



40
YEARS OF HANOVER

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Introduction by CEO and Chair

This year marks a very special anniversary for Hanover – **40 years since Hanover Scotland came into being.**

On Sunday 1 April 1979 Hanover Scotland separated from its parent Hanover Housing Association in Egham, Surrey and we started to make our mark on the sheltered housing map in Scotland.

The first Director of the new organisation was Stewart Kinsman who was backed by a very powerful and distinguished Committee of Management chaired by the former Secretary of State for Scotland, Michael Noble, Lord Glenkinglas.

“We collected around us a number of very distinguished Scots and have gradually taken over the controls from our parent at Egham”

RIGHT HON LORD GLENKINGLAS, 1980

The new organisation inherited nine developments and 182 tenants from its former parent and had eight members of staff. Today we manage more than 5000 properties and employ over 600 staff.

From the start we explored new forms of housing and new types of housing tenure.

Today, our new housing with care developments in Moray have broken new ground and have been much acclaimed in the sector. One of our new amenity developments in Elgin, Kesson Court, has just won the prestigious Saltire Medal, the Design Award and the Chartered Institute of Building Award.



NANCY'S RETIREMENT CAKE



MIKE MARTIN, CHAIR AND HELEN MURDOCH, CHIEF EXECUTIVE

We are very proud of what we have achieved over the last 40 years. We are now recognised as one of the leading providers of housing for older people in Scotland and have taken on work internationally as well. We have evolved our thinking to provide housing that can be adapted to meet the changing needs of our tenants allowing them to remain in their homes for life.

It has been another very busy year for us. We welcomed a new board member, Jo Roger. Jo has worked in HR leadership and organisational change for over 15 years and is a very welcome addition to our Board. Derek Fothergill and Oonagh Gill both resigned during the course of the year and we would like to thank them both for their excellent contribution to Hanover.

A much loved member of staff, Nancy Rhouma, Executive Assistant to the Chief Executive, retired in December 2018 after 20 years with Hanover. Staff at Head Office arranged a special send-off including a cake which depicted Nancy's desk with a mini monitor, board papers and coffee mug. Nancy will be sorely missed and we would like to express our heartfelt thanks to her for all the support she has given us over the years. We would also like to welcome her replacement Emma McNeil-McCallum.

Throughout the year a lot of work has been undertaken to progress Hanover's partnership with Arklet Housing Association who are based in East Renfrewshire, Glasgow South and South Lanarkshire.



HELEN MURDOCH, CEO WITH EUAN MILLAR, DIRECTOR COSIS ARCHITECTS

Both Hanover and Arklet have conducted appropriate due diligence exercises identifying any key risks associated with the partnership and how they can be managed. Following these exercises both Boards were happy to proceed and we are working towards a date of 1 November 2019 for the two organisations to become one. Arklet's tenants will have the final say on whether the partnership goes ahead.

Hanover is actively pursuing all new technologies and their applications with industry experts. In depth discussions are being held about the challenges facing Hanover in the future and how these might be met using new technology.

We will continue to prioritise the use of digital technology not only in our offices but on our developments and we will be looking at different IT platforms from which to develop services for our residents. The subtle but important blend of innovation, of which technology is an essential part, and engagement, is key to providing better homes and services in the future.

As always our greatest resource is our people, our customers, our staff, our Board and our partners. It is essential in realising our full potential that we fully engage with all of them in a meaningful way to ensure that we remain adaptable, accountable and responsive.

We undertook a Staff Engagement Survey and were delighted that 56% of our employees responded to the survey. The results showed that the Hanover Engagement score was 75%. The highest scoring question was 'how good are your relationships with your immediate colleagues and team-mates'. In comparison to other housing sector organisations using the Hive platform, the overall engagement score and subcategory scores compare extremely favourably. From these results action plans to improve our staff engagement have been created for each department.

Hanover is in a very good position to lead in the provision of excellent housing and services going forward. We will embrace challenges with resilience and creativity to allow us to continue to innovate, grow and flourish.

Highlights of the Year

LINKWOOD VIEW was formally opened by Christine McKelvie MSP on 21 September 2018. Built in partnership with Moray Health and Social Care and the Scottish Government, the development provides 6 flats for people with dementia, 4 designed for a variety of disabilities and 22 care flats capable of being adapted to suit occupants' varied needs.

The development has won several 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'.



CHRISTINE MCKELVIE MSP AND MIKE MARTIN CHAIR AT OPENING OF LINKWOOD VIEW



TENANTS' CONFERENCE

'Excellent day, enjoyed it very much.
Very interesting and I found it great
to listen to'.

HANOVER RESIDENT

Highlights of the Year

Our Housing with Care service for older people in the Borders has received a glowing report following a recent independent inspection. The service scored Grade 5 (very good) across the board in an inspection report published by the Care Inspectorate.

