

GRAPEVINE

The newsletter for Hanover's residents



Exotic visitors



According to **Craigview** Manager Marian Reynolds, when they say never work with children and animals, they are wrong!

Residents of the **Bo'ness** development, along with their grandchildren and great-grandchildren, had a wonderful time at the beginning of May when Byron from Zoolab brought some creatures of the rainforest to

visit. Zoolab run animal handling experiences for all ages and Byron brought along animals including a giant African land snail, a giant African millipede, a turtle and a tarantula.

Marian told us, "It was fun, thrilling and educational for residents and children. I have new respect and absolutely no fear of these creatures now."

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Welcome!

Hello and welcome to our very royal September edition. Not only can you read about the Hanover residents who were invited to the Queen's Garden Party in Edinburgh in July, you can also see what some of our developments got up to on the day of the Royal Wedding in May.

In the meantime, I have been on my own mini royal tour in the west. The good people of Apsley Street in Glasgow kindly shared a couple of coffee mornings with me and I also called in at Keir Hardie Court and Callieburn Court in Bishopbriggs and chatted with residents and staff.

I think I might try and wangle a trip to Baillie Court in Motherwell pretty soon – I really like their approach to a Breakfast Club. They had bacon rolls and a wee dram at Christmas and during the summer, they grilled cheeseburgers and enjoyed them with Prosecco, beer or wine. That's my kind of breakfast! You can see them enjoying their treat on page 4.

If there is anything else you would like to see in future issues, don't hesitate to get in touch.

Sara Stewart

Around the houses

Tarves Tapestries

Four residents from **Hanover Court** in **Tarves** have contributed to a stunning local tapestry project which depicts the community, past and present.

Margaret Sheridan, Jessie Simpson, Margot Britton and **Nellie Rae** took part in the enterprise which has been organised by Tarves Heritage Project.

Last year, the community project invited locals of all ages to take part in creating tapestries portraying the story of Tarves.

Mrs Simpson decided to depict their housing development in Tarves by weaving the Hanover Scotland logo. Other designs include, 'Mouse' by Nellie Rae, 'Mouse Stealing Wheat' by Nellie Rae and Jessie Simpson, 'Prop of Ythsie' by Margot Britton and 'Roadside Flowers' by Margaret Sheridan.

Work started on the tapestries in July 2017 with volunteers from Tarves Heritage visiting residents to speak with them about what it was they were looking for. Residents were asked to create something that they thought was relative to Tarves and surrounding areas. The individual tapestries were then mounted and, in April 2018, a private viewing



was offered to those who had participated.

Jessie Simpson said: "All four of us were very proud to have taken part in creating these tapestries. It means a lot to us and we are honoured to have taken part. We hope that other people who see these tapestries now and in the future enjoy them and the insight in to the local communities that they give."

Michelle Kidd, Hanover Court's sheltered housing manager, said: "The residents have really enjoyed taking part in this project. There is so much detail in some of the tapestries you could stand and look at them for hours and still notice something different when you see it again.

"This kind of activity just shows how much our residents are involved in the local community in Tarves and the surrounding area."

In June, residents from **Hanover Court** in **Inverurie** visited the Tarves development for a coffee morning and to admire the tapestries.

Saltire Society Commendation for Linkwood View

The design of Hanover's **Linkwood View** development in **Elgin** has been commended in the Saltire Society Awards in June after judges found the development was a "template to provide future care to a growing elderly demographic with dementia."

Linkwood View was designed and built by Springfield Properties and Kraft Architecture and was commended in the Innovation in Housing category by the Saltire Society. The judges praised in particular the courtyard design, the open walkways and the environmentally friendly heating system.

Hanover Chief Executive Helen Murdoch said, "From the beginning of this project, Hanover, along with Moray Council, were determined that it should become a leading light



in the provision of new homes for people with long-term conditions such as dementia.

It is a beautiful place to live and, since Linkwood View has opened, we have seen residents enjoying and benefiting from the

development's first class design features and enjoying an excellent quality of life."

This recognition follows Linkwood's award for Social Housing Development of the Year from Premier Guarantee, which it received last year.

Dates for your diary

Thursday 27 September: Hanover's AGM Edinburgh

Friday 28 September: MacMillan World's Biggest Coffee Morning 2018

Sunday 28 October: Clocks go back one hour

Thursday 1 November: Deadline for articles for Grapevine issue 88

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**.

Brunch in the sun

Members of the **Baillie Court** Breakfast Club took full advantage of the lovely weather recently and opted to enjoy the club's fourth anniversary brunch outside. They decided to grill cheeseburgers rather than the usual bacon rolls and washed them down with prosecco, beer or wine. The group were treated to lots of toots and waves from passers-by from the friendly local community.



Dove Street Diamonds

Mr and Mrs Norrie and **Sheena Suttie** of **Hanover Close**, Dove Street in **Glasgow** celebrated their 60th Wedding Anniversary in March along with fellow residents and family.

Everyone had a fantastic night in the lounge where Mr and Mrs Suttie had organised entertainment and a buffet and the day itself was extra special for the couple as they received a card from the Queen wishing them well.



Yesterday Once More



DJ and presenter Dave Marshall (who some of you may remember from our Tenants' Conference in 2016) took residents from **Hanover Close** in **Glasgow** on a journey of reminiscences using music from the fifties, sixties, seventies and eighties.

