

# GRAPEVINE

The newsletter for Hanover's residents



## Local poet celebrated at opening of new Hanover development

The daughter of a celebrated Moray poet opened a new Hanover housing development named in honour of her mother.

Avril Wilbourne, the daughter of Elgin poet, Jessie Kesson, opened Hanover Scotland's new **Kesson Court** development on Wednesday 21 August. She was joined by staff, residents and local dignitaries including MSP, Richard Lochhead.

**Kesson Court** replaces a previous Hanover development on the site which was demolished and has been entirely rebuilt. The new development recently swept the board at the Saltire Housing Awards, winning the Saltire Housing Design Award, CIOB Building Award and the Saltire Medal.

At the heart of **Kesson Court** is a communal garden encouraging outdoor activity and socialisation amongst residents and staff. This is known to be a key driver of



improved physical and mental health.

The decision to name the site after Jessie Kesson was taken after a public naming competition and was selected because of its reflection of the local area and creating a welcoming place for people to live.

Avril Wilbourne, who was accompanied by her daughter Sharon, said: "My mother loved Elgin and the rest of

Moray so it is a pleasure to be here to celebrate the opening of **Kesson Court**. I know she would have been thrilled that her work had such an impact on local people to the extent that the community wanted her to be remembered in this way. I am sure the new residents at **Kesson Court** will enjoy living in their homes here and I look forward to visiting again in the future."

What's inside...

Snippets  
Page 12

Consultation  
calendar  
Page 15

HEART  
update  
Page 24

## Welcome!

Hello and welcome to our September edition. We have a jam packed issue for you, everything from a report on the National Owners' Panel, which was held recently here in Edinburgh, to photos of the beautiful pots, flowerbeds and displays that so many of you have worked hard on over the summer.

Turn to page 19 to meet our new Welfare Rights Officer, who will be providing advice and support on making the best of your money and ensuring you are receiving all of the benefits to which you are entitled. I came across some astonishing figures recently. According to the charity Independent Age, there are 123,000 households in Scotland with pensioners eligible for pension credit that have not claimed it. That is an estimated £332 million sitting unclaimed and we would like to see that money going to those who are entitled to it.

If there is anything else you would like to see in future issues, don't hesitate to get in touch. Contact details are on the back page.

**Sara Stewart**

**Editor**

# Around the houses

## Bring me sunshine

A few of our **Motherwell** residents enjoyed the recent sunshine in the garden at **Baillie Court**. Pictured from left to right are **Margaret Smith**, **Betty Wallace** and **Cathie Ferrier**.



## Que Sera Sera

There were no Calamity Janes in sight when a group of the ladies of **Montgomerie Court** in **Ardrossan** got together for a wonderful Doris Day afternoon of songs and movies.





# Burnside Court Alva turns 30

**Stan Brown** has lived at **Burnside Court** in **Alva** since the development opened in 1989. He was the ideal person therefore to cut the cake at a party to celebrate the development's 30th anniversary.



## Strawberry-tastic!

The Social Committee at **Strawberry Bank** in **Peterhead** recently held a Strawberry Tea for their fellow residents. Pictured are the members of the Social Fund Committee living up to the theme of the day and the development!

## Dates for your diary

**Thursday 26 September 2019:** Hanover's AGM, Edinburgh

**Friday 27 September 2019:** MacMillan World's Biggest Coffee Morning

**Sunday 27 October 2019:** Clocks go back one hour

**Friday 1 November 2019:** Deadline for articles for Grapevine issue 92

If you have a maintenance emergency while our offices are closed, pull your alarm cord or press your pendant. Otherwise, call the Repairs Reporting Line on **0800 389 0477**.

If you have any other type of emergency while our offices are closed, pull your alarm cord or press your pendant. Otherwise, call the Hanover Telecare emergency number on **0345 604 4686**.



## Relay for Life

Mrs Sylvia Park of Strawberry Bank in Peterhead completed a lap of the local Catto Park running track and raised a total of £272.50 for Cancer Research as part of their Relay for Life fundraising. Mrs Park was accompanied by her brother Mr Alistair Park and fellow tenant and friend Mrs Wendy McGeary. What a fantastic achievement!



## Easter Tea

Residents at Kings Park Mews in Glasgow got together earlier this year for an Easter Tea.



## Rosewell Gardens social evening

Residents in the Aberdeen development got together for a social evening.



## Gorgeous Gala Day

Staff and residents of Sivewright Court went all out for the Kincardine Gala Day this year. The development was decorated from one end to the other and their hard work paid off in the form of a winners trophy.





## The BIG get-together

Residents from a number of our developments in West Lothian, Fife and Edinburgh attended a Big Get-together this year, which was held at the Bathgate British Legion. **Hanover Close** Manager Fran Strachan told us everyone had a fantastic day and she was delighted to see so many developments (including **Craiglockhart**, **Hanover Close**, **Weaver's Court**, **Hanover Court(s)** and **Friary Court**) represented.



## Sivewright Court Open Day

I managed to get out to **Kincardine** recently to attend an open day at **Sivewright Court**. I met some lovely residents and staff as well as some very helpful people from the Fire Service and Wiltshire Farm Foods. There was plenty of delicious baking and also stalls selling crafts and bric-a-brac. I also spotted these stunning cushions in the main lounge. **Sivewright Court** resident **Mrs Strachan** told me that her daughter Chriss stitched the cushions.



