

# GRAPEVINE

OUR CUSTOMER NEWSLETTER

## Groovy Roadshow Fun

Our 2022 Strategy Rollout Roadshows are now complete – we hope that everyone who attended one enjoyed themselves and found it useful. The Roadshows were, as promised, a blast-from-the-past '60s extravaganza, including a music quiz, goodie bags and tasty treats. The sing-alongs were an extra bonus!

We managed to visit 8 developments in the end. We met with more than 300 Hanover residents, served more than a thousand cups of tea and awarded more than 900 sweets as prizes. Most importantly, the events gave us the chance to hear from you about the issues that are most important to you.

A copy of our Strategy and Business Plan is available on our website at [hanover.scot/strategy](https://hanover.scot/strategy). If you would prefer a paper copy, you are welcome to get in touch with us as set out below. The Strategy sets out our vision for the next five years and is supported by our Business Plan, which contains our resourcing plans for this period.

Our three key strategic goals are:

- Happy Customers
- Desirable Homes
- Resilient Organisation

With these goals in mind, our core mission is to provide excellent services to meet the housing needs of Scotland's older people and to support them to be as independent as possible. We can't do that without ongoing feedback from you and we welcome any thoughts and comments you may have.



Residents from Bridge of Dee court in Aberdeen

You can contact us at [communications@hanover.scot](mailto:communications@hanover.scot) if you would like paper copies of the strategy.

# Welcome!

Hello everyone and welcome back to the Grapevine! As we continue to find our way back into the world of 'life after Covid' (or perhaps life with Covid), I am delighted to be returning to your quarterly newsletter.

A huge thank you to those residents who sent in comments responding to our questions about the future of the newsletter. The preference was for a return to this quarterly style and definitely the return of the sudoku and crossword competitions! We had a mixed response on paper versus email and we will be looking to send it out via email in the future to those of you who prefer it.

In this bumper issue you will find the usual features on goings-on at developments as well as important information regarding well-being in the home, money matters, Hanover's performance and much more. We love hearing from you so please send in your pictures, poems and stories. If you have a manager on your development, they will be happy to help you get in touch, or you can contact us direct – the details are on page 27.

**Sara Stewart**

Editor

## Dates for your diary



**Wednesday 30 November:** **St Andrew's Day**

**Friday 23 December – Tuesday 3 January inclusive:**  
**Offices closed for Christmas and New Year**

**Friday 27 January:** **Deadline for articles, photos, comments and ideas for Grapevine issue 94**

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 111 4646**.

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**.

# From the Chief Executive

Having worked with Hanover for over a year now – most of my early months were during lockdown – it was great to finally get out to our developments and meet our teams and our customers. Our summer programme of Strategy Roadshows really brought home to me the value of meeting you face to face and the joy that social gatherings can bring.



I hope that those of you who attended found the sessions both enjoyable and useful – I certainly did and I look forward to meeting more of you as time goes on.

The well-being of customers and employees is a key priority for us and this edition of the Grapevine contains some important information relating to your well-being at home and the role that all of us can play in reducing accidents. We have also set out some key information on the safety checks that we as a landlord and factor are required to carry out on developments and in homes. Covid hampered some of this routine work and we have been working to catch up. This means that you might have a number of checks taking place over the next few months. We really appreciate your cooperation by providing access to your home to complete this vital work.

We held our Annual General Meeting on 22 September. Once again, we opted for an online meeting and you can watch a recording of it in the publications section of our website.

We have also published our Annual Report and Performance Report. The Performance Report sets out key elements of how we are performing against the guidelines laid out in the Scottish Social Housing Charter (SSHC). You can also access a full report of all of our performance information on the Scottish Housing Regulator website.

The Annual Report and Performance Report are on the website. Paper copies are also available upon request from your development manager or our communications team.



The Strategy & Business Plan is available on our website and we are also happy to provide paper copies upon request.



**ANNUAL  
REPORT  
2021/22**





# Around the houses

Now that we can socialise and mix again (albeit carefully), it has been lovely to see events happening on Hanover developments.



## Tremendous Twenty at Chandlers Court

At the beginning of September, staff and residents at **Chandlers Court** in **Elgin** celebrated both the 20th anniversary of the opening of the development and 20 years of service for two members of staff. The presentations were made by **Nick** who has lived there for 9 years and **Barbara** who is one of the newest tenants.

## Aigan Court Garden Party

During the sunny weather in August, residents at Aigan Court in Dufftown got together for a garden party including a barbeque and afternoon tea to celebrate the completion of their garden. Manager Donna Smart told us:

*"We were entertained by local musicians, singing and dancing. The weather was glorious and it was thoroughly enjoyed by tenants. It was a great day and so good to be mixing and enjoying our beautiful garden."*



## Entertaining at Aigan Court

The residents at **Aigan Court** in **Dufftown** have been holding musical and crafty entertainment evenings at their Tuesday group meetings. Resident **Caleb Abbott** shared this photo of **Jim Forbes** and friends providing the group with excellent music and chat.

Caleb told us; *"We are looking forward to being able to invite more groups and people as we get back to a more normal state."*



# Around the houses

## Big Hearts in Hawick

The kind hearted residents of **Langland's Court** in **Hawick** held a collection for the people of Ukraine earlier in the year. They raised a fantastic £340, which will be donated to Ezra International who are helping Ukrainian refugees arriving in Poland and Moldova with little or no luggage or personal goods.



The development also hosted the Hawick Cornet's party night celebrating the 2022 Common Riding Principles.



## Don't Count the Days Make the Days Count

**Connie Robinson**, the daughter of a former resident at **Holmehill Court** in **Dunblane** wrote to us recently about her mother's time on the development and the lovely way in which she has chosen to remember her parents.

"Some of you may have noticed this saying on the bench we have placed at Holmehill in memory of my Mum and Dad.

My Mum bought her house in Holmehill Court during February 2021, unfortunately she took ill and did not move in until June 2021.

