

Residents' Bulletin



Keeping Hanover residents informed during the Coronavirus crisis

A view from the mountain top

On Thursday 28 May, Scotland's First Minister, Nicola Sturgeon announced the beginning of changes to the lockdown rules as part of the new framework for managing the Coronavirus outbreak in Scotland.



This will not mean a speedy change for anyone. For the moment, the advice from the Scottish Government and the NHS remains largely the same, with some allowance for meeting people from another household, at a distance and outdoors.

As I see it, we are at the top of a mountain with poor visibility. As the visibility improves and the way forward becomes clearer, we will start to navigate our way down the mountain to get safely to the new normal. At Hanover, we are turning our thoughts to how we can best manage that journey. In the meantime, I would like to thank you for your patience and forbearance and for continuing to work with us during these difficult times.

Stay safe. Stay well.

Helen Murdoch

To hear more from Helen, go to our website or social media feeds to watch a short video

Pictures win prizes!



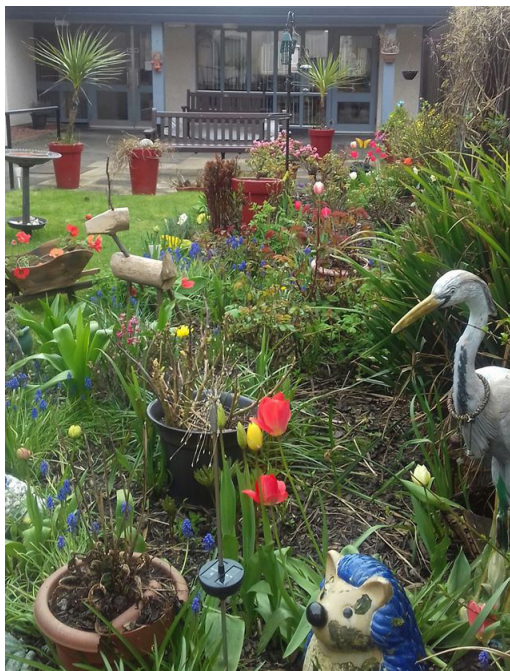
We are delighted to announce that we have launched a new drawing competition for children and we are keen to receive your entries.

We know that lots of children in local communities and lots of grandchildren have been busy creating art to cheer up our homes while we are under lockdown, so we decided to hold a competition.

The competition is open to children aged 16 or under and we have split the judging into the following age groups, 0-6, 7-11 and 12-16 and the following areas, East, West and North. Prizes will be given to all age groups/area winners and we will also present a grand prize to the overall winner of the competition.

Entries close on Friday 26 June and to enter, you just need to send an image of the artwork to communications@hanover.scot with the subject line 'Children's Drawing Competition'. You can also post your entry to Communications, Hanover (Scotland) Housing Association Ltd, 95 McDonald Road, Edinburgh, EH7 4NS.

Around the Houses



At **Eglinton Court** in **Saltcoats**, spring is blooming in the grounds.



At **Mercer Court**, in **Innerleithen**, resident Vera has been making a start on the tubs.

Snippets

Financial issues are among those causing stress and anxiety at this time. If you experience difficulties in making payment for your **rent**, it is imperative that you contact our housing staff on 0800 111 4646 to discuss your options. We have also put financial information, advice and resources on our website at www.hanover.scot/coronavirus/

There is a Scottish Government helpline available for people who cannot leave their home or get online and who are in need of extra help, perhaps to get shopping or sort out prescriptions. The number is **0800 111 4000** and the line is open Monday to Friday 9am - 5pm.

The NHS is urging people to **seek medical care** if they need it, despite coronavirus fears, after figures showed four in ten people are too concerned about being a burden to the health service. It is critical that you continue to use the service, not just for coronavirus symptoms but for all urgent medical needs. Call your GP for non-coronavirus concerns.

Home Energy Scotland have now launched a helpline for older people. The new service allows older people to talk to trained experts about reducing their energy bills and tips to stay warm on colder days. If you have any questions about energy bills or your energy usage, call 0808 808 2282.

The Scottish Fire & Rescue Service (SFRS) has published advice about **reducing the risk of fire** in the home during social isolation, including the importance of having an escape plan in the event of a fire.

Firefighters are urging those working from home to use laptops and devices on hard surfaces and unplug items before bed. People are also being encouraged to not leave cooking unattended, test their smoke alarms regularly and to avoid alcohol when preparing meals.

A free helpline has also been set up by NHS Inform for those who do not have symptoms of coronavirus but are looking for general health advice - **0800 028 2816**.

News and Information

Be scam aware

Sadly, the advent of the coronavirus crisis has encouraged scammers looking to exploit vulnerable individuals who have worries and fears around the pandemic. Scams can come in the form of emails, letters, phone calls or even people at the door.

If something sounds too good to be true, then it probably is. It's highly unlikely that someone will want to give you money or give you access to a secret part of the Internet or sell you a cure.

Don't let yourself be rushed into any transaction.

If an email is unexpected or in any way unusual, do not click on any links or open attachments. If a text message contains a number to call - check the number independently. Be suspicious of words like 'send these details within 24 hours', 'I am stuck overseas and my money has run out' or 'you have been a victim of crime, click here immediately'.