The unannounced inspections by the Regulator took place in December last year at the three developments at which the Housing with Care services operate: Glenfield Court in Galashiels, Mercer Court in Innerleithen and Queen's Court in Jedburgh. During the inspections, the Care Inspectorate accompanied support workers on care visits to meet people receiving care.

The Care Inspectorate report praised the service, highlighting that:

- ▶ A low turnover of staff ensured the care and support provided consistently met people's needs.
- ▶ People receiving the care service were treated with dignity and respect.
- ▶ People receiving the service were involved in decisions about the care and support they needed.
- ▶ Comments from residents praised staff for being "a good team" and "all very helpful", with one person remarking that "they can't do enough for you".

Helen Murdoch and Ben Hallett attended the International Conference for Integrated Care in San Sebastian in Spain at the start of April 2019. The conference run by the International Foundations for Integrated Care (IFIC) brought together 1300 researchers, clinicians and managers from around the world who are engaged in the design and delivery of integrated health and social care.

Helen Murdoch chaired presentations on home based care for the elderly from Spain, Poland, Canada and England while Ben Hallett presented a paper on co-creating wellbeing and community projects based on Hanover's Hub and Spoke research.

Speaking ahead of the conference, Helen Murdoch, Chief Executive of Hanover Scotland, said:

'I am very proud that Hanover Scotland is the only Scottish Housing Association to be invited to present at ICIC19, particularly in our 40 anniversary year.'

Tenants' Conference

Our third tenants' conference was held in August and was well attended by over 80 residents. The day was facilitated by Tree of Knowledge with sessions by RNIB on Digital Inclusion, the Royal Bank of Scotland on scamming and chair based exercise/falls prevention by Joanne Goodall. The day was wound up by the ever popular Dave Marshall taking everyone down memory lane.

Staff Conference 2018

We had a fantastic turnout for the staff conferences with 184 staff attending over the three days in June. Gavin Oattes from Tree of Knowledge presented an engaging and fun-filled session.



STAFF CONFERENCE

'Makes you feel valued and reminds you what you actually achieve and what you can achieve'

STAFF MEMBER

Highlights of the Year

New Developments

Two new general needs developments have been completed during the year, with 22 units being built at Britannia Place in Ayr and 16 units at Stonecross in Elgin.



Resident at Craigview, Bo'ness.

40
YEARS OF HANOVER



Hanover Scotland through the years 1979 - 2019

From the very beginning Hanover Scotland demonstrated a willingness to lead on innovation and to adapt to change. We aimed to produce architecture that was not only fit for purpose but also added to the local townscape. We were awarded our first Saltire Award in 1980 for Hanover Court, Stonehaven which also won a Civic Trust commendation two years later.

From the 1980s we expanded our range of different types of tenure to offer older people greater choice. Working both with private sector builders and developers and through our own development subsidiary, Heritage Housing Limited, we built up the largest portfolio of owner occupied sheltered housing developments under management of any not-for-profit organisation.

We recognised and continue to recognise that our role in augmenting traditional health and social care services is profoundly important and all relevant agencies, whether government or charitable, need to work closely together to meet rising expectations and demand on our services. This means redesigning housing, health and care services in fundamental ways to make services seamless for the older person.

We also recognised that in order to continue to provide homes that were fit for purpose and meet the needs of the local community we would need to consider redeveloping some of our older properties.

In 1979 Hanover Scotland inherited nine developments and 182 tenants. The oldest of these, at Drymen and New Scone, were the first ever sheltered accommodation to be built in Scotland.

Hanover's first owner occupied development, Rose Park, opened at South Trinity Road in Edinburgh in 1984.

In the 1990s, under the Empty Homes Initiative, we started refurbishing existing buildings, creating six homes for families and independent, older people in a former surgery in Buckie. In 2002, we took over Sunnyside Court in Edinburgh from the Salvation Army Housing Association, undertaking a major improvement programme.

We helped to regenerate council housing estates around Glasgow including Castlemilk, Drumchapel and Nitshill. In the early 1990s we were the first housing association to be involved in the redevelopment of Glasgow's Gorbals.

After five years of planning, our first very sheltered development was opened at Bloom Court in Livingston in 1990. This provided residents with sheltered accommodation which had additional care services and meals. This move towards care in the community predated the Community Care Act (1993) which aimed to keep older people in their own home longer.

A second, very sheltered development, Doo'cot View, Banff, was acquired from Scottish Homes, and incorporated a Council-run day centre.



'They serve great food here. The only meal that you need to make yourself is your breakfast.'

HANOVER RESIDENT

In 2001 Hanover in partnership with South Lanarkshire Council designed its first accommodation specifically for people with dementia alongside its largest very sheltered development in Hamilton.

Another new approach was taken at Colinshiel Court in Armadale which was one of three new housing developments supported by the Opening Doors for Older People partnership. Under the same partnership, Hanover provided the telecare element of West Lothian's 'smart' housing concept where computers monitor aspects of everyday living. The design concept at Colinshiel impressed audiences beyond the UK. By 2009, Hanover Telecare managed over 250 'smart' installations.

