

# GRAPEVINE

The newsletter for Hanover's residents



## Forty and fabulous

2019 is a special year for Hanover (Scotland) because we are turning 40. We might not look a day over 21, but we have been housing and supporting people in Scotland for four decades.

1979 was a momentous year in many ways; the UK got its first female prime minister, a devolution referendum was held in Scotland, the price of milk increased to 15p a pint and Hanover (Scotland) Housing Association Ltd came into being at premises on Albany Street in Edinburgh.

At that time, the newly established Association took on management of seven developments which were already in place in Scotland, having been established by the parent organisation Hanover Housing Association. Within the first year of its existence, Hanover (Scotland) established three new developments, one in Aberdeen, one in Glasgow and one in Edinburgh.

The original objectives of Hanover (Scotland) were:

“The provision of housing and any associated amenities for people in necessitous circumstances upon terms appropriate to their needs.

The provision of housing and any associated amenities specially designed or adapted to meet the needs and disabilities of the aged.”



Today, Hanover (Scotland) manages 205 development across 24 local authority areas in Scotland. We have around 7,000 residents in roughly 5,500 dwellings. Hanover Telecare takes 1.5 million calls a year and offers support to around 40,000 people across the country.

Our objectives have evolved too. Today, our Purpose is:

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

While our official 40th birthday falls in April 2019, we intend to make the best of the opportunity to celebrate Hanover, its staff and residents throughout the year.

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## Welcome!

Hello everyone and welcome to this first issue of 2019. We are in celebration mode in Hanover as 2019 marks forty years of Hanover Scotland.

In light of this, we are offering prizes of £40 for the winners of our crossword and sudoku competitions, instead of the usual £25.

We are also looking for residents called Ruby to help us to celebrate our Ruby Anniversary!

In this issue you will also find a profile of our newest Board member Jo Roger, advice on how to spot and avoid scammers and plenty of pictures of your Christmas, St Andrews Day and Burns Night celebrations.

We have also included a survey to gather your views on the Grapevine and we would be very grateful if you could fill it in and send it back to us in the prepaid envelope we have supplied.

If there is anything else you would like to see in future issues, don't hesitate to get in touch. We welcome submissions from residents, their families and staff. The contact details are on the back page.

**Sara Stewart**

# Around the houses

## St Andrew's Day celebrations

At **Taylor Court** in **Keith**, the residents got together to have stovies and beetroot with a wee dram for a toast to the occasion. They also enjoyed an evening of entertainment provided by Andy Cormack and friends.



At **Keir Hardie Court** in **Bishopbriggs**, residents and visitors took part in a Quiz Night. There were lots of raffle prizes and plenty of old Scottish songs were sung. The favourite was apparently "You canny shove yer granny aff a bus!".



# West Park Court celebrates a Quarter Century

Residents and staff at **West Park Court** in **Elgin** got together to enjoy a special buffet lunch to mark 25 years since the development opened. They were joined for the occasion by newly appointed Hanover (Scotland) Board member Jo Roger.

The honours of cutting the anniversary cake at the party were given to **Mrs Grace Gates** who was the first person to move in when the development opened a quarter of a century ago.

Mrs Gates said: "Thank you to West Park Court for asking me to cut the cake at this special celebration. I cut the cake for the 20th anniversary so I was very happy to be asked to do it again."

Susie Cheeseman, sheltered housing manager at West Park Court, said: "It was lovely that everyone came together to celebrate 25 years since West Park Court opened its doors and it is especially nice that the anniversary coincides with Hanover's 40th anniversary. It was the perfect excuse for a party and we all had a brilliant time.



"I love working at West Park Court and really enjoy being with our residents, helping them lead independent and active lives. From tenants like Mrs Gates to our cleaner Violet who has been here since the development's beginnings, Hanover (Scotland) and West Park Court have been an important part of many people's lives for a long time."

## Dates for your diary

**Sunday 31 March** – clocks go forward one hour

**Friday 19 April – Monday 22 April** inclusive: Offices closed for Easter

**Wednesday 1 May 2019** – Deadline for articles for Grapevine issue 90

**Monday 6 May** – HQ closed for the bank holiday

**Monday 27 May** – HQ closed for the bank holiday

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**.



# Lochhead Court 20th anniversary

Residents at **Lochhead Court** in **Stewarton** held a party to mark a major anniversary in the history of their home.

The residents got together to enjoy a special buffet lunch to celebrate 20 years since the development opened. Musical entertainment was provided by local singer Jim Stirrat and residents were also given the chance to get up and perform a few songs.



Apparently, one of the requests was for *Bat Out of Hell* by Meatloaf. Jim's face was apparently a picture to say the least but he did it with ease as it's one of his favourites!

The honour of cutting the anniversary cake was given to **Mr Bill Hood**.

