

# Residents' Bulletin



Keeping Hanover residents informed during the Coronavirus crisis

## Coronavirus update

Scotland has now entered Phase 3 of the route map for coming out of lockdown. On 1 August, the Scottish Government announced that shielding measures would be 'paused'. The new rules mean that restrictions have been relaxed for anyone who was advised to shield from others, due to underlying health reasons, when the pandemic first started in March.

Nevertheless, the Government advice for everyone is to remain cautious and to follow FACTS

- Face coverings in enclosed spaces and on public transport
- Avoid crowded places
- Clean your hands and surfaces regularly
- Two-metre social distancing
- Self-isolate and book a test if you develop coronavirus symptoms

While several of the key indicators in Scotland, including confirmed COVID-related hospital admissions, have remained very low, Covid is still here and we have seen a rise in cases during August. This has been driven largely but not only by the outbreak in and around Aberdeen. The next Scottish Government review date for advice is 10 September.

We know that many of you are keen to see the communal lounges re-open but for the moment, we are taking a cautious approach. We are acting in agreement with our fellow housing associations such as Bield and Trust and keeping them closed. In the meantime, Hanover continues to monitor the situation closely.



This lovely photo was sent to us by Donna Smart, the Manager at **Aigan Court** in **Dufftown**.

The development secured financing from the Co-op Community Fund to renovate the garden and while the project was delayed by Covid-19, it has now been completed.

Residents now have a spacious patio area for wheelchairs and walkers, which is even more beneficial with the current need for social distancing.

## News and Information

### My Hanover - your residents' portal

Did you know that you can check the balance of your account with Hanover at any time of the day or night? Our residents' portal allows you to check the balance of your rent or service charge, report repairs and update your details at a time that suits you.

It is very easy to access the portal. All you need to do is go to the My Hanover section of our website at [www.hanover.scot/welcome-to-my-hanover/](http://www.hanover.scot/welcome-to-my-hanover/) and click Register.

**Register for service**

To register for this service you need to be a current account or have an active application to be rehoused.

If you are a current tenant then specify your **Account Reference**  
If you have an active application to be rehoused then specify your **Application Reference**

Surname	<input type="text" value="Your Surname"/>
Date Of Birth	<input type="text" value="Your DOB (dd/mm/yyyy)"/>
Account Reference	<input type="text" value="Your Account Reference"/>
OR	
Application Reference	<input type="text" value="Your Application Reference"/>

Next

Hanover (Scotland) Housing Association Limited  
A Scottish charity no. SC014738  
Registered under the Co-operative and Community Benefit Societies Act 2014 no 1983RS  
Registered Property Factor no. PF000140  
Registered office: 95 McDonald Road, Edinburgh EH7 4NS

You should then see a page that looks like this. You will need to fill in your surname and date of birth followed by your account number (your X number) and click next. The site will then ask for an email address. Shortly afterwards you will receive an email from us.

To complete your registration, you just need to click on the link in the email. This will take you back to the website and you will be able to access your details. You can also make payments via the portal, rather than waiting to speak to one of us on the telephone.

## Snippets

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/](http://www.hanover.scot/coronavirus/)

Hanover Scotland is now recruiting for a new **Board Member**. If you or someone you know in your community would be interested in supporting the decision making of the organisation in the future, then this is an excellent opportunity.

The role offers the opportunity to guide our business vision, lead on strategic direction and play a key role in delivering high quality services.

To find out more and register interest, please contact Alasdair Robertson on 0131 557 7476 or at [arobertson@hanover.scot](mailto:arobertson@hanover.scot).

**Scottish Housing Day** takes place this year on 16 September 2020. The event celebrates the work of housing organisations, landlords and the housing sector in Scotland. Now in to its fifth year, Scottish housing Day highlights some of the issues, challenges and talking points of housing matters in Scotland.

The theme for 2020 is:

**What does social housing mean to me?**



If you have any thoughts on this, we would love to hear from you and you could feature on our Facebook or Twitter feeds on the day. Just email [communications@hanover.scot](mailto:communications@hanover.scot) or call us on 0131 557 7437.

**Hanover Blether** is YOUR Facebook page, so why not come on over and join us for a Blether - go to <https://www.facebook.com/groups/HanoverBlether/> and join the group!

## Around the Houses



**Elizabeth King**, a resident at **Hanover Court** in **Livingston** has used her spare time during lockdown to make scrubs for her local hospital. She has been using her extensive sewing knowledge to make the scrubs, which have been used by the hospital staff at St Johns Hospital during the busiest times of the pandemic.

Mrs King raised funds from friends, relatives and fellow residents to purchase enough bales of fabric to make the scrubs.

While it can be easy to feel down during this crisis and to worry about the future, it is good to remember that there are plenty of amazing people out there volunteering in their communities to make life a little better for their friends and neighbours.

Development Managers Marie Buchan from **Burnside Court, Buckpool** and Jenna Irvine from **Hanover Court** in **Buckie** got in touch to tell us about the delicious three course lunch recently delivered to the residents on their developments.

Volunteers from the Better Buckie Initiative, in partnership with Moray Food Plus, delivered a tasty treat for each of the tenants, a full three course meal with heating instructions included where necessary. Some of the lucky tenants and kind volunteers are pictured below.



Lots of us have taken up new activities to try and beat the boredom during lockdown. Resident **Peter McKinlay** from **Weavers Court** in **Whitburn** has been building these fantastic wooden models and say that the activity has "helped to keep him sane"!

Pictured is a small selection of the models, which Peter and his wife Liz have sold for a small donation. They have managed to raise £200 for Blood Cancer UK, a charity close to their hearts as Liz is currently affected by this herself.



## Around the Houses



Residents and staff at **Baillie Court** in **Motherwell** have been receiving cards, drawings and rainbows from a local school to keep their spirits up. Pictured are the ones they received most recently.

Firpark is a special needs school and prior to lockdown, the pupils would visit the development weekly to play board games and develop social skills. Unfortunately, activities such as this have been suspended during lockdown, but the children have kept the residents in their thoughts.

Development Manager Sharon McLean told us; "It was nice to have a splash of colour amongst the Covid-19 posters and definitely lifted spirits."

## Riddle me this...

Answers in the next issue!

What type of room has no doors, no windows, no floors and no roof?

What is in seasons, seconds, centuries and minutes but not in decades, years or days?

What has to be broken before you can use it?

What has many eyes, but cannot see?

What is full of holes, but still holds water?

What has a neck but no head?



## 100th Birthday

**Banktop Court, Johnstone** resident **David Armstrong** recently celebrated his 100th birthday.

He is pictured here with his card from the Queen.

Happy Birthday David!

## Sudoku solution from issue 3

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