Partnership involved Hanover sharing its expertise with smaller housing associations. In 1989, for example, Hanover worked with the Glasgow Jewish Housing Association, now known as Arklet, to design and build accommodation for older Jewish people.

Despite the economic downturn, early action by the Scottish Government to address the levels of grant funding combined with the competitive nature of the housing market enabled us to complete 77 new homes in four locations across Scotland in 2010. This provided much needed new housing in East Kilbride, Forres, Johnstone and Paisley.



In 2011, we redeveloped our Slamannan sheltered housing to provide new general needs housing. We added air source heating which saw us progress into new innovative heating systems.



At this time, we were also successful in two bids for the Innovation and Investment Fund and were therefore able to start work on developments at Giffnock and Hamilton.

2011 also saw the completion of a development at Murray Place in Barrhead. Work on this development incorporated a number of energy efficiency measures including positioning the buildings to reflect the sun's path during the day to achieve direct solar gain, roof mounted solar panels, high efficiency gas fired condensing boilers and special cavity wall insulation.

Hanover Scotland through the years 1979 - 2019

2014 saw construction work taking place in Elgin and Forres, reflecting our strong working partnership with Moray Council. We also took on the management of the RAFA retirement property, Dowding House in Moffat.

In 2014, we also launched a new innovative Housing with Care service at three of our developments in the Borders in partnership with Borders Council.



MERCER COURT - INNERLEITHEN

In 2016, we completed work on Varis Court in Forres. The most up to date thinking and research was put into practice in the design, building and planning of the development to create a uniquely modern environment suited to the needs of older people who require different levels of care and support. The development was formally opened by First Minister Nicola Sturgeon the following year. The unique and progressive service design has received much attention from social care and health practitioners and academics from the UK.

In 2017, doors opened at Linkwood View in Elgin. The development was subsequently awarded Social Housing Development of the year by Premier Guarantee.

Reflecting the continuing strong relationship with Moray Council and the local Integrated Joint Board, we opened an amenity development Kesson Court, in Elgin. Kesson Court was built on the site of one of Hanover's earliest developments, at Haugh Road. We are very proud that the development has just won the Saltire Medal.

2019 has seen us come full circle with the decision to demolish development 001 at Drymen. The homes there were judged to be too small and too energy inefficient and Hanover Scotland has made the decision to pull them down and build new homes on the site.

We will continue to innovate and develop our approach to providing housing that is fit for the changing needs of older people.



GLENFIELD COURT - GALASHIELS

Building, Repairs and Maintenance

The year saw our development team complete two new general needs schemes comprising 22 units at Britannia Place, Ayr and 16 at Stonecross, Elgin. We also made a start on the Hamilton Gardens site in Elgin. This scheme includes 25 extra care flats, 14 amenity and 5 wheelchair flats and will be completed in October 2019.

Plans are well under way for site starts in 2019/20 in Buckie (31 units), Drymen (16 units) and Bearsden (22 units), the latter being a joint venture with Partick Housing Association. The scheme at Drymen is a highly energy efficient heat retentive Passivhaus development which keeps energy bills to a minimum.

Our Kesson Court development in Elgin completed in 2018, won three awards from the Saltire Society. These are much sought after and prestigious awards from the leading contemporary architectural heritage body in Scotland. The awards were the Saltire Housing Design Award, CIOB Good Building Award and the Saltire Medal. Winning three awards, including the overall one, is highly unusual and we congratulate all our partners for their contributions.

Hanover will continue with a development programme of 60-80 units a year aiming to increase the number of local authorities we work with.

Our replacement programme provided 62 new kitchens, 116 new bathrooms, 191 new boilers and 109 flats with new windows. Many other systems were upgraded as we work through a sustained phase of planned maintenance resulting from a corresponding peak in our past development programme.

Further work was undertaken to meet the Energy Efficiency Standards for Social Housing (EESH) ahead of the compliance date of 31 December 2020. Our compliance level at 31 March 2019 was 95.06%. Exemptions will be claimed for some of the remaining stock where for technical or other reasons compliance cannot reasonably be achieved.

We continued with a full programme of planned maintenance with projects totalling £5.149m and cyclical maintenance of £574,000 during the year. Amongst the projects completed was a major external fabric improvement at Taylor Court, Keith and extensive roof works at Dove Street, Glasgow.

A total of £2.778m was spent on current repairs during the year. 16,432 work orders were raised and 641 voids were re-let. The average times for dealing with emergencies and non-emergencies were 3.61 hours and 5.16 days respectively, a slight decrease on 2017/18 levels and one we'll be looking to exceed in 2019/20. The proportion of repairs carried out 'Right First Time' was 96.4%, up from 93.3% and the sector Best in Class for 2018/19.

