

GRAPEVINE

The newsletter for Hanover's residents



Young at Heart



More than sixty of you made the trip to Stirling for our biennial tenants' conference in August. The day proved to be both entertaining and instructive. Motivational speaker Gavin Oattes from Tree of Knowledge took us through the morning, reminding us of the power of positive thought. He also reminded us of how open minded and enthusiastic we were as children and suggested trying to get back some of the positivity and 'wee bit of magic' that seems to be lost within us as part of growing up.

The afternoon was split into workshops covering chair based exercise, scam prevention, digital accessibility and the work of Hanover Heart.

We closed off the day with a session of reminiscences and a sing song. This was accompanied by a treat of popcorn, retro ice lollies and choc-ices served up by Hanover senior staff doing their best cinema usherette and usher impressions, complete with hats and trays!

We look forward to seeing more of you in 2020.

What's inside...

Poet's
Corner
Page 15

Remembrance
2018
Page 16

MacMillan
coffee mornings
Page 24



Welcome!

Hello everyone and welcome to the last Grapevine of 2018. It has been a busy year and it seems to have gone by very quickly. I was delighted to have the opportunity to meet many of you at the tenants' conference and the AGM and I even managed a visit to Linkwood View in Elgin in September where the residents and staff were very welcoming.

This issue is packed with stories, poetry and updates. Around the Houses has an exotic flavour, with a presentation about a trip to India and a demonstration of Thai cooking. There are photos of the MacMillan coffee mornings that took place across the country as well as some fantastic Christmas poetry and news about new Hanover developments. We have also dedicated a section to the centenary of the Armistice and Remembrance 2018.

If there is anything else you would like to see in future issues, don't hesitate to get in touch. The contact details are on the back page.

I wish you all a joyful and peaceful festive season and the very best for the New Year.

Sara Stewart

Around the houses



Accordion sing-a-long

In **Kirkintilloch**, **Kelvin Court** residents enjoyed a sing-a-long when Sheena brought her accordion along. One of the residents, **Tommy**, even accompanied her on the tambourine.



Indian treasures

Abbie Morrison from Milnes High School in Fochabers called in to deliver a presentation to the residents at **Chandlers Court** in **Elgin**. Abbie travelled to India with World Challenge UK for three and a half weeks in July. She worked on community projects, went trekking and took part in local activities. Manager Joan McPherson told us; "Our tenants thoroughly enjoyed Abbie's presentation and many questions were asked over an afternoon cuppa. Abbie took in some souvenirs for tenants to see in which they were all delighted with."



Diamond celebration in Forres

Charles & Margaret Watson of **Varis Court** in **Forres** celebrated their Diamond Wedding Anniversary on 30th August. Mr and Mrs Watson were the very first residents to move into Varis Court when it opened in 2016.

They returned from a holiday cruise in Norway to celebrate with family, friends and tenants in the development lounge.

Elm Court fundraisers

Residents of **Elm Court** in **Milngavie** have been raising money for good causes. In August, **Anna Johnstone** and **Isobel Gardner** organised a fundraiser in aid of Alzheimer Scotland and raised £220. They also held a musical cream tea and raised £62 for their garden project.

Isobel Gardner can be seen at the plant stall and Anna Johnstone can be seen pouring tea.



Dates for your diary

Monday 24 – Wednesday 26 December inclusive: Offices closed for Christmas

Thursday 27 – Monday 31 December: Offices open as usual

Tuesday 1 and Wednesday 2 January: Offices closed for New Year

Friday 1 February: Deadline for articles for Grapevine issue 89

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 **0345 604 4686**.



Well-turned out teddies

Meet Mr & Mrs Teddy Hannah. Their lovely little wedding outfits have been lovingly made by **Mrs Hannah** of **Langcraigs Court** in **Paisley**. She hand crafts all the little outfits in such great detail. The groom teddy is also wearing the family Hannah tartan.



Fundraising in Tarves

The residents at **Hanover Court** in **Tarves**, especially the social club, have been extremely busy raising money for various good causes. They held a MacMillan coffee morning, had pop-up Christmas stalls and filled an amazing 52 shoeboxes for the Blythe Wood shoebox appeal. Social Secretary **Jessie Wood** asked us to pass on a big thank you to everyone who took part.



Exotic flavours from the East

Residents at **Hanover Court** in **Dunfermline** were treated to a demonstration of Thai cooking recently. A young lady from Canada, who was visiting family and staying in the guestroom, kindly spent the morning showing off different types of Thai food that she serves in her restaurant at home.



James Hemphill Court Fish & Chip Supper night

Residents at **James Hemphill Court, Lennoxtown** recently enjoyed a fish supper night, followed by a sing-a-long. Later, they presented manager Jeanette some flowers and chocolates to say thanks for organising the enjoyable evening.



Strawberry Tea

The residents at **Kelvin Court in Kirkintilloch** held a Strawberry Tea over the summer. Plans are now underway to do some fundraising ahead of their 25th anniversary party in 2020.

No books were harmed

At **Hanover Huntly**, they had a visit from Jo of 'No Books Were Harmed', who gave a demonstration of book folding to create art. The residents were able to have a go themselves on some old Argos catalogues. Resident **Jacqueline Smith** posted on Hanover Blether; "The results were surprisingly good. If you are looking for something different we would certainly recommend Jo and her books. It's amazing that by making a few folds in each page you can turn a book into a work of art."





