlie Gardens, Banff, Burnside Court, Buckpool, Taylor Court, Keith, Granary Street, Huntly, Hanover Court, Tarves,

Woodside Court, Grantown-on-Spey, The Green, Aviemore, Burnside Court, Alva, Parkway Court, Alloa, Hanover Gardens, Paisley, Hanover Court, Peel Street, Partick and Callieburn Court, Bishopbriggs.

The costs of the initial Wi-Fi installation and on-going maintenance will be met by Hanover. With regards to broadband this is already covered by the development service charge. At present the broadband is only used by the development manager, however with the connection to the Wi-Fi others will be able to gain access to the internet via this connection. There may be a small increase to the service charge to cover improving the speed of the broadband (to allow for others to use the connection), but in procuring this Hanover will pass on to residents the savings we can achieve from bulk purchasing.

One issue which has impacted on the speed at which Hanover is able to roll-out the installation of the Wi-Fi is the variable quality of the internet connection at some developments. However the Scottish Government has made commitments to increase the availability of superfast broadband which is now assisting our roll out programme.

Moving forward, Hanover will develop a guidance note to support residents in the use of the communal internet.

The provision of electronic noticeboards on developments is closely linked with the provision of Wi-Fi. Again, Hanover has run a pilot on a small number of developments and the feedback has proved positive. Electronic noticeboards allow for local information, such as social events, to be shared as well as corporate information such as contractor visits (eg for shower head cleaning). We anticipate that the boards will improve communications and the availability of useful information for residents. This will be particularly helpful when the Development Manager is not on site.

A suitable space within the development common area will be identified and the costs of the purchase and installation of the boards will be met by the Association. The roll-out of the boards will happen in conjunction with the roll-out of Wi-Fi.

We will be able to provide you with more information about the planned rollout to the rest of our developments later in the year.

## 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.**

# News and information

## Snippets



In our last issue, we mentioned that James Rowney had joined **Hanover's Board**. We have since added two new members. Fraser Mitchell and Stephen Lithgow joined us in November and all of the new members are very keen to get out and meet residents and staff over the coming months. We will be running profiles of all of our new Board members in future issues of the Grapevine.

**Guest Room Charges** – You may recall that in June last year we asked for feedback from you on the introduction of room rates rather than the current per person pricing structure.

We have now evaluated the views we received from residents and the decision has been taken to apply a nightly charge of £12 or £15 depending on the provision of ensuite facilities. This will take effect on 1 April 2018.

Whilst acknowledging this represents an increase to the single occupancy charge, it is still considered to be good value and more closely reflects the cost of providing this facility. All of the income generated from guest rooms will continue to be credited directly to the respective development account.

A big thank you to all those who took the time to get in touch.

**Age Scotland's helpline (0800 1244222)** provides information, friendship and advice through a confidential freephone number. The service is available for older people, their carers and families in Scotland. You can call them for advice about:

- local services and opportunities
- benefit entitlements
- care rights
- housing options and heating
- legal issues such as Power of Attorney

They can also signpost or refer you to a specialist or local service which can help you, or an opportunity to get out and about locally. They also have a Community Connecting service which aims to help connect callers with what is available locally.

**Tenants' focus group meetings** – Our most recent round of tenants' focus group meetings were held at the end of October and beginning of November last year and they proved to be lively and informative affairs. The issues discussed included guest room charges, Wi Fi on developments, the rent consultation, tradesman notification, security on developments, our proposed customer service centre, the new Letting and Leaving Standards leaflets, maintenance and landscaping contacts, Fuel costs, the Hanover HEART Customer Panel and the Armistice Day Centenary book.

Minutes of the focus group meetings are put up 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 on **0131 557 7469**.

The next round of meetings will be held during **April 2018**. Please get in touch with Anne if you would like to attend.

### Step Count Challenge 2018 –

It is hard to believe but it is nearly time for the Step Count Challenge again. Last year, Hanover staff and residents managed collectively to walk the equivalent of the coastline of Scotland almost five times over! Can we do even better this year?

The Step Count Challenge is an eight week walking challenge with a simple aim; walk more and feel the difference. Walking has lots of benefits. Active people live longer and healthier lives. Furthermore, walking is both easy and free. If you are a wheelchair user, you are still able to take part in the challenge. Last year we sorted out a milometer for the wheelchair belonging to one of our residents, so there is no reason wheelchair users cannot get involved.

Taking part is easy. You enter as part of a team of five people and teams can be made up of residents, staff or a mixture. You record your steps with us and we keep track of everyone's progress throughout the eight weeks.