## Wedding belle visit

This beautiful bride is Elisa, who works as a carer at **Mercer Court** in **Innerleithen**. She recently got married and, on her way to the reception, she called into the development with her new husband and bridesmaid to give the tenants a chance to toast the happy couple.



## Afternoon tea in Ayr

There were tiny sandwiches, cups of tea and cakes galore for the residents of **South Lodge Court** in **Ayr** recently when they enjoyed an afternoon tea at a local hotel.



# Fresh Fruit Fridays

The manager at **Dowding House** in **Moffat** has started a new scheme to help residents to eat healthily. Every Friday morning, she starts the day with a trip to the local fruit and veg shop where she buys a selection of fruit for £5, which she then puts out in the lounge for tenants to help themselves. Manager Kim Wregg told us; "The scheme has been hugely popular so far and means the tenants are getting some fresh fruit in their diet and a few have also been heading down to the shop to see what other delicious fruit and veg they have on offer."



## Getting computer confident

A group of intrepid residents at **Glen Gardens** in **Elderslie** have been getting to grips with the digital world with the help of Volunteer Co-ordinator Jim Brown and Community Engagement Manager Ben Hallett. I managed to pop along to a session recently to discuss the benefits (and pitfalls) of using social media. Research has shown that getting online and keeping in touch with family, friends and community is beneficial to the mental health of older people. Lots of local libraries and community hubs offer friendly getting online courses, or perhaps you could ask a family member. The digital world can be a great way of breaking down barriers and tackling social isolation.

## Marking Armed Forces Day

At **Taylor Court** in **Keith**, a number of the residents celebrated Armed Forces Day with lunch. Some of the residents wore their medals and one even wore his army issue hat.







## Afternoon tea at Claycot

Manager Sarah Montgomery, who works at **Claycot Park** in **Edinburgh**, recently started up a monthly lunch club. She told us it can be a challenge to come up with something new each month to prevent things becoming repetitive and recently she decided upon a traditional afternoon tea.

Claycot resident **Elizabeth McGuire**, who volunteers and does a lot of events at a local church, was delighted at this idea and offered to loan her china crockery out for the day. Elizabeth and fellow resident **Jill Kelly** helped Sarah to put it all together and even washed all the dishes. (Apparently there were a lot!)

Sarah told us; “The other residents LOVED their afternoon tea and are still telling everyone how delightful it was to have their tea out of a china cup like the old days. Apparently they don’t make them like that anymore! We had beautiful cakes, quiche, scones with clotted cream and jam of course along with our Marks & Spencer sandwich platter, which is always a hit with the lunch club.

It was a fantastic afternoon full of laughter.”

## Tiny visitors

Monthly visits from the children of the Owls Group from Celtic Cross nursery have been brightening up the development, the tenants and the manager at **Hanover Court** in **Banchory**.

The children bring along games and jigsaws, set them up on the coffee tables and ‘play’ with the tenants. They sing some songs (along with wonderful actions) and have their snack before they go.

Sheryl Black, who is manager at the development, told us; “The children are great company and the visits have been most enjoyable for all of our tenants. They always thank us for having them but it really is our pleasure.”



## Fundraising afternoon in Dufftown

**Aigan Court** residents held a Breast Cancer Care Coffee Afternoon at the beginning of July. The event was a great success and raised a fantastic £255.50 for the cause. Tenants, family and friends enjoyed a lovely afternoon.



# Jedburgh residents celebrate 35th anniversary

Residents and staff in **Jedburgh** gathered to enjoy a special lunch to mark both Hanover Scotland's 40th anniversary and 35 years since **Queens Court** opened. The event included a buffet from Michelle's Little Cake shop with entertainment provided by Perfect Harmony. A special 35-year anniversary cake was made for the occasion and was cut by **Queens Court's** oldest resident, 99-year-old **Irene Sharrett**.

Stewart Storrie, Development Manager at **Queens Court** said "Our anniversary celebration was a great opportunity to not only get our residents together but also the local community to celebrate this significant milestone."

## Broomlee Court Bingo

**Broomlee Court** resident **Jimmy Jardine** sent us this fabulous picture of a recent Bingo session at the **West Linton** development. Residents of other developments may recognise the lady in the centre, calling the Bingo numbers. Jackie O'Neill returned to **Broomlee Court** not only to call the numbers but also to supply the strawberry tarts. When Jackie worked for Hanover in the 1980s, it was her job to travel around Scotland to explain the Careline system, the forerunner of Telecare. Pictured with Jackie are (l-r) **Margaret, Kathryn, Mags, Helen, Pat** and **Anna**. The picture on the TV screen is Jackie as she looked on her old Hanover pass!



## Games Week in Innerleithen

With the exception of the war years, St. Ronan's Border Games have been held annually in **Innerleithen** since their inception in 1827. Today "Games Week" stretches over ten days. The Standard Bearer Elect for 2019 and last year's Standard Bearer and lasses visited **Mercer Court** as part of the celebrations.