Pictured are **Mr Alexander** and **Mr Bookless** who, with fellow residents, thoroughly enjoyed the experience.

Warm welcome for Livingston MSP

Angela Constance MSP met recently with residents and staff of **Hanover Court** in **Livingston** as part of a tour to view upgrades to homes at the development.

Residents, including **Mrs Emmie Brown** and **Mrs Elizabeth King**, welcomed Ms Constance into their homes to show her the upgrades and share their experiences of the improvements. This included new highly efficient gas central heating combination boilers that were installed in October 2017, replacing electric storage heating systems.

During her visit, Ms Constance heard that the new heating

systems are easier for residents to use when controlling the level of heat in their homes and have saved them money despite “the long, cold winter this year”.

Ms Constance said: “I was very impressed by the accommodation on offer and the difference the new gas central heating system in particular has made to residents’ lives. Everyone needs and deserves a warm home that is affordable to heat. It was also great to see the strong sense of community among the residents and staff at Hanover Court.



Loneliness and isolation is now recognised as a public health issue which has wide ranging consequences for those affected and earlier this year the Scottish Government announced a new draft strategy to tackle it. Housing has a key role to play and the experiences at Hanover Court are testament to this.”

Local MSP visits Varis

Local MSP David Stewart called in to visit **Varis Court** in **Forres** during July. Mr Stewart was keen to take a look at the Acute Care Unit and speak to staff and residents about the innovative approach to housing and care that Hanover is working on at the development.

Afterwards, Mr Stewart said, “Another great visit in Moray

today to Varis Court, Forres. This is a unique facility, in fact the only one of its kind in the UK, where Hanover Scotland and the NHS are so closely linked with the 33 accommodation facilities for those with health needs and the five acute short term care facilities. Thanks to Mike Martin, Hanover Housing Chair, Stephanie and Barbara the local Management Team



and Staff Nurse Campbell along with some of the happy residents for making this another excellent visit.”



Combating loneliness

In our June edition, we reported that the social group at **Hanover Court** in **Dunfermline** had been awarded £2000 by the Lintel Trust to support a programme of events to help combat loneliness. The first of those events took place on 16 May when more than 100 residents from a number of developments got together for a big party at the Headwell Bowling & Social Club in Dunfermline.

Classic day out

Some of the residents of **Granary Street** in **Huntly** headed out on a bus trip to Cullen recently. They enjoyed an excellent meal at Linda's Fish and Chip Restaurant, (which they thoroughly recommend if you're ever in Cullen). It was then time for an ice cream from the Cullen Ice Cream Shop, with its huge selection of flavours. After all that, they headed to the beach for a walk along the sand to finish off a great day out.



Dunfermline development celebrates a quarter century

Thirty-three residents from **Hanover Court** in **Dunfermline** got together to enjoy a special afternoon tea to celebrate 25 years since the development opened. Musical entertainment was provided by two-piece band The Sabres, whose member **Bobby Cook** lives at Hanover's **Whyte Court** development in **Kinross**.

Hanover Court's oldest resident **Mrs Mary North**, who has lived at the development for 25 years, had the honours of cutting the cake.

Mrs North commented: "I had a great afternoon celebrating Hanover Court's anniversary. It was lovely to see everyone come together to mark the occasion and we all really enjoyed it."



Fiona Anderson, Hanover Court's development manager, said: "Our development's 25th anniversary was the perfect excuse to get together for a party. Everyone had a brilliant time. I'd like to thank all the residents who made the event so special and to The Sabres band for keeping us entertained."

Sharing memories in Bo'ness

The children of St Mary's Primary School in **Bo'ness** came along to Hanover's **Craigview** development to interview the residents about their memories of the Bo'ness Children's Fair Festival over the years. The town has held the event annually since 1897.

The school is doing a project about the Fair and residents shared their memories of taking part as children as well as memories of their children taking part. The residents also showed the class costumes and other memorabilia and photos they have treasured.



The completed project was displayed in the Bo'ness Town Hall on 15 June.

Manager Marian Reynolds told us: "All the residents who met the children enjoyed the visit. The children are naturally excited and enthusiastic about the big day when they and their school host the Fair, which is the largest event of its kind in the country."



Summer Nights

The residents of **Rosewell Gardens** in **Aberdeen** had a great time at their Summer Party night.



The Big Brew

The Big Brew is an annual event held to raise vital funds for the armed forces charity SSAFA. Some of the residents at **Granary Street** in **Huntly** took part this year and managed to raise more than £120 for this worthy cause. There was home baking and tea on offer as well as a raffle. **Jacqueline Smith** of the Residents' Committee told us that special thanks should go to **Helen Rennie** and **Jess Smith** for all the lovely home bakes.

The Glams of South Lodge Court

Meet the GLAMS of **South Lodge Court** in **Ayr**, so called because they are made up of Gordon, Liz and Marilyn. They have been entertaining their fellow residents with some lively performances!



All change at Strawberry Bank

Residents **Mr and Mrs Mcleod** of **Strawberry Bank** in **Peterhead** have been running the social fund at the development for over three years and have now decided to step down due to ill health. Tenants and staff presented Mr and Mrs McLeod with a voucher for an evening meal at Saplindrae Hotel and a sum of fifty pounds to spend on themselves in thanks for all of their hard work. Fellow resident **Mrs Margaret Lambert**, with the support of fellow tenants, has kindly volunteered to take on the position of treasurer.