Much preparation was put into tendering the new current repairs and void Term Contracts starting in April 2019. These contracts cover our developments in the central belt and in the west and will last for four years. We have increased the number of schemes covered and will work with one established contractor and two new ones.

During the year we carried out 150 mobility adaptations to a value of £390,385. These are a huge on-going benefit to our residents and mean that over £3m has been invested in over 1000 properties over the last ten years.



Development Anniversaries

40
YEARS

► NEW SCONE



Development Anniversaries

35
YEARS

- ▶ SALTCOATS
- ▶ NEWTONMORE
- ▶ BATHGATE



35 YEARS EGLINTON COURT, SALTCOATS

30
YEARS

- ▶ DUFFTOWN
- ▶ KINROSS
- ▶ CRAIGLOCKHART TERRACE (EDINBURGH)
- ▶ TROON
- ▶ BARNTON AVENUE WEST (EDINBURGH)



WHYTE COURT, KINROSS

25
YEARS

- ▶ DUNFERMLINE
- ▶ WHITBURN
- ▶ ALLOA



DUNFERMLINE 25 ANNIVERSARY PARTY

20
YEARS

- ▶ STEWARTON
- ▶ WISHAW



OPENING OF LOCHHEAD COURT, STEWARTON

Interview with Alex Kelly, resident of Baillie Court, Motherwell

We have many wonderful stories from our residents and here is Alec Kelly's. **Alec is 92 and a resident of Baillie Court in Motherwell.**

I was born in 1927. My father worked in a Paper Mill at Caldercruix in North Lanarkshire for over 50 years. We lived in a company cottage with two rooms between four of us with the fire on for 365 days of the year.

I was called up for national service between 1946-1948 and attached to the Royal Army Service Corps. I then returned to the company I had previously worked for as an apprentice engineer. In 1949 I moved to the design office and then in 1950 obtained employment within a Glasgow company making similar steel mill equipment.

I saw an advert in the paper wanting staff for a new factory. I got the job and within a year I was a supervisor, then foreman and eventually went on to be Executive Manager of Quality Control for 10 years and then Supply for another five years. I then became a director. I wanted to go to the States and they said they'd prefer me to go to Brazil. I went there in 1979 as Works Manager for a year and then became the Industrial Director at the General Motors (GM) plant in Brazil.

Before I came to live in Baillie Court I was staying in a place which had 27 steps up to the front door! Two years ago I decided that I needed to make a move. I'm in good health, always have been but I thought at my age I should consider sheltered housing!

I looked at a couple of places but they were either too expensive or too cramped. Then I got a letter from the local council to say that they were holding a focus group for housing older people in the local area. That was how I got to know about Hanover Scotland. They said Hanover have flats available now at Baillie Court in Motherwell. After viewing the flat I decided to move in. I even got cards from Sharon, the Manager and Maria, the development cleaner, to say welcome to your new home!

Everyone who has come to see me has said 'Alex, you've made the right move, at the right time and to the right place. At my age, you feel relieved that you've made the right move and that you're with the right group.

I was very fortunate to find Baillie Court. I've been at Baillie Court for nine months now, I moved in on the 20 September 2018. You wouldn't get the same support in a council sheltered house that you get here. If something goes wrong it is usually fixed within a day.



"I've enjoyed my time so far at Baillie Court"

Sharon (the manager) and Maria (the development cleaner) are smiling all day long and Phil is a real joker as well. I often sail my (model) boats at the local loch, Strathclyde Park, which is really handy from Baillie Court. My friends appreciate that they can stay over in the guest rooms if required. I go to the lounge some Sundays for meetings with my friends. I had to go in to hospital earlier in the year and Sharon was calling me after the third day to make sure I was OK.

I'm active and I'm out every morning for the paper and Sharon always knows when I'm heading out and she's always there to say hello to me.