# Making a house a home

**Ray and Stan Thomson** are new tenants at **Hanover Court** in **Banchory**. They are renting the former manager's house and, as you can see, they are busy at work decorating their new home. Manager Sheryl Black told us; "It is great to see Ray and Stan working to make the property look as good as possible."



Morag McLean, Manager at **Cairndow Court** in **Glasgow** is utilising Hanover's Befriending Service and already has three volunteers working in the development and hopes to increase this in the coming months. Morag said, "The service has enabled residents to have some quality companionship and has given them something to look forward to each week." Contact Volunteer Co-ordinator Jim Brown on 0131 557 7454 to find out more about befriending.

## Pop up afternoon

The residents at **Hanover Court** in **Dunfermline** took advantage of a sunny day recently to enjoy a pop-up strawberry scone and wine afternoon! Pictured is **Mrs Lene Smith** who according to Manager Fiona Anderson, is always ready to help out with events on the development.



## Eyemouth outing

**Plenderleith Court, Kelso** residents recently had a trip out to Eyemouth Golf Course on a beautiful afternoon overlooking the sea, where they enjoyed a lunch of Fish & Chips.





## Kelso Laddie visits

Residents at **Plenderleith Court** in **Kelso** enjoyed a visit and a singalong with the Kelso Laddie during the Kelso Civic Week festivities. Later, residents enjoyed a light lunch and refreshments to finish off a great day.



## Morris Court Family Fun Day

In June, the Friends of **Morris Court** organised an outdoor Family Fun Day. The sun was shining so they had a great day with residents, families and staff enjoying a barbeque, music, bouncy castle and a raffle.



## Golden Wedding

There was an extra special reason for cake at a recent coffee morning at **Wallace Court** in **Lanark**, when **Andy** and **Prim Gilmour** celebrated their golden wedding anniversary. The happy couple were joined by family, friends and neighbours in the lounge and the occasion was enhanced by the background music provided by resident **John Sinclair** on his keyboard. The occasion was very much enjoyed by everyone present.







# Saving lives in Aviemore

Pictured here are some of the residents at **The Green** in **Aviemore** who, along with all of their neighbours contributed to the cost of a defibrillator which has been installed at the main entrance of the development. Manager Lesley McBean told us that residents also attended training on how to use the defibrillator and although some of them may not be fit enough to be able to use it themselves they all feel that the training was very useful and they would be able to assist someone and tell them how to use it should the need arise.

# Sunshine at Harley Court

Pictured are **Bill** and **Margaret McKenzie** enjoying the extended patio at the rear of their property in **Falkirk**. This was paid for by them as an early celebration of Margaret's 90th birthday.

# Inverbervie turns 30!

Residents and staff at **Hanover Court** in **Inverbervie** celebrated the development's thirtieth anniversary in style.



The cake was made by Sheila Moir of Fordoun, local eatery The Stables in Brechin provided Stovies, sandwiches and sausage rolls. Singer/guitarist Ian Knight of Montrose provided the entertainment.



# Hawick Common Riding Visit

At **Langland's Court** in **Hawick**, the residents celebrated the visit of the 2019 Hawick common riding to the development.

## News and information

# Snippets



Information about a new form of scam has come to our attention. Consumers are being contacted by a 'national law enforcement agency' to inform them that there is a lawsuit against them and as such a block has been put on their National Insurance number. They have then to press 1 to speak to their caseworker. It is likely this then leads on to bank details being requested.

Phone scams in particular are always changing and scammers can be polite, seem official and sound very convincing. However, legitimate organisations will **never** ask for the following details over the phone:

- Account Numbers
- Sort Codes
- PIN Numbers
- Passwords

Or

- Unexpectedly demand money with immediate payment
- Offer taxis to take you to the bank
- Offer taxis to collect or deliver bank cards.

The autumn round of **tenants' focus groups** will take place in October

in the North and West and November in the East. These meetings are an opportunity to hear about issues affecting Hanover and our plans for the future as well as to raise any particular concerns you may wish to discuss. If you would like to attend a meeting in your area, please call Susan Owens on **0131 557 7469**.

Following the annual renewal exercise, we are pleased to announce that **Hanover's insurance cover** remains in place with Zurich Municipal for the period **01/08/19 – 31/07/20**.

Buildings Insurance for Factored properties and Tenanted properties remains the same with no change to the level of cover provided or the excess amount. Cover for the Tenants Contents Insurance (TCI) Scheme is also unchanged.

All claim forms/summary of cover information can be sourced directly from your development manager or by contacting Jane Mitchell at Head Office on **0141 553 7390**. For any general questions relating to our insurance provision, please contact our Risk and Assurance Manager Karen Jamieson on **0131 557 7492**.

A reminder to our **Owner Occupiers – new regulations relating to smoke alarms** will come into force in February 2021. Most importantly, compliance with the legislation will provide improved fire safety in your home but it will form part of any home report when you come to sell your property and local authorities will be able to use their statutory powers to require owners to carry out work on sub-standard housing.

Hanover has undertaken a review and update of our **Customer Service Standards** with the help of the HEART Customer Scrutiny Panel. The updated standards can be found on our website. If you would prefer a paper copy, please call us on **0131 557 7437**.