Mr Hood said: "I enjoyed the anniversary party and it was an honour to cut the cake. I moved to Lochhead Court 20 years ago with my late wife Agnes and, even though there have been many changes over the years, I have never regretted it."

Bridget Rutherford, Lochhead Court's manager, said: "It was fantastic to see everyone come together to celebrate Lochhead Court's 20th Anniversary.

There was such a great sense of community spirit. I hope to do it all again for the next milestone! Jim Stirrat provided a great day's entertainment which we thoroughly enjoyed."

## Graduation with Honours

**Mr Glen Paisley** of **Hanover Court** in **Banchory** graduated with BA Honours in Media in December 2018.

Mr Paisley attended Aberdeen College for two years before going on to Robert Gordon's University in Aberdeen for a further two years. What a fantastic achievement, particularly as Mr Paisley is registered blind. Congratulations from all of us at Hanover.



# Community spirit leads to a makeover

Residents at **Hanover Court** in **Inverurie** are celebrating after their garden received a makeover following a £10,000 lottery grant and help from people in the local community.

Tenants at Hanover Court were originally inspired to revitalise the development's garden after a visit in November 2016 to another Hanover development, Burnside Court in Buckpool, where tenants had transformed their garden with the help of a lottery grant. Many meetings were then held between Hanover Court's Sheltered Housing Manager Cathy Paul and the Residents' Committee as they discussed their shared vision for their own garden.

Hanover Court tenant **George Taylor** was in contact with Mike Barron, an Inverurie Rotarian, who he asked for advice on developing the project and applying for funding from the National Lottery's Awards for All (Scotland) in order to make the project happen. Mike was only too happy to be involved and thanks to his help the project, which aimed to improve the quality of life for tenants by upgrading the internal activities and providing improved outside facilities at Hanover Court, received an Awards for All (Scotland) grant of £10,000.

The whole project was truly a team effort. In addition to Cathy, Mike and the tenants, also involved in planning and implementation were Hanover (Scotland) Operations Manager, Dougie McPhee, and two other Inverurie



Rotarians, Jim McColl the BBC Beechgrove Garden TV stalwart, and Eric Massie. A team of six from the Inverurie Men's Shed carried out work on the garden while much needed hospitality was provided throughout the project by Hanover Court tenants, Kathleen Downie, Nan Hosie and Eileen Donald.

To celebrate the success of the project, an event was held at Hanover Court on 4th December. Along with tenants and staff at the complex, the event was attended by Mike Barron, Jim McColl, Eric Massie and representatives from the Inverurie Men's Shed. The event included presentations from tenants to the three Rotarians as a thank you for their effort in making the project happen, followed by refreshments for all to enjoy.

An event to mark the official opening of the Hanover Court garden is set to take place in the new year when the warmer weather returns.

Pictured in the garden are (left – right) Eileen Donald, Eric Massey, Nan Hosie, Graham and Alistair from Inverurie Men's Shed, Jim McColl and Kathleen Downie.

## Coppice Court at the Cooperage

Pictured here are some of the residents of **Coppice Court** in **Grantown-on-Spey** who went on a trip to The Speyside Cooperage. They enjoyed a lovely afternoon tea and were looked after very well by the staff there.







# Garden Award

**Callieburn Court** in **Bishopbriggs** has been awarded the Butterfly Award for its beautiful gardens. The development was up against gardens throughout Bishopbriggs and the residents are very proud of their award.

# A wee get together

Our developments at **Eglinton Court** in **Saltcoats** and **Montgomerie Court** in **Ardrossan** aren't too far apart and the residents took advantage of this to get together for some post Christmas socialising.



# Burns Night at Sivewright

The residents of **Sivewright Court** in **Kincardine** celebrated Robert Burns birthday with a haggis, neeps and tatties lunch, followed by entertainment from a singer.



# And finally...

Intrepid Development Manager Marie McPherson, of **Friary Court** in **Inverkeithing**, recently spent two hours with the plumbers trying to find the noise in the building, which has been disturbing some of the residents on and off for the past few months. Apparently it sounded like a foghorn. Marie is hopeful that she has tracked down the fault but she was extremely amused to come into work the next day and find this anonymous poem pinned to the notice board.

## Inspiring others

**Mr Iain Stephen**, a resident of **Linkwood View** in **Elgin**, is a wheelchair user who had an accident a few years ago which compounded his disability. Mr Stephen has not let this slow him down though and he has now been awarded his MSc in Science from the Open University.

Mr Stephen was unable to attend the degree ceremony for mobility reasons, so the Open University bought the ceremony to him and he received his honour in the large communal lounge at Linkwood View. Mr Stephen had already attained various qualifications, and is interested in pursuing his studies to PhD level.

He said: "It's a huge honour for me to get this award. I hope it will inspire others who are maybe not so confident.

"Studying kept me going while in hospital and I've always wanted to study.

"With luck I'd like to do a PhD in the future – I like a challenge."

