

GRAPEVINE

The newsletter for Hanover's residents



Growing the Hanover Scotland community

The final formalities of Hanover's merger with Arklet Housing Association were completed on November 8, meaning that we have welcomed ten new members of staff and around 400 new residents to the Hanover community.

The decision comes after a vote by Arklet residents in September when 98% supported the merger. The move will allow Arklet residents to access a broader range of services and become part of Hanover's move to increase engagement in order to shape better services across Scotland.

Hanover Chief Executive Helen Murdoch said: "I am delighted that Hanover Scotland's merger with Arklet has now been completed and we can welcome those residents to our housing family.



Janice McDonald, Enhanced housing Manager, with some of our new colleagues

"Over the coming months, we will be taking steps to harmonise our service and business systems. However, we would like to reassure Arklet residents that there will be very little immediate change to the service arrangements as Hanover will continue to provide services through the existing staff team based at the Giffnock office."

Iain Wallace, chair of Arklet, said: "Arklet has done

the right thing – our members twice voted unanimously to merge with Hanover and I share their confidence for a positive, sustainable future with our new partner.

"It's bittersweet that the Arklet brand will disappear considering our unique history but our commitment to customers and staff, and care for their welfare, will carry on even stronger with Hanover."

What's inside...

Snippets
Page 13

Staying well
this winter
Page 15

Happy
Birthdays
Page 24



Welcome!

Hello all (particularly our newest residents) and welcome to the final Grapevine of 2019.

Turn to pages 22-23 to see what some of our developments got up to in aid of Macmillan's big coffee morning. From page 19 onwards, our resident Welfare Benefits Officer has plenty of advice on pension credit, energy efficiency and winter fuel savings. And speaking of winter, we have some tips on page 15 on staying well during the colder months. The advice on keeping your wrists and ankles warm in order to aid the blood flow to your hands and feet is endorsed by none other than my Mum, who swears by her leg warmers during the colder months. And after all, the eighties are back in vogue!

You will also see that we have rearranged our puzzle pages – this is a result of feedback from readers who wanted to be able to send off their Sudoku entry without losing the clues for the crossword. Our Christmas puzzles are worth prizes of £80 each so don't hesitate to have a go!

Finally may I wish you all the happiness of the season and the very best for the new year.

Sara Stewart
Editor

Around the houses



Breakfast at Baillie Court

All age groups are welcome at **Baillie Court's** Friday breakfast club. Pictured is two month old Katie, great granddaughter of Mrs Betty Wallace who is holding her.

Pictured left to right Margaret Smith (issue 90 Sudoku winner), Betty Wallace, Bob Osborne, development cleaner Maria Speirs, visitor Hannah from Australia and Cathie Ferrier.

We're told that hot breakfast rolls and a cuppa went down a treat as usual.



Fish supper evening

The residents of **James Hemphill Court** in **Lennoxtown** enjoyed a fish supper evening at the end of August. Manager Jeanette Forsyth arranged the evening and told us the fish suppers went down a treat.

Live music at McAlpine Court

At **McAlpine Court** in **Wishaw**, residents and staff held a lively party in the development lounge. Manager Fiona Coleman told us; “We had our regular entertainer Kirk James in and also our support worker Sandra Millar’s husband Graham entertained us with his saxophone.

The residents all loved the live music and he played a few tunes for them. His company also donated £500 to our development to go towards the residents’ entertainment fund.”



You can call me Al-paca

They had some exotic visitors at **Mercer Court** in **Innerleithen** recently. The Velvet Hall Alpacas, Storm and Pearson, came to visit the tenants in the development lounge. Manager Kath Ewart told us; “The tenants had a great time getting to feed the alpacas carrots and touch the lovely soft wool. They were ever so well behaved especially as this was the first outing of this kind for the youngest Alpaca, Storm, who was only two years old. Even the postman got in on the act and fed them some carrots as did the fire alarm engineer who was in to service the fire alarm.”

Dates for your diary

Tuesday 24 – Thursday 26 December inclusive: Offices closed for Christmas

Friday 27 December: Offices open

Monday 30 – Tuesday 31 December: Offices open

Wednesday 1 and Thursday 2 January 2020: Offices closed for New Year

Friday 31 January 2020 – Deadline for articles for Grapevine issue 93

Friday 7 February 2020 – Grapevine Editorial Group meets

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**.



Friday Flappers

Marian Reynolds, the manager at **Craigview** in **Bo'ness** has been in touch to tell us about a fantastic and glamorous afternoon held recently at the development.

Marian said; "As we are fast approaching 2020, we thought it would be interesting theme for a get together to turn the common room into a 1920's speakeasy. We ran black and white silent films from the period and Niamh Devery, a very talented University Music Student, kept the toes tapping with songs from the era.

For the buffet we used a menu based on *The Great Gatsby*."

It looks like they had an amazing time. Do any of our other developments fancy trying some 1920's styles as we move into 2020?



Dunblane ducks!

When we received an email about a strawberry tea and duck race held on a sunny day at **Hanover Court** in **Dunblane**, we pictured little rubber ducks. We were hugely amused to see what they actually looked like! Meet ducks **Margaret Gourlay** and **May Wade**! The event was a great success and raised over £1000 towards the residents' fund for the building of the extension to give the development a common room.