We are pleased to confirm that our **contractor portal** is now live! This allows our contractors more control over updating any repair jobs that we raise. More importantly it allows our contractors the ability to manage and book repair appointments. If we have a mobile number for you, we will be able to text you your appointment.





# Step Count Challenge

CONGRATULATIONS to the Drama Queens from **Forres** who won the 2019 Step Count Challenge with an amazing 3,932,094 steps. In 2nd place were Between a Walk in a Hard Place and in 3rd place Step Toe and Sun.

A massive well done to all the teams that participated in the challenge this year. The total step count was a massive 66,596,409 steps, which equates to 29,598.4 miles or 3.8 times around the coastline of the UK.

Pictured here are the Garioch Go For Fits secret weapons. They are **Bill Donald** and his dog Gillie who are tenants at **Hanover Court** in **Inverurie**. Bill's total for the 8 week step challenge was an amazing 778,256 steps. This is the third year the pair have taken part, which is quite an achievement given that Bill recently celebrated his 86th birthday.



A huge well done also to **Aigan Court** resident **Mrs Agnes Johnston**, who was the only person from the Aigan Court Allsorts to complete the challenge this year. Despite a hospital visit AND eye surgery she clocked up a fantastic 108,130 steps in the 8 weeks.

As you can see, the development presented her with a wee trophy in recognition of her achievement.

A pat on the back to everyone who took part, keep up those steps!



## 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 and information

# Owners' Panel

On 14 June, Hanover held the first National Owner's Panel at its headquarters in Edinburgh. There was a good turnout and resident owner Susan Nelson very kindly took detailed notes of the proceedings, from which we have produced this report.

Throughout the day, attendees were given the opportunity to discuss different topics and propose areas of improvement. The meeting was opened by Director of Customer Services Chris Milburn. Chris began with a brief summary of Hanover's business interests, most notably that we are factors for 1,180 properties meaning that we act as the management agents for housing, maintenance and finance.

Chris reminded those present that owner occupiers are the decision makers for their own developments and advised that all owners should make themselves familiar with their Title Deeds and Management Agreements.

Hanover is seeking to improve its engagement with owners and Chris explained that

what we require for the future is a representative group of owners to assist Hanover's planning at a strategic level.

Performance Manager Elaine McCaffery spoke about the results of the most recent satisfaction survey, noting that satisfaction levels were at 60-70% and that better and clearer communication was a recurring theme in the responses. She noted that Hanover's Customer Service Standards have recently been updated and are available on our website. (If anyone would like a printed copy please email **communications@hanover.scot** or call **0131 557 7437**.)

Elaine went on to say that that communications from the Association can take the shape of formal publications, letters, information displayed at developments, information on our website and the quarterly residents' newsletter, the Grapevine. We also have a Hanover Scotland Facebook page, a residents' Facebook group called Hanover Blether and a twitter feed **@hanoverscotland**.

Director of Asset Management Mark Farey spoke about the work of his department and explained about the rules of procurement that Hanover must follow.

Attendees at the meeting noted that a published maintenance schedule would be useful to have.

Finance Manager Mark Scott provided insights about the role of the Strategic Finance department and his role in dealing with budgets and providing statements to owners. Attendees at the meeting provided feedback on making the statements clearer and more meaningful.

Factoring Manager Eddie Johnston explained how the Residents' Portal on the website works.

The meeting closed with the understanding that further meetings of an Owners' Panel are planned, on both a national and regional basis.





# Consultation Calendar

One of the key issues that customers often raise with us is 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 consultation calendar, to set out the opportunities residents have to communicate their concerns to us or to hear about Hanover's plans at both a development and a national level.

<b>AGM</b>	Last Thursday in September
<b>Annual Report and Performance Report Card published</b>	Annually in September  These are made immediately available on our website and all developments with managers are issued two copies. Anyone wishing to request a paper copy can contact the Communications Team on 0131 557 7437
<b>Owners' Regional Forums</b>	Annually in autumn in the west and east
<b>Rent Consultation</b>	Annually in late autumn
<b>Tenants' Satisfaction Survey</b>	Coming soon
<b>Owners' Satisfaction Survey</b>	Annually in autumn (out now)
<b>Development meetings</b>	Annually in autumn
<b>Tenants' Focus Groups</b>	Held twice a year in the north, east and west – usually April and October/November
<b>Telecare Satisfaction Survey</b>	Annually in March/April
<b>Owners' National Panel</b>	Annually in June
<b>Tenants' Conference</b>	Every other year during August. Next one is in 2020



## News and information

# Blooming marvellous Hanover

Once again, Hanover tenants and owners across Scotland have put their green fingers to good use and created some glorious displays of plants and flowers in their development gardens.



Residents at **Victoria Court** in **Fort William** have been enjoying this stunning display of flowers in pots.



These beautiful beds and pots welcome visitors and residents into **Hanover Court** in **Castle Douglas**.



Linda Lambert, a Development Manager in **Kelso** took this exquisite picture of a butterfly enjoying one of the Buddleia plants in the garden at **Plenderleith Court**.



These glorious blooms were at **Muirfield House** in **Gullane**.