Open University Director Susan Stewart praised Mr Stephen's "very strong support network" and said he was an inspiration.

Richard Lochhead, Minister for Higher Education and Mr Stephen's local MSP, attended the graduation ceremony and afterwards congratulated Iain, telling him that he is an inspiration for everyone across Scottish education and society.

### Mysterious Noises

They seek it here

They seek it there

That phantom noise

It comes from where?

No one know from  
where it came,

It's driving our Marie  
insane

They've run the taps  
And flushed the loo

What more can poor  
Marie do?

Alas no solution can  
be found

We'll have to put up  
with this hellish sound

But I have a solution  
It's quite alarming

I put it down to  
Global warming



# Choirs, Charity and Christmas Cheer



## Glenfield Court, Galashiels

At **Glenfield Court** in **Galashiels**, Borders College access students came for a visit and kindly gave the development cleaner Shirley a helping hand to put up the Christmas decorations.



## Milnescroft Court, Fochabers

The Fochabers Village Association provided **Milnescroft Court** with a stunning light display for Christmas.



## Hanover Court, Castle Douglas

The P3 Castle Douglas primary school children visited **Hanover Court** in **Castle Douglas** during December to sing carols for the residents.



## Baillie Court, Motherwell

At **Baillie Court**, students from the local high school, Braidhurst, visited residents and distributed Christmas food parcels. The residents were also invited to the school's Christmas panto and those that went thoroughly enjoyed themselves.



## Montgomery Court, Paisley

At **Montgomery Court** in **Paisley**, staff and residents celebrated the festive season with a Christmas lunch and a visit from local entertainers "Mama Fox" Francis and Tommy.





### Hanover Court, Inverurie

The children from Kellands Primary School visited **Hanover Court** in **Inverurie** to put on their carol concert. The concert was followed by the residents' Christmas party. If you look closely, Manager Cathy Paul is the elf in the back row of the photograph! The residents all tucked into a delicious meal followed by entertainment from a local charity group called the Glee Club. A Christmas raffle also raised the grand sum of £200.



### Regent Place, Broughty Ferry

**Mrs Craghill** of **Regent Place** in **Broughty Ferry** handmade the baubles on the Christmas tree above. Amazingly, the baubles are made of jute. Jute is closely associated with Dundee as it was the main industry throughout the 19th century and over half of Dundee's workforce worked in the textile sector. Jute is still an important part of Dundee's history and culture.

Mrs Craghill took a great deal of pride in decorating this tree herself and we think she did a fantastic job.



### Friary Court, Inverkeithing

The residents of **Friary Court** are pictured here enjoying their annual Christmas dinner in the development lounge. Development Manager Marie told us it was lovely to see lots of new faces as well as a couple of folks who have lived at the development for more than 20 years.



### Sivewright Court, Kincardine

The Tulliallan Boys Brigade visited the **Sivewright** development on Christmas Eve to sing carols to the residents.



# Choirs, Charity and Christmas Cheer



## Queen's Court, Jedburgh

A small group of residents of **Queen's Court** in **Jedburgh**, are pictured here, having returned to the development after a festive meal in the town. They were looking forward to continuing the evening with some music and friendly chat. Photograph courtesy of Mr Bernie Gajos.



## Aigan Court, Dufftown

**Aigan Court** residents enjoyed a party in the development lounge.



## Burnside Court, Buckpool

Christmas was a busy time for residents at **Burnside Court** with a festive dinner at a local hotel followed by afternoon refreshments and gifts at the development.



## Granary Street, Huntly

**Granary Street, Huntly's** residents and family enjoyed a lovely Christmas Lunch at the Huntly Golf Club in the run up to Christmas.



## Halyrude Court, Peebles

Manager Nancy Linskaill organised a festive treat of sandwiches and mince pies for the residents of **Halyrude Court** in **Peebles** in the run up to Christmas.



## Callieburn Court, Bishopbriggs

At **Callieburn Court**, staff and residents enjoyed a Christmas dinner, loads of fun and some truly terrible cracker jokes!





### Hanover Court, Castle Douglas

The residents of **Hanover Court** got together for a Christmas meal with catering by Caterbirds of Castle Douglas. The entertainment was provided by Raymond McQuarrie as Elvis and everyone thoroughly enjoyed themselves.



### Baillie Court, Motherwell

Some of the staff and residents of **Baillie Court** made the most of the season and enjoyed a three course Christmas lunch at the Ex-Servicemen's Social Club in Motherwell with singing and dancing and lots of Christmas spirit – including the kind you get in a bottle!

Development cleaner Maria Speirs took this selfie. With her are Sharon McLean, Development Manager, residents Fiona Kelso, Sandy Kelso and Betty Wallace and guest May Erentz.