Walking to wellness

Pictured here with a celebratory diet coke is **Mrs Margaret Hamilton** of **Hanover Court** in **Livingston Village**. Margaret has just completed The Golden Body Magic Challenge with Slimming World to walk 50 miles in a month to raise funds for Cancer Research. Margaret has lost two stone while attending Slimming World. Her fellow neighbours at Hanover Court have supported her by sponsoring her and she has raised £115. You are an inspiration Margaret!



Development visitors

James Ross from **Burnside Court** in **Buckpool** put some amazing photos onto the Hanover Blether Facebook page. James took the photos of the shy visitors from his window.



Coffee and a catch-up

At the end of October, 18 of the residents at **Regents Place** in **Broughty Ferry** got together for a coffee morning and catch-up with doughnuts.



Hawick holiday

Some of the residents of **Langlands Court, Hawick** took themselves off for a holiday to St Anne's. We hope you all enjoyed yourselves!



Kelso quiz

Plenderleith Court manager Linda Lambert got in touch to tell us about a quiz afternoon held at the development, with refreshments to finish.



Baillie Court befriending

This is a small group of residents from **Baillie Court** in **Motherwell** who meet each Thursday and are supported by a local charity called Motherwell Befriending. They do various activities and will be going out on a day trip and for Christmas lunch. Sharon McLean, who manages the development, told us; "It is a really great service for older adults. This week it was musical bingo, which went down a treat."



Trauma Teddies

Some of the residents at **Hanover Court** in **Dunfermline** have been helping to knit trauma teddies for the emergency services. The teddies are used to comfort children who have undergone a traumatic experience. If any of our readers are interested in knitting some of these, give us a call on **0131 557 7437** or email **grapevine@hanover.scot** and we will send you a copy of the pattern.



Yacht club outing

Pictured here are some of the residents from **Regent Place** in **Broughty Ferry** who enjoyed a summer lunch outing to The Royal Tay Yacht Club in Broughty Ferry.



Making a splash

One of the residents of **Regent Place** in **Broughty Ferry** took this incredible picture of a dolphin having fun in the River Tay near the development.



Musical interlude

At **Hanover Court** in **Tarves**, residents got together to enjoy a concert in the lounge by local entertainer Mike Hammer.



Seasonal knits

This lovely display is a result of the hard work of **Mrs Isabel Fulton** from **Alexandra Court** in **Prestwick**. Mrs Fulton does Halloween and Christmas knits and also donates to schools and charities.



Mercer Court celebrates 35 years

Hanover residents and staff at **Mercer Court** in **Innerleithen** were recently joined by Board member Sir Geoff Palmer for a celebration to mark the 35th anniversary of the development. They were treated to a musical performance by the young people from the amateur operatic society singing songs from Oklahoma and an afternoon tea provided by local cafe T42.

Fire Service chat at Craiglockhart

Craiglockhart Terrace residents enjoyed a coffee morning at Halloween, complete with special goodies and decorations.

A special guest was Crew Manager John Black, of the Scottish Fire and Rescue Service (SFRS), who visits organisations talking about fire protection and prevention. John spoke to the residents particularly about how the Fire Service accesses homes in an emergency, in cooperation with Hanover and Telecare, which resident **Peter Braynion** told us was very reassuring. SFRS is happy to come out and chat to residents on any development – just ask your manager or housing officer.





BBQ at Baillie Court

The **Motherwell** development held a BBQ towards the end of summer. Attendees were treated to Manager Sharon McLean's very popular punch, cheeseburgers and hotdogs with salad followed by fruit and fresh cream. This was followed by a game of charades, a quick quiz and a best hat competition, won by Ena Meikle who looks as though she is going down under!

Sharon's husband Robert arrived later and played a few songs much to the delight of Hannah, their visitor from Australia.



Charity knitters

At **Milnescroft Court** in **Fochabers**, these ladies have done a lot of knitting for various charities throughout the year. The items in the photo with the ladies are twiddle mitts for folk with dementia, hats for premature babies at Glasgow hospital, cardigans and hats for a church charity and teddies and blankets for SiMBA memory boxes.



It's beginning to look a lot like...

At **Friary Court** in **Inverkeithing**, resident **Mrs Dodd** has been getting to grips with a glue gun and having fun decorating a Christmas table.





Harrow Court is 35 years young

Residents gathered in the development lounge of **Harrow Court** in **Glasgow** to celebrate the complex's 35th birthday.

A Scottish Welcome

Stuart Bond, a resident of **Dowding House** in **Moffatt**, put some fantastic pictures on the Hanover Blether Facebook page of a Scottish Evening held at the development to welcome and entertain some Russian guests.



Digital discoveries

Here at Hanover, we are keen to support our residents to access the digital world, to be able to use the internet and smart devices and to make the most of what is on offer, whether it is keeping in touch with friends and family, shopping online or even catching up on the soaps.

At **Hanover Court** in **Peel Street, Glasgow** an intrepid group of residents has been taking lessons on using computers, tablets and smart phones. Manager Liz McLaughlin told us; "One resident commented that she didn't even know how to switch on an iPad and now after three lessons she has a Gmail account and has been on the QVC website!"





Mingling with royalty



This dapper pair are **Mr and Mrs O'Neill** of **Hanover Gardens** in **New Scone** who attended the Holyrood Royal Garden Party in July.