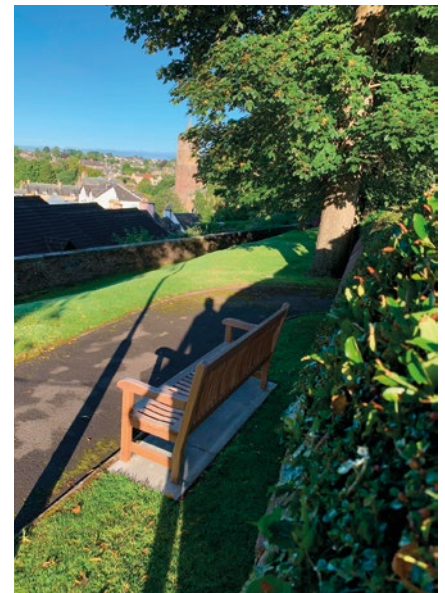
Mum loved her new home and was delighted to be near ourselves and her grandchildren and great grandchildren. She just loved

the view from her lounge window over the cathedral and watched the colours change with the seasons.

Sadly she had become very frail and profoundly deaf due to her recent pneumonia. She often said she wished she could walk out and meet and chat with everyone nearby or have them in for a cup of tea.

Unfortunately, Mum fell and broke her leg in November and once again went into hospital. It was not an easy time as it was during Covid when we could not see her. But she always remained bright and did not complain and would often refer to these words.

Don't Count The Days Make the Days Count!



Mum passed away in August of the following year and never got back to her home she loved.

We as a family wanted to place this bench overlooking the Cathedral and Dunblane, Mum's favourite view. Both in memory of Mum and for the residents at Holmehill Court, to be able to sit and enjoy a chat with friends or just enjoy the view as Mum loved to do."



# Around the houses



## Cycling in style

**Mercer Court, Innerleithen** resident **June Sutherland** is pictured here enjoying a trip out on a Trishaw. The Trishaw scheme is run by local volunteers and enables people to get out to enjoy a cycle ride.

## A poem from an old friend

Some of you may remember **Mary Kalugervich** who was a resident in **Weavers Court** in **Whitburn** from 2006 until 2021 when she had to move into a care home. Mary used to be on the Hanover Grapevine editorial team. She is a linguist, a very intelligent woman who has a great love of language. Within her working career Mary worked as a proof reader and she submitted a number of poems to us over the years.

Mary popped back to Weaver's Court for a visit and was inspired to pen this poem.

### END GAME

A jaunt the day tae Weavers Court

For years it was ma ain hame port

I'm oot on bail fae Meadowvale

Its no a jail but near enough

An ah'll be here, strutting ma stuff

Till death at last drops in tae say

"Ok' that's that, Ye've had yer day"

"The time has come for me tae dee

Shut up the shop an folly me"

An ah hae nae choice but tae agree.

## Bountiful Bathgate

Over the past year, residents at **Livery Street** in **Bathgate** have raised a substantial amount of money, by selling sweets which were donated to them by a resident's daughter.

Manager Frances Strachan told us that the following charities have benefited from the sale of these sweets.

- £150 Blood Bikes Scotland
- £200 Blood Cancer UK
- £40 ERSKINE caring for veterans
- £300 Special Care Baby Unit  
St John's Hospital Livingston

The remainder of the money will be spent on flowers and pots for the scheme's gardens.

Frances wanted to say a thank you to all who participated in the selling of these sweets, and an extra big thank you to the daughter of one of the residents for donating the sweets.

# Around the houses



## Coffee and conversation

At **Hanover Court** in **Castle Douglas**, residents have been delighted to be able to resume their coffee mornings.



## Bubbles in Buckie

At **Burnside Court** in **Buckie**, residents got together earlier this year for a Prosecco Afternoon Tea!



## Happy Hour at Airlie Gardens

**James Ross** from **Airlie Gardens** in **Banff** shared some pictures of a fun Happy Hour at the development, at which residents shared some great stories and songs.



## Sunshine and Sangria

Residents at **Baillie Court** in **Motherwell** took advantage of the good weather over the summer to sit out and enjoy a barbeque and a few cheeky sangrias!



## Thank you June!

**Morag Hepburn**, manager at **Rosewell Gardens** in **Aberdeen** has been in touch to tell us about their amazing development cleaner **June Youngson**, who has been with the development for 30 years!

Morag told us;

*"June is the heart of Rosewell Gardens and staff and the tenants would all be lost without her. We thank her very much for all her years hard work and friendship."*

Thank you



# Around the houses

## Celebrating the Queen's Jubilee

Residents on a number of developments dug out their posh hats and bunting to celebrate Her Majesty Queen Elizabeth's Platinum Jubilee over the summer.



Baillie Court, Motherwell



Friary Court, Inverkeithing



Cameron Court, Forres



Rosepark, Edinburgh



Alexandra Court, Prestwick

Platinum  
70  
Jubilee



Bridge of Dee Court, Aberdeen



# Keeping you safe in your home

Welcome to a new feature for the Grapevine, focusing on keeping you safe at home.

## Best Foot Forward

We are launching a campaign aimed at raising awareness of ways to avoid accidents in your home. 60% of Hanover resident incidents take place within the home and most of them are preventable accidents involving slips, trips and falls. The harm caused by a fall or the fear of falling affects large numbers of people both directly and indirectly. It can have a significant impact on wellbeing and prevent people from experiencing healthy ageing.

A team from Hanover's Health & Safety Working Group are currently working on a campaign to help tackle this issue. We will be providing information via posters in our developments, articles like this one and on social media.

When we talk about harm from falls, we don't only mean the physical and psychological harms (such as hip and other fractures, head injuries and soft tissue injuries, and fear of falling, anxiety and depression), but also the negative impacts a fall can have on a person's life. These include being unable to continue doing the things that are important to them, losing independence and/or becoming isolated or lonely.