Summer Garden Party

Summer seems like a long time ago now but **Rose Park** in **Trinity, Edinburgh** held a summer garden party with eight ukulele players in attendance. The idea came about when Rose Park's newest resident **Mr Danny Jones** was invited to Buckingham Place for the Queen's Garden Party to recognise his service to music in Wales. Danny's family managed to get his invitation changed to Holyrood Palace. Manager Carrie Young said; "Danny had a wonderful time at the Garden Party and then organised for the ukulele band to come along to the development where the sun shone all day and the residents had a fantastic afternoon."



Lively night in at Baillie Court

Pictured are some of the residents of **Baillie Court** in **Motherwell** who gathered for a social get-together recently. Those attending chipped in to cover the singer who was great and residents made sandwiches and snacks. Residents were encouraged to bring their own bottles and we understand that manager Sharon made some French martinis for those willing to try.

Sharon and colleague Maria got up to sing as did residents **Betty Wallace** and **Bob Osborne**.



Whyte Court turns 30

At **Whyte Court** in **Kinross**, the residents got together for a party to celebrate the development's 30th anniversary.

The cake was cut by the oldest residents, **Agnes Harrison** and **Peggy Lamont**, both of whom are 93 years young!

Manager Caroline Ramsay has asked us to pass along her thanks to the social committee who organised everything and made it a fabulous day.



Crochet mad

Mrs Beth Gardner of **Harley Court** in **Falkirk** has crocheted her 200th Blanket for Adults and Children in Need in Romania. Mrs Gardner donates her work to the Grahamston Evangelical church, known locally as the Millar Hall. She is shown with a picture of a lady receiving medical treatment in her own home in Romania with one of Mrs Gardner's blankets.



Knitting for those in need

A group of residents at **Keir Hardie Court** in **Bishopbriggs** are knitting scarves for a charity called the Simon Project in London Road, Glasgow. The Simon Project supports people who are homeless. Resident **Mrs Grace Findlay** has organised her fellow knitters and she will collect all of the completed scarves to be passed on to the charity. Pictured are **Mrs Findlay**, **Ms Irene Fox** and **Mrs Freida Lang**, who along with others, get together on a Tuesday for knitting and chat. They try to contribute as many knitted items as possible to all types of charities.



Big surprise for Armadale resident

Karen Lambie's father is a resident at **Tollgate House** in **Armadale**. Karen managed to get all of the staff and residents in on a surprise for **Mr Lambie** which was his big sister arriving for a visit. Karen told us; "To say he was speechless would be an understatement. He was in total shock then when he found out everyone except him knew about it. I was even forgiven for cancelling doing his washing today."



Over the moon!

Linkwood View, Elgin resident **Gladys MacDonald** has been a huge fan of Irish country singer Dominic Kirwan for over 20 years and has been desperate to attend one of his concerts. Linkwood staff discovered that Dominic was playing a concert nearby on 9 October and organised for Gladys to get tickets. One of Linkwood's Home Support Workers, Kerrie Newlands, volunteered her own time to attend the event with Gladys.

Not only did Gladys have a fantastic time at the concert, she stayed afterwards and got to meet the man himself! As you can see, Dominic (along with his sons) was delighted to pose for photos with Gladys, and she even managed to steal a kiss! Linkwood manager Lee-ann told us Gladys was 'over the moon!'.



Golden Wedding Anniversary

Mr and Mrs Marshall of **Weaver's Court** in **Whitburn** celebrated their golden wedding anniversary recently. Here they are on their wedding day.



Exchange Visit

Inverbervie residents visited **Hanover Court** in **Banchory** for a fabulous afternoon tea in September.



Surprise birthday tea

Ellen Welsh works at **Kelvin Court** in **Kirkintilloch** as a cleaner and casual Development Manager and the residents had a surprise birthday tea party for her on Monday 22 October to celebrate her 60th birthday. There was a great turnout and everyone had a lovely morning.



Legion of Honour award

John Smith of **Hanover Court**, **Buckie** has recently been awarded the rank of Chevalier in the Ordre National de la Legion d'honneur by the President of France. It is a great honour to receive the highest award, which recognizes his great service for the people of France during the Second World War. John was aboard an ammunition ship which helped supply the Allied Troops at Omaha Beach during the D Day landings.

It is a very poignant award as he had been nominated for the honour by his daughter Helen, who sadly passed away before he received it.

Congratulations from us and all of the other residents at Hanover Court.



Weaver's Court turns 25

Residents at **Weaver's Court** in **Whitburn** got together to celebrate the development's 25th anniversary. The residents' social committee arranged an entertainer to attend and there was a buffet laid on. Former manager Margaret Currie, who was there when the development first opened, also attended. Manager Sheryl Heggie told us: "It was a great evening and was so nice to get a chance to reminisce past events and friends and neighbours no longer with us and look forward to the future."



Making some noise!

Linkwood View Home Support Worker Mark McPherson brought his drumming group into the development for a demonstration. Beatz Community Drumming entertained the residents and then gave them the opportunity to have a go themselves and make some noise!