This colourful and welcoming display can be found at the main entrance to **Hanover Court** in **Broxburn**. The residents at the development have set up a “Green thumb garden club” and they plan to fund raise with a view to creating improvements within the development’s communal gardens.







One of the residents at **Glebe Court** in **Kingussie** has been assisted by their neighbours to create this pretty collection. Manager Morag Corrigan told us: "It has made the front of the development look very attractive and visitors and tenants alike enjoy the colourful display."



Development Manager Gillian Innes sent us some impressive photos of the gardens at **Milnescroft Court** in **Fochabers**. She told us: "A few of the tenants have taken a real interest and as you can see the gardens are looking lovely. We have tenants who are growing herbs, tenants growing their own vegetables and tenants brightening up the communal garden."

# Eat Well Age Well Coffee Morning

A new pilot project to encourage eating well in later life is being launched in two Hanover developments in Renfrewshire.

To celebrate the launch of the project, a coffee morning is being held in both **Elderslie** and **Johnstone** where residents are invited to join in discussions around food, eating well and changes in appetite in later life. The coffee morning will be interactive with a few games and quizzes. Residents will be sent a form to fill out in September and are asked to bring this along to the coffee morning.

The event is hosted by Eat Well Age Well who work to support older adults with good



nutrition in later life. If you would like to find out more then come along to Eat Well Age Well's Coffee Morning event on Thursday 26th September. The team will be at:

- **Glen Gardens, Elderslie: 10.30am – 11.30am**
- **Hanover Court, Johnstone: 2pm – 3pm**

Or call **0131 447 8151** for more details.

## News and information

# Bring your dog to work day



Sandy and Morag are pictured here with staff and residents at **Taylor Court, Keith**.



Honorary dog Thea took charge at **Cairndow Court** in **Glasgow**.



Molly & Rueben asking, "What's the password again?" at **Regent Place** in **Broughty Ferry**.



Bailey visited **Hanover Court** in **Livingston**.



**Hanover Court** in **Dunblane** had this gorgeous visitor!



At **Strachan Mill Court** in **Aberdeen**, Ziva came to visit. Ziva is pictured here with manager David Cowie and resident **Ella Tweed**, who arrived armed with treats. David told us; "Ziva was spoiled by the residents here, it was really nice to see the residents interacting with her. I think Ella and Ziva both loved their time and cuddles equally!"



Rolo met a resident who had brought a ball especially at **Drysdale Gardens** in **Cupar**.



## Who benefits?

# Meet our new Welfare Rights Officer

Hailie Johnston is a Hanover veteran having worked in Performance, as an Area Administrative Officer and as a Housing Officer in our East Area Office. She is now taking up a new challenge as Hanover's Welfare Rights Officer. The Grapevine caught up with her recently to find out a bit more about her new role.

### What does your new role entail?

My role is to make sure that people are aware of any benefits available to them and help them access necessary services to apply for what they are entitled to. I will also be offering assistance to residents who are looking to apply for disability benefits as this process can be quite intimidating and complicated to complete but can be essential to help people live independently. I'll also be highlighting any changes to benefits, new initiatives and ways for residents to save money by providing regular updates in this newsletter and on our social media sites.

When necessary, I will send letters direct to residents to make them aware of any particular issues that may

potentially affect them. I will also be providing guidance to the area offices, so that they are able to support residents who may find themselves with rent arrears and money difficulties.

I will be available to help support individuals to maximise their income, budget more effectively and sustain any repayment agreements with Hanover.

### What are your plans for the next few months?

This is a new service for Hanover so I have been researching agencies local to developments that can provide benefit and debt advice and gathering this information to make it readily available for staff and residents. I'm working on procedures and paperwork to make sure that all staff can provide general benefit advice should a resident need assistance.

I will also be working hard on making people aware of our new welfare rights service and will deal with any enquiries as they arise. Look out for articles on welfare issues and other money matters in future issues of the Grapevine.



### What is the key message you would like to pass on to Hanover's residents?

Millions of pounds in benefits go unclaimed each year because people are not aware of what they are entitled to. Poverty or perceived poverty can leave an individual feeling isolated and disengaged. It can negatively impact people's mental and physical health and everything that entails.

I believe that raising awareness of what people are entitled to and supporting them to access relevant services can have a major impact on their lives and will allow people to engage more positively in their environment, which will benefit us all.

## Money matters

# Make the most of your money

Money can feel like a taboo subject but making the most of your money and looking at ways to save can not only help you enjoy more things in the present but also helps you save for your future. In this edition I will be sharing information on where to go to get to grips with your finances as this is the first step in taking control.

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

The first thing to do is get a financial health check. This is a service carried out by Citizen's Advice Bureaus where they carry out a benefit check for you to make sure you are receiving everything you are entitled to. You may be pleasantly surprised. They will also offer assistance in applying for benefits and money advice if you need it. You can find out where your local Citizen's Advice Bureau is by calling **0808 800 1007** or accessing their website at **[www.citizensadvice.org.uk/scotland](http://www.citizensadvice.org.uk/scotland)**

### Money – Looking after your money?

How good are your finances? Do you know? It's important to always know how much you have coming in against how much is going out.