Although anyone can experience harm from a fall throughout life, some groups of people are more likely to fall and more likely to experience harm. In 2017–2018, over 37,000 people – **22,400 of whom were over the age of 65** – were admitted to hospital because of a fall.

**However, there are plenty of things that we can do to minimise the risk of falling at home.**

### Choose the right footwear

Problems with your feet or shoes can affect your balance and increase your risk of tripping or falling.



- |   |   |
|---|---|
| ✓ Wear properly fitting, comfortable shoes or slippers with good grip | ✗ Don't walk bare foot or with socks/tights – these offer no grip |
| ✓ Bin worn out/ill fitting slippers                                   | ✗ Avoid sandals with little support and shoes with high heels     |
| ✓ Talk to your doctor about any foot issues                           |   |



### Use support aids

Even within your home, support aids like walking sticks, support frames are needed to keep you safe.

# Keeping you safe in your home

## Safety checks and inspections

Keeping you safe and comfortable in your home is our top priority. In order to achieve this, we are required to carry out several checks or inspections on items in your home. It is crucial that you provide us with access when requested. See below for more information on some of the checks and inspections we'll complete.



Since Covid hampered some of this routine work, we have been catching up. This means that you might have a number of checks taking place over the next few months. We really appreciate your cooperation by providing access to your home to complete this vital work.

If you have any concerns, please contact your Development Manager or Housing Officer. Remember to ask any worker for ID before you allow them into your home.

We will let you know by letter or email when to expect an inspection to take place so watch out for further information.

### Gas Safety

We are legally responsible for servicing any gas appliances owned and installed by us in your home every 12 months.



### Electrical Safety

Every electrical installation deteriorates with use and age. We have a duty to ensure that you, or anyone entering your property are not put at risk by ensuring that the electrical installation remains in a safe and serviceable condition.

### Fire Safety

Your safety is our highest priority. We will do everything reasonably practicable to help prevent a fire and make sure you remain safe in your home. One of the checks we will complete in your home is checking your smoke detection system.



### Water system

We may require access to your property to inspect your water tank, carry out shower head cleans or service your thermostatic mixing valve. It is important that we carry out these checks to ensure everything is in good working condition and unlikely to cause you harm.





# News and information

## Covid-19 update

While all covid rules and restrictions have been lifted in Scotland, the virus has not gone away.



Use 'Covid sense' to continue to help protect yourself and others:

- ▶ Get your vaccine and boosters when offered to ensure you are fully protected.
- ▶ Stay at home if you're unwell with symptoms or have a fever.
- ▶ Open windows when socialising indoors.
- ▶ Wear a face covering in indoor public places and on public transport.
- ▶ Wash your hands to protect yourself.

Care for yourself and others to help slow down the spread of the virus and reduce pressure on our health services.

Covid-19 – If you're well, but have a question about your health or local NHS services, check out [www.nhsinform.scot](http://www.nhsinform.scot) or phone their helpline on **0800 22 44 88**. Open 8am – 8pm, seven days a week.

## 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.

# News in Brief

The common areas on 75 of our rented sheltered developments now offer **free guest WiFi**. You can connect to our guest WiFi on any device.

All you need to do is connect to the "Hanover Guest" network, the password is Hanover@40. Agree to the terms and conditions and you're away.

Our ongoing **Repairs Satisfaction Surveys** – Have you had a repair done on your property recently? You may have received a feedback request from us by text message. Please do take a moment to fill in the response – we are keen to hear feedback on our performance and approach.

Did you know you can get copies of the Grapevine in **alternative formats**? If you are struggling to read the text, we can provide the magazine in larger text. We can also provide an audio version, either on CD or on a memory stick to be used in one of these Sovereign USB speakers. Get in touch with us or speak to your manager to try it out.

Are you a Facebook user? Would you like to connect with other Hanover residents and staff across Scotland? **Hanover Blether** is a members only Facebook page, which allows residents to discuss issues and exchange stories about their lives and developments. Just search Hanover Blether from your own Facebook page and request to join. We will do the rest.

We are planning to have a **residents' newsletter working group** as we had before and would love to hear from any of you who might be interested? Including former members! It needn't require travel – we can meet via Zoom. Email us at [grapevine@hanover.scot](mailto:grapevine@hanover.scot) if you are interested in taking part.

If you are a tenant of a housing association or co-operative, or if you are a council tenant, you can report a **significant performance failure** (SPF) to the Scottish Housing Regulator (SHR). The SHR has recently updated its guidance on the reporting of SPFs by social landlords. You can find out more on their website [www.housingregulator.gov.scot/](http://www.housingregulator.gov.scot/).

On their website, you will also find a copy of their engagement plan with Hanover for 2022 – 2023.

Age Scotland have introduced a new, paid service called **Good Day Calls**. This involves a daily call 365 days a year, to have a chat and check on the welfare of an older person. The service costs £50 per month. To find out more, call **01856 898 222**.

We are working on combatting the social isolation felt by many of our residents by holding **virtual coffee mornings** using Zoom.

The coffee mornings take place on Tuesdays at 10am and are hosted by Susan Owens from our performance team.

All you need is your smart phone, tablet or laptop and the meeting log-in details. Simply go to [www.zoom.us](http://www.zoom.us) and click 'JOIN A MEETING'. Put in the following log-in details and you will be able to chat with Hanover staff and other residents. You'll have to make your own cuppa though!

Log-in for Hanover Zoom Coffee Mornings:

Meeting ID: **930 4386 8289**

Passcode: **748661**

If you would like help with setting up Zoom, or even a quick rehearsal call ahead of the coffee morning, please contact Susan Owens at [sowens@hanover.scot](mailto:sowens@hanover.scot) or on **0131 557 7469**.



# News and information

## Rents and charges information

### Rent freeze

Last month, the Scottish Government announced a 'rent freeze' as part of their Programme for Government 2022-3. This, along with other measures set out in the Programme, aims to reduce some of the impact of the current cost-of-living crisis. It has now been confirmed that the rent freeze will last until 31st March 2023. Scottish Ministers have the power to extend this past March, and are likely to decide whether to do so in January.