Singalong

Residents and family from **Hanover Court, Tarves** are pictured here having fun in a singalong with Mike Hammer.

Royal Garden Party

The Queen's Garden Party at Holyrood Palace was held on Wednesday 4 July this year and Hanover residents **Mr and Mrs G Taylor** of **Hanover Court** in **Inverurie** were delighted to be invited along. They enjoyed fantastically sunny weather, delicious food and drink and, of course, some royal company.

Ms Rita Cowan of **Victoria Court** in **Hamilton** also received a royal invitation to the Garden Party and she told us a little about her experience: "What a lovely day! The sun was shining and everyone was dressed up in their finest. The Queen was radiant, as ever, with her sons Andrew and Edward. Nicola Sturgeon looked every inch the First Minister.



The gardens were aglow with colour and the crowds murmured their admiration for the Royal visitors and their regimentally dressed attendants. Tea and cakes were beautifully presented and there was plenty to eat and drink on offer."

Rita finished by telling us: "Being invited to the Garden Party at Holyroodhouse was amazing and I have my invitation as a keepsake of that very special day."



Kelso Laddie calls in



In 1937, the combination of a Charities Parade, the Local Shopping week and the service for those who fell at Gallipoli resulted in the first Kelso Civic Week with a Kelso Laddie. The Kelso Laddie now leads an annual cavalcade to Yetholm. The Laddie for 2018 is Sean Hook and he visited the residents at **Plenderleith Court** during Civic Week.

Art Grant for Sunnyside

After visiting **Sunnyside Court** in **Edinburgh** to talk about scam awareness, the people at Santander Bank presented the development Art Group with a cheque for £250 to be used for purchasing materials or for a visit to an art gallery.

We look forward to hearing what you get up to!



Dainties, diadems and decadence

The May wedding of Prince Harry and Megan Markle provided a great opportunity for Hanover residents to dig out the bunting and flags and enjoy a day of good food and posh frocks.



The residents at **Hanover Court** in **Castle Douglas** put all of their creative skills to the test with a royal wedding hat competition. They rounded out the day with a buffet, a raffle and music. The three ladies in the centre of the photo were declared the winners of the hat competition.



At **South Lodge Court** in **Ayr**, a number of residents gathered in the lounge to watch the proceedings and enjoy afternoon tea.



The folks at **Hanover Grange** in **Grangemouth** got dolled up for the occasion, with a party arranged by Karen, Agnes, Jean, Cathy and Margaret.



Manager Bridget Rutherford and her grand-daughter Alex were busy bees on the day of the wedding. They attended celebrations at both **Lochhead Court** in **Stewarton** and **Mill Court** in **Kilmarnock**, where residents enjoyed refreshments to go with the entertainment. Alex made the most of her opportunity to wear her tiara.



The residents of **Strawberry Bank** in **Peterhead** celebrated the Royal Wedding with a buffet, party and entertainment. **Mrs Isobel McLean** won the prize for funniest themed royal wedding hat.



Nifty Knitters

Calling all knitters! The Trauma Teddies appeal is a partnership project between Children 1st and Police Scotland, where knitted teddies will be provided by police officers to comfort children affected by traumatic events.

Trauma teddies will be given as a simple distraction to help take a child's focus away from potentially upsetting circumstances and help police officers build a relationship and turn the experience

into something positive. The scheme will run initially in Dundee. Finished teddies can be handed in to any police station for the attention of Longhaugh Community Police Team or any Children 1st office, where they will be dressed and distributed.

If you are interested in taking part, please get in touch with us at grapevine@hanover.scot or on 0131 557 7437 for the pattern.

Meanwhile, the residents of **Montgomerie Court** in **Ardrossan** have been knitting these adorable items for the premature baby unit.

At **Hanover Court** in **Tarves**, **Nellie** is the development's very own charity knitter. Nellie just



loves to knit and attends the Chatty Knitters on a Tuesday afternoon. She is pictured here with her Teddies and Fish and chip vests and hats. Over the years Nellie has knitted between 800 and 1,000 items – amazing!



Sunrise Walk

In June, **Granary Street** Manager Emma Coomber, along with her husband David and residents **Ian Rennie** and **Jacqueline Smith** took part in the 10k Sunrise Walk to raise funds for Marie Curie. There was lots of laughter to be had along the way and some very tired legs at the finish.



Tea and sunshine

Some of the residents at **Craiglockart Terrace** in **Edinburgh** took full advantage of the rays to sit out and enjoy a cup of tea and some strawberry tarts at the beginning of July.



South Lodge Court musical afternoon

The residents of **South Lodge Court** in **Ayr** were recently treated to a musical afternoon in the development lounge.

Jethart Callant visit

The 2018 Callant or 'young man of the town' visited **Queen's Court** in **Jedburgh** at the beginning of July, accompanied by his henchmen and his Herald. The Callants were born from the core of the Peebles Beltane Festival in 1937 and to this day they continue in the tradition of helping develop and nurture the festival to make it one of the biggest summer festival occasions in the Borders.

The Callant for 2018 is Nick Arnold and he was welcomed by resident **Mrs Beatrice Grieve** who was nominated by her fellow residents to present him with a beautiful set of cufflinks engraved with his initials.