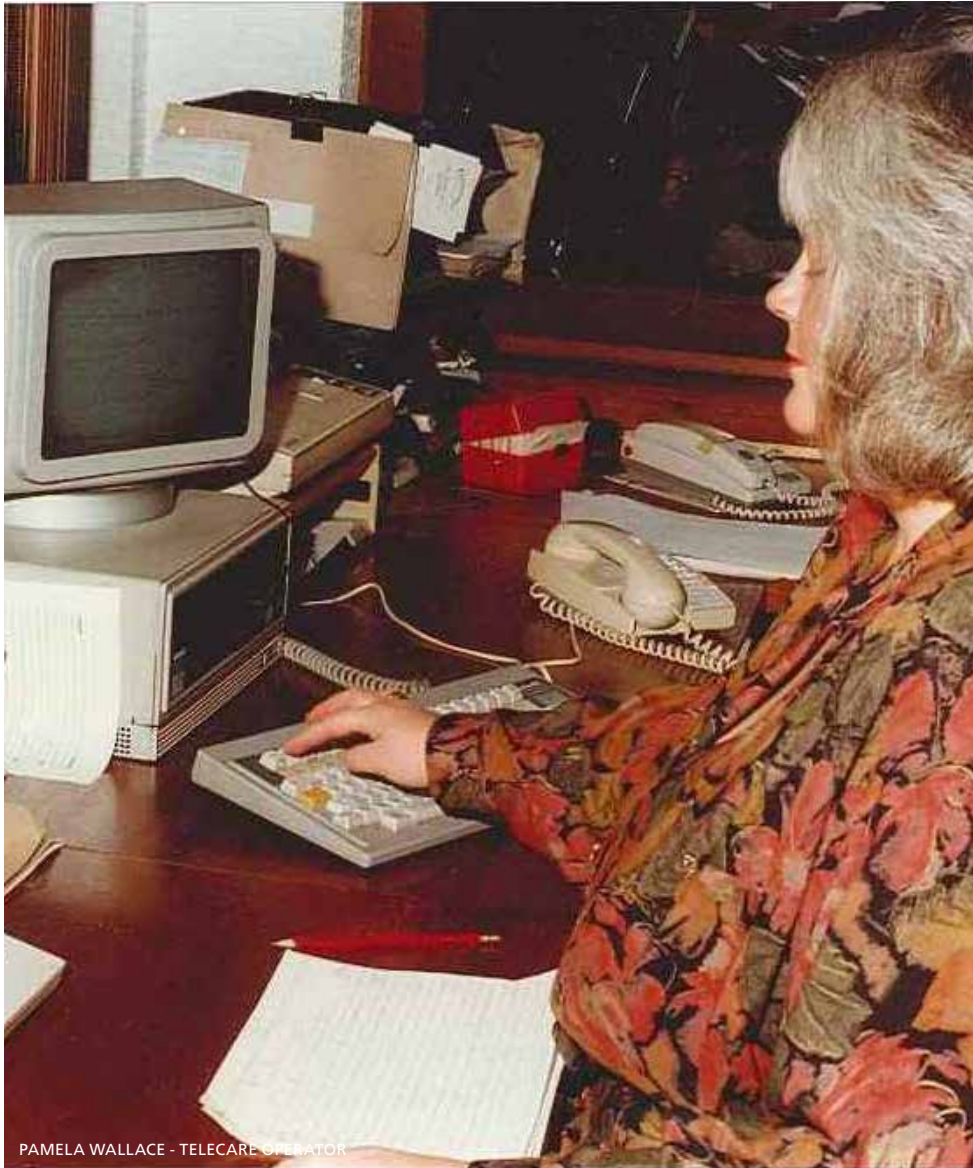
I feel safe and secure here.

“We were taught in General Motors to draw up your list of musts that must be met. “So this was the criteria for me, Could my friends come for meetings? Tick! They could do that at Elvan Court but not as comfortably as there is no communal area. Could I have a garden shed? Tick! Of course. Sharon, the Manager introduced me to Phil (Salina) who grows vegetables for the residents. Sharon was really perceptive and she could see what things were a must and she got things in motion with Head Office to allow me to have a shed. Within two weeks I had permission for my shed!”

ALEC KELLY - RESIDENT OF BAILLIE COURT IN MOTHERWELL



30 Years of Telecare



PAMELA WALLACE - TELECARE OPERATOR

Hanover Scotland may be a child of the seventies but our innovative Telecare service began life in 1987. It was the year of Strike it Lucky, Karaoke, smiley faces on your clothes and Rick Astley in the charts when Hanover launched its Telecare Monitoring Service, from Flat 19 in our Veitch's Square development in Edinburgh.

A staff member recalled:

"It was a home from home. You slept in the flat if you were on night duty. You could be in the bath when the emergency alarm went."

Hanover soon started to provide the service to other organisations and today our Customer Service Centre provides Telecare, Out of Hours Repairs Reporting and Lone Worker services to over 50 different organisations with over 40,000 connections across Scotland – from Dumfries to Shetland – and handles over a million calls a year!



To mark the 30 anniversary of the service, Hanover staff held a celebratory party at the Edinburgh headquarters in December 2017.

The celebration included a small gathering of Hanover staff in the Edinburgh control centre and while the Telecare team were hard at work, they were still able to enjoy a slice of cake to celebrate.

We spoke to our two longest serving Telecare operators Tracy and Marion about their experiences over the years.

Tracy said:

"On 24th August 1998 I started at 'Hanover Careline' having never worked a computer before. I learnt how to take calls and at that time send faxes.'

I have had some life changing events happen in my time here. I lost my dad, got married, moved house (6 times), watched my son Ian graduate from University and all with the support of my colleagues. The control room works at a hectic pace at times but with a great team and the banter, 19 years has passed very quickly."