Registered Social Landlords like Hanover have been told that Housing Associations must still carry out their annual rent consultation. This means if you are a Hanover tenant, we will still be sending you the ballot in November as usual. As we cannot send any rent notices before 1st April, there can be no change to your rent before 1st May 2023.



### Energy bills and heating charges

There are a variety of ways people pay for energy. For some of our customers, there is a heating charge due to a communal system in place at their development. Others have individual energy accounts with their own suppliers. The rise in energy costs, well-reported in the news, will affect all our customers however they pay for their energy use. We know that these rises are significant and may mean that some people will struggle to pay their energy bill or heating charge. Our Welfare Rights service is available to all, see pages 22-23.

We have already been in touch with many of our customers who pay a heating charge to advise them of what the potential cost increases could be. However, we were unable to be as precise as we would have liked and are still in discussions about how to best manage these increases. If you pay us a heating charge, we will be in contact with you over the coming months to advise you further.



### Service charge

Your service charge is separate from your rent. This year, we are going to undertake a service charge consultation. We have decided to hold your annual tenants' meeting in January next year so that we can use this as an opportunity to do the service charge consultation as part of the meeting. We will write to you with the details of your annual tenants' meeting later in the year. Customers who receive a factoring service will be consulted on the charge at your forthcoming Property Council meetings.



# News and information

## Analogue to Digital Telephone switchover

Many of you will remember when our televisions switched from an analogue signal to a digital one. That process was completed in 2012.

In 2017, BT announced the digital telephone switchover and the UK is in the process of moving over to a faster digital system from our current analogue system. With work already underway, BT plans to switch off the old network for good in 2025. This change will affect homes and businesses throughout the UK.

### What's wrong with the current system?

An analogue phone network relies on physical components like copper wires to carry voice signals between users. This system is aging fast and is now struggling to keep up with complex demands from the worldwide network, which is now almost entirely digital.

If you speak to family and friends on Zoom, Skype or Whatsapp, you're likely already using the new system. This technology is called VoIP, or Voice over Internet Protocol. It allows users to make telephone calls via an internet connection.

### How does this affect Hanover?

If you have a Hanover Telecare system, it currently operates through an analogue phone line. This means that, by the end of 2025, all customers with a telecare service must have been upgraded to digital telecare.

For customers with dispersed units, we will be writing to let them know that they must contact us before changing their phone or internet service provider.

For warden call Telecare units – a planned upgrade programme is in place to ensure that these are digital by 2025. As Hanover manage the warden call phone lines, there is no concern regarding changes to your personal phone service provision.

As well as advising our customers and residents, Hanover's Analogue to Digital Group (A2DG) have been planning the actions needed to ensure the switchover goes smoothly.





# News and information

## Varis Court welcomes Minister

During August, residents at Varis Court, Forres welcomed Kevin Stewart MSP, Minister for Mental Wellbeing and Social Care, for the launch of the Living well at home: Housing & Dementia in Scotland report. The report was produced by the National Housing and Dementia Forum, presented by Dr Vikki McCall of Stirling University and Ashley Campbell of the Chartered Institute of Housing (CIH) and also a member of Hanover's Board.

The report makes recommendations on changes needed to improve housing outcomes for people living with dementia. It includes a case study on Varis Court as an exemplary housing with care model, with a focus on supporting those with dementia to live safe, independent lives. During the visit, Mr Stewart visited residents in their homes, toured the modern development and had a chat and cuppa with residents.



Pictured: Jan Beattie, professional advisor to the Scottish Government; Kevin Stewart MSP, Minister for Mental Wellbeing and Social Care; Ashley Campbell, Policy and Practice manager at CIH Scotland and co-chair of the National Housing and Dementia Forum; Dr Vikki McCall, senior lecturer in Social Policy and Housing, University of Stirling; Barbara Allen, Hanover team leader; Angela Currie, Hanover CEO; and Stephanie McNally, Hanover Housing with Care manager.

## Winter maintenance Essential Paths Gritting

**You can report an essential path requiring to be gritted via the following ways:**

- To an on-site member of staff
- By pulling your telecare cord or pressing your pendant
- Via the repairs team:

Telephone: **0800 111 4646**

Email: **[repairs@hanover.scot](mailto:repairs@hanover.scot)**

**Please note that Hanover are responsible for the gritting essential paths only, as per the snow clearing plans.**



# News and information

## New Developments



Over the course of 2021-2022, we have completed a number of properties including houses on **West Covesea Road**, **Greenfield Circle**, **Greenfield Wynd** and **Jasmine Drive** in **Elgin** (part of the much larger Spynie housing development) and **Highland Yard** on Highland Way in **Buckie** (pictured).

We are also well on our way to completing our eco-friendly new development in Drymen, which will use up to 90% less energy for heating

and cooling and up to 70% less energy than conventional buildings through measures including solar photovoltaics on the roof and triple glazed windows.

These highly sustainable homes will replace the original Drymen housing which was the first development that Hanover (Scotland) owned when it became independent in 1979. The existing tenants will move into new terraced bungalows and two-story semi-detached homes.

## History of Arklet published

On 1st September, Hanover held an event at the former Arklet Housing development **Barrland Court** in **Giffnock**, celebrating the past, present and future of the development.

It was the perfect occasion to launch our History of Arklet Housing publication – a project undertaken by local Jewish historian Laura Gurevitz, supported by Hanover and former Arklet Board members. The booklet details and commemorates the cultural heritage of Arklet, which merged with Hanover in 2019. As part of the negotiations leading up to the merger, Hanover agreed to resource the research and publication of a history of Arklet, from its time as an informal association helping the Jewish population of Glasgow to find quality housing, to the establishment of the Glasgow Jewish Housing Association, to the creation of Arklet and eventually the merger with Hanover.

The broad aim of this work was to preserve the unique history of Arklet and its early role in supporting the Jewish community in Glasgow and later the wider community in the local area.