### Regent Place, Broughty Ferry

The residents of **Regent Place** got together and organised a Christmas party which was held in the communal area on the second floor of the development

**Mrs Mary Mollison** and **Mrs Joyce Forbes** decorated the tree and the room for the occasion.

Several residents, family members and friends from the development also went on a Christmas meal outing to The Royal Yacht Club in Broughty Ferry.



### South Park Court, Elgin

Residents from **South Park Court** in **Elgin** are pictured here enjoying a meal together at The Laich Moray hotel. Apparently, not everyone could make the meal but Mary, pictured front left, was able to attend, having just received the keys to her flat that very day!



# Choirs, Charity and Christmas Cheer



## South Lodge Court, Ayr

The residents of **South Lodge Court** in **Ayr** thoroughly enjoyed their Christmas party.



## Hanover Court, Banchory

The **Hanover Court** Christmas party was a lively affair.



## Taylor Court, Keith

Local primary school children visited **Taylor Court** to make Christmas decorations. They also went along to the development's coffee morning to donate some of the decorations to the raffle.



## James Hemphill Court, Lennoxtown

The residents of **James Hemphill Court** got together in the main lounge of the development to celebrate Christmas.



## Alexandra Court, Prestwick

The residents of **Alexandra Court** held their Christmas party on 19th December. Residents, friends and family all enjoyed a good afternoon.



## Hanover Court, Inverbervie

At **Hanover Court** in **Inverbervie**, the residents got together for a very festive Christmas coffee morning.



# Charitable Efforts

Staff and residents of **Strawberry Bank** in **Peterhead** gathered together to donate food to their local Food Bank this Christmas. They decided to do this in the spirit of the season, instead of their usual collection for a hamper which is raffled within the development. According to the letter of thanks from the Aberdeenshire North Food Bank, they managed to collect an astonishing 83.75kg of food and their efforts and generosity were greatly appreciated.



In **Dalry**, the Friends of **Morris Court** raised £520.00 by holding a raffle and tombola at the Christmas Fayre, held on Sunday 9th December. The group decided to give half of the monies

raised to The Salvation Army and resident **Mr Robert Anderson** presented a cheque for £260.00 to Wendy Leisk and Nan Morrow. Pictured are Wendy Leisk, Robert Anderson, Margaret Dickson and Michael Kelly.

After coming across an appeal on Facebook for items for the local food bank at Broomhouse Market, **Claycot Park** Development Manager Sarah Montgomery put up notices in the development with a list of items that were in high demand. Over the course of two weeks, they filled five big boxes with long life food, toilet roll and toiletries. They also donated 32 selection boxes for children to receive over Christmas.

Sarah told us; “The generosity of the residents has been overwhelming, **Miss Margaret Wright** has donated an incredible amount of food, which has filled up a box and half and is still donating to the box almost daily! **Mr & Mrs David** and **Liz McGuire** donated almost a full box of shower gel, shampoo, conditioner, soap and washing up liquid alone.

**Mrs Irene Whitson** jumped in to action on selection boxes as well as food and donated an incredible 15 selection boxes.”

## Kind Hearted Youngster

Young Hayden McMahon of Falkirk approached his Mum in the run up to Christmas and asked her if he could donate some gifts to older people who might be on their own during the festive period. Hayden’s Mum Carla got in touch with **Harley Court** Development Manager Vicky and they arranged a visit. Hayden went along on 23rd December and met a number of the development’s residents and handed over around 40 gifts. What a star!



## News and information

# Snippets



**Is your name Ruby?** As Hanover is celebrating its ruby anniversary this year, we are looking to speak to Hanover residents called Ruby. It doesn't matter if it is your middle name or first name or just a nickname – we want to hear from you and to find out what you think about living in Hanover housing. Tell us about your development and how long you have lived there. You can email us at [grapevine@hanover.scot](mailto:grapevine@hanover.scot), call us on **0131 557 7437** or write to us at the address on the inside back page of this newsletter.

A small **correction**. The MacMillan Coffee Morning held at East Kilbride raised a total of £1,053, not £940 as previously stated in our December edition. Well done to all who took part!

**We need you!** The Grapevine Editorial Group is looking for new members. The group meets four times a year in Edinburgh to consider each issue of the Grapevine and discuss issues relating to tone and content, as well as costs and editorial policy. If you are interested in becoming part of the group, please get in touch at [grapevine@hanover.scot](mailto:grapevine@hanover.scot) or on **0131 557 7437**.

The **Men's Sheds** movement is growing throughout Scotland. The local groups provide a place to pursue practical interests at leisure. They're about social connections and friendship building, sharing skills and knowledge, and of course a lot of laughter. We would love to hear from any of you already involved with your local shed. Find out more at: <https://scottishmsa.org.uk/>



## Step Count Challenge 2019

This year's Spring Step Count Challenge kicks off on 29 April 2019. For those of you who are new to it, the challenge is an eight week walking event with a simple aim: walk more and feel the difference. Walking has lots of health benefits and active people live longer and healthier lives. Furthermore, walking is both easy and free.