Jam and afternoon tea

Mr Ally Ironside of **Hanover Court** in **Inverberie** has been in touch to tell us about the development summer outing to Mackay's Jam Factory followed by afternoon tea at Meadowbank in Arbroath.



News and information

Snippets



Hanover's current **insurance cover** with Zurich Municipal expires on 1 August 2018.

Following a full EU tender exercise earlier this year, the Association is pleased to announce that Zurich Municipal were the successful bidder and as such, cover will remain in place with Zurich Municipal.

The current cover for both Building Insurance and the Tenants Contents Insurance Scheme is unchanged and will simply continue from 1 August 2018.

New "Summary of Cover" documentation will be available in early September, and will be obtainable by contacting your development manager or Jane Mitchell, Finance Administrator on 0141 553 7390.

If you have any questions relating to insurance, please contact Karen Jamieson, Senior Finance Officer – Risk Management, on 0131 557 7492

The autumn round of **tenants' focus groups** will take place in October in the North and November in the East and West. If you would like to attend any of the meetings, please call 0131 557 7469.

The Scottish Prison Service have been recycling **garden tools** in their workshops. The tools are as good as new once they have been through the workshop. They then donate them to community garden projects and charities free of charge. The residents at **Craigview in Bo'ness** have already benefitted from this. There are a wide range of tools available including some adapted for use sitting down. Contact Grant.Young@sps.pnn.gov.uk for more information.

Age Scotland has produced a **guide to housing options for older people in Scotland** as part of its suite of information leaflets on everything from claiming benefits to legal and family issues. Call their helpline on 0800 12 44 222 for more information.

The aim of having a **communal lounge** on developments is to provide somewhere for residents to meet together socially. This could be informally in small groups or at functions which potentially involve the whole development, such as coffee mornings and residents' meetings.

The lounge is available to be used for functions open to all residents and which

they would be comfortable attending. Such events could include residents' birthday parties, wedding anniversaries and funeral teas, but this is not a complete list. No resident should feel excluded from these functions. Non-residents e.g. relatives are welcome, by invitation, at these events.

Bookings by residents for private functions which are not open to all residents or which they do not feel comfortable attending will not be accepted over the Christmas and New Year period. Whether such bookings are accepted at other times of year will be determined by the residents on individual developments.

Did you know you can get copies of the Grapevine in **alternative formats**? If you are struggling to read the text, we can provide the magazine in larger text. We can also provide an audio version, either on CD or on a memory stick to be used in one of these Sovereign USB speakers. Get in touch with us or speak to your manager to try it out.



A word from a Hanover owner

In our June edition, we made a plea to hear from more of Hanover's owner occupiers. One of our residents from the west got in touch and we had a great chat about the importance of staying active as you get older and exercising not only your body, but your brain. As a result of this conversation, the resident in question sent in the following article.

New Horizons

Death is one side of a coin, the other is new beginning so taking this on board, I decided in my early 70s to relocate to another area. Knowing the importance of meeting with 'like-minded' people, my first task was to identify which of various organisations appealed to me.

The Opportunities in Retirement (OIR) in the area catered for those wishing 'activities' and was well subscribed. The University of the Third Age (U3A) offered more cerebral pursuits. Both of these help keep 'mental stagnation' at bay.

Then someone recommended Strathclyde University who offer courses for over 55s. I attended their Open Enrolment Day. It was truly amazing and exciting to meet and mingle with such a large number of retired men and women all vying to 'sign up' for their choice of subject. These run from leisure interests across to more serious credited subjects.

My first choice was Basic Psychology and over the next two years I learned about such things as the Milgram Experiment, the findings of which remain applicable today.

This was followed by 18 months doing Forensic Psychology, finding out how to recognise



what a Personality Disorder is and just how interesting it can be, again applicable today.

My last course was two years on Creative Writing, which was excellent and identified a skill previously unacknowledged.

All subjects are informative and presented superbly. In addition, there is the opportunity to socialise with others in a meaningful way. Obviously coffee mornings and barbeques have a place but remember the maxim: "You only get out as much as you are willing to put in".

So my advice to those looking for something different? **Carpe Diem!** (Seize the day!). (Incidentally, I have obtained 130 credits so far.)

PHB – Hanover Owner Occupier

News and information

WiFi in communal areas on developments

We are continuing to roll-out WiFi to communal areas on developments. Here are the planned installations for the rest of 2018 and up until 31 March 2019.

2018			
01 October	073	Hersbruck Court	Lossiemouth
03 October	130	West Park Court	Elgin
05 October	026	Netherport	Elgin
16 October	112	Milnescroft Court	Fochabers
18 October	092	Aigan Court	Dufftown
22 October	007	Coppice Court	Grantown-On-Spey
24 October	039	Glebe Court	Kingussie
26 October	033	Glen Grove	Newtonmore
30 October	083	Victoria Court	Fort William
05 November	025	Walter Cameron Way	Corpach
07 November	060	Heatherlee Court	Kinlochleven
09 November	055	Langlands Court	Hawick
13 November	049	Queens Court	Jedburgh
15 November	061	Plenderleith Court	Kelso
19 November	082	Glenfield Court	Galashiels
21 November	020	Halyrude Court	Peebles
23 November	072	Broomlee Court	West Linton
27 November	027	Hanover Court	Castle Douglas
30 November	213	Dowding House	Moffat
04 December	091	Princes Square	Troon
06 December	078	Mill Court	Kilmarnock
10 December	105	Creighton Court	Kilmarnock
12 December	151	Lochhead Court	Stewarton
14 December	030	Eglinton Court	Saltcoats
18 December	142	Montgomerie Court	Ardrossan
20 December	200	Banktop Court	Johnstone