Young visitors

Students from **Inverkeithing High School** volunteered their time to visit residents at **Friary Court** and entertain them with guitar music and singing.

Afterwards, everyone tucked into tea and biscuits and the young people made a point of speaking with each and every resident, finding out more about them and their past. The school has a voluntary class whereby the students choose an activity to pay back into the community. They chose to visit Friary Court.

Not only did the students go away with a better understanding of what sheltered housing is and what it means to residents, they also went away with many stories from the residents about their past and having enjoyed a great afternoon.



Earlston fundraiser for guide dogs

Miss Kay Brownlee of **Hanover Close** in **Earlston** made and sold jams and marmalade which resulted in the grand total of £131.12 being raised for Guide Dogs for the Blind.

The money was presented to Mrs Frances Pringle, who is the area manager for the Guide Dog Charity and Mr Gordon Robson who is a puppy walker/trainer and is pictured along with Lawrence the puppy, who is 18 weeks old and a star in the making!



Railway trip

The Tuesday Group from **Aigan Court** in **Dufftown** headed out for an enjoyable trip out to the preserved railway with fish and chips to follow.



New Scone residents celebrate milestone anniversary

Residents from **Hanover Gardens** in **New Scone** got together at the nearby Balformo Road Hall to enjoy a special buffet lunch to celebrate 40 years since the development opened.

The honour of cutting the anniversary cake was given to Hanover Gardens' oldest resident **Mrs Ann Buist**, who has lived at the development for 28 years.



Quiz and Chips in Kelso

Residents at **Plenderleith Court** in **Kelso** enjoyed a quiz afternoon in October followed by a Fish & Chip tea for all.

Manager Linda Lambert asked us to pass on her thanks to **Quizmaster Peter** and wife **Janet** for their help in making it a thoroughly enjoyable afternoon.

A happy Halloween

The residents at **James Hemphill Court** in **Lennoxtown** went all out when they dressed up for a Halloween party this year!



Spring bulbs and songs

Children from the local Treetop Nursery in **Inverkeithing** visited **Friary Court** during October as part of their Eco Week Activities. The children, along with six residents, planted snowdrop and crocus bulbs in small plant pots. The children then sang some songs and shared their snack of pancakes and juice with the residents who attended. The interaction between the two age groups was great and they all enjoyed their time together.

Gardening group

Pictured here is **Sir John Graham Court** resident and avid gardener, 89 year old **Mrs Marion Low** with her son Ian, who has been a great support to the **Larbert** development's gardening group. He has provided plants, shrubs and soil and also undertook digging, planting and watering duties to ensure his mother's view from her window is beautiful and colourful as she would have done herself in the past. Manager Jackie Young said; "We are very grateful for all the improvements over the summer, which are appreciated by all of our residents."



A reminder of summer

Lesley McBean, Manager of **Coppice Court** in **Grantown-on-Spey** sent us this stunning photo of the garden belonging to resident **Mrs More**, as a reminder of the lovely weather we had during the summer.



Sunflower Competition

Judges Linda and Pauline had a tough time recently deciding on the winners of the sunflower competition at **Rosemount Court** in **Carlisle**.

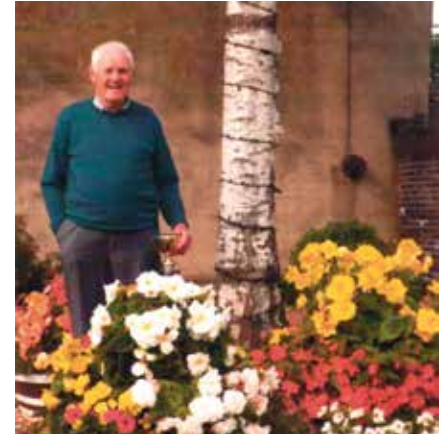
The winner of the tallest sunflower was May, which was so tall it couldn't be included in the group photo! The sunflower with the largest and prettiest head was won by Angelina. Eileen's was the only flower with 2 heads and David was the booby prize winner!

Support Worker Jane Blackadder asked us to pass on her thanks to the judges, to Davina for help with the plants at the development and to James who assisted in allocating flat numbers to the sunflowers.

Gardening friends



Pictured here are **St Margaret's Court, Edinburgh** resident **David Robb** and his befriender Brian. They have been enjoying time together and doing some gardening.



Award winning Garden

Mr Geordie Sorrie of **Hanover Square** in **Earlston** is pictured here with his trophy and showing off his award winning tubs. He received first and second prize from the Earlston Horticultural Society for two of the tubs.

Cats for a good cause

The knitters at **Montgomerie Court** in **Ardrossan** have been working incredibly hard creating knitted cats to sell locally and raise money for Alzheimer's research and support. This little guy has become one happy person's car buddy.





Hair raising Halloween



There were spooky goings on at **Milnescroft Court** in **Fochabers** when the residents got dressed up and held a Halloween party.



MacMillan Cheque

A couple of MacMillan nurses called in to **Harley Court** in **Falkirk** recently to be presented with a cheque for an astonishing £1,370. The money was raised on the development by fundraising activities throughout the year. The activities included coffee mornings, prize raffles and the sale of home baking. You can see what our other developments got up to for the Big MacMillan Coffee Morning on page 22.