The team with the most steps last year was the Rosemount Rockets with a total of 4,029,689 steps over the eight weeks. Do you think your team could do better?

Counting your steps is easy. You can use a pedometer that clips onto your clothing, an activity tracker such as a Fitbit or even your smart phone. Hanover is providing pedometers for everyone who registers 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 30 April.



# An exchange of ideas

It was after attending a tenants' focus group meeting at **Burnside Court** in **Buckpool**, that **Inverurie** residents decided that they were keen to arrange a visit to the development. They found themselves inspired by what could be achieved at **Burnside Court**, particularly in relation to the residents' lounge and the communal gardens and the visit left them with aspirations for making improvements to their own surroundings.

The purpose of exchange visits such as these is for residents to see what goes on at other developments, often in different localities, for them to swap ideas, usually on social events and activities.

At one time, **Hanover Court** in **Inverurie** had no social committee and having set one up, they found that they needed focus and direction to give them ideas to grow and make an impact for their fellow residents.

The Buckpool visit gave them a direction as a committee – it extended their horizons and gave them aspirations for their own development, as well as uniting them as a committee. Furthermore, it opened up the possibility of being involved in other forums, such as the focus group meetings and the Customer and Virtual Panels.

Inverurie Manager Cathy Paul has commented on how far the committee has come in a year and notes the pride that the residents now have in their development and their desire to improve standards. She has also noticed how having a common goal has opened up conversation between residents, and that there are now far more residents involved in the different social activities at the development.



Exchange visits are open to any group of residents. Where there is an existing social group on a development this makes it easier to arrange an exchange visit. However, a group of residents thinking of setting up a social group might find it beneficial to visit another development where there is a well-established group.

We will be hearing about other exchange visits in future issues and we would love to hear from you if you have found visiting another development to be beneficial.

If you would like more information about exchange visits please contact Hanover's Performance Team on 0131 557 7469; or email [CustEngage@hanover.scot](mailto:CustEngage@hanover.scot)

## Hanover Repairs Number

 **0800 389 0477**

In July 2017, we launched a new telephone number for residents to report repairs – **0800 389 0477**. The number takes you directly through to a member of our friendly Repairs Team between 9am and 5pm, from Monday to Friday. If you are in need of emergency repairs, you can still call the number out of hours and you will automatically be transferred to our Telecare Team.

**Unfortunately, some people are still using the old numbers, which could mean that repairs are delayed. Please make a note of the new number somewhere obvious or use our handy cut out and keep reminder.**

# Happy Birthdays



**Margaret Drylie** of **Parkway Court** in **Alloa** celebrated her 90th Birthday in style at a party with fellow residents. Margaret is pictured here (on the right) receiving her cheque and bouquet from Jean Keir and Jeanette Russell.



**Mr Ivan Williams** of **Burnside Court** in **Alva** has been in touch about the 100th birthday of fellow resident **Dr Ian Fraser**. Ivan told us: "We were delighted to celebrate this wonderful retired clergyman on his centennial birthday. Avril and Doreen, the part time Housing Managers did a most wonderful job of the decoration and organisation of the event."

**Dr Fraser** was congratulated on reaching his 100th birthday by Provost Tina Murphy and Vice Lord Lieutenant Mr John Spruce. He is pictured here with his immediate family – his two sons, Keith and Ian and their wives and his daughter Ann from America.



**Mrs Hubbucks** of **Friary Court** in **Inverkeithing** celebrated her 80th birthday in December with her daughter and a trip to Gleneagles Hotel for afternoon tea. She was then surprised with beautiful birthday cake.



To mark her 102nd Birthday, **Mrs Mary Fowlie** of **Rosewell Gardens** in **Aberdeen** was presented with a silver thistle pendant from Deputy Lord Lieutenant Gregory Poon and a card from the Lord Provost.





Residents and guests got together at **Hanover Grange** in **Grangemouth** to celebrate the 60th birthday of **Mr Brian Stoddart**. Lauren Byrne, daughter of resident Karen McLennan told us:

“Brian is a remarkable man who has been blind from birth and every day amazes all of us. Brian has no family support network but the residents of Hanover Grange have truly taken him under their wing. This sense of community was showcased last Saturday when they threw a party for Brian in the main lounge. The party was very well attended and I would love if the Grapevine could also help us mark this special occasion.”

