

SHELTERED HOUSING



Hanover Court, New Road
Tarves, AB41 7LG



ABOUT HANOVER COURT

Hanover Court is quietly but centrally located in the pretty village of Tarves, Aberdeenshire. The village has a post office and general store as well as a doctor's surgery, church and hotel. A bus service links the village to Ellon and Aberdeen.

The development is made up of 25 flats and cottages. A Sheltered Housing Manager is onsite from Monday to Friday to assist in an emergency and to look after the day-to-day upkeep of 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.

Every property has one bedroom and is linked to a community alarm service, allowing residents to call for help 24 hours a day.

Hanover Court is served by a central biomass boiler, which provides a constant hot water and heating supply to every property. There are radiators in every room and the development features full double glazing

In every kitchen, there is space for an electric cooker, and a space in each living room for electric 'focal point' fires. Residents are responsible for paying their own electricity bills to their chosen supplier.



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Communal facilities

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

There is also a limited amount of communal parking spaces, however plenty of on-street parking is also available very nearby.

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

Pets

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.

WIFI

There is secure, free WiFi available in the communal lounge.

Guest room

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.

Council tax

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

Maintenance

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

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What are Sheltered Housing Managers?

Hanover Court has a Sheltered Housing Manager (SHM) who works at the development.

The SHM 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.

They often give residents a daily call to ensure everything is OK and can help out with benefits advice as well as liaising with GPs, nursing services and local authorities.

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're more than happy to meet residents as a group or to make appointments to meet you individually in the comfort of your own home.

Tenants' Contents Insurance

We provide contents' insurance from as little as £1.50 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.

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