Fun for all ages

Two of the oldest residents at **Glen Gardens** in **Elderslie** proved that, at the ages of 98 and 92, you are never too old to enjoy a Halloween party!



Christmas Fundraising

The residents and staff at **Varis Court** in **Forres** held a coffee morning in November to raise funds for the tenants' Christmas entertainment and presents. The event raised a marvellous £416.26 for the fund.



Crafting for Christmas

Miss Joyce Murray who has lived at **Claycot Park** in **Edinburgh** for 12 years has hand crafted well over 100 Christmas cards this year, which she sells to other residents or donates to be sold at Christmas stalls. All the money raised is donated to the Corstorphine dementia project. Miss Murray has done this for many years and it is a great success. We are told that the residents flock round to purchase their cards as soon as they are available.

Poet's Corner

Mr Leonard Grassick of **Coppice Court** in **Grantown-on-Spey** got in touch a while ago with a poem he had written to Santa, asking for new central heating at the development.

Coppice Court Doggerel

Dear Santa, we're in distress
The Coppice heating is in a mess,
Our sitting room heater is very old
Which means we're sitting in the cold

Deliver to Hanover heaters to install,
One for the sitting room, one for the hall,
Specially designed to keep us warm
Especially in Grantown in winter storm

Old age does not come alone
Where many folks are on their own
So cosy houses are in demand
We hope that Hanover will understand

So Santa will you be our chum
Deliver thee heaters down the lum
And we will enjoy the festive charm
Where Coppice houses will all be warm.

Well, apparently Santa is a poetry fan and the new heating has now been installed. Mr Grassick told us; "We are extremely grateful to Santa for reading the poem we sent up the lum and for the action he took for the "Farey on the Christmas Tree." Mr Grassick also added a couple of verses to the poem.

Happiness, contentment, a joy to behold
Houses at Coppice Court no longer cold
Thanks to Santa, the poem did deliver
Mark Farey made sure we don't shiver

A Farey on the Christmas tree
Bringing heat to you and me
Santa listened to the poem in rhyme
Coppice Court heating performing fine.

Mr Charlie Fox of **Plenderleith Court** in **Kelso**, penned these lines in honour of the season.

Thoughts at Christmas

As Christmas comes around again
Do you often stop to ponder,
On all the things the season brings
The glitter and the wonder.
Shops are first to stock their shelves
They begin now in September.

At home it's such a busy time,
Christmas cake to bake and ice,
The turkey to prepare
And still the house to decorate,
Cards to write, the tree to light,
The time, where has it gone?

Christmas day approaches fast,
Loud the church bells ring
As people flood in from the square
To greet the saviour king.
Away in a manger, silent night,
The melodies are sweet.

This tinsel world of Christmas time
With parties, wine and song.
Of gluttony, gifts in excess
An excited happy throne.
But where is Jesus in all of this?
The stories don't compare.

Have we left him in the church
Or in the stable bare?
For those who know him as their lord
He's never far away.
For on December twenty fifth
We celebrate his birthday.





Remembrance 2018

In November 2018, we marked the centenary of the end of World War 1. On Remembrance Sunday, people around the Commonwealth reflected on lives that have been lost and irrevocably changed by conflict. Some 65 million men were mobilised across Europe during World War 1. Nearly a third of them – some 21 million – were wounded. Another 8.5 million were killed and some 7.7 million were made prisoners of war. Numerous conflicts since then have left families and friends in mourning and service personnel living with life changing injuries.

As time moves on and some of these wars pass out of living memory, it is important to record some of those memories for future generations, not just to commemorate but also to remember the cost and importance of peace.

Two Hanover residents have been kind enough to share stories with us. We also wanted to show some of the activities that Hanover residents have undertaken to mark Remembrance and the centenary of the armistice.

Ms Mary Connolly, resident of **Hanover Court** in **Dunblane** sent us some of the experiences that her father, Mr Charles A. Connolly had recorded in writing during the First World War. I am only sorry that we don't have room to print more of what she sent, the stories range from horrific to laugh out loud funny. As Mr Connolly himself wrote; "One aspect of human nature tends to be forgotten in these times and that is a sense of humour is essential for survival."

One of the stories Mr Connolly recalls was a chance encounter with the enemy.

"I crouched down in the dugout as the advancing sounds of 'Gerry' grew louder until, next minute I was literally bowled over by a sudden weight falling on top of me. I thought I was sent for. I lay there stunned till the survival instinct kicked in and I raised my head to see what had hit me and found myself looking into the eyes of a German soldier. He couldn't have been any more than sixteen, just a wee boy crying for his mammy. In between sobs he was pointing to his leg, which I could see was covered in blood with a big piece of shrapnel sticking out. I patted him on the shoulder and told him he'd be alright, hoping he'd at least understand my desire to help him. There is no language barrier in such a situation.

I brought out the first aid kit we all carried. The shrapnel hadn't gone in too deep and it was a matter of cleaning the wound as best I could and then applying a bandage. As I worked away, my German comrade began to speak through the tears, pulling out photos of his mother and father, pointing at each one to help me understand, Here I was, Charlie Connolly, nineteen years old from the Garngad in Glasgow, lying in a mucky trench in France sharing the space with a wee German laddie, while we looked at his photos, tears streaming down our faces.