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

Counting your steps is easy. You can use a pedometer that clips onto you clothing, an activity tracker such as

a Fitbit or even your smart phone. Hanover is providing pedometers for everyone who registers for the challenge.

If you are interested in taking part, please let your Development or Sheltered Housing Manager, or Housing Officer know so that we can finalise the numbers during the first week of April.



# Add your voice



Would you like to help improve social landlord services in Scotland? The National Panel is one of the ways that the Scottish Housing Regulator can hear from people who use social landlord services and they are looking for new members.

Panel feedback is essential to make sure the Regulator focuses on the important

things. The Regulator already has more than 400 people having their say. Members receive occasional surveys, information updates and take part in other feedback exercises. Participation is always optional.

The Panel is open to anyone who uses social landlord services. Members include social tenants, people who have

been homeless, home owners who receive factoring or common repairs from a social landlord, and people on social rented Gypsy/Traveller sites.

To find out more and join, please call Engage Scotland (who manage the panel) on **0800 433 7212** or email **natpan@engagescotland.co.uk**. You can also go online to **www.bit.ly/shr-panel**.

## PAT testing

Portable Appliance Testing is an essential task that must be carried out in order to ensure the safety of electrical appliances, such as lamps, in the communal areas of developments. Getting these appliances tested can reduce the risk of electrocution or even a fire. The PAT test inspection checks the plug, fuse, wiring, flex and appliance to ensure it is safe to use.

Whilst testing takes place as a matter of course on our rented developments, we are keen to see that all of our owner occupied developments also take part.

If you have any concerns, please speak to your Manager or Housing Officer.



## 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.



## Board profiles

# Meet Jo Roger, the most recent addition to Hanover's Board

### Tell us about yourself

I have worked for over 15 years in HR leadership and organisational change in consulting, technology and financial services organisations. More recently, I have been a director of an HR consultancy working in the civil service and have also joined Edinburgh University to provide interim HR leadership. I sit as a member of the Development Advisory Committee for Place2Be, a charity providing resilience development and listening support for children experiencing trauma.

I live in Edinburgh with my husband and two primary school aged daughters, who are a joy and a challenge in almost equal measure. Any spare time I have left after all of the above, I love to spend catching up with friends and family. I am a voracious reader and a secret Coronation Street fan, which no-one needs to know thanks to catch-up telly!

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

I am an avid supporter of associations which enable people to live their best lives and Hanover does this in



the most important way, by providing safe and supportive places to live.

I had been looking to join a board so I could put my experience to good use and make a difference. I was particularly impressed by the clear communication and commitments to residents at Hanover and I was keen to offer my support to take this further.

### What are your ambitions for Hanover in the future?

I hope I will offer a depth of professional knowledge and experience, with my career in business and HR management. Ultimately though, I am a people person so I hope to support Hanover to continuously improve the experience of residents and staff, as well as grow for the good of the association.



# Happy Birthdays



**Mary (Molly) James** of **Cameron Court** in **Forres** celebrated her 100th birthday in October last year with a party at the Mosset Tavern where she was joined by relatives and friends who travelled to share the very special day.

Photo courtesy of Eric Cormack Northern Scot

**Renee McCall** of **Hanover Court** in **Stonehaven** enjoyed her 80th birthday party in the Stonehaven Bowling Club on Saturday 19 January 2019. The event was very much enjoyed by all family, friends and fellow residents.



**Mrs Cathie Ferrier** of **Baillie Court** in **Motherwell** celebrated with a 90th birthday tea Wednesday 23 January. Guests enjoyed sandwiches, sausage rolls, tea, coffee, some wine and lager too. Bob Osborne (on the left) even celebrated with a song as usual.



# Happy Birthdays



**Mrs Elizabeth Lymburn** of **Friary Court** in **Inverkeithing** is pictured here being presented with a handmade card from the Tree Top Nursery children, who visit the development. Mrs Lymburn turned 95 years young on new year's eve 2018.



**Mrs Vi Ewen** of **Hersbruck Court** in **Lossiemouth** celebrated her 90th Birthday on 14 November, and was surprised by her sister Maggie, who journeyed up from Turnbrige Wells to help her celebrate.



Pictured is the Deputy Lord Lieutenant (Mr James McCosh) presenting **Elizabeth Maynard** of **Morris Court** in **Dalry** with a birthday card from the Queen for her 100th birthday.



**Mrs Janet Smart** who lives at **Larchfield Neuk** in **Balerno** celebrated her 100th birthday in November with a party in the Church hall for family and friends.

Mrs Ewen enjoyed celebrations with her sister, brother and other family members on the day, and then hosted a wee party on the Development for her friends and neighbours.

