

# SHELTERED HOUSING



Hanover Court, Castle Douglas,  
DG7 1BU



# ABOUT HANOVER COURT

Hanover Court is located on Railway Terrace in Castle Douglas, Dumfries and Galloway. This market town is situated in breathtaking countryside and is only half an hour's drive from Dumfries. The sheltered development is located on the north side of the town centre and is within a quarter of a mile of shops, a post office and public transport.

Hanover Court is made up of 31 one-bedroomed flats over two levels, with a lift to the upper floor.

A Development Manager is on site five days a week to help with day-to-day enquiries and to look after the development.

## **What is sheltered housing?**

Sheltered housing is aimed at the over 60s. Most developments have a secure main entrance and all properties have their own front doors.

## **Alarm service**

All properties are linked to a community alarm service, allowing residents to call for help 24 hours a day.

Living in a development like Hanover Court offers a number of useful features.

The development is served by a gas-fired central boiler, which provides central heating and a constant hot water supply to every flat and to the communal areas.

There is space for an electric cooker in every property's kitchen. Residents must ensure they arrange for installation of the cooker by an approved installer.

In addition, all properties feature full double glazing.



# ABOUT HANOVER COURT

## **Communal features**

Hanover Court features a high quality, fully furnished communal lounge and kitchen. Residents are free to use the lounge as they please.

A communal laundry includes modern washers and tumble driers and the communal gardens also feature rotary driers.

Hanover Court features a communal TV aerial, meaning there is no need to install an individual aerial.

## **Garden**

Hanover looks after the gardens however if space allows we can often make a patch available to individuals to look after.

## **Car park**

A car park is provided for the use of residents and visitors to the development. It is not possible to allocate car parking spaces to individual residents.

## **Guest bedroom**

Hanover Court features a well-equipped guest bedroom for visiting friends or relative. For a small fee to cover costs the bedroom can be booked up to two months in advance. Priority bookings are given to relatives of a resident who is ill.

## **Maintenance of your property**

As the landlord of the development, we're responsible for carrying out certain repairs to make sure your property and the communal areas are well maintained and that certain things are safe.

You can find more information on this in the Scottish Secure Tenancy Agreement which you sign when you become a tenant.

We will ensure your property is in good condition when you move in and we expect you to maintain the internal decoration.

# ABOUT HANOVER COURT

## **Can I bring a pet?**

Pets are welcome but we must know if residents are planning to keep them. If residents have a dog they must exercise them outside the development's grounds.

## **Tenants' Contents Insurance?**

We provide contents' insurance from as little as £2.20 a month. Or, if you prefer, you can arrange for your own cover; but you must let us know if you want to do this. Get in touch with us to find out more.

## **Council tax**

You are responsible for paying council tax directly to the local authority.

## **What are Development Managers?**

The Development Manager has a wide range of responsibilities, from helping out in emergencies, reporting day-to-day repairs, giving information on services we and other organisations offer and managing the day-to-day upkeep of the development.

## **Housing Officers**

Each development has a dedicated Housing Officer who acts as the main contact between the development and Hanover's offices. They will regularly visit and meet with residents to discuss any housing or personal issues you may have. They are more than happy to meet residents as a group or to make appointments to meet you individually in the comfort of your own home.

## **Annual Development Meeting**

Each year, we invite every resident to come to an Annual Development Meeting, usually held in the lounge or somewhere nearby. They usually take place in the autumn and it's a good opportunity for residents to discuss issues relating to the development.

## **Communications and consultations**

We're committed to effective communication with residents. We promise to communicate and consult in a variety of ways, including writing, visiting residents to discuss matters or calling extra development meetings.

To find out more about Hanover Court - or to apply for a property - call **01343 548585** or email **northinfo@hanover.scot**.