When I'd finished dressing the wound, I waited till there was a lull in the firing before sending him off with a prayer, a couple of fags and some chocolate. I buried my head in my hands as in the moment I realised that could have been me hoping for a good Samaritan. I cried."



Mr Joseph McGovern has been a resident of **Cleddens Court** in **Bishopbriggs** for 12 years. He is a World War 2 veteran who joined the army in 1939. At first, he was sent to North Africa to join up with the Royal Artillery for two years. He was then sent to Baghdad and then on to Italy for a further two years. During his tour of Sicily, he was on his way back to the barracks one night when he heard some soldiers singing behind him. To his disbelief, there were his two brother Pat and Danny who he had not seen since he left Glasgow for the war. All three brothers were united and came home safely to their family when the war was over.



As part of the **Kincardine** village church commemoration celebrating 100 years since the First World War, a cascade of knitted poppies has been put on show.

Two of the residents at **Sivewright Court**, **Mrs Marion Coote** and **Mrs Catherine Cuke** have knitted 200 poppies as part of their contribution to more than 2,000 poppies that make up the stunning display.

Broxburn resident **Liz McKay** penned this moving poem in honour of Remembrance Day. Liz does a huge amount of work to support Poppy Scotland and can be seen on the Poppy Scotland website talking about the importance of Remembrance.

At the going down of the sun

The guns fire no more, the planes fly no more,
The blackout is over, no more powdered eggs
The heroes are home but thousands are dead.
But we must remember, should never let be,
Their sacrifice, made so we could be free.

We must tell our children those stories we know,
Of fathers and brothers who wanted to go –
To fight for their country to stand tall and strong,
To follow the bugles to sing war time songs.

So keep buying poppies for Remembrance Day, and
when telling those stories please remember to say
For all our tomorrows they gave their today.

We will remember them





News and information

Snippets

The autumn round of **tenants' focus groups** took place during October and November. Issues covered included the rent consultation, customer engagement activities, an update from Asset Management, an update on the work on a partnership between Hanover and Arklet, and information on the changes to tenancy agreements as a result of the Housing Act.

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

With winter in full swing, it is worthwhile putting a little bit of thought into staying healthy, safe and comfortable during the coldest months.

The **Age Scotland Warm and Well** guide is available on our website and your manager should also have a copy. If you would like a paper copy, please contact

us at Grapevine@hanover.scot or call 0131 557 7437. Alternatively, call Age Scotland on 0800 12 44 222 for support and advice.

During the winter months it is important to try to:

- Eat well
- Keep warm in your home
- Keep moving
- Protect yourself – ask about getting a flu jab
- Stay positive
- Get out and about; and
- Stay connected

One of our residents has been in touch to talk about **scooter safety**. **Margaret Watson of Hanover Court in Banchory** got a bit of a scare recently when she was crossing the road using the crossing in the village. Although the crossing was showing green man and safe to cross, a car came round the corner and came very close to knocking Margaret down.

As a result of this, Margaret has decided to wear a cycling helmet in the future when out on her scooter, ensuring that, in the event of an accident, her head would be protected. Margaret wondered whether other scooter users might consider doing the same thing.

In the last issue of the Grapevine, we published the timetable for the installation of **Wi-Fi in communal areas** on developments. Unfortunately, we have hit a challenge in the project and this has resulted in a delay of a few months. We will publish a new timetable as soon as our IT colleagues are able to finalise it.

Miles Briggs MSP, Shadow Cabinet Secretary for Health and Sport, called in to visit **Veitch's Square in Edinburgh** at the end of October. Mr Briggs met with residents and Hanover Chief Executive Helen Murdoch.

Hanover is proud to announce that following consultations with Investors in People (IIP), we have now been upgraded from the Bronze to Silver Award.

The accreditation followed more than three years of interviews with staff members who work across the business. To award the accreditation, IIP had to review a wide range of criteria including people procedures, systems and ways of working at Hanover. The next process involved interviews with staff from each team to check levels of engagement, development, benefits and wellbeing.



Age Scotland have introduced a new, paid service called **Good Day Calls**. This involves a daily call 365 days a year, to have a chat and check on the welfare of an older person. The service costs £50 per month. To find out more, call **01856 898 222**.

Are you a Facebook user? Would you like to connect with other Hanover residents and staff across Scotland?

Hanover Blether is a members only Facebook page, which allows residents to discuss issues and exchange stories about their lives and developments. Just search Hanover Blether from your own Facebook page and request to join. We will do the rest.

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 a Sovereign USB speaker. Get in touch with us or speak to your manager if you would like to try it out.

Hanover has a **new board member**. **Jo Roger** is our most recent addition and comes to us with a background in Human Resources leadership and organisational change in consulting, technology and financial services organisations. We will publish a full profile of Ms Roger in your March newsletter.

Hanover has recently begun work on the **re-tendering of the reactive maintenance contracts** in the Glasgow, Edinburgh and Ayrshire areas.