## Our congratulations also go to:

**Mrs Jean Nicol** of **Taylor Court** in **Keith** who celebrated her 90th birthday in November 2018. Her Niece came home from Canada to celebrate the event with her, which made her very happy.

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



## Money Matters

# Beat the scammers

**At our tenants' conference in August, we featured a very successful workshop run by staff from the Royal Bank of Scotland on how to spot scams.**

At Hanover Scotland, we regularly hear from residents about scam attempts that they have encountered. We don't want to make people fearful, we want you to have the tools to recognise and tackle the scammers, and to support your family and friends to do so as well.

Derek Mitchell, chief executive of Citizens Advice Scotland, told us: "We are urging people to be vigilant and follow our tips on how to spot and avoid scams. The main thing is to be very cautious about any apparent bargain. **Remember, if it looks too good to be true, it probably is.**"



Chief Executive of the charity Age Scotland, Brian Sloan, said: "If you report a scam or attempted fraud, you can help protect others in your community. It helps police and fraud protection organisations become more responsive to current trends and raise public awareness of these crimes."

Here are some tips on how to avoid becoming a victim:

- Be wary of all tradespeople on your doorstep and thoroughly check their ID. Genuine traders won't mind you being sceptical.
- Be cautious with unexpected phone calls, letters or emails. Don't let them pressurise or rush you.
- If you are unsure about an apparent bargain, tell them you'd like time to think about it, then do some research: look for the company online or ask friends and family what they think.
- Remember you can get free advice on scams from your local Citizens Advice Bureau or by calling the consumer helpline on **03454 040506**.
- If you find a scam, report it to the police or trading standards – and tell your family, friends and neighbours.

One scam that appears to be on the increase is malicious calls, voicemails, text messages or emails to members of the public purporting to be from HMRC.

Listen to your instincts. Don't be rushed or pressured into making a decision. Under no circumstances would a genuine bank or some other trusted organisation force you to make a financial transaction on the spot.

## Customer Engagement

# Development Walkabouts for tenants

One of the options for customers to get involved with Hanover is to volunteer for 'Development Walkabouts'. This is a process by which volunteer tenants take time out twice a year to do 'walkabouts' of their developments, with staff, in order to give their views on any communal repairs which have been undertaken, report any new repairs that are needed, examine the standard of landscaping and make recommendations for any improvements needed. Tenants will report their findings to their Housing Officer and/or Maintenance Officer and the Housing Officer will then feedback the outcomes of the report and any completed or planned work to residents on the development.



A full selection process and training will be offered for those interested in taking part. If you would like to get involved, please contact us at [CustEngage@hanover.scot](mailto:CustEngage@hanover.scot) or on 0131 557 7469.

## HEART engaging with Hanover's Board



I caught up with the HEART Customer Panel members recently, shortly after they had taken part in a strategy session and lunch with Hanover's Board. During the session, Panel Member Laura Campbell-Milton presented on behalf of HEART and brought Board members up to date with the Panel's work. The session was also an opportunity for newer Board members to meet the Panel and for both groups to discuss Hanover's future.

A number of Panel Members commented the Board had been extremely engaged and interested in the work of the Panel and that the event had demonstrated the Board's commitment to customer scrutiny. Panel Member Marion Dunn noted that the Panel had received excellent feedback from the

Board on its work so far and fellow Member Peter agreed that the Board had demonstrated genuine backing for the Panel and its work. He also commented that the event had helped the Board to better understand the role of the Panel.

Hanover's Performance Manager Elaine McCaffery reported that it had been "a really good session that cemented HEART's relationship with the Board". She went on to say that both groups had agreed that they would meet every six months.

### Anti-social behaviour report

HEART's work also continues apace and their report on anti-social behaviour is due to be completed very soon. They are now considering what issues to tackle next.



# From the Chief Executive

## 40 years of Hanover



2019 is a momentous year for Hanover (Scotland) as we celebrate four decades of providing housing and support for older people in Scotland.

On April 1 1979, Hanover (Scotland) Housing Association Ltd came into being at premises on Albany Street in Edinburgh and took on management of seven existing developments in Scotland.

Hanover was there at the very beginning of the housing association movement in Scotland, which saw a new way of operating, separate from local authorities and innovative in its approach to providing quality housing.

There was a recognition that there was a gap in provision of high quality housing for older people and drawing from a distinctly philanthropic approach (from Hanover England our original parent company) an Advisory Board in Scotland within Hanover went about creating Hanover Scotland as we know it today. That desire to help people in need and willingness to be creative remains a core part of Hanover's approach to this day. I am so proud to be a part of this.

Our objectives have grown and evolved. Today, our Purpose is:

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

When I became Chief Executive of Hanover, I knew I wanted to build on the existing success of the organisation. It was crucial for me that Hanover's external image reflected its internal vibrancy and energy and the dynamism and commitment of its staff. There was an overwhelming imperative in Hanover to showcase this to the outside world. This resulted in a rebranding of the organisation and the colourful new branding has received many complimentary comments from around the UK. In addition we also changed how we operate into strategic business units – these units have the dual role of meeting our core values, by closely serving our customers and operating with greater business acumen to meet the needs of a complex and challenging operating environment.