You can find the publication on our website or get in touch to request a paper copy.

The event also provided the opportunity for residents and their families, care agencies, ex-Arklet Board members and Council members to learn about Hanover's new strategy and the vision specifically for **Barrland Court**, which is due to undergo significant remodelling, working in partnership with care agencies and East Renfrewshire Council.



# Our Performance

Each quarter throughout the year, the Senior Management Team at Hanover reviews our Key Performance Indicators (KPIs) which support the delivery of our Strategy & Business Plan. This information also allows us to analyse trends and to see where our performance is improving, is remaining steady or is declining.



Care Performance	Jan – Mar 2022 Quarter 4	Apr – Jun 2022 Quarter 1
Percentage of customers who don't have up to date care plan or review	3.8%	5.2%
Average overall Care Inspectorate Grade	4.5	4.8
Average number of Care at Home hours per customer per week	13	13
20 Care Plans were outwith the 6 monthly review cycle. This can happen due to a range of factors such as people being in hospital or inability to speak to Power of Attorney/Next of Kin.		

Telecare Performance	Jan – Mar 2022 Quarter 4	Apr – Jun 2022 Quarter 1
Telecare Response within 60 seconds	88%	91%
Telecare Response within 180 seconds	98%	95%
Fire calls answered within 60 seconds	97%	97%
Telecare has seen improvement in response times to Quarter 1 and we are moving in the right direction.		





# Our Performance

## Housing Performance

Moving in Satisfaction	Jan – Mar 2022 Quarter 4	Apr – Jun 2022 Quarter 1
Percentage of customers satisfied with the standard of their home when moving in	92%	95%
Percentage of customers satisfied with the overall letting process	94%	98%
Percentage of customers satisfied with the information given before during and after signing their tenancy agreement	100%	98%
Percentage of Customers satisfied with the service from staff during the sign up process	98%	100%
Likelihood of recommending the lettings process to others (average score out of 10)	9.1	9.4
Moving in satisfaction remains high with 63 out of 66 customers reporting satisfaction.		

Rents and Arrears Management	Jan – Mar 2022 Quarter 4	Apr – Jun 2022 Quarter 1
Rent collected as percentage of total rent due	99.1%	99.7%
Gross rent arrears as a percentage of rent due	1.35%	1.16%
Percentage of rent lost through properties being empty	3.75%	2.98%
Rent loss has fallen from 3.75% to 2.98% during Quarter 1. This is a result of ongoing focus on void management by managers and increased confidence of people moving house following the easing of Covid-19 restrictions.		

Anti-social behaviour	Jan – Mar 2022 Quarter 4	Apr – Jun 2022 Quarter 1
Percentage of ASB/Neighbour Nuisance cases resolved within target	100%	100%

Re-Lets and Tenancy sustainment	Jan – Mar 2022 Quarter 4	Apr – Jun 2022 Quarter 1
Average length of time taken to re-let properties (days)	82	85
Percentage of new tenancies sustained for more than a year	86%	84%
Average times to re-let properties have increased in Quarter 1, however the re-lets did include four long term voids (empty for over one year), which pushed up the average.		
Tenancy sustainment was below target with only 163 out of 194 tenants remaining in the property for at least a year. However the majority of those tenancies that were shorter were due to people passing away (42%), moving to care homes/ hospital care (27%) or transferring to another Hanover property (12%). Only 19% moved into another, non-Hanover property.		



# Our Performance

## Asset Management Performance



Repairs	Jan – Mar 2022 Quarter 4	Apr – Jun 2022 Quarter 1
Average time to complete emergency repairs (hours)	2.95	3.61
Average time to complete non-emergency repairs (days)	4.92	6.29
Percentage of reactive repairs completed right first time	91%	91%

Adaptations	Jan – Mar 2022 Quarter 4	Apr – Jun 2022 Quarter 1
Average number of days to complete medical adaptations	155	90
42 adaptations were completed in Quarter 1.		

Gas Safety	Jan – Mar 2022 Quarter 4	Apr – Jun 2022 Quarter 1
Number of times we did not complete the Gas Safety Check within 12 months	46	30
The gas safety checks process is currently under review to help ensure compliance.		

Repairs and Adaptations satisfaction	Jan – Mar 2022 Quarter 4	Apr – Jun 2022 Quarter 1
Percentage of customers satisfied with reactive repairs	96%	82%
Percentage of customers satisfied with adaptations	70%	95%

Employee Indicators	Jan – Mar 2022 Quarter 4	Apr – Jun 2022 Quarter 1
Percentage of employee turnover (cumulative)	12.7%	1.1%
Percentage of employee absence	7.1%	5.7%
Covid figures continue to fluctuate. 161 days lost to Covid in April 2022, 30 in May and 60 in June, which is an average of 26% of absence due to Covid in Quarter 1.		



# Our Performance

## Assurance and Reassurance

As a Registered Social Landlord (RSL), Hanover is required to submit a statement every year to the Scottish Housing Regulator (SHR) stating that our Board is assured that we are meeting our regulatory obligations.

This statement is called an Annual Assurance Statement and it tells the SHR whether we are meeting the regulatory standards and requirements. The SHR monitors, assesses, reports and intervenes (as appropriate) in relation to how we carry out our housing activities as well as our financial well-being and standards of governance (the system by which we are controlled and operate and how we are held to account).

The regulatory requirements can cover issues as diverse as the procedures we have in place to deal with complaints to how we meet our Health and Safety obligations. If there are areas where we do not fully comply, we are expected to set out in the statement how and when we will make the necessary improvements.

### Our approach to the assurance statement

A working group uses a toolkit provided by the Scottish Federation of Housing Associations to review what Hanover has in place and collect evidence to show the Board. After that, the group looks at any improvements needed and creates an action plan to address them. Our customer scrutiny panel HEART has reviewed this plan (and will continue to do so annually). Updates like this will be published regularly in the Grapevine.