These are the contracts that we have with firms who come out and undertake emergency maintenance and repairs on developments.

We are required to do this under the Government's procurement rules, which aim to ensure that public money is spent as efficiently and transparently as possible.

We will have more information on this process and the likely outcomes in the March edition of the Grapevine.

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

Scottish Minister for Older People and Equalities visits Linkwood View



Christina McKelvie MSP officially opened Hanover's **Linkwood View** development in **Elgin** on 21 October.

Linkwood View welcomed its first residents in September 2017 and is specially designed with innovative high-quality services including dementia care, wheelchair adaptations and Extra Care facilities. The site has won multiple awards including Social Housing Development of the Year by Premier Guarantee and a commendation from the Saltire Society who said it provided "a template to provide future care to a growing elderly demographic with dementia."

Ms McKelvie was given a detailed tour of the site, and met with staff and residents. She also met with children from the local nursery which borders the development. To encourage intergenerational interactions, Hanover has

gifted a small part of the large garden area of Linkwood View for the nursery to maintain to allow them to grow their own plants and flowers. Not only has this assisted with outdoor educational activity for the children, it has engendered an intergenerational understanding between the residents and the nursery children.

Ms McKelvie: "It's great to see a second development by Hanover Scotland linking housing and care for older people in one setting.

"This is a really good example of the kind of innovative thinking we want to see around the care for older people as and when they might need it. It allows older people to retain their independence for longer, which is so important, and can also tackle other issues such as social isolation."

New Developments



In August, local MSP Richard Lochhead visited Hanover's new 44 home site at **Spynie** near **Elgin**, which is being developed in partnership with Health & Social Care Moray.

The new development, which will be known as **Hamilton Gardens**, is expected to open in autumn 2019. It will consist of 44 two-bedroom homes, ranging from amenity flats and cottages to extra care flats with five specially designed to accommodate wheelchair users. It will also have a common room for residents to socialise in, a kitchen and two offices.

Mr Lochhead said: "It was great to meet Hanover Scotland and Robertson who are working to deliver this key development at Spynie and to hear how people's individual needs will be met here. The benefits of providing good quality care in the community that allows older people to retain their independence are well known, and this kind of modern, purpose built housing is much needed in Moray. Many families are going to be well served by this new development and I'm looking forward to seeing these new homes once

they're completed and to hopefully meeting the residents who will benefit from this investment."

A new Hanover social housing development at **Stonecross Hill** in **Elgin** was welcomed by the Graham Leadbitter of Moray Council as he visited the construction site at the beginning of October.

The new development of affordable housing, which will be known as Stonecross once completed, is expected to open in March 2019. It will consist of 16 general needs homes, ranging from one-bedroom cottage style flats to three and four-bedroom semi-detached houses.

Councillor Leadbitter said: "Hanover Scotland have a reputation for high quality supported accommodation and I was pleased to meet with them and be shown around the development. It is clearly being built to a high standard and Hanover Scotland are clearly committed to seeing the development integrate well with the surrounding area and to build strong neighbourhood relationships."



Big Hanover coffee mornings for MacMillan

Once again, Hanover residents and staff have risen to the challenge and shown their generosity (and baking skills) for the annual MacMillan charity fundraiser to help people living with cancer. Many thanks to everyone who sent us their photos and stories.



The Residents' Committee at **Hanover Huntly** held a very well attended coffee morning and raised £100 for this worthy cause.



Pupils from Braidhurst High School in **Motherwell** joined **Baillie Court** residents and their family members for a raffle and games of bingo, pin the cherry on the cake and a quiz. They enjoyed a buffet lunch and some delicious home baking and raised a fantastic £612.03. Manager Sharon asked us to pass on a huge thank you to the residents and family members who supported this cause.

Craiglockhart Terrace residents in **Edinburgh** held their coffee morning in October. Between selling chutneys and marmalade throughout the year and the coffee morning itself, they raised a marvellous £550.46, their highest total to date.



Our **Glasgow** office team held a coffee morning and not-very-silent auction in their offices and raised £370. Area Administrative Officer Ruth asked us to pass on a big thank you to **Mr David Caldwell** from **Kelburne Gardens** in **Paisley** who donated baking and tablet. Mr Caldwell received the MacMillan best baker badge.

At **Edinburgh** headquarters, Finance Administrator Maria outdid herself by organising a delicious morning of food and games. We managed to raise £332.30.



Archibald Kelly Court in **East Kilbride** posted pictures from their coffee morning on the Hanover Blether Facebook page. They had an extremely successful coffee morning raising a fantastic £940 and catching up with old friends and new.



Local fireman Sid joined the tenants at **Milnescroft Court** in **Fochabers** for a MacMillan afternoon tea and raffle. Sid kindly donated scones for the event. The Grapevine understands that Sid is well known in the village for baking the most delicious scones as well as keeping everyone up to date on fire safety advice. The afternoon raised an excellent total of £171.40.

At **Plenderleith Court** in **Kelso**, their coffee morning was a huge success, raising an astonishing £856.18. Manager Linda asked us to pass on a big thank you to all the residents and volunteers.



Friends from **Kincardine** village joined the residents of **Sivewright Court** for their coffee morning where they raised an awesome £518. They achieved this amount due to the residents' hard work making things for the craft table plus their donations and a raffle.