If you want to make sure you are managing your money well you can contact the Money Advice Service. They offer clear unbiased information and advice about pensions, saving, borrowing and budgeting. You can contact them on **0800 138 777** or visit **[www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)**

For advice about debt, budgeting and financial planning you can also contact Scotland's Financial Health service on **0800 731 4722** or visit **[www.scotlandsfinancialhealthservice.gov.uk](http://www.scotlandsfinancialhealthservice.gov.uk)**

We will take a look at home energy efficiency savings, personal pensions and care and repair services in our next edition.

**Hailie Johnston**, Welfare Rights Officer





## Volunteering in the spotlight

# A worthwhile project

**Mr Glen Paisley** is a tenant at **Hanover Court** in **Banchory**. He became involved in the Match Me Project in 2015. Registered blind, Glen had been involved with the RNIB for many years. An employment officer from the RNIB suggested that Glen may like to find out a bit more about this project and what they did.

Not being one to turn down an exciting opportunity Glen completed an online application form volunteering for DRILL (Disability Research into Independent Learning and Living). Glen's successful application was followed by a telephone interview resulting in completing a 4 hour training course at Stirling University with Research Officers.

It wasn't long before Glen had a call from Match Me with details of applicants to be interviewed. To begin with during the interviews, Glen had the support of a Research Officer; but once his confidence grew, Glen was the sole interviewee.

DRILL were interested in 2 things:

- ▶ People waiting to be moved from their accommodation to more suitable adapted housing.
- ▶ People who had recently moved into adapted housing – their experiences and feedback, any improvements needed for future candidates.

Candidates were interviewed again 12 months after first date to find out if they had been housed.

One of the findings from the interviews were that

many people during their wait for suitable housing were affected by mental health problems – anxiety, depression due to not being adequately housed.

Glen expressed how enjoyable this volunteering experience was and how shocked he was at how many people were on waiting lists in all areas of Scotland. For Glen the learning curve was that now he has a better understanding of other disabilities and how individuals are affected by them.

In June, Glen attended a Conference held at Queen's University, Belfast where DRILL and others involved presented their findings of the Match Me project.

Glen feels this was a very worthwhile project to be involved in and has gained valuable skills and knowledge.

Next steps for Glen are to be involved in another project being organised by Match Me. This time Glen will be involved in finding out how 'Self Directed Support Scotland' both affects and works for individuals.

We wish you the best of luck Glen!



# Happy Birthdays



**Mrs Mary North** of **Hanover Court** in **Dunfermline** turned 100 years old on 2 July. Mrs North had a wonderful party with her family and residents in the lounge. She is pictured here with two of her great grandchildren.



**Ruby Mackie** has been a resident at **St Margaret's Court** in **Edinburgh** for 8 years and recently celebrated her 90th birthday with a party held in the church hall next to the development.

Ruby was a keen baker and, more recently, has become a regular at the local Beacon Club, always taking along her cheerful smile. Residents, friends and family attended the surprise party but the biggest surprise was the attendance of Ruby's son who she had not seen for some time due to his ill health. It was a tearful but joyful reunion. Everyone enjoyed a delightful day and the chat continued into the evening.

Another **St Margaret's Court** resident with a big birthday is **Cathie Kirk** who turned 90 at the end of June. Cathie organised a lovely gathering of residents in the church hall. It was a wonderful and relaxed affair with sandwiches, cakes, coffee, tea and of course a tiara!



**Miss Jean Sutherland** has lived at our **Hanover Court** development in **Banchory** for 20 years and celebrated her 94th Birthday last June.



One of the oldest residents at **Woodburn Court** in **Hamilton**, **Mary McLeary**, recently celebrated her 99th birthday with a get-together and a bit of a boogie.





**Cairndow Court, Muirend** celebrated a joint 195th Birthday recently! **Eileen Macintosh** turned 98 and **Margaret Brodie** turned 97. Both ladies were joined by neighbours and friends who have known and visited them through the years.

Joining the Party was Sandra McEwan, Hanover Volunteer Befriender, Angela Bilsland, Housing Officer, Jim Brown, Volunteer Coordinator, Morag McLean, Sheltered Housing Manager and Janice Devine, Domestic Assistant.

Eileen was brought up in the Southside of Glasgow and worked for Rolls Royce in Hillington as a Secretary, where they made engines for Spitfires. Eileen met her husband whilst working in Rolls Royce and they went on to have two daughters and a son.

Margaret was born in Newcastle-upon-Tyne. She left school at 15 in 1938 to work in a solicitor's office as a junior. One of her jobs was to deliver messages to other firms in Newcastle and when out of the office she would often meet other school friends who were also juniors, out delivering messages. Margaret then worked for Vickers Armstrong and latterly the Coal Board. She met her husband at a tea dance in Oban while on holiday with her mother in 1954 and she and John married in 1955.

Our congratulations also go to

**Wilma Morrison** of **Westknowe Gardens** in **Glasgow**, who recently celebrated her 80th birthday. Wilma regularly volunteers as Mrs Claus at Christmas and celebrated her birthday with a number of events, including a lunch with all the Mrs Claus ladies, a family party at the Burnside Hotel, lunch with close friends on THE DAY and finally afternoon tea at the The Willow Tea Room in Sauchiehall Street.