The couple enjoyed a lovely day with a buffet lunch and saw the Queen, who was in attendance.



Celebrating a quarter century

Alexandra Court in **Prestwick** first opened its doors in September 1994 so staff and residents got together this September to celebrate the development's 25th anniversary. Pictured here with the cake are development manager Maureen Wilson and resident **Elizabeth Boyd**. Maureen told us; "The food and drink flowed throughout the afternoon and residents, family and friends were entertained by Malky's golden oldies music. We would like to thank our lovely development cleaner Mrs Sandra Kaminski who decorated the lounge for the occasion."



Fundraising teamwork in Armadale



We recently heard from one of our colleagues, Carol McIlwraith from **Colinshiel Court** in **Armadale** about some amazing fundraising efforts by staff and residents. Two of Carol's colleagues, Angela and Denise were diagnosed with cancer in quick succession. Tenants, friends and family pulled together to raise money for Cancer Research. Carol and Denise herself took part in the Edinburgh Kiltwalk. They raised further funds with a Musical Bingo night at the development and a generous donation was made by resident **Mr John McCreight**. Carol and Denise are pictured here with Mr McCreight and his guide dog Rexon.

Gorgeous gardens

It may be difficult now to remember what the summer felt like but thankfully some of our residents have sent in photos of their gardens to remind us.

This is **Rose Park** in **Peebles**, where the gardens won a gold award and a cup in the recent Peebles Garden completion.



Margaret Gourlay of **Hanover Court** in **Dunblane** sent us this picture of their hanging baskets, which welcome everyone to the complex. Margaret told us: "They are so admired by everyone, both residents and visitors."



Tarves social secretary **Jessie Simpson** told us that they have been keeping busy at **Hanover Court**. Pictured is resident **George Simpson** with his best in show pot plant at Tarves Flower Show. He also won the cup for most points in the confined section. Congratulation George – well deserved.



Marilyn Martin-Strachan of **Sunnyside Court** in **Edinburgh** put some gorgeous photos of her garden on the Hanover Blether Facebook page. I am just sorry we only had room for one of them here! (above left)



This stunning collage shows just a selection of the flowers and shrubs at **Windlaw Court** in **Glasgow**.



Shine bright like a diamond

We have received word of no less than three diamond wedding anniversaries celebrated by Hanover residents recently!



This happy couple are **Mr Dick** and **Mrs June Rollo** who celebrated their 60th wedding anniversary in August. The celebrated the day with family and friends and received very best wishes from everyone at **Rosewell Gardens** in **Aberdeen**.



Mr and Mrs Sandy and **Jessie Davidson** recently moved from St Cyrus to **Turners Court** in **Stonehaven**. They celebrated their Diamond Wedding Anniversary in October.

Mr and Mrs Davidson first met each other when they went dancing in Kintore.

They lived in St Cyrus for 50 years and ran a wee grocery shop/post office there from 1970 until their retirement in 2000. They are pictured with Provost Bill Howatson who presented them with the gifts in the photograph. Bill is also a friend of Sandy's.

Many congratulations to you all!



At **Parkway Court** in **Alloa**, **Mr and Mrs Bert** and **Moira Bruce** were also celebrating 60 years of marriage.

News and information

Snippets



The autumn round of **tenants' focus groups** was held during October and November. I managed to get along to the meeting in the west, which was held at **Eglinton Court in Saltcoats**, where we had a lovely welcome. The discussions covered a number of issues including maintenance and upkeep, Wi-Fi, landscaping, fire home safety and the proposed annual rent increase. Please speak to your Development Manager or call **Susan Owens** on **0131 557 7469** if you would like a copy of the minutes.

Repairs for Owner Occupiers – Care and repair services operate in most areas of Scotland to offer independent advice and assistance to help homeowners repair, improve or adapt their homes. They may also provide a handyperson service depending on the area you live. This service is available to people over 60 or who have a disability. For details of your local service call Care and Repair Scotland on **0141 221 9879** or see **www.careandrepairsotland.co.uk**

Looking after your home in winter – Cold weather conditions can result in damage by water from burst

pipes. Problems occur mainly in properties that are left vacant and unheated.

To minimise the risks of this happening:

- Make sure your property is adequately heated, even if you are leaving it vacant.
- Should you be leaving your property for an extended period arrange to have the water system drained.
- If you have a Development Manager, tell them if you're going to be away

If water in pipes or tanks still freezes, please act immediately. Pull your alarm cord or press your pendant to contact your alarm provider. If you do not have a cord call the **Repairs Reporting Line** on **0800 389 0477**.

A wee reminder that Age UK's **Silver Line** number is – **0800 4 70 80 90**. Silver Line provides a free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

Obscure Word Corner

– As your trusty editor and a resident of Scotland for nearly 20 years, I thought I was getting pretty good at

recognising Scots words and phrases. I can tell you when the weather is dreich and I am often scunnered. This is a new one for me though: **Bubbly-jock/bubblyjock**. Any guesses?! Drop us a line (details on page 27) and the first three correct answers out of hat will win a wee prize. Your only clue – it's very appropriate for the season...

At Hanover Scotland, we are committed to being transparent and open about the way we work, the services we provide and the decisions we make.

One of the ways we do this is through The **Freedom of Information** (Scotland) Act 2002 (FOISA), which we became subject to on 11 November 2019. The Act gives the public the right to access recorded information held by public bodies.