At **Mercer Court** in **Innerleithen**, their lively coffee morning raised a brilliant £306.40.

Happy Birthdays



Mrs Grieve of **Hanover Close** in **Glasgow** celebrated her 100th birthday recently.



Ena Liddle of **Burnside Court** in **Alva** is pictured here with her family and friends and Development Manager Avril who were all celebrating Ena's 80th birthday.



Mrs Lynn, who lives at **Banktop Court** in **Johnstone** celebrated her 70th Birthday in July, with plenty of music and singing.

Mr Willie Allan of **Varis Court** in **Forres** celebrated his 90th birthday at the beginning of September with an afternoon tea party with fellow residents, family and friends. Willie has been an avid supporter of Forres Mechanic football team since he was 15 and as their longest standing loyal supporter, he was invited out to lunch with the team at Mosset Tavern.



Miss Frances MacDonald of **Craiglockhart** in **Edinburgh** celebrated her 70th birthday in style recently with a visit to her sister in America. Her family threw her a birthday party and she had an absolute ball. She is pictured standing beside her cake with a picture of her as a child, and a teddy she got as a gift. Frances will be heading back over for another visit for Christmas and New Year.

Mrs Isabella McDonald of **Cameron Court** in **Forres** celebrated her 90th birthday in July with a tea party for her family, grandchildren and great grandchildren.



Sir John Graham Court resident **Mrs Elspeth Brown** is pictured here with her husband Tom and daughter Susan and son Alan on her 80th birthday. Mr Brown surprised his delighted wife with a birthday treat of a stay at the Carnoustie Golf & Spa Hotel.

From the Chief Executive

A Year in Review

2018 has been a busy and productive year for Hanover and I was particularly delighted to see that the efforts made by our staff have not gone unnoticed and were reflected in improved customer survey results.



We have worked hard to create and enhance opportunities for customers to engage with us and help shape the future of Hanover, and I was pleased to be able to speak with many of you at the tenants' conference in Stirling during the summer. I hope you enjoyed the retro ice-creams and snacks we handed out, I certainly enjoyed playing usherette!

We held a lively Annual General Meeting in September with an excellent presentation about the history of the Forth Rail Bridge and the 'Briggers' who built it, many of whom lost their lives during the project. We also welcomed our newest Board member,

Jo (Joanne) Roger and presented a number of awards to staff in recognition of their excellent performance over the year.

In 2019, Hanover Scotland will be celebrating its 40th anniversary and, while we have grown and evolved hugely over the last four decades, I would like to think that our 'reason for being' remains the same – to create homes that enable older people to feel safe and secure and to continue to live as independently and actively as possible.

I wish you all a joyful festive season and a happy, healthy New Year.

Customer Engagement

Are you engaging yet?

Everyone can get involved with Hanover Scotland. Our range of engagement opportunities means that no matter how little or how much you want to help in shaping Hanover, the options are there.

Your customer panel, Hanover HEART, are working hard on their current issue of how we manage our responses to anti-social behaviour.



Elsewhere this year, we held a hugely successful tenants' conference and the autumn round of tenant focus groups have just concluded. Our Owners' Survey concluded in November and the Tenant's Survey followed close on its heels. Our annual rent consultation is also underway.

We were delighted to hear of the visit to **Banchory** by **Inverurie** residents and we hope to hear about more exchange visits in the future. If you are interested in getting more involved in shaping Hanover, please contact **CustEng@hanover.scot** or call **0131 557 7469**.



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)
Albany Court, Crail (amenity)
Rosemount Court, Carluke (very sheltered)
Devon Court, Tullibody (sheltered)
Hanover Grange, Grangemouth (sheltered)
Hanover Gardens, Auchterarder (sheltered)
Victoria Court, Hamilton (very sheltered)

North

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

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

West

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

Baillie Court, Motherwell (sheltered)
Orchard Court, Renfrew (very sheltered)
McAlpine Court, Wishaw (very sheltered and sheltered)
William Turner Court, Locharbriggs (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 89 (March 2019) of Grapevine is
Friday 2 February.

Our website features a wealth of information,
including copies of important Hanover
documents and contact details – go to **www.**
hanover.scot for more information. You can
read more about what Hanover residents are
up to on our Facebook page – **facebook.com/**
hanoverscotland 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 special £50 prize for our Christmas
Sudoku competition. As usual, your task is to fill the
grid so that every row, column and 3x3 box contains
each of the numbers 1 – 9. Once you 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 **Friday 1**
February. If your name is the first drawn out of the
hat for each of the north, west or east areas, you’ll
win £50. The correct grid from last time is below.

Name.....

Address.....

.....

.....

Postcode

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

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

The winners of the last Sudoku competition were: **Mr Stuart Reid** of **Hanover Grange** in **Grangemouth** (East),
Mrs M Liddell of **Turners Court** in **Stonehaven** (North) and **Mrs Evelyn Kenny** of **Hanover Close** in **Glasgow**
(West). Congratulations!



Prize Christmas 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 **Friday 1 February**. If your name is the first drawn out of the hat for each of the north, east or west areas, you'll win £50!