**And anyone else who has celebrated a birthday recently!**



## Customer engagement

# An update from the HEART Panel

**HEART Panel member Laura Campbell-Milton kindly volunteered to write this article looking back on the customer scrutiny journey so far.**

Hanover's Customer Scrutiny Panel was set up early in 2017 with the original Panel Members being drawn from a number of volunteers. They participated in a programme of intensive training provided by Hanover and from that training the name H E A R T was devised.

**H**onesty,  
**E**mpowered,  
**A**ccountable,  
**R**epresentative,  
**T**rusting

The Panel originally undertook to meet no less than six times a year at McDonald Road in Edinburgh. However, more recently the volunteers have been travelling to Edinburgh every month.

The Panel has completed a scrutiny of the process involved in going to tender and awarding contracts for landscaping the grounds surrounding Hanover

tenanted properties.

Two Panel members made themselves available to attend additional meetings where they worked with Hanover staff to bring a tenant's perspective to the process. They then reported back to the group to take account of any additional suggestions offered. Contracts were awarded which commenced in April 2018.

In-depth scrutiny was also undertaken over a number of months on how antisocial behaviour presents and impacts on residents in Hanover developments, to ascertain whether existing policies and procedures provide Hanover staff with the necessary tools to deal with such behaviour. Through discussions with Hanover Management and much study at home, the Panel discovered that antisocial behaviour can take many forms. However, the Panel felt that in every case the Hanover staff approach has to be consistent. Good communication



between all parties has to be encouraged, aided by clear policy guidelines for staff. A report on the Panel's findings was prepared and sent to the Board.

More recently the Panel has looked at improving the booklet available to all tenants on Customer Service Standards. Recommendations were made by the Panel and these have been accepted. The Panel's opinion was also sought on the new poster to be displayed in developments setting out Hanover's zero tolerance approach to bullying and harassment.

The Panel meetings are facilitated by Elaine McCaffery, Performance Manager, and administrative support is provided by Susan Owens. Regular support and information is also provided as needed by Hanover Management and the Panel meets with the Board twice a year.



# From the Chief Executive

## Award winning design

I am delighted to report that Hanover Scotland's **Kesson Court** development has swept the board at the Saltire Housing Awards.

I attended the event, held at the Scottish Parliament on Tuesday 25 June, with a number of my colleagues and we were very excited when **Kesson Court** came away with not only the Saltire Housing Design Award but also the CIOB Building Award and the Saltire Medal.

Designed by ICOSIS Architects, **Kesson Court** was completed in 2018 and

contains 18 two-bedroom amenity flats, three two-bedroom wheelchair cottages and a communal garden. The development provides high quality amenity housing for older people in **Elgin**.

I am thrilled that **Kesson Court** has won these prestigious awards and that we have been recognised for this great project. **Kesson Court** housing development is a great space and we are really pleased with the progressive design and features which enables our residents to live the lives they want.



The awards come in a special year for Hanover (Scotland), as we celebrate our 40th anniversary throughout 2019. Over the last 40 years, we have been at the forefront of providing innovative care and housing to meet varying needs and supporting residents to experience full and active lives and I look forward to building on that experience for the future.

Finally, some sad news. After 14 years of outstanding service to Hanover, Karen McIntosh, our Director of Strategic Finance, has decided to move on to pastures new.

During her time with us, Karen has made an invaluable contribution to the stability, growth and success of Hanover. We will miss her professionalism and unswerving focus, on not only helping staff but in doing her very best for Hanover.

I will personally miss her for all of this and I am sure you will all join me in thanking her for her amazing tireless work and in wishing her the very best for her future.

**Helen Murdoch**



# Homes for rent

## Looking for a new home?

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

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

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

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

### East

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

Broomlee Court, West Linton (sheltered)  
Hanover Court, Earlston (sheltered)  
Sivewright Court, Kincardine (sheltered)  
Rosemount Court, Carluke (very sheltered)  
Plenderleith Court, Kelso (sheltered)  
Hanover Court, Kippen (amenity)  
Thorndene Terrace & Main Street, Slammanan (amenity)  
Glengowan Court, Larkhall (very sheltered)  
Halyrude Court, Peebles (sheltered)

### North

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

Hanover Court, Tarves (sheltered)  
Glebe Court, Kingussie (sheltered)  
Doune Court, MacDuff (sheltered)  
Granary Street, Huntly (sheltered)  
Aigan Court, Dufftown (sheltered)  
High Street, Rothes (amenity)  
Coppice Court, Grantown on Spey (sheltered)

### West

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

Victoria Court, Lockerbie (amenity)  
Langcraigs Court, Paisley (sheltered)  
Hanover Court, Castle Douglas (sheltered)  
Baillie Court, Motherwell (sheltered)  
Montgomery Court, Paisley (very sheltered)  
McAlpine Court, Wishaw (very sheltered and sheltered)  
Hanover Close, Lochside Road (sheltered)  
William Turner Court, Locharbriggs (sheltered)  
Callieburn Court, Bishopbriggs (very sheltered)





# Contact us



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

Telephone: **0131 557 7437**

Email: **grapevine@hanover.scot**

The deadline for receipt of articles for Issue 92 (December 2019) of Grapevine is **Friday 1 November**.