We are also bound by the Environmental Information (Scotland) Regulations 2004 which gives the public the right to access environmental information we hold.

Your first port of call for information about us should always be our website where we provide copies of everything from our financial data to our customer engagement strategy.



News and information

Our AGM

There was a distinct disco vibe in the air when Hanover held its AGM in September and took the opportunity to celebrate its 40th anniversary of providing housing and services to older people in Scotland.

Residents, members and guests gathered at the organisation's headquarters in Edinburgh for the AGM. During his opening remarks, Chairperson of the Board Mike Martin welcomed attendees and talked about the history of the Association, including his own 20 years of working with it in various capacities. He reminded guests of Hanover's homes for life ethos before covering some of the highlights of the last year including the completion of two general needs developments at Britannia Place in Ayr and Stonecross in Elgin. He also spoke about the successful 2018 tenants' conference and the formal opening of Hanover's Linkwood View development in Elgin by Christine McKelvie MSP.

Attendees then heard a fascinating talk from local journalist, broadcaster and writer of the acclaimed new book 'Borrowed Time', Sue Armstrong. Sue is a renowned science writer whose book looks at how we are living longer as a population and how we can make the most of later life. The book also uses the latest research into how and why we age. Sue talked about the issues associated with aging and the current work going on to try and slow down or reverse the aging process. Her premise was very clear though – the aim should be aging better; adding life to our years rather than years to our lives.

After the formal part of the meeting was concluded, guests tucked into a seventies themed buffet lunch and enjoyed reminiscing with some old fashioned sweet treats.

Discussing Hanover's future plans, Chief Executive Helen Murdoch said, "We are very proud of what we have achieved over the

last 40 years. We are now recognised as one of the leading providers of housing for older people in Scotland. More recently, we have taken on work internationally as well, discussing how better to integrate housing with health and social care with housing experts from around the world.

Chairperson Mike Martin said, "I am pleased and proud to be here during this momentous year in Hanover's history. I was also delighted to welcome Chair of the Committee for Arklet Housing Iain Wallace to our AGM today. Hanover and Arklet have a long standing relationship and we are in the latter stages of creating a partnership between our two organisations. A great deal of effort and hard work has gone into preparing for this merger by both Hanover and Arklet staff and I believe that between us we have the capacity to become greater than the sum of our parts."



Staying well this winter

There are plenty of things you can do to help yourself stay warm and well during the colder months and being prepared is the key.

- Get your free flu jab. Everyone aged 65 and over is entitled to a free flu jab from the doctor or pharmacist. Even if you're fit and healthy, it's a great idea to get the jab to help protect yourself and others.
- Ask about the pneumo jab. There's a vaccine for pneumonia too. Check if you're eligible when you get your flu jab.
- Wash your hands regularly to prevent germs spreading – simple but effective
- Stock up on cold and sore throat remedies – speak to your pharmacist.

Keeping warm – inside and outdoors

Wrap up well when you go out in the cold. Layering's the best way to keep warm in winter. Don't forget a hat, gloves, thick socks and a scarf. It is particularly important to keep your hands and feet warm.

Wear gloves. Try and make sure they are not too tight and are ideally waterproof.

Pull your sleeves down and your socks up. Minimise any gaps between your gloves and clothing so cold air can't get in. Or get someone to knit you a pair of wrist warmers – see below.

Get a wiggle on! If your fingers or toes feel cold, wiggle them to stimulate blood flow.

Avoid having bare feet. Always wear socks, slippers or

shoes in the house and go to bed in socks to keep your feet warm at night.

Keep your socks and feet dry. Wear dry waterproof shoes when you go out.

Put your feet up. Hot air rises, so keep your feet up on a stool when sitting down.

Keep moving. Move your legs around to keep blood circulating to your feet.

Make sure your home is warm enough

The ideal room temperature you should be aiming for is about 21 degrees in your living room, and about 18 degrees in your bedroom. If you have concerns about the cost of heating your home, take a look at the article from our Welfare Benefits Officer on page 19.

Wrist Warmers knitting pattern

Skills Required: Cast on, cast off, knit, purl

Dimensions: Around 7 inches long and about 7.5 in circumference

Materials: 120 – 200 yards DK weight yarn depending on size.

Needles: Size 4.5mm

Gauge: 5 sts per inch

Cast on 36 stitches and work 1x1 ribbing (Knit 1, Purl 1) for about 1 inch.

Switch to Stocking stitch (knit 1 row, purl 1 row) until you reach approximately 6 – 6.5 inches or the length you'd like.

Finish the final inch in 1x1 ribbing.

Cast off loosely, cut yarn leaving about 10 inches of yarn to seam up sides. Leave a gap for the thumb in one seam on each wrist warmer.



News and information

Housing with Care

Welcome to the first of an occasional series looking at the different types of accommodation and support offered by Hanover Scotland.

Many of you will be familiar with the terms sheltered, very sheltered and amenity housing, but Housing with Care is also a type of accommodation that Hanover provides.

Hanover has developed 'Housing with Care' in Moray and other areas. It is tenancy based, utilises technology enabled care and provides flexible step-up step-down care. We have three new builds at **Varis Court in Forres**; **Linkwood View in Elgin** and **Loxa Court in Elgin**. In North Ayrshire, we have an existing very sheltered development converted to Housing with Care and, in the Scottish Borders, we have sheltered housing with embedded Care at Home services.