The next step is for the Audit Committee (part of Hanover's Board) to look at the evidence that has been gathered and to review the assessment done by the working group. Finally, the full Board reviews the findings of the Audit Committee and signs the Assurance Statement.

The Assurance Statement for this year has been submitted to the SHR.

The SHR assesses each Statement as part of its regulatory risk assessment and publishes an engagement plan for each landlord. These engagement plans include a "regulatory status" which is the SHR's judgment on whether Hanover Scotland complies with regulatory standards and requirements.

You can find out more about our Statement and Engagement Plan on the SHR website: <https://www.housingregulator.gov.scot/>



**Scottish Housing  
Regulator**

# Our Performance

## Communication Calendar

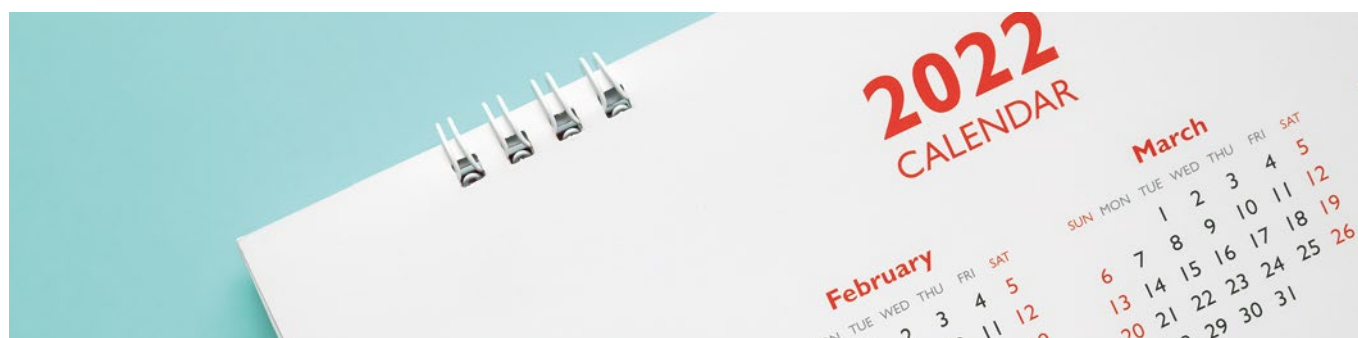
One of the key issues that customers often raise with us is that of communication.

Many of you want to know more about what Hanover is up to and our plans for the future. In light of this, we felt it might be helpful to publish a calendar, to set out the opportunities residents have to communicate their concerns with us or to hear about Hanover's plans at both a development and a national level.

As you will have read in our Chief Executive's column, we held our Annual General Meeting (AGM) on 22 September and we have now

published our Annual Report and Performance Card for 2021/22. A recording of the AGM is available on our website in the Publications section and you can also find our Annual Report and Report Card there. Copies are also available on developments with onsite staff. Furthermore, anyone wishing to request their own paper copy can contact the Communications Team on **0131 557 7437** or at [communications@hanover.scot](mailto:communications@hanover.scot).

<b>Tenants' Satisfaction Survey</b>	Late summer 2023
<b>Rent Consultation</b>	Annually in the late autumn
<b>Strategic Business Meetings (formerly Tenants Focus Groups)</b>	Held twice a year in the north, east and west – usually April and November.
<b>Development meetings</b>	January/February 2023
<b>Telecare Satisfaction Survey</b>	Annually in the spring
<b>Tenants' Conference</b>	Every other year – usually during the summer. Our next one(s) will be in 2024.
<b>AGM</b>	September
<b>Annual Report and Performance Report Card published</b>	Annually by 31 October





# Money Matters

## Fuel focus



We want you to know that there is help and support available to manage the cost of living. We plan to run a series of articles in Grapevine, as well as some helpful advice over on our Facebook page Facebook/HanoverScotland.

## Energy Advice – Home Energy Scotland



Almost everyone can get some form of help from Home Energy Scotland. This is a free service funded by the Scottish Government and they can give you:

- free, impartial advice about the best energy-saving options for your home.
- support to reduce your energy bills while staying warm at home, including switching energy tariffs.
- a home energy check – you can do this over the phone, use the online calculator or an advisor can visit you at home if you'd rather speak to someone in person.
- guidance on financial support, including Warmer Homes Scotland referrals, benefits checks, incentives, discounted energy rates and help you deal with any outstanding fuel debt you may have.
- advice and referrals for grants, or loans to help fund energy efficiency improvements to your home.
- referrals to the Warm Home Discount scheme – this could get you a discount on your electricity bill.

To find out how Home Energy Scotland can help you, call freephone **0808 808 2282** or email [adviceteam@sc.homeenergyscotland.org](mailto:adviceteam@sc.homeenergyscotland.org) and an advisor will call you back. Alternatively, visit [www.homeenergyscotland.org](http://www.homeenergyscotland.org) or follow [@HomeEnergyScotlandSC](https://www.facebook.com/HomeEnergyScotlandSC) on Facebook.

Citizen's Advice Scotland also has a wealth of information on your energy supply at [www.cas.org.uk/spotlight/energy](http://www.cas.org.uk/spotlight/energy) if you'd rather carry out your own research.



## Energy bill support scheme

Through the government's Energy Bills Support Scheme, all households in Great Britain with an electricity supply are receiving a £400 discount to help with the cost of energy. This payment is made direct to your energy supplier and the discount will be applied to your monthly bills from October 2022 to March 2023. You'll receive a reduction of £66 in October and November and then £67 every month thereafter until March 2023. You do not apply for this payment it is administered automatically. Your supplier will be in touch with further details.

For residents who do not have an electricity supply and pay Hanover Scotland for their energy bills, this is considered a commercial contract and the energy bill support scheme is different. The discount for this type of contract will be applied to the wholesale figure for our energy. At present we do not know how much this discount will be or when the payment will be received. Once this is confirmed those properties will be advised and any savings will be discounted from their development's monthly energy bill between November 2022 and March 2023.