2019

07 January	104	Hanover Court	Johnstone
09 January	124	Langcraigs Court	Paisley
11 January	165	Montgomery Court	Paisley
15 January	093	Nitshill Road	Glasgow
17 January	071	Windlaw Court	Glasgow
21 January	042	St Mary's Gardens	Barrhead
23 January	080	Kings Park Mews	Glasgow
25 January	036	Hanover Close	Glasgow
29 January	122	Blackfriars Court	Glasgow
31 January	017	Apsley Street	Glasgow
04 January	119	Pinewood Square	Glasgow
06 February	053	Harrow Court	Glasgow
08 February	058	Keir Hardie Court	Bishopbriggs
12 February	134	Kelvin Court	Kirkintilloch
14 February	113	James Hemphill Court	Lennoxtown
18 February	125	Baillie Court	Motherwell
20 February	128	Weavers Court	Whitburn
22 February	035	Livery Street	Bathgate
26 February	108	Church Street	Broxburn
28 February	041	Hanover Grange	Grangemouth
04 March	094	Whyte Court	Kinross
06 March	127	Hanover Court	Dunfermline
08 March	103	Friary Court	Inverkeithing
12 March	023	Veitch's Square	Edinburgh
14 March	013	St Margaret's Court	Edinburgh

Volunteers in the Spotlight

National Volunteer Award



Inspirational **Cairndow Court** resident **Ruby Gray** has been honoured with a National Volunteer Award for her work with a scheme called Hear to Help, which assists people with hearing aids. Ruby was presented with the award at the Hilton Hotel in Glasgow in May and Cairndow Court manager Morag McLean told us, “Ruby was shocked to receive this award but very happy and delighted to be chosen.”

Ruby has been deaf since she was 20 years of age. She has brought up a family, has been a Nursing Auxilliary and also trained to be a Nurse. When Ruby was 34 years old, sadly her hearing deteriorated and she had to be fitted with a Cochlear Implant in 2000. Ruby has worked over the years with many volunteer groups and always enjoyed the aspect of helping and listening and has also been learning lip reading and finger spelling.

Three years ago, Ruby saw an advert about Action on Hearing Loss in her local newspaper. They were looking for volunteers and she decided to apply for a new scheme called ‘Hear to Help’, to assist with hearing aids. The volunteers are trained to fit new batteries and tubing and to assist with cleaning and advice. Ruby felt that this was something she could do and understood the need for this service. She applied and was accepted. It is as a result of this work and her compassion and tenacity in fighting for access to better services so that people can receive the care they need that she has been honoured.

Morag told us: “Ruby is very friendly and helps people when she can and not just in her volunteer work and spreads the word about Hear to Help. Ruby certainly deserves The National Volunteer Award.”

Board profiles

Hanover has four new Board members and we heard from Stephen Lithgow and Fraser Mitchell in our June edition. This time, we have been speaking to James Rowney and Margaret Whoriskey.

James Rowney

Tell us about yourself

I am Head of Solutions at the Royal Bank of Scotland, my team provides specialist advice to corporate and commercial customers at critical times. I'm from Glasgow and now live in Edinburgh with my wife and three sons. I still enjoy playing football and I'm a season ticket holder at Clyde.

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

I have a passion for housing having been involved over

a considerable number of years in many facets. I care that older people can access good quality housing to meet their individual needs at an affordable rent/service charge and that they are provided with the first class customer care they deserve.

What are your ambitions for Hanover in the future?

I hope that my property and financial skills can be used to assist Hanover in shaping its future, in setting and



meeting its strategic goals and objectives, and in helping it to continue flourishing and providing a quality service that is of real worth to its residents and to the wider community.

Margaret Whoriskey

Tell us about yourself

I am an advocate for the potential of digital innovation to transform health and care provision and in my role in Scottish Government I lead the national programme to drive adoption of technology to transform health and social care. I am responsible for the national Technology Enabled Care Programme which is aiming to support at scale deployment in Scotland.

I also have a lead role in the development of policy on Technology Enabled Care.

I have a busy family life with three grown up children and two grandchildren on the way. I have family in Ireland, where I was brought up, so visit there as often as I can. I enjoy keeping active and travel, and plan to walk the West Highland Way in October.

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

I was keen to join the board to contribute to approaches to how we design smart housing and support people to live well and independently in their communities.



What are your ambitions for Hanover in the future?

I am sure Hanover will continue to develop and provide innovative housing models for people across Scotland and I look forward to being part of the work going forward.

Hanover in Bloom

From pots to patios, hanging baskets to whole flowerbeds, many of you have been hard at work creating stunning plant and floral displays for your gardens at Hanover developments. I only wish we had room to print more of the amazing pictures we have received.



Mr Flaherty of **Liddells Court** in **Bishopbriggs** made these cute little flower pot people for the communal garden in his development.