As always at Hanover, our aim is to provide housing for life and to enable people to live independently in their own homes for as long as possible. They are housing with a Care at Home service embedded within it. High levels of care and support can be provided within the setting providing stability and peace of mind



Varis Court in Forres

for residents and a practical and cost effective method of providing high care levels at home in a homely environment.

Hanover's service provides high quality accommodation in one or two bedroom flats. All of the housing with care sites have on-site care staff who provide care and response 365 days a year based around an agreed care plan. This provides flexible care/support and catering/nutritional support around the person's tenancy. It also means that if a person's care needs change, this change can be accommodated quickly and within a familiar environment with familiar staff.

Care is provided to a Housing with Care specification agreed with the commissioning

authority, which is usually an Integrated Joint Board or Local Authority.

The service uses bespoke technology for individuals to suit their lifestyle. This can include:

- Falls detectors
- Bed/epilepsy sensors
- Universal door contacts
- Property exit sensors
- Motion activated lighting
- GPS trackers
- Activity monitoring

If you would like to find out more about Hanover's Housing with Care properties, please have a look at our website (www.hanover.scot) or call **0800 111 4646**.

Board profiles

Meet Louise Reid, new Board member

Tell us about yourself

I am a Senior Lecturer in Sustainable Development and Geography at the University of St Andrews and I have been with the University since 2010. I hold an interest in human geography and my research into housing design and new technology is identifying new ways to improve quality of life for families and individuals. My research also looks at placing the home at the centre of everyday life and identifies how to make housing more sustainable in the future.

Alongside my role as Senior Lecturer, I am also the Director of the Centre for Housing Research (CHR), a research centre which looks at two main strategic areas in housing:

- Homes, Families & Communities; and
- Places, Policies & Practices

I have run a couple of half marathons this year, and particularly enjoy getting out in the Angus Glens close to where I live. My partner and I have two wee boys (4 and 2) and are the main carers for my elderly mother-in-law who lives close by.

What attracted you to the idea of joining Hanover's Board?

Sounds corny, but I wanted to break out of the 'Ivory Tower' (as Academia is often referred to), to do something meaningful and make a positive difference to people's lives. I'm also keen to use knowledge from my research to benefit Hanover, and learn from other board members.

What are your ambitions for Hanover in the future?

There are a number of innovations around care and technology which may help



to improve the quality of experience of our residents and staff. These are not without risks, but I think there are opportunities we can explore to ensure that as an organisation we are at the forefront of these, so that can be used as an exemplar in the UK, and beyond.

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.



Customer engagement

Consultation 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 consultation 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.

| | |
|--|--|
| AGM | Last Thursday in September |
| Annual Report and Performance Report Card published | 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 |
| Owners' Regional Forums | Annually in autumn in the west and east |
| Rent Consultation | Annually in late autumn |
| Tenants' Satisfaction Survey | Annually in autumn |
| Owners' Satisfaction Survey | Annually in autumn |
| Development meetings | Annually in autumn |
| Tenants' Focus Groups | Held twice a year in the north, east and west – usually April and October/November |
| Telecare Satisfaction Survey | Annually in March/April |
| Owners' National Forum | Annually in June |
| Tenants' Conference | Every other year during August. Next one is in 2020 |

Hanover HEART welcomes new members

Our customer engagement panel Hanover HEART has recently welcomed three new members. We will be meeting them and hearing what they have been working on in our March edition.



Who benefits?

Winter is coming

It's that time of year again when the heating is on more than usual which can quickly make our bills skyrocket. When it comes to financial assistance towards your energy bills there is help available during the winter months. There are 3 schemes available for people who are on certain benefits or considered to have a low income.

You will see that receiving Pension Credit makes you eligible for these schemes and yet only 40% of people that are entitled to Pension Credit are claiming it. I have included below information regarding Pension Credit and eligibility so that you can make a decision about whether you should apply for it and ultimately receive assistance from these schemes.

The schemes available are as follows:

1. Warm Home Discount

You may be entitled to the Warm Home Discount of £140 off your electricity bill during the winter months if your electricity supplier is part of the scheme. Suppliers have different rules for who qualifies but if you receive Pension Credit, certain disability benefits or have a low income, you should contact your energy supplier to see if you are eligible. Each supplier has a limit of how many people they can give the discount to so, if you think you may qualify, contact them as soon as possible. If you receive Pension Credit with a Guarantee element and your energy supplier is part of the scheme you should automatically receive the Warm Home Discount and should receive a letter letting you know this.

2. Cold weather payment

Cold weather payments are paid automatically by the Department for Work and Pensions for each week when the average temperature recorded (or forecast) for your relevant local weather station is zero degrees Celsius or less for seven days in a row. The payment is currently £25 for each qualifying week.

People who qualify include most people who receive Pension Credit, and some people who receive means-tested working age benefits.

3. Winter fuel payment

A Winter fuel payment is an annual lump sum tax-free payment to help with winter heating costs. It is usually paid automatically, but people need to make a claim if they are not claiming social security benefits and have not received a payment before.

There are different rates of payment depending on your age, your partner's age, whether you are receiving Pension Credit and whether you live in a care home. If you are part of a couple and you both qualify for the Winter Fuel Payment, it will be shared between you.