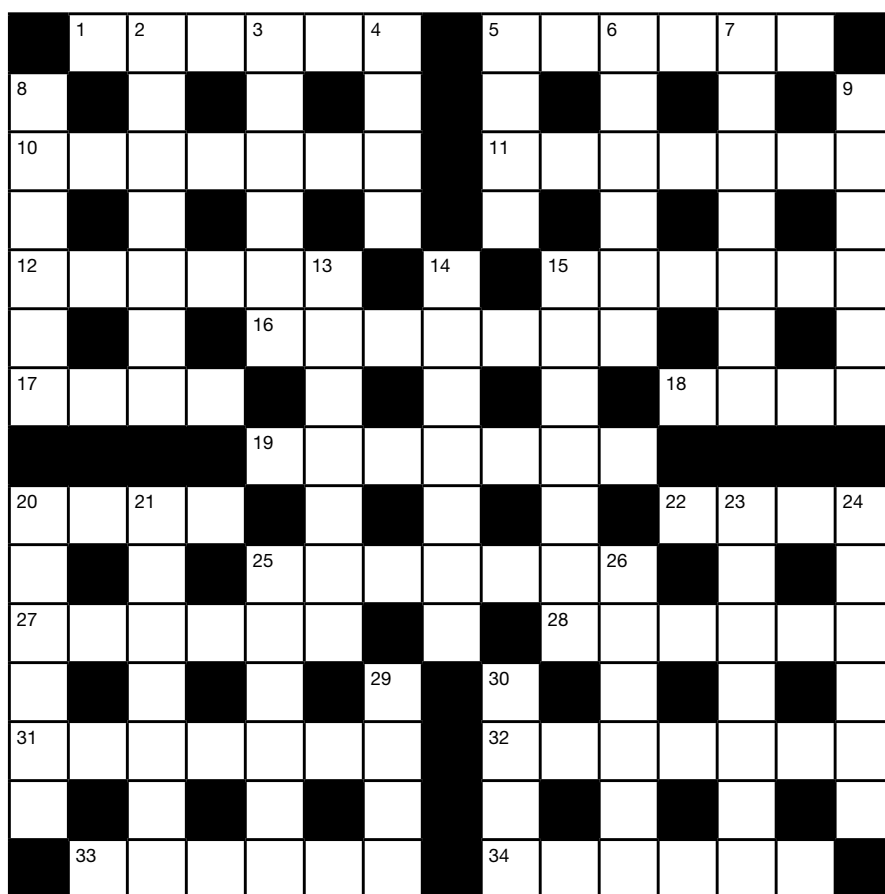
Name.....

Address.....

.....

.....

Postcode



ACROSS

- 1 One of the carvings in a crib scene (6)
- 5 Served with biscuits after Christmas dinner (6)
- 10 Devices for recording holiday pictures (7)
- 11 Stories of long ago (7)
- 12 What the weather's like in winter (6)
- 15 Control to make the Christmas carol CD quieter (6)
- 16 Traditional Christmas fuel (4,3)
- 17 Where the Wise Men came from (4)
- 18 Picture taken by 10 (4)
- 19 Time off work over Christmas (7)
- 20 Liverpool, Manchester United and Arsenal football teams (4)
- 22 Requests (4)
- 25 Cakes used as a basis for trifle (7)
- 27 Decoration hung on the door at Christmas (6)
- 28 Tired little dwarf (6)
- 31 Person from the largest country on the eastern side of Europe (7)
- 32 Meat once popular at Christmas, now overtaken by 3 (7)
- 33 Period immediately before Christmas (6)
- 34 Glass shape, hung on Christmas trees (6)

The winners of the last crossword were: **Mrs M Junior** of **Friary Court** in **Inverkeithing** (East), **Mrs H Stoneman** of **Airlie Gardens** in **Banff** (North) and **Mark Morrison** of **Montgomery Court** in **Paisley** (West). Congratulations!

DOWN

- 2 Places of worship (7)
- 3 Traditional main meat of Christmas dinners (6)
- 4 Simple (4)
- 5 Fizzy drink (4)
- 6 Liquor made from yolk, sugar and spirit (6)
- 7 Skin problem experienced on sunny ski slopes (7)
- 8 Frozen drips, pretty in the winter's sun (6)
- 9 What children have to be for Santa to visit (6)
- 13 Father Christmas' 26 puller (7)
- 14 Patterns and shapes (7)
- 15 Long journeys by ship (7)
- 20 Present given for being good (6)
- 21 Dish, prepared for table (7)
- 23 Part of a hi-fi system (7)
- 24 Proverb or motto found in a cracker (6)
- 25 Long thin line (6)
- 26 Santa's vehicle used to deliver Christmas presents (6)
- 29 Make a woolly winter hat and gloves (4)
- 30 Frozen sweets (4)

The answers to the last crossword are:

ACROSS 5 Churchill 8 Lair 9 Nitrogen 10 Sketch 11 Hamlet 13 Garnet 15 Poncho 16 Adhesive 18 Exam 19 Dragonfly

DOWN 1 Charlton 2 French 3 Thatch 4 Alto 6 Falklands 7 Peterhead 12 Minnelli 14 Twiggy 15 Paeony 17 Euro