Our greatest resource is people – our customers, our staff, our Board and our partners. I believe that it is essential that in realising our full potential that we fully engage with all of

them in meaningful ways, to ensure that we remain agile, adaptable, accountable and appropriately responsive.

I have prioritised the use of digital technology from the early days of taking up my role, not only in our offices but also on developments and I continue to believe that the subtle but important blend of innovation (of which technology is an essential part) and engagement, is key to providing better homes and services into the future.

There is no doubt in my mind that Hanover is in an excellent position to lead in the provision of excellent housing and services going forward. Yes, we will no doubt face challenges but I believe that the Hanover family has the resilience and creativity to not only endure but continue to grow.

AA Milne (the creator of Winnie the Pooh) reminds me of this and indeed perhaps we could preface what he says this with the word Hanover,

'You are braver than you believe, stronger than you seem, smarter than you think!' (Smart in a good way!)

I think A.A.Milne is spot on!

# Homes for rent

## Looking for a new home?

Do you know anyone who would be interested in moving into one of our developments? Or are you looking to transfer to another development?

Below is list of developments where we currently have properties available to rent. If you or anyone you know is interested, please contact the area offices using the phone numbers or email addresses provided. We also welcome applications for areas not listed below. If you're interested in moving to an area not on this list, please still contact us as availability can quickly change and we may still be able to help. Our staff will be happy to take you through our application process, called Home for You.

Some of the properties we provide a factoring service for are available for sale on the open market. Please see our website or contact any one of our area offices for more information about buying a property managed by Hanover.

Please note that these details are correct at the time of writing but you can check our website for up to date information about vacancies <https://www.hanover.scot/looking-for-housing/>.

### East

Telephone 0131 557 7404, email [eastinfo@hanover.scot](mailto:eastinfo@hanover.scot)

Broomlee Court, West Linton (sheltered)  
Hanover Court, Earlston (sheltered)  
Sivewright Court, Kincardine (sheltered)  
Rosemount Court, Carlisle (very sheltered)  
Halyrude Court, Peebles (sheltered)

### North

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

Doune Court, MacDuff (sheltered)  
Hanover Court, Buckie (sheltered)  
Aigan Court, Dufftown (sheltered)  
Woodside Court, Granton-on-Spey (sheltered)  
Bridge of Dee Court, Aberdeen (sheltered)

### West

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

Baillie Court, Motherwell (sheltered)  
Orchard Court, Renfrew (very sheltered)  
William Turner Court, Locharbriigs (sheltered)  
Callieburn Court, Bishopbriggs (very sheltered)  
Princes Square, Troon (sheltered)  
McAlpine Court, Wishaw (very sheltered and 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 90 (June 2019) of Grapevine is **Wednesday 1 May**.

Our website features a wealth of information, including copies of important Hanover documents and contact details – go to **www.hanover.scot** for more information. You can read more about what Hanover residents are up to on our Facebook page – **facebook.com/hanoverscotland** and you can also follow us on Twitter (**@hanoverscotland**) Residents can also join the Hanover Blether Facebook group – go onto Facebook and type ‘Hanover Blether’ into the search box.

We can produce this newsletter in other formats, like braille, audio and large print. If you use email, we can also email the newsletter to you instead of sending a printed copy. This saves trees and postage costs. If you’re interested in any of these options, get in touch using the details above.

Legal information given in this newsletter is given in good faith and is based on Hanover’s understanding of the law. The accuracy of Hanover’s views is not guaranteed and readers seeking legal advice specific to their own circumstances should contact a solicitor or a Citizen’s Advice Bureau.

## Prize Sudoku

In honour of Hanover’s 40th anniversary year, we are offering a £40 prize for our Sudoku competition! As usual, your task is to fill the grid so that every row, column and 3x3 box contains each of the numbers 1 – 9. Once you’ve completed the grid, fill in your name and address in the spaces provided and send your details and the completed puzzle to us at the address above by **Wednesday 1 May**. If your name is the first drawn out of the hat for each of the north, west or east areas, you’ll win £40. The correct grid from last time is below.

Name.....

Address.....

.....

Postcode .....

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

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

The winners of the last Sudoku competition were **Isabella Erskine** of **Sivewright Court** in **Kincardine** (east), **Carol Stewart** of **Church Street** in **Huntly** (north) and **Hugh Wilson** of **William Turner Court** in **Locharbriggs** (west) **Congratulations!**

# Prize Crossword

Once you've completed the grid, fill in your name and address and send your details to us at the address on the inside back cover by **Wednesday 1 May**. If your name is the first drawn out of the hat for each of the north, east or west areas, you'll win £40!