You can call the **Winter Fuel Payment Helpline** on **0800 731 0160** or see **www.gov.uk/winter-fuel-payment**.



Hailie Anderson, Hanover Welfare Benefits Officer



Who benefits?

Pension Credit

What is Pension Credit? Can I claim it?

Pension Credit is a benefit for people of pension age and is made up of 2 parts; **Guarantee Credit** and **Savings Credit**.

Guarantee Credit – The government have determined that the minimum amount of income you should receive once you reach pension age is £167.25 per week if you are single or £255.25 per week if you are a couple. Any income from disability benefits is not taken into account in the calculation. If you have savings or capital of £10,000 or less this is not taken into account either. There isn't a savings limit for Pension Credit so if you have more than £10,000 savings or capital you may still be entitled but the entitlement may be less.

Savings credit – The government are phasing out this part of Pension Credit meaning you will not be eligible for this unless you reached pension age on or before 6 April 2016. If you reached pension age before 6 April 2016 you may be eligible for this part if you have some savings or have a pension above £144.38 per week if you are single or £229.67 per week if you are a couple and your income is between certain limits.

How much can I get?

Guarantee Credit will top up your income to the minimum of £167.25 per week if you are single and £255.25 if you are a couple. This could be higher if you also qualify for disability benefits, have a carer or have certain housing costs.

Savings Credit can see you receive up to:

- £13.72 per week if you are single; and
- £15.35 if you are a couple.

What else can I get if I am entitled to Pension Credit?

Pension Credit does not only top up your income to the minimum amount but it's a passport to other benefits too.

- You will continue to receive your TV license for free if you are over 75.
- You would be entitled to full Housing Benefit for your rent and full Council Tax Reduction.
- You will get a cold weather payment of £25 if the temperature falls below 0°C over a 7 day period.
- You can claim a funeral payment if you are responsible for funeral expenses.
- You will also be entitled to health costs such as free dental treatment and travel costs to hospital.

Whilst I have given an overview of Pension Credit there are always exceptions to benefits. That being said I would encourage everyone of pension age to apply for Pension Credit if you think you meet the criteria above. It is one of the easier benefits to apply for as you apply for this benefit over the phone there is no paper application.

I hope you have found this easy to follow. If not, I would recommend that you seek support from a friend or family member to help you through the process. Should you have any queries you can me on **0131 370 7457** or email **welfarerights@hanover.scot**

Money matters

Energy efficiency – are you saving all that you can?

The Scottish Government's Home Energy Efficiency Programme has a number of schemes available that can help you with heating your home efficiently. The government fund Local Authorities to deliver energy efficiency programmes in their area to avoid fuel poverty.

These schemes can help you with advice on lowering your bills and support switching suppliers to get the best tariff available. For owner occupiers they can check your entitlement to insulation in your home and can check whether you qualify for help with a new central heating system or boiler and draught proofing.

If you would like more information on ensuring your home is energy efficient I recommend contacting Home Energy Scotland on **0808 808 2282** or visit <https://www.energysavingtrust.org.uk/scotland/home-energy-scotland> for more information.

Even without taking this further there are simple ways to save money on your energy bills.

Small changes to your daily life can bring big savings. Just follow these simple tips:

- turn down your thermostat by 1°C
- on cold days, set your heating between 18°C and 21°C
- defrost your fridge to keep it in good condition
- don't leave TV and other appliances on standby at night
- only fill kettles and pots with the amount of water you need
- don't place large pieces of furniture in front of heaters
- turn off lights if you don't need them
- use low-energy lightbulbs
- use a microwave rather than your oven.



Are you on your suppliers priority services register?

The Priority Services Register (PSR) is a free service provided by energy suppliers and network operators to customers in need. This includes people who are of pensionable age, are living with a disability, have a long term medical condition, have hearing or visual impairments, are considered vulnerable or living with a child under the age of 5.

If you are on the list you can receive advance notice of planned power cuts, which is important for people reliant on electric medical equipment. You can get priority support in an emergency including alternative cooking facilities. You are eligible to have communication sent to a nominated person should you have difficulty understanding your bills. You will also be part of the ID scheme which offers a higher level of security when visited by genuine representatives from your supplier, for example meter readers.

For owner occupiers who are eligible and in receipt of a means-tested benefit e.g. pension credit you may be entitled to a free annual gas safety check.

If you wish to be included on your suppliers register please contact them direct to discuss.

If you ever experience a power cut remember to call **105** to report it.



Marvellous MacMillan Mornings

Once again, Hanover residents and staff have risen to the occasion and astounded us with their fundraising successes. The World's Biggest Coffee Morning is the MacMillan cancer charity's biggest fundraising event and Hanover developments and offices across Scotland took part.



At **Whyte Court** in **Kinross**, residents raised £300 for the cause.



Manager Susie Cheeseman of **West Park Court** in **Glasgow** told us that residents were incredibly generous with their donations and in providing cake. They raised £243.80 for MacMillan. Particular thanks go to **Roni Pike** and **George Muir** for organising the morning.



Despite two of the managers being unwell, the residents of **Craiglockhart Terrace** in **Edinburgh** organised a coffee morning early in September. It was very well attended and raised a terrific £406.