A number of residents from **Weavers Court** recently celebrated big birthdays and were all presented with flowers from the Social Club. **Deverell Morley** turned 80 in December and had a party in a local club with friends, family and her neighbours present. **Moira Marshall** also turned 80 in January and had a lovely time with her family. **Rea Langlands** had her 90th birthday party in the development lounge with family and friends from the development. **Mary Kalugerovich** turned 90 in January and enjoyed a visit from her son who came up from England to see her. **Mary** also sent us this poem:

No much fun, believe me.  
When your turn comes, ye'll see.  
Dropping things, mislayin things  
Huntin for yer key  
Meeting folk ye ken  
An cannae mind their name.  
Tryin tae open jaur's  
See Baxter's baby beets!  
It taks the strength o ten  
Tae git the lid aff them  
Leavin on the lights,  
Knocking back the pills.  
Pavements that were level  
Chaingin intae hills.  
Staunin in the kitchen  
Wonderin why ye're there,  
Haudin ontae bannisters  
Tae help ye climb the stair.  
That's whit ye pit up wi.  
Still, it disnae dae tae moan.  
Weel past yer allotted span  
Ye jist keep ploddin on.  
Nothin else for it.

## Our congratulations also go to:

**Mrs Peggy Babbs** of **Turner's Court** in **Stonehaven** who turned 98 on 21st of January.

**Mr Eddie Larkin** of **Victoria Court** in **Hamilton** who celebrated his 100th birthday on November 11th 2017 and was congratulated by the Queen. Fellow resident Rita Cowan told us that Eddie would put most of us to shame when he struts down the corridor to lunch with vim and vigour. The staff and residents at the development celebrated Eddie's birthday with tea and cake.

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



# Customer Engagement

## Landscaping the future



The HEART Customer Panel is made up of Hanover tenants and owners and its role is to review the performance and delivery of services by Hanover. The ten members of HEART were introduced in previous editions of the Grapevine and the first issue that they decided to tackle was landscaping on developments. The reason for this is that landscaping appeared in the top three dissatisfaction categories in the 2016 Customer Satisfaction Survey results. Furthermore, Hanover's landscaping contracts were due to be retendered, with new contractors to be appointed from April 2018.

The Panel brought the dimension of the customer journey experience into Hanover's work on landscaping, a crucial but new strand in the revision of such an important service. The customer journey approach helps organisations to step into their customers' shoes and see their business from the customers' perspective. It helps organisations gain insights into common difficult issues and problems, how they can improve the customer experience, and define what is needed to deliver improved services. The Panel contributed their general comments not only from their own experiences but also from reviewing the comments made by tenants in the 2016 Customer Satisfaction Survey.

All ten Panel members reviewed and discussed draft maintenance specifications for landscapers to be used from April 2018 and their suggested amendments were incorporated into the finalised specifications.

In addition to this, two Panel members formed part of a working group, which was tasked with looking at better and more consistent ways of managing Hanover's landscaping contractors. This included drawing up new specifications for contractors, as well as contributing to the tendering process.

Mark Farey, Hanover's Director of Asset Management, commented:

"This is the first time we have procured the landscaping contract under the current procurement rules. It was a significant exercise with contracts amounting to £3m over a five year period to be awarded. It was very helpful in having a customer perspective and input at every stage of the process."

The work of the Panel will be reported to Chief Officers and Hanover's Board for their consideration. It will also be built on by the Virtual Panel, supportive of the Customer Panel, and through other Customer Involvement options, notably Development Walkabouts, when these are ready to be rolled out.

**HEART** stands for **Honest, Empowered, Accountable, Representative** and **Trusting** and these qualities mirror Hanover's core values.

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**.



# From the Chief Executive

## Our third Tenants' Conference is on its way

It is hard to believe but it has been more than a year and a half since our last Tenant's Conference. We had very positive feedback from the last event, including:

"Thoroughly enjoying the day here, lovely location, well looked after, good talks and fun, lunch beautiful. Thank you Hanover."

"Excellent. So nice to meet folks from so many different areas. Upbeat and great participation by tenants and staff."

This year's conference is on Tuesday 21 August at Stirling University and I am looking forward to seeing as many residents as possible at the event. The conference will take place in the same venue that we used in 2016 so mark this date in your diaries. We will have more details on what to expect and how to take part in the day in the June edition of the Grapevine.

One of the opportunities provided by the conference is for me and other staff to meet residents and gather views on various topics relating to the services that Hanover provides. I was delighted to be able to attend two out of three of the most recent Tenants' Focus groups in October and November last year



and one of the things that struck me in particular is the extent to which the range of topics discussed has grown, how rich and interesting and helpful the discussions were and indeed how positively involved everyone felt on the day.