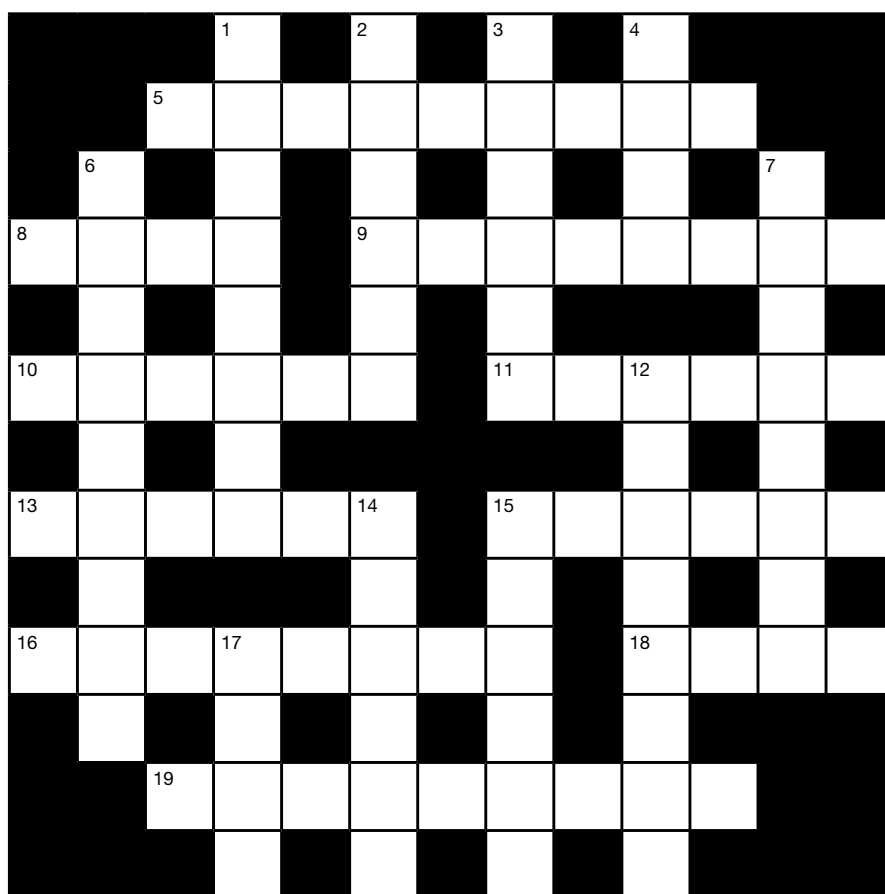
Name.....

Address.....

.....

.....

Postcode .....



## ACROSS

- 5 Instrument for indicating air pressure (9)  
 8 Type of French, soft cheese (4)  
 9 Saint on whom Santa Claus is based (8)  
 10 Grain used in the making of Scotch whisky (6)  
 11 Insect which when it swarms devours all the crops on which it settles (6)  
 13 Nut used in cooking and flavouring (6)  
 15 & 15d Name of the pub in 'Coronation Street' (6,6)  
 16 County of South West England; county town, Taunton (8)  
 18 Organ for breathing (4)  
 19 Tree that keeps its foliage all year round (9)

## DOWN

- Town in Belgium, scene of a famous battle in 1815 (8)  
 2 Ship on which there was a mutiny against its Captain, William Bligh (6)  
 3 Instrument for writing (6)  
 4 Roman Emperor, notorious for his cruelty (4)  
 6 Term for carpet woven wide (9)  
 7 A tendon at the back of the knee (9)  
 12 'The Laughing -----' – painting by Frans Hals (8)  
 14 Region in which there is little rainfall (6)  
 15 See 15 ac  
 17 Feeling of discontent at the good fortune of another (4)

The winners of the last crossword were: **Mrs Agnes Dunne** of **Langlands Court** in **Hawick** (east), **J Clark** of **Victoria Court** in **Fort William** (north) and **John Anderson** of **Newton Court** in **Paisley** (west). Congratulations!

The answers to the last crossword are:

**ACROSS:** 1 Statue, 5 Cheese, 10 Cameras, 11 Legends, 12 Colder, 15 Volume, 16 Yule log, 17 East, 18 Snap, 19 Holiday, 20 Reds, 22 Asks, 25 Sponges, 27 Wreath, 28 Sleepy, 31 Russian, 32 Chicken, 33 Advent, 34 Sphere  
**DOWN:** 2 Temples, 3 Turkey, 4 Easy, 5 Cola, 6 Eggnog, 7 Sunburn, 8 Icicle, 9 Asleep, 13 Rudolph, 14 Designs, 15 Voyages, 20 Reward, 21 Dressed, 23 Speaker, 24 Saying, 25 Stripe, 26 Sleigh, 29 Knit, 30 Ices