Mrs Beatrice Tait of **Pinewood Square** in **Drumchapel** has been growing pots of colour over the summer.



James Ross of **Burnside Court** in **Buckpool** also put some beautiful photos on the Blether page of the very striking beds at his development.



The gardens at **Wallace Court** in **Lanark** were looking resplendent at the start of the annual Lanimer Week celebrations in the town.



Silvia Ewings Mcainsh of **Saltcoats** got in touch via the Blether Facebook page to share this picture and to say, "My wee bit garden at **Eglinton Court** is small but I love to potter in it."



Brian Bradford of **Slaeside** in **Balerno** sent us some fabulous pictures of the gardens at his **Edinburgh** development.



The tenants at **Dowding House** in **Moffat**, have put in a team effort to create a lovely rock garden and arranged a wall plaque to mark the 100th anniversary of the Royal Air Force. (Thanks to Mr Halkett for the photograph.)

Brian told us, "While we are "blooming" happy with the present result, summer is not quite over and I can assure you there are still a lot more late flowering species waiting to dazzle us with their late autumnal appearance."



The local Brownie pack planted these lovely pots for the residents to enjoy at **Plenderleith Court** in **Kelso** in May.



This stunning Rhododendron flowered during the spring at **Hanover Court** in **Tarves**. The residents also went out for a bus trip to Raemoir Garden in Banchory, where they had lunch and enjoyed a look around before bringing some plants home to brighten up their gardens.



The residents of **Montgomerie Court** in **Ardrossan** made the best of the lovely weather.



Pictured here are some of the residents of **Cairndow Court** in **Glasgow** supporting neighbour **Sandra Low** who has two allotments that she tends to. There was a small Open Day at the Holmlea Allotments, where they enjoyed looking around, buying plants and sitting in the sun with tea, coffee and home baking.

Saltcoats resident **Anne Reid** asked us to pass on a big thank you to **Marion Boyd** and **Annette Haxton** for all the hard work in looking after the garden at **Eglinton Court**. Marion is pictured here among some of the plants and flowers.



Manager Brian Elliot from **Hanover Close** in **Earlston** told us: "You can see the results of the hard word work put in by **Geordie Sorrie** and his glamorous assistant **Peggy** (our camera shy gardening residents) here at **Earlston.**"



This is resident **Louise Stobie** of **Craiglockart Terrace** in **Edinburgh** with her colourful herbaceous border where she uses hedgehog friendly spent coffee grounds to prevent slug damage.

At Louise's development, some of the owners are no longer using slug pellets around their plants in a bid to help the struggling hedgehog population, which appears to be in a rapid rate of decline in the UK.

To find out more about wildlife friendly gardening, go to www.hedgehogstreet.org.



Pictured are just a few of the lovely pots at **Whyte Court** in **Kinross**. Credit for the hard work goes to **Sheena Callaghan** and **Lena Wylie**.

Happy Birthdays



Mrs Doris Austin of **Hersbruck Court** in **Lossiemouth** turned 99 on 26th April, and had a small tea party with family, neighbours and friends in the development lounge. She is pictured here with her daughter and great-grandson, who surprised her with a visit while he was home from university.

Mrs Grigor of **Larchfield Neuk** in **Edinburgh** was gifted this gorgeous hanging basket for her birthday. It is a real pop of colour outside her front door and gives pleasure to her and the rest of the residents every day.



Mary Alley of **Hanover Court** in **Tarves** recently celebrated her 98th birthday with a tea party in the development lounge.



Mrs Alice Munro of **Strachan Mill Court** in **Aberdeen** recently celebrated her 90th birthday with a birthday tea held during the knitting activity held on the development. Alice was given this fantastic gift of a knitted birthday cake by residents and friends who attend the knitting group.

Granary Court, Huntly resident **Agnes Lyon** reached the grand age of 90 recently. The development laid on lunch (kindly made by fellow resident Helen Rennie) and this was followed by music and singing by the Huntly Quines trio. Fellow resident Jacqueline Smith told us: "Agnes (our 'Queen') was spoilt rotten, which she loved!"



Mrs Susan Smith of **Linn Coort** in **Buckie** celebrated her 90th birthday with not one but two parties. Susan first celebrated with her Salvation Army Friends. She has been in the Salvation Army for over 35 years helping and holding a ladies group every Monday and selling the War Cry paper every Friday locally. She then held a celebration with her neighbours on the development.



Customer Engagement

Anti-social behaviour

Living in any community has its pros and cons and as much as we all like to think that we are good neighbours, sharing spaces can be an exercise in frustration and annoyance. Many of the issues that arise, such as noise or mess in the laundry room, can be dealt with quickly and easily either with a friendly chat between neighbours or a quick word with the development manager or housing officer. However, very occasionally the actions of residents or visitors are such that they cause alarm and distress to other residents and these occasions of anti-social behaviour can have a serious impact on the quality of people's lives.

While anti-social behaviour is a relatively rare occurrence at Hanover developments, we cannot underestimate the impact that it has on people's well-being. The Hanover HEART Customer Panel is continuing its work to consider Hanover's approach to tackling such behaviour and, at its most recent meeting, took the opportunity to discuss the issue with Enhanced Housing Manager Janice McDonald. The issues discussed included the need for regular communication versus the right to privacy, the right to be housed versus the right to live without alarm and distress and the limitations of the law and the expectations of residents.



