

# SHELTERED HOUSING



Hanover Court, Buckie AB56 1PW

# ABOUT HANOVER COURT

Hanover Court is situated in Newlands Lane, in the east of the town centre and conveniently located to within a short walk of East and West Church Street, where most of the town's facilities can be accessed.

The development itself is made up of 25 one- and two-bedroomed flats. A Sheltered Housing Manager is on site from Monday to Friday to help out in an emergency and to look after the day-to-day running of the development.

Hanover Court features a central gas-fired boiler, providing a constant source of central heating and hot water to every property and the communal areas. The costs are included within the rent figures and, as well as there being a radiator in each room, every lounge has a suitable connection for an electric fire.

Every property features high quality double glazing and kitchens have the facility to cook by electricity, but you must remember to supply your own

cooker and have it installed by an authorised installer.

## **Sheltered housing**

Hanover Court is a sheltered housing development. Aimed at the over 60s, most developments have a secure main entrance and all properties have their own front doors.

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



# ABOUT HANOVER COURT

## **Communal facilities**

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

A communal laundrette includes modern washers and tumble driers.

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

There are a limited amount of communal parking spaces and there is plenty of on-street parking available nearby.

Hanover Court features a communal TV aerial, with a socket in every room, meaning there is no need to install an individual aerial.

We will normally purchase a communal TV licence, meaning residents over retirement age don't need to buy individual licences.

Residents over 75 qualify for a free licence, and we will invoice those under 75 for the concessionary licence, which is around £7.50 a year.

## **Guest bedroom**

Hanover Court also 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.

## **Alarm system**

All the properties are fitted with a community alarm system, which allows residents to summon help in an emergency.

## **Maintenance**

As the landlord, 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.



# ABOUT HANOVER COURT

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.

## **Pets**

Pets are welcome but we must know if residents are planning to keep them.

If you have a dog you must exercise them outside the development's grounds.

## **Tenants' Contents Insurance**

We provide contents' insurance. This is priced at £1.50 per month. Or, if you prefer, you can arrange for your own cover; but you must let us know if you want to do this.

## **Sheltered Housing Managers**

Hanover Court features a Sheltered Housing Manager (SHM) who works at the development. The SHM has a wide range of responsibilities, from helping out in emergencies, 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**

Hanover Court 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.

## **Council tax**

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

## **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**