MARION KELLY - TELECARE OPERATOR

"I started with Telecare in October 1999. Previously I was warden (as they were called at that time) at Kinlochleven then Fort William. The technology has improved immensely, the equipment is far more refined and there is much more available for monitoring purposes. Telecare is a lifeline for our clients, those living in remote locations with no near neighbours have the reassurance that they can get help when required. We like a bit of banter with our clients when appropriate but the funniest calls are the ones when the dog or cat has set it off and all you hear is miaowing or barking in response to you asking if they are ok. Best thing is when you have helped a client in a life threatening situation and you get feedback that they are well and healthy again."

MARION, TELECARE OPERATOR

30 Years of Telecare

Telecare today



“We have built a diverse and dynamic team with a varied skill set.”

TINA PIPER, CUSTOMER SERVICE CENTRE MANAGER

Today, Telecare is part of the Hanover's Customer Service Department. The Service encompasses not only the Telecare operations team but also Hanover's day-to-day repairs team, a Repairs Supervisor and an Assisted Living Project Manager as well as a dedicated administration team.

Many of our Telecare operators now have the ability to work from home. The virtual environment that we use provides each operator with full transparency of calls and customer information, regardless of the location of the operator.

This allows for greater flexibility and resilience of our services, for example in providing cover in the event of staff sickness or a sudden spike in call volume and indeed has paid dividends during times when adverse weather (usually heavy snowfall) has prevented staff from getting into the office. The repairs team is split between the north, east and west and we have moved to a single repairs telephone number, which provides direct access to a specialist who will organise the help residents require.

Hanover's Assisted Living Manager is responsible for Hanover's portfolio of Telecare alarm equipment, which includes items such as pendant alarms, fall detectors, door entry systems and pull cords.

Business Continuity Telecare

We have telecare centres in Edinburgh and Glasgow and we are one of the few centres providing its own business continuity. Should one centre not be available due to a power failure the other will take over.

Looking to the future

Hanover Telecare has been busy preparing for the switch from analogue to digital telecare systems. This is in line with BT's plans to shut its traditional telephone network in Britain, with the intention of shifting all customers over to digital telephony services by 2025.

Some of the benefits of digital telecare are an increased speed of connection from the telecare equipment to the Alarm Receiving Centre (ARC), no reliance on fixed lines and increased flexibility of equipment (interoperability of different makes and models) and choice of equipment (e.g. mobile apps, lifestyle monitoring).

We want to continue to offer our customers the most modern, economical, robust and flexible solutions that are fit for purpose both now and in the future, and the ability to integrate with new and emerging technologies, whilst also ensuring that we are able to continue to support existing connections.

Further technology such as Virtual Reality, environmental controls, lifestyle monitoring and touch screen facilities within the home such as walls, mirrors and windows will become increasingly common in people's homes and we have partnered with technology experts to assist us in using and developing these technologies for the benefit of Hanover and our customers. We are also developing a 'SMART housing' strategy over the coming year.

“It's good to know if I need help, that Telecare will be there for me. Thanks to them all.”

TELECARE USER, 2018

Resident of Claycot Park, Edinburgh

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YEARS OF HANOVER



Board Members



Mike Martin (Chair)

Mike Martin has over 30 years' experience working in the health, housing and social care world including developing and supporting Housing Co-operatives in Birmingham in the 1970s, running the Urban Renewal Programme in Rochdale in the 1980s, as Director of Housing and Social Work in Moray in the 1990s and subsequently Director of the Joint Improvement Team in the Scottish Government from which he retired in 2011.



Cathie Wyllie

Cathie studied Accountancy and Marketing at Strathclyde University and presently works for Angus Council.



Jo Roger

Jo has worked for over 15 years in HR leadership and organisational change in consulting, technology and financial services organisations. More recently she has been a director of an HR consultancy working in the civil service.



Margaret Whoriskey

Margaret is employed by the Scottish Government leading the national programme to drive adoption of new technology to transfer health and social care. She is responsible for the national Technology Enabled Care Programme which is aiming to support at scale deployment in Scotland.



James Rowney

James is Head of Solutions at the Royal Bank of Scotland. His team provides specialist advice to corporate and commercial customers at critical times. He has a keen interest in housing and has been involved in many aspects of it over a number of years.



Geoff Palmer

Professor Emeritus Geoff Palmer began his academic career at Heriot Watt University as a lecturer in 1977 and became Professor of Grain Science and Technology in 1990.

Professor Palmer has a long and active interest in community service.



Alison Petch

Alison has spent most of her career in research and policy development, latterly in health and social care. Her most recent role was as Director of IRISS, the Institute for Research and Innovation in social services.

She has acted as adviser to a number of parliamentary enquiries in the Westminster and Scottish Parliaments, worked on a wide range of research projects in social welfare and published a number of books and articles.



Fraser Mitchell

Fraser has held various operational and strategic management positions in Social Work services in Strathclyde and Fife, mainly in multi-disciplinary teams involving close partnership working with Health and the independent sector.