At **Drysdale Gardens** in **Cupar**, the residents baked up a storm. Manager Jill Kirbyshore told us:

“Most of the cakes were baked by residents, in particular two ladies, **Mrs Sheila Taylor** and **Linda Wood**, who made the most amazing cakes! There were also various donations of cakes and in the end the final amount raised was £162.



At **Baillie Court** in **Motherwell**, pupils from the local Braidhurst Hill School came along to help out with the quiz for the coffee morning. The development raised a fantastic £621.17 this year.



The residents at **Milnescroft Court** in **Fochabers** held a MacMillan afternoon tea and raffle along with a sale of homemade cards. In total, they raised £318.



£200 was raised at the coffee morning by resident at **Hanover Gardens** in **New Scone**.



There was plenty going on at **Hanover Court** in **Dunfermline** in aid of MacMillan. **Mrs Pauline Waldron** organised the coffee morning, **Mrs Betty Connell** did the raffle and **Mrs Nancy Alston** went over the Forth Road Bridge in her scooter! In total they raised an amazing £674.10. Manager Fiona Anderson told us it was “a lovely morning with a lot of home baking done by the wonderful residents.”



Manager Morag Corrigan at **Glebe Court** in **Kingussie** told us that one of her residents, along with their son and daughter, “put on a wonderful array of cakes for the Macmillan Coffee Morning. They were absolutely delicious was the unanimous verdict of all who attended. Very generous donations were made by the residents of Glebe Court, raising a total of £266. This included the raffle for a three tier beautifully decorated cake.”



At **Plenderleith Court** in **Kelso**, they raised an astonishing £827.50 at their coffee morning. Manager Linda Lambert asked to pass on a big thank you to all who supported the event.

At **Mercer Court** in **Innerleithen**, their coffee morning raised a tremendous £620.11.

Here in **Edinburgh**, at Hanover Towers, we raised £305 with plenty of home baking, a raffle and some competitions.





Happy Birthdays



Mrs Nan Hosie of **Hanover Court** in **Inverurie** is pictured here celebrating her 90th birthday. She was presented with flowers and many cards wishing her a Happy Birthday at the development coffee morning coffee morning. This was apparently a new experience for Nan because she is one of the development's tea ladies and it certainly was a treat for her to be served tea for a change by her fellow tenants and friends!



Ann Knox of **Mercer Court** in **Innerleithen** has also turned 90. Ann celebrated in the development lounge with this fantastic cake.

Margaret McIntosh of **Parkway Court** in **Alloa** turned 90 in July.



Jimmy McLatchie, also of **Parkway Court** in **Alloa** celebrated his 70th birthday in August.



Margaret McKenzie of **Harley Court** in **Falkirk** is pictured here with her husband William during the celebration of her 90th Birthday in September.

Our congratulations also go to anyone else who has celebrated a birthday recently!

From the Chief Executive

Hanover shines at Parliamentary reception



As part of our 40th Anniversary celebrations, Hanover Scotland held a reception at the Scottish Parliament in November. The reception was not only an opportunity to celebrate our anniversary but also to showcase a new report we have published.

The report has emerged from research undertaken on a number of Hanover developments, involving both residents and staff. It highlights a new way of understanding how best to support residents, with a particular focus on networks, intergenerational engagement and integration with the surrounding community.

The report, titled “Connecting Communities”, was welcomed by MSPs at the event including Cabinet Secretary for Health & Sport, Jeane Freeman MSP.

Attendees at the event were also treated to a performance by a choir of residents from our Kilmartin Way development in Dunfermline. The residents were joined by Marlie Beattie (aged 10) to perform a Makaton sign language version of Cyndi Lauper’s song, ‘True Colours’. Marlie is the granddaughter of development manager, Fiona Anderson. She and her mother, Stacey Beattie, are both members of “Sing it Sign it: Tayside’s Makaton Choir” in Dundee.

The residents have only been learning for 3 weeks but MSPs at the event were blown away by the accuracy and performance achieved in such a short time. The performance was the highlight of a fantastic evening.

The work that Fiona has been doing is a great example of the kind of activity highlighted in the ‘Connected Communities’ report as vital to deliver better health and social care outcomes for our residents. Ensuring our developments and tenants are part of the local community and actively engaged within it means they can live the active lives that they want to live and I couldn’t be prouder of Hanover’s work in supporting this approach.

Finally, I would like to extend a personal welcome to our new residents and staff from the former Arklet Housing Association. I am delighted that you have become part of the Hanover Scotland community and I look forward to a beneficial future together.

Helen Murdoch





Prize Christmas 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 31 January**. If your name is the first drawn out of the hat for each of the north, east or west areas, you'll win £80!