The Panel will continue its work on this subject and if you have any comments or feedback for the group, you can reach them at CustEngage@hanover.scot.

Finally, some sad news; A key member of Hanover's Performance Team, Anne Douglas is moving onto pastures new. Anne, known for her calm demeanour and very organised approach, has landed herself a fabulous new role at Edinburgh University. I am sure you will join us in wishing her all the best for the future.



Mr Kerr of Rose Park in Peebles won our Owner's Survey 2017 prize draw and bagged himself a £50 voucher.

Mr Kerr is pictured here with new Performance Manager Elaine McCaffery.

The winner of the £50 voucher for the Tenants' Satisfaction Survey 2017 was **Mr Ian McGregor** from **Tollgate House in Armadale**.

Happy shopping gentlemen!

From the Chief Executive

Arklet partnership work update



In April this year, I wrote to all Hanover residents to make you aware of an exciting new opportunity that Hanover was actively pursuing. At that time we had just begun formal discussions regarding a possible partnership with Arklet Housing Association.

These discussions have continued since that time and we have been undertaking a very important process of negotiation and due diligence to ensure that any partnership formed is robust and sustainable.

I am pleased to be able to tell you that the dialogue has

been very productive and satisfactory so far. The quality of work undertaken to date is exemplary and very positive relationships are beginning to develop between the two organisations, along with a

real sense of shared values and ethos. It is clear to me that the two organisations share a mutual commitment to helping people feel safe and secure at

home and to live independent and fulfilling lives.

This is a very positive step for Hanover and I believe that if we are successful in partnering with Arklet, we will have an organisation that is greater than the sum of its parts,

ready to make the most of the diverse expertise of its staff to meet ever changing customer needs and expectations.

We are still at a relatively early stage of this work and we will keep you up to date with developments. We plan to publish background information and regular updates on our website to keep you informed of progress.

We are also preparing a Question and Answer sheet for residents and would encourage you to send in any questions you may have about the potential partnership that you think should be included in the sheet.



It was a hugely competitive **Step Count Challenge** this year, with teams from across Scotland taking part. If you were one of the participants, we hope that you felt the benefit. This year's winners were **Wasted Potential** from **Varis Court** in **Forres** with an amazing final count of 4,833,606 steps. **The Tollgate Toddlers** from **Armadale** came in second with 4,711,509 steps while **The Granary Street Strollers** scooped the bronze with 4,471,598 steps. Well done to everyone who took part.

Money Matters

Carer's Allowance Supplement

The Carer's Allowance Supplement is being introduced to meet the Scottish Government's commitment to increase Carer's Allowance to the level of Jobseeker's Allowance. The Supplement is only payable to carers who live in Scotland. It will be paid as a lump sum twice a year to people in receipt of Carer's Allowance on the qualifying date.

It cannot be paid to carers who do not receive Carer's Allowance but instead have an "underlying entitlement". An underlying entitlement is where you are not being paid Carer's Allowance because another benefit is paid at a higher rate. This applies to, for example, the state pension and Employment and Support Allowance.

The Supplement will be two payments of £221 in 2018/19. Each payment will cover six months. In 2019/20 this amount may change. The supplement is calculated using the rates of Carer's Allowance and Jobseeker's Allowance (plus an adjustment for inflation) paid by the Department for Work and Pensions (DWP) – and these rates may change in 2019/20.

How do I claim CAS?

You do not need to do anything. As long as you are in receipt of Carer's Allowance, you will receive the payment automatically.

Impact on other benefits

Carer's Allowance Supplement will not affect other benefits such as housing benefit, income support, universal credit or council tax reduction. You do not need to tell anyone about this payment for benefit purposes and it will not affect the amount of any other benefit you receive.

It will not be counted as income in calculating your Tax Credits award but the Carer's Allowance continues to be counted as income for tax. You should let HMRC know about your Carer's Allowance Supplement as this may increase the amount of tax you need to pay. You will pay no tax if your taxable income is below the annual personal allowance (£11,850 for 2018/19).



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.

Homes for rent

Looking for a new home?

Below is a list of developments where we currently have properties available to rent. However, the availability of Hanover properties can change day by day and we welcome applications for any of our developments listed on our website. Get in touch with one of our offices and our staff will be happy to assist you with the application process, called Home for You. More about this can be found at <https://www.homeforyou.org.uk/>

You can check our website for up-to-date information about vacancies at <https://www.hanover.scot/looking-for-housing/>

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.

East

Telephone 0131 557 7404, email eastinfo@hanover.scot

- Broomlee Court, West Linton (sheltered)
- Hanover Close, Earlston (sheltered)
- Hanover Grange, Grangemouth (sheltered)
- Rosemount Court, Carluke (very sheltered)
- Plenderleith Court, Kelso (sheltered)

North

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

- Hanover Court, Tarves (sheltered)
- Glebe Court, Kingussie (sheltered)
- Doune Court, MacDuff (sheltered)
- Bridge of Dee Court, Aberdeen (sheltered)

West

Telephone: 0141 553 6300, email 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)
- Woodburn Court, Hamilton (very sheltered)
- Victoria Court, Lockerbie (amenity)
- Eglington Court, Saltcoats (sheltered)



Contact us



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

Telephone: **0131 557 7437**

Email: **grapevine@hanover.scot**

The deadline for receipt of articles for Issue 88 (December 2018) of Grapevine is **Thursday 1 November.**

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 are 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 have 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 November.** 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

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

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

The winners of the last Sudoku competition were: **Mrs Elizabeth McGuire** of **Claycot Park** in **Edinburgh** (east), **Jim Doran** of **Hersbruck Court** in **Lossiemouth** (north) and **Gordon Young** of **Elm Court** in **Milngavie** (west). Congratulations!