Gary Devlin

Gary is a qualified chartered accountant and a partner in Scott Moncrieff working with charities, housing associations, education and public sector organisations. Gary was auditor to the Scottish Government and Scottish Parliament.



Stephen Lithgow

Stephen works with the Focus on Dementia Team at Health Care Improvements in Scotland. His interests are around Dementia, Post Diagnosis Support, Policy and Dementia Networks.

Officers



Helen Murdoch MBA FCIH MRICS ACIPD
CHIEF EXECUTIVE



Adam Curry BA (Hons) ACIPD
DIRECTOR OF ORGANISATIONAL SERVICES



Mark Farey BA (Hons) CIHCM MRICS
DIRECTOR OF ASSET MANAGEMENT



Karen McIntosh FCCA
DIRECTOR OF STRATEGIC FINANCE



Christopher Milburn MBA MBCS
DIRECTOR OF CUSTOMER SERVICES

We are a non-profit making organisation, run by a Board whose members serve without remuneration. The day-to-day running of the organisation is undertaken by the Chief Executive and her team of Directors and staff.

We are registered as a charity with the Office of the Scottish Charity Regulator (OSCR) and registered as a housing association with the Scottish Housing Regulator.

The Board is responsible for:

Overall leadership and management of Hanover including:

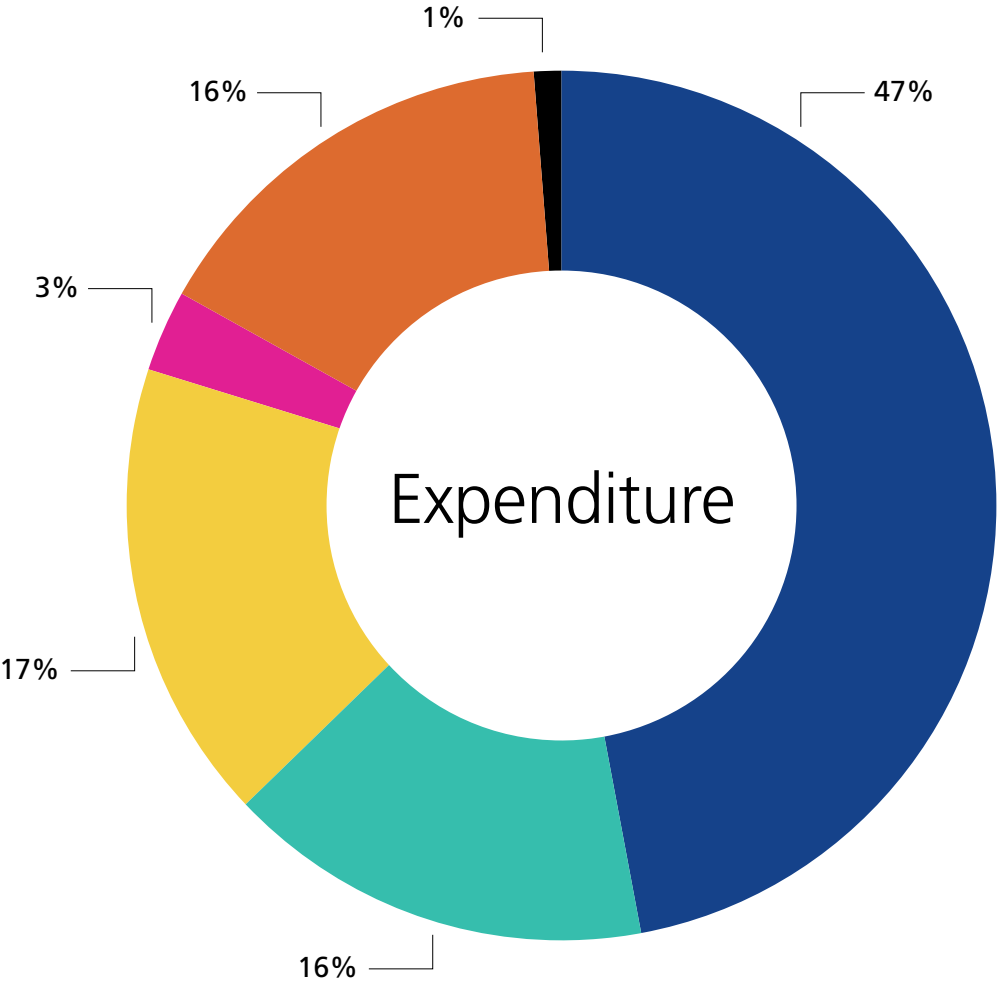
- determining our strategy;
- approving our strategic business plan and its annual review and related performance reporting arrangements, including customer service and quality standards;
- determining our strategic attitude to risk, including the acceptable degree of risk tolerance and identification of strategic risk-related objectives;
- ensuring the maintenance of a sound system of internal control and risk management;
- maintaining an overview of the resourcing of our activities;
- overall responsibility for our organisational structure; and
- overall responsibility for compliance with Health and Safety legislation