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

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

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

## Prize Sudoku

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

Name.....

Address.....

.....

Postcode .....

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

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

The winners of the last Sudoku competition were: **Mrs Rose Mitchell** of **Harley Court** in **Falkirk** (east), **Margaret Hendry** of **Airlie Gardens** in **Banff** (north) and **Mrs Margaret Smith** of **Baillie Court** in **Motherwell** (west). Congratulations!

# Prize Crossword

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

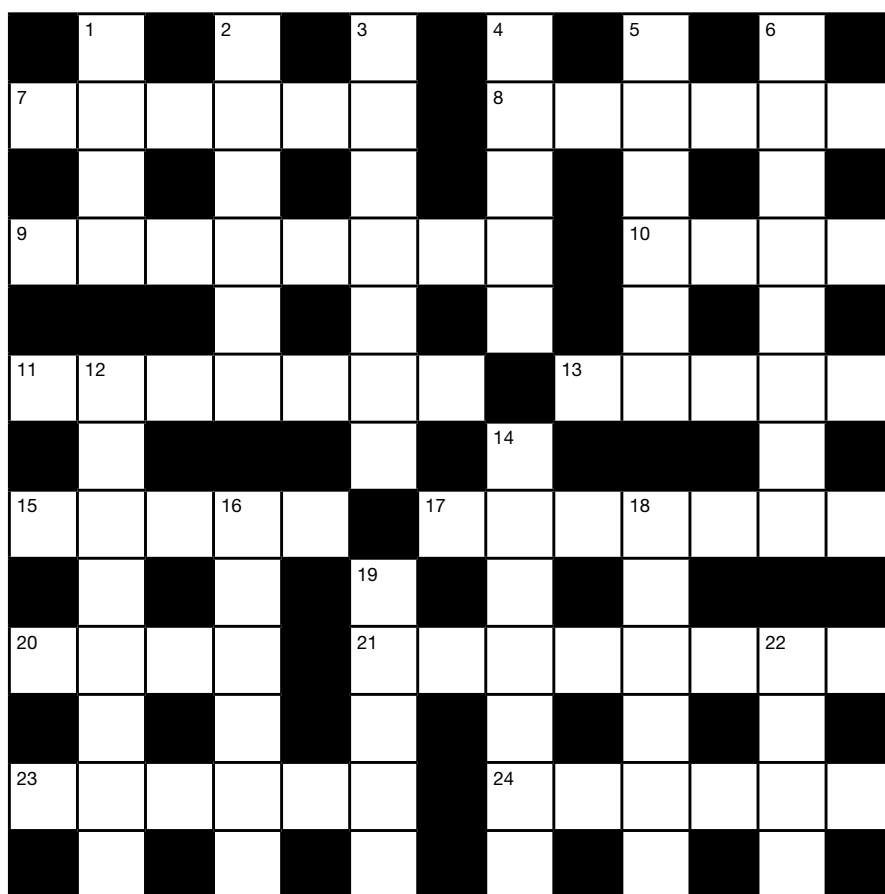
Name.....

Address.....

.....

.....

Postcode .....



## ACROSS

- 7 River that flows through London (6)
- 8 Gas required for combustion (6)
- 9 Small mammal which in India is often kept for its ability to kill snakes (8)
- 10 Scottish loch in which there is said to be a monster (4)
- 11 The structural framework of a car (7)
- 13 A group of sheaves in the field (5)
- 15 Variegated semi-precious stone (5)
- 17 Film starring Liza Minnelli which won eight Academy Awards in 1972 (7)
- 20 1980s group consisting of George Michael and Andrew Ridgeley (4)
- 21 Team field game originating in Canada (8)
- 23 Theatrical performance involving music and dance (6)
- 24 One who has been awarded the title 'Sir' (6)

## DOWN

- 1 State of the USA, capital Columbus (4)
- 2 Representations such as photos, paintings or statues (6)
- 3 Baltic state, capital Tallinn (7)
- 4 Heavenly body with an elliptical orbit round the sun (5)
- 5 Term for a young swan (6)
- 6 The stone at the top of an arch (8)
- 12 A measure equal to 54 gallons of beer (8)
- 14 Confection of eggs, flour and sugar, traditionally eaten on Shrove Tuesday (7)
- 16 A place of worship (6)
- 18 In classical mythology a beautiful youth, loved by Aphrodite (6)
- 19 Attack or bombing from the air such as that experienced by many British cities during World War II (5)
- 22 District of London famous for its restaurants and clubs (4)

The winners of the last crossword were:

**Mrs E Bates** of **Regents Place** in **Broughty Ferry** (east), **Anthea Maynard** of **Victoria Court** in **Fort William** (north) and **Petr Archer** of **Dowding House** in **Moffat** (west). Congratulations!

The answers to the last crossword are:

**ACROSS** 5 Cambridge, 8 Grid, 9 Reflexes, 10 Oxygen, 11 Norway, 13 Amends, 15 Fiddle, 16 Sturgeon, 18 Rook, 19 Detective **DOWN** 1 Cardigan, 2 Oberon, 3 Tiffin, 4 Ogre, 6 Proximity, 7 Medallion, 12 Redgrave, 14 Stereo, 15 Finite