My December column set out Hanover's purpose, commitments

and values. Key among our values is putting the customer first and going above and beyond. My vision for Hanover in the future is to be "best in class" in the role that we play and the services we provide. I know that we can achieve this. In order to do this, we need to communicate effectively with our residents, work closely with them and we need you to challenge us positively to do better. This means listening to your concerns and also to your ideas for improvements to our services.

I sincerely hope that you can come along to our conference and enjoy what we hope will be a very relevant and exciting programme.



## Money Matters

### Cheaper phone calls and broadband

Did you know that BT offers a phone and broadband package for benefit claimants? It is not something that BT promotes very widely but the package is worth checking out if you are in receipt of any benefits.

The phone package is £5.10 per month (including line rental) and includes free weekend calls. Calls during the week are charged but the bill is capped at £10 per month.

The broadband package is £9.95 per month (including line rental) and there is no installation charge. There is a monthly broadband usage limit of 12GB but that is plenty to allow customers to use the internet for essential issues and more.

You can find more information about BT Basic, including eligibility requirements, online: <http://btplc.com/inclusion/ProductsAndServices/BTBasic/Overview/index.htm>



# 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?

Below is 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](mailto:eastinfo@hanover.scot)

Broomlee Court, West Linton (sheltered)  
Hanover Court, Earlston (sheltered)  
Sivewright Court, Kincardine (sheltered)  
Rosemount Court, Carluke (very sheltered)  
Plenderleith Court, Kelso (sheltered)

### North

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

Airlie Gardens, Banff (sheltered)  
Glebe Court, Kingussie (sheltered)  
Doune Court, MacDuff (sheltered)  
Bridge of Dee Court, Aberdeen (sheltered)

### West

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

MacNichol Place, Kilmarnock (amenity)  
Market Close, Kilsyth (amenity)  
Creighton Court, Kilmarnock (sheltered)  
Baillie Court, Motherwell (sheltered)  
Montgomery Court, Paisley (very sheltered)  
Orchard Court, Renfrew (very sheltered)  
McAlpine Court, Wishaw (very sheltered and sheltered)

# New Developments

On 18 January, Hanover's newest amenity development opened its doors to tenants for the first time. **Kesson Court** in **Elgin** offers 21 apartments for residents in the Moray area. The development has been named after local novelist, playwright and radio producer Jessie Kesson who was born in the area.

On 1 February, work was completed on ten new Hanover properties which form part of a larger housing development on **Heathfield Road** in **Ayr**. There are eight modern cottage flats and two semi-detached properties. The development is situated in a quiet residential area and looks onto the playground of the local school. The properties have been designed to meet the growing demand for affordable housing in the area and have already had significant interest from the general public.





# 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 86 (June 2018) of Grapevine is **Tuesday 1 May**.

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.

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 £25 prize for our 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 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 .....

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

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

The winners of the last Sudoku competition were **Sheena Callachan** of **Whyte Court** in **Kinross** (east), **Maggie Lawrence** of **Milnescroft Court** in **Fochabers** (north) and **Greta Trotter** of **Alexandra Court** in **Prestwick** (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 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!