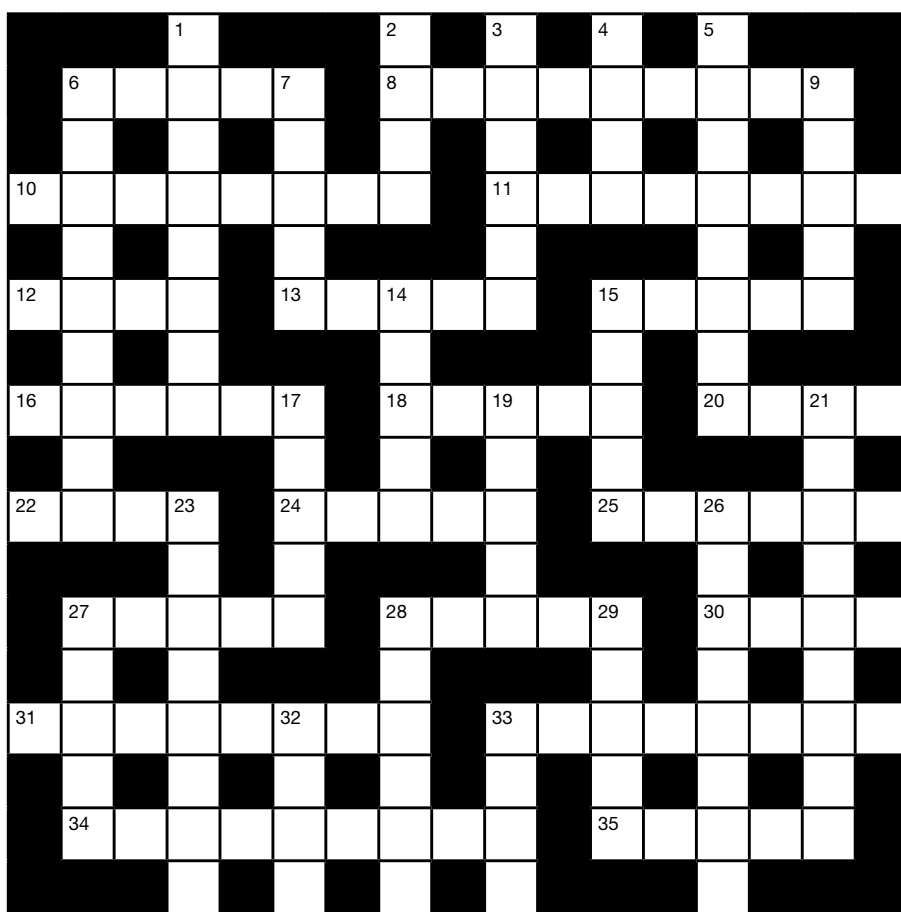
Name.....

Address.....

.....

.....

Postcode



ACROSS

- 6 & 8 Our seasonal greeting! (5,9)
- 10 Scrooge's clerk in Dickens's 'A Christmas Carol' (8)
- 11 Layer between Christmas cake and icing (8)
- 12 Wise man (4)
- 13 Watering place for camels (5)
- 15 Antlered animal (5)
- 16 & 18 Christmas carol (6,5)
- 20 European money (4)
- 22 Composer of the Christmas Oratorio (4)
- 24 See 14
- 25 See 28 down
- 27 Omens (5)
- 28 Set amount (5)
- 30 Competition (4)
- 31 Found on oak leaves (3,5)
- 33 Places to 9 down (3,5)
- 34 Perfume (9)
- 35 Scottish beef cattle (5)

DOWN

- 1 World War II fighter plane (8)
- 2 A northern Briton (4)
- 3 The remains of 21 (6)
- 4 Former ruler of Russia (4)
- 5 One who eats meat and vegetables (8)
- 6 Instrument (9)
- 7 Internet search engine (5)
- 9 Way of travelling on ice (5)
- 14 & 24 Father Christmas (5,5)
- 15 Fingerless gloves (5)
- 17 Drawing pins (5)
- 19 Type of painting using plaster (5)
- 21 Home baked confections (4,5)
- 23 New Year's Eve (8)
- 26 Head decorations (8)
- 27 Winter wear (5)
- 28 & 25 Christmas afternoon tradition (6,6)
- 29 Sports ground (5)
- 32 Meat, often roasted

The winners of the last crossword were: **April Ramage** of Hanover Grange in Grangemouth (east), **Mrs P MacEachern** of Plasmon Mill Court in Forres, (north) and **Barbara Ritchie** of Waterford Road in Giffnock (west). Congratulations!

The answers to the last crossword are: **ACROSS** 7 Thames, 8 Oxygen, 9 Mongoose, 10 Ness, 11 Chassis, 13 Stook, 15 Agate, 17 Cabaret, 20 Wham, 21 Lacrosse, 23 Ballet, 24 Knight **DOWN** 1 Ohio, 2 Images, 3 Estonia, 4 Comet, 5 Cygnet, 6 Keystone, 12 Hogshead, 14 Pancake, 16 Temple, 18 Adonis, 19 Blitz, 22 Soho

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 93 (March 2020) of Grapevine is **Friday 31 January**.

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 £80 prize for our Christmas 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 31 January**. If your name is the first drawn out of the hat for each of the north, west or east areas, you’ll win £80. The correct grid from last time is below.

Name.....

Address.....

.....

Postcode

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

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

The winners of the last Sudoku competition were: **Mrs Hazel Davis** of Plenderleith Court in Kelso (east), **Bryan Marrs** of Argyle Court in Inverness (north) and **Mrs Phyllis McBride** of South Lodge Court in Ayr (west). Congratulations!



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?

Below 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

Broomlee Court, West Linton (sheltered)
Hanover Court, Earlston (sheltered)
Sivewright Court, Kincardine (sheltered)
Hanover Grange, Grangemouth (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

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

West

Telephone: 0141 553 6300, email westinfo@hanover.scot

Magdalen Way East, Paisley (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)

Barrland Office

Tel: 0141 620 1890, email barrlandinfo@hanover.scot

Barrland Court, Giffnock (housing with care)