Regulation and financial reporting and controls:

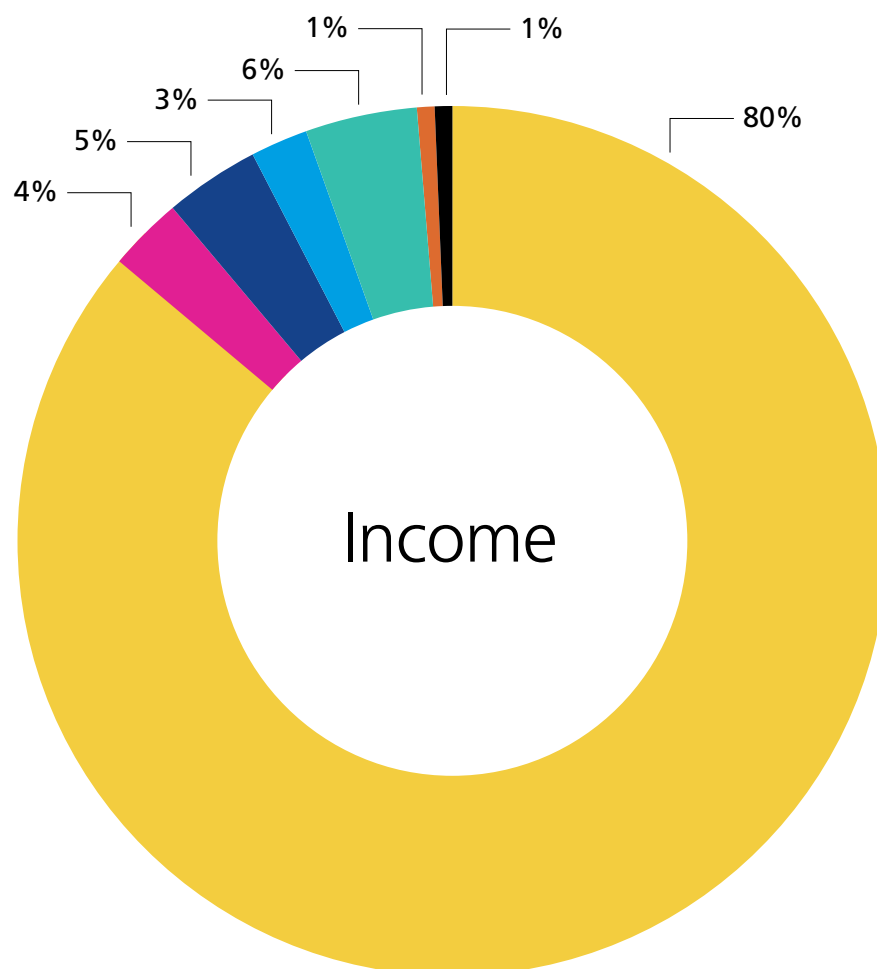
- Overall responsibility for our financial strategy.
- Approval of the annual financial statements.
- Approval of the annual operating and capital expenditure budgets.
- Approval of the annual return on the Scottish Social Housing Charter.
- An overview of regulatory engagement, including the Annual Assurance Statements which are part of the new regulatory framework.



Expenditure and Income 2018 - 2019



- Services Costs (all sectors)
- Repairs and Maintenance including adaptations
- Housing Management
- Telecare
- Depreciation
- Other



● Rent and Service Charges

● Housing Support

● Factoring

● Telecare

● Care

● Adaptions

● Other

Turnover

HANOVER (SCOTLAND) HOUSING ASSOCIATION LIMITED

Statement of Comprehensive Income for the year ended 31 March 2019

	2019 £'000	2018 £'000
Turnover	37,833	36,289
Less: Operating costs	(34,079)	(31,853)
Operating Surplus	3,754	4,436
Surplus/ Loss on disposal of assets	(105)	(87)
Interest receivable and other income	28	4
Interest payable and financing costs	(1,542)	(1,127)
Surplus before taxation	2,135	3,226
Taxation	(2)	(1)
Surplus for the year	2,133	3,225
Actuarial Loss on pension obligations	(2,013)	(403)
Total comprehensive income for the year	120	2,822

Total repairs and maintenance expenditure, including capitalised maintenance of £3.3M, was £8.5M this year, and demonstrates our commitment to continued investment in our properties. This investment results in our residents benefitting from new kitchens, bathrooms, doors, windows and heating. This year we spent £344k on adaptations on 133 properties making life more comfortable for our residents and allowing them to live more independently. The Association also completed 38 new homes in the year and are working on another 44 due to be completed in September 2019.

The Board of Management considered the financial results for the year ended 31 March 2019 to be very positive and demonstrated the financial strength of the organisation.

For further information please contact us at:

Hanover (Scotland) Housing Association Limited
(Head Office)
95 McDonald Road
Edinburgh
EH7 4NS

Telephone: 0131 557 0598
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