# Money Matters



## Maximising your income

### Are you getting all the money you are entitled to?

The first thing to do is get a financial health check. Citizen's Advice Scotland have a Money Map service that can help you find sources of online support to increase your income, reduce your bills and ease the costs of daily living. You can access this service online at [www.moneymap.scot](http://www.moneymap.scot). You can also contact the Citizen's Advice Scotland helpline on **0808 800 1007** or access [www.cas.org.uk](http://www.cas.org.uk) for more information and guidance.

You may consider carrying out a benefit check to ensure that you are receiving all the welfare benefits you may be entitled to. This process is simple, takes 5-10 minutes and can be carried out online. We would recommend using the calculator at [www.entitledto.co.uk](http://www.entitledto.co.uk).

## Help managing your finances

Money and debt management is a regulated service and must be carried out by qualified individuals. If you would like advice about money and debt, you can get help from:

- **Advice Direct Scotland** at [www.moneyadvice.scot](http://www.moneyadvice.scot) or freephone **0808 800 9060**
- **Christians Against Poverty** at [www.capuk.org](http://www.capuk.org) or freephone **0800 328 0006**
- **Citizen's Advice Scotland** at [www.cas.org.uk](http://www.cas.org.uk) or freephone **0800 028 1456**
- **National Debtline** at [www.nationaldebtline.org](http://www.nationaldebtline.org) or freephone **0808 808 4000**

To qualify for energy grants, it is expected that you have received some form of advice from a recognised agency.

## Hanover Fuel Support Fund

In response to rising energy costs, Hanover have created the Hanover Fuel Support Fund which is being managed by our Welfare Rights Officer Hailie Johnston. Applications to this fund are open to ALL our residents, regardless of the type of energy meter you have. To be eligible for this assistance you do not need to have fuel debt, or in receipt of any welfare benefits. **To qualify you need to be worried about being able to pay your bills due to the recent increase in costs.**

This is a limited fund with a number of £49 vouchers available which are redeemable at any local PayPoint station. If you would like to register for this fund, please call **0131 370 7457**. Deadline for applications is **31 December 2022** with vouchers being issued approximately four weeks later.

# Hanover coffee mornings for MacMillan

Once again Hanover residents have been showing off their big hearts and their baking skills! A number of our developments held MacMillan coffee mornings during September to raise money to help support people living with cancer.



At **Regent Place** in **Broughty Ferry** in, they raised a grand total of £320 at their coffee morning.

Residents of **Sivewright Court** in **Kincardine**, along with family, friends and staff managed to raise an amazing £602.96.



This fantastic spread was set out at **Bridge of Dee Court** in **Aberdeen** where a gathering of around 25 people raised a fabulous £200. Manager **Kim Smith** told us that everyone had fun with a quiz although there may have been some sneaky copying going on!

At **Walter Cameron Way** in **Corpach**, residents, family and staff members came together to raise a fantastic £215.25.

At **Hanover Court** in **Banchory**, the joint efforts raised an excellent total of £117.35.





# Happy Birthdays



Mrs Betty McMillan of Mercer Court in Innerleithen also celebrated her 90th birthday this year. She is pictured here with her friend Pat enjoying her ride on the Trishaw during Innerleithen Games Week.

Development Manager Loretta Wood told us:

*"Betty is a great character, who is up at the crack of dawn every day (her time clock still in dairy maid mode from her younger days on the farm). She spends her days helping out at Mercer Court (when she's allowed) as she would turn her hand to anything if she could get away*

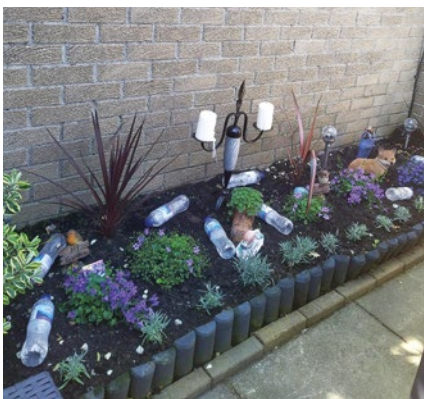


*with it! Her family and friends mean the world to her and she's often out visiting them. Betty is a much loved lady on the development, and her kindness doesn't go unnoticed. We wish this one in a million lady, a happy 90th birthday, and many more to come."*

Sylvia Page of Rosewell Gardens in Aberdeen recently celebrated her 90th birthday. Manager Morag Hepburn asked us to pass on best wishes from everyone at the development.



# Glorious Gardens



This super sunflower was grown by Mrs Margaret Hendry of Airlie Gardens in Banff.



Fay Grieve, Manager at Eglinton Court in Saltcoats sent us this picture of a lovely little garden created and cared for by one of her residents, Mr J McCulloch.

Fay told us:

*"All of the residents enjoy sitting looking at this wee haven."*



This stunning begonia was sent in by Sharon McLean, manager at Baillie Court in Motherwell. Sharon said;

*"The successful plants this year at Baillie Court, and this one in particular, have been making residents smile. Many thanks to resident Georgina Meikle."*

# Looking for a new home?

We welcome applications for any of our developments – even those without current vacancies as this can change day by day. Get in touch with one of our offices on **0800 111 4646** and our staff will be happy to assist you with the application process, called Home for You. More about this can be found at <https://www.homeforyou.org.uk/>



## RAF Association and Hanover in partnership



In this edition we are shining the spotlight on one of our developments in Dumfries and Galloway.

**Dowding House** in **Moffatt** is a sheltered development consisting of 25 one-bedroom apartments and one two-bedroom apartment over two storeys, with a lift servicing the upper floor. It is situated in the popular tourist town of Moffatt which is nestled in beautiful countryside of Dumfries and Galloway, in the heart of Southern Scotland. A development manager is on site during the week to support tenants and look after the day-to-day administration of the location. Dowding House has extensive landscaped grounds which are looked after by a gardener/maintenance person.