Prize Crossword

Once you have 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 November**. If your name is the first drawn out of the hat for each of the north, east or west areas, you'll win £25!

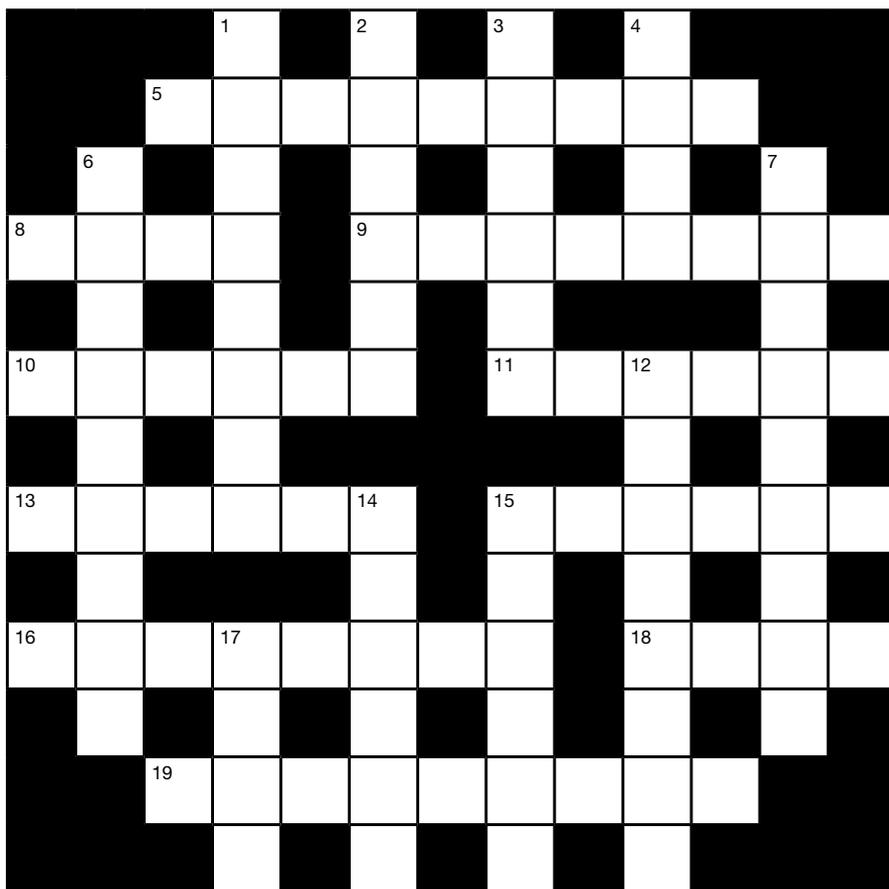
Name.....

Address.....

.....

.....

Postcode



ACROSS

- 5 British political leader during World War II (9)
- 8 An animal's den (4)
- 9 Gas which makes up most of the earth's atmosphere (8)
- 10 A rough drawing or plan (6)
- 11 Shakespeare's Prince of Denmark (6)
- 13 A precious stone, red in colour (6)
- 15 South American blanket with a hole for the head to wear as a cloak (6)
- 16 Glue or fixative (8)
- 18 Test or assessment (4)
- 19 Brightly coloured insect with veined wings which feeds on mosquitos and gnats (9)

The winners of the last crossword were: **John Ritchie** of **Hanover Court** in **Bathgate** (east), **Iris Robertson** of **Glen Grove** in **Newtonmore** (north) and **Eleanor Mackie** of **Wallace Court** in **Lanark** (west). Congratulations!

DOWN

- 1 Name of the brothers who played in England's World Cup winning team of 1966 (8)
- 2 Surname of the comedy writer and actress, famous for 'The Vicar of Dibley' (6)
- 3 Roof covering made out of straw or reeds (6)
- 4 Another name for the counter-tenor or highest male voice (4)
- 6 Group of islands in the South Atlantic, scene of a war against Argentina in 1982 (9)
- 7 Fishing port of north-eastern Scotland (9)
- 12 Surname of the actress and singer who starred in the film 'Cabaret' (8)
- 14 Name adopted by the model Lesley Hornby in the 1960s (6)
- 15 Perennial shrubby plant with dark glossy leaves and showy flowers in shades of pink and red (6)
- 17 Currency adopted in 2002 by many of the countries of the European Union (4)

The answers to the last crossword are: **ACROSS:** 5 Chameleon, 8 Bond, 9 Rochdale, 10 Kennel, 11 Dublin, 13 Jester, 15 Marian, 16 Eggplant, 18 Avon, 19 Panatella. **DOWN:** 1 Whodunit, 2 Amoral, 3 Placid, 4 Gold, 6 Sovereign, 7 Alligator, 12 Barnacle, 14 Reagan, 15 Mitten, 17 Piau