Scams can happen to anyone. Don't be ashamed about reporting a scam – you could even help stop it happening to someone else. Call Action Fraud on 0300 123 2040 to report a scam.

Age Scotland has plenty of useful advice on its website and has also produced a helpful leaflet. Email us at communications@hanover.scot if you would like a paper copy.

Reduce the spread of infection

Social distancing and staying at home remains essential. The single most important action we can all take, in fighting coronavirus, is to stay at home in order to protect the NHS and save lives. When we reduce our day-to-day contact with other people, we will reduce the spread of the infection.

We recognise that these restrictions are tough and have had an impact on everyone's lives but they are absolutely necessary to protect public health and our NHS.

Remember, you can help reduce the risk of infection by washing your hands more often, for at least 20 seconds with soap and water.



Who's the boss?



Hanover's offices might be closed but the work goes on. Area Admin Officer Melanie is as busy as ever working from home, answering calls from residents.

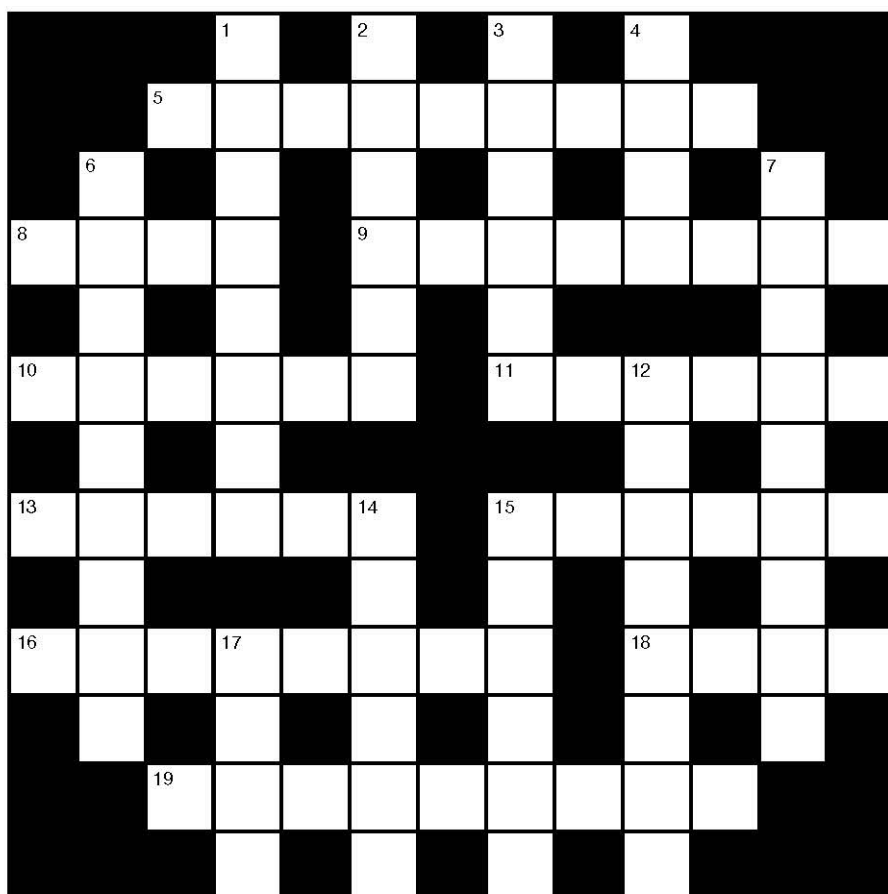
Her new office managers Cinnamon (pictured) and Saffron have been keeping a close eye on her!

Remember, you can reach us on 0800 111 4646, Monday to Friday 9am-5pm.

Just for fun

Staying at home during lockdown can be boring, so we thought we would add a puzzle to this bulletin.

There are no prizes, it is just for fun and we will publish the answers in the next issue.



ACROSS

- 5 American actor and director of off-beat comedies such as 'Blazing Saddles' (3,6)
- 8 Town of Southern Portugal with an international airport (4)
- 9 Accessory designed to protect against rain (8)
- 10 "Trouble and _____", Cockney rhyming slang for marriage partner (6)
- 11 A sample to whet one's appetite (6)
- 13 Puzzle involved interlocking pieces (6)
- 15 Ian _____, British author who won the Booker Prize in 1998 for 'Amsterdam' (6)
- 16 First name of the Spaniard who was one of the founders of the Society of Jesus (8)
- 18 Family of flowering plants with showy flowers, often scented (4)
- 19 Italian wine, made from the grape of the same name, which has a natural effervescent quality (9)

DOWN

- 1 A type of fast repeated and strenuous exercise (8)
- 2 An angle of more than 90 and less than 180 degrees (6)
- 3 Olga _____, gymnast from the Soviet Union who won four medals at the 1972 Olympics (6)
- 4 Scottish island separated from the mainland by the Sound of Sleat (4)
- 6 See 17
- 7 Without authority or contrary to the law (9)
- 12 First name of the fictional detective created by Sir Arthur Conan Doyle (8)
- 14 Fishing port on the coast of North Yorkshire with a ruined Benedictine Abbey (6)
- 15 A Muslim place of worship (6)
- 17 & 6 Character played by Steve Coogan in the TV series 'Knowing Me, Knowing You' (4,9)