

# Residents' Bulletin

Keeping Hanover residents informed during the Coronavirus crisis

## Coronavirus update

In recent weeks there has been a significant increase in the reported cases of the virus and following the latest advice from the Scottish Government we have made the decision to reduce staffing levels at developments from Monday 28 September 2020. Cleaning at developments will continue and staff will continue working from home when not on site. You will still be able to contact us by calling 0800 111 4646.

The pandemic also made it necessary for us to close communal lounges and guestrooms at our developments. We have also decided to extend this closure until further notice. These are difficult times for all of us and these decisions have not been made lightly. We will be reviewing our decisions on a regular basis and should there be a relaxation in the lockdown rules that allows us to safely return to previous staffing levels and to re-open these areas we will do so.

Our repairs service will continue to operate with contractors visiting developments where needed. Please note that there will be no change in the delivery of Health & Social Care services.

It is important that all residents are aware of key parts of the guidance from the Scottish Government:

- ▶ Do not meet people from any other households in your home or another person's home socially, unless they are in your extended household
- ▶ A maximum of six people from two households can meet in outdoor spaces

- ▶ A maximum of six people from two households can meet in public indoor spaces such as cafes, pubs and restaurants
- ▶ You should limit as far as possible the total number of households you meet in a day

In addition to these rules, from 10 - 26 October, a new set of restrictions will be in force across Scotland. These relate mainly to licensed premises and the sale of alcohol. In the Central Belt, (Ayrshire & Arran; Forth Valley; Greater Glasgow & Clyde; Lanarkshire; Lothian) the rules are more strict. You can find out more at [www.hanover.scot/coronavirus](http://www.hanover.scot/coronavirus) or on the Scottish Government website.

When onsite, staff will only enter your home for essential tasks. I would ask that you continue to maintain social distancing around our staff and if you need to speak to them please ring them or pull your cord.

We will continue to monitor the situation closely and keep you informed of any changes.

We would also like to offer extra support to any residents who are experiencing social isolation or simply want to hear a friendly voice. You can enjoy support from our telephone buddies scheme, if you are interested please call us on 0800 111 4646.

Once again, we thank you for your patience and understanding. Should you have any concerns, you can reach our offices on 0800 111 4646 from 9am – 5pm, Monday to Friday.

## News and Information

### Owners' Survey

Calling all Hanover Owners - we want to hear from you! Our Owners' Survey is out and we have extended the deadline for responses to 30 October 2020. Complete and return the survey for a chance to win one of three prizes, £100 / £50 / £25 of shopping vouchers.

If you have not received a copy, please speak to your Housing Officer or Development Manager.

### Heating and electricity costs in your home

With everyone spending more time at home it's likely that you've seen a large increase in your home energy bills. If you feel that your energy bill is too high or you're finding it more difficult to afford to heat your home please contact our Welfare Rights Officer Hailie Johnston on 0131 370 7457 to discuss your options or email her at [welfarerights@hanover.scot](mailto:welfarerights@hanover.scot).

### Farewell

#### George Laing

Over the last 12 years, George Laing has worked as the Clerk of Works at Hanover Scotland. He is retiring now and I am sure you will join us in wishing him all the best.



### Stay scam aware



Trading Standards Scotland and Home Energy Scotland have both launched their own social media campaigns to raise awareness of new scams. Criminals are using ever more sophisticated means to steal from the public and the new campaigns try to highlight how you can avoid becoming a victim.

Home Energy Scotland (HES) provide advice about online pop-ups and doorstep cold callers with bogus offers and energy grants. HES are supported by the Scottish Government and provide impartial advice about genuine offers and energy savings deals. For more advice about money saving tips and energy grants from Home Energy Scotland, call 0808 808 2282.

Trading Standards Scotland have also started a weekly 'Scams Share Bulletin' which features a profile of new scams to watch out for in Scotland. The latest issue of their bulletin can be found at <https://www.tsscot.co.uk/news/latest-scams/>

## 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 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!

Please consider downloading the **Protect Scotland app** if you have a smart phone. More than 1 million people in Scotland have already done so. The app will alert you if you have been in close contact with another app user who tests positive for coronavirus. And if you test positive, it can help in determining contacts that you may have otherwise missed while keeping your information private and anonymous.

A wee reminder as the nights are drawing in - don't forget to **put your clocks back** an hour on 25 October.

## News and Information

### AGM