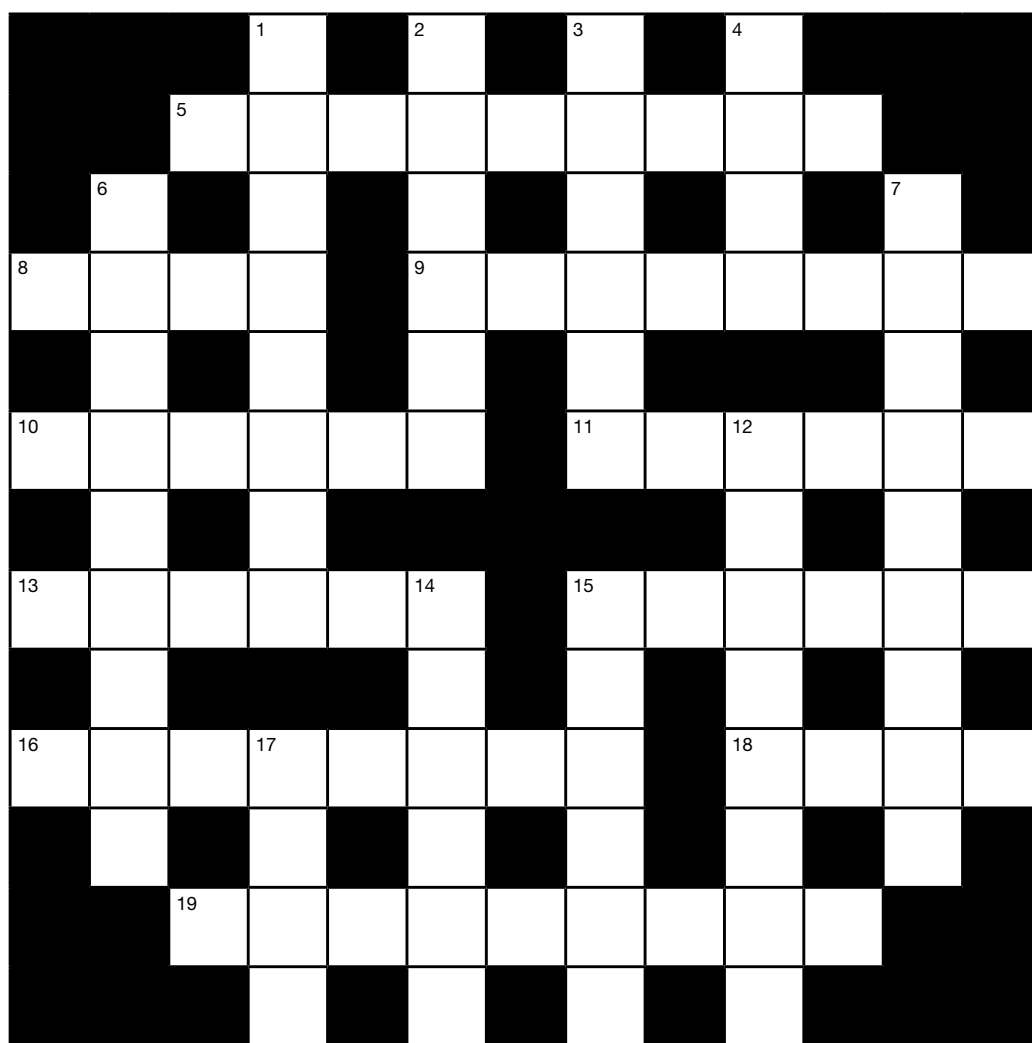
Name.....

Address.....

.....

.....

Postcode .....



## ACROSS

- 5 Author of the Harry Potter books (1,1,7)  
 8 Back part of the foot (4)  
 9 The largest living land mammal (8)  
 10 Racing driver who won the World Championship five times in the 1950s (6)  
 11 Spring festival associated with eggs (6)  
 13 Term for cricketing gear (6)  
 15 Nickname of Southampton football team (6)  
 16 Salad dish made with raw cabbage in a mayonnaise dressing (8)  
 18 One of the Channel Islands on which no motor cars are allowed (4)  
 19 Measurement of length, equivalent to approximately 0.62 miles (9)

## DOWN

- 1 Window in a roof (8)  
 2 Music written by Ravel used by Torvill and Dean in their Olympic-winning performance in 1984 (6)  
 3 The wool of a sheep (6)  
 4 Unit of measurement – 12 to the foot (4)  
 6 Athletic event for men involving ten disciplines (9)  
 7 A list or catalogue of items (9)  
 12 Household equipment for cutting paper, cloth etc (8)  
 14 Food fish which swims up river to breed (6)  
 15 'Tom -----' novel by Mark Twain (6)  
 17 One of the Great Lakes (4)

The winners of the last crossword were: **Mr Stuart Reid** of **Hanover Grange** in **Grangemouth** (east), **Mr J Doran** of **Hersbruck Court** in **Lossiemouth** (north) and **Janey Tyre** of **Montgomerie Court** in **Ardrossan** (west). Congratulations!

The answers to the last crossword are:

**ACROSS:** 8 Minestrone, 9 Myrrh, 10 Star, 11 Absolute zero, 12 Roast, 13 Sheaf, 15 Noel, 16 Eggs, 18 Reins, 20 Advent, 21 Pagoda, 23 Flock, 24 Ache, 25 Port, 26 Eagle, 28 Nerds, 30 Christmas Eve, 33 Crib, 34 Niece, 35 Poinsettia

**DOWN:** 1 Winter, 2 Retreats, 3 Steak Tartare, 4 Toys, 5 Wellie, 6 Brezhnev, 7 Thirteenth, 9 Mat, 13 Skiff, 14 Frankincense, 17 Gramophone, 19 Scone, 22 Outlines, 24 Apricots, 27 Grappa, 29 Spirit, 31 Toe, 32 Enid