Dowding House is unusual as it is managed by Hanover but owned by the RAF Association. The RAF Association (RAFA) is a member – led military charity which supports the whole RAF family, from new recruits to serving families, working age veterans and older veterans. Their work encompasses casework, financial support, befriending, sheltered housing and early years

provision. RAFA also provide compensation advice and support and offer respite and holiday breaks.

RAFA's sheltered housing provision includes apartments and housing at Rothbury in Northumberland, Storrington in West Sussex and Dowding House in Moffatt, Dumfries and Galloway. Sheltered housing studios where catering is provided are available at Wexford House in Melton Mowbray and at Rothbury.

We currently have several vacancies for RAF veterans at Dowding House with one and two – bedroomed apartments being available. Get in touch to find out more.

The RAF Association: **0800 018 2361**  
[enquiries@rafa.org.uk](mailto:enquiries@rafa.org.uk)

Hanover Scotland: **0800 111 4646**

Dowding House: **01683 221173**



## Contact us

Write to: Sara Stewart, Editor,  
Hanover Scotland, 95 McDonald Road, Edinburgh, EH7 4NS

Telephone: 0131 557 7437

Email: [grapevine@hanover.scot](mailto:grapevine@hanover.scot)

The deadline for submissions for issue 94 is **Friday 27 January 2023**.

Our website features a wealth of information, including copies of important Hanover documents and contact details – go to [www.hanover.scot](http://www.hanover.scot) for more information. You can read more about what Hanover residents are up to on our Facebook page – [facebook.com/hanoverscotland](https://facebook.com/hanoverscotland) and you can also follow us on Twitter ([@hanoverscotland](https://twitter.com/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

We are offering a £25 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 have 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 **Friday 27 January 2023**. If your name is the first drawn out of the hat for each of the north, west or east areas, you'll win £25.

Name .....

Address.....

.....

.....

..... Postcode .....

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



# Prize Crossword

Once you have completed the grid, fill in your name and address and send your details to us at the address on the inside back cover by **Friday 27 January 2023**. If your name is the first drawn out of the hat for each of the north, east or west areas, you'll win £25!

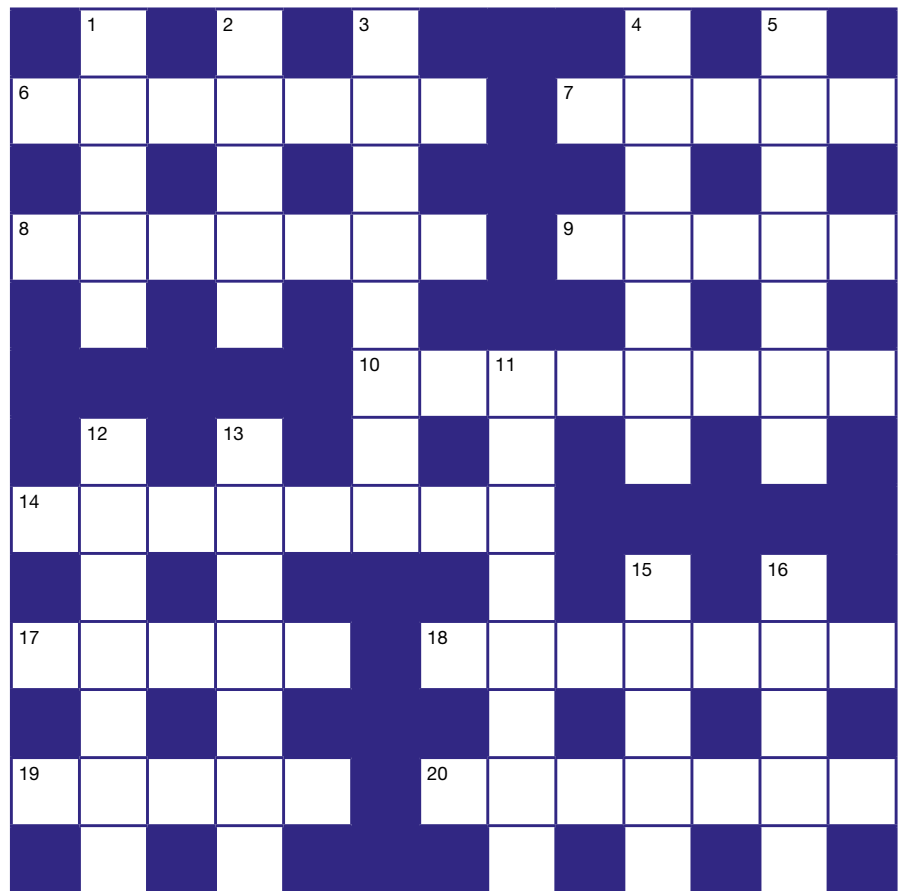
Name .....

Address.....

.....

.....

Postcode .....



## Across

- 6 Largest planet in our solar system (7)
- 7&3 British rower who won a record five gold medals in successive Olympics (5,8)
- 8 Vegetable of the brassica family (7)
- 9 Tower of, for example, hay (5)
- 10 Large snake from the swamps of tropical South America (8)
- 14 Hang on to for too long (8)
- 17 Employees in an organisation (5)
- 18 One who defends the wicket in a cricket match (7)
- 19 Evergreen whose glossy leaves and berries are used in Christmas decorations (5)
- 20 British rock group formed in 1967, the then lead vocalist being Peter Gabriel (7)

## Down

- 1 Wall painting (5)
- 2 Dance in which the dancer bends and passes backwards under a low bar (5)
- 3 See 7
- 4 Founder of a hat company after whom all cowboy hats are now known (7)
- 5 Edible fruit, also known as the alligator pear (7)
- 11 Set of characters used in a written language (8)
- 12 An enthusiastic reception (7)
- 13 Edible underground fungus, an expensive delicacy when in season (7)
- 15 The Michaelmas Daisy (5)
- 16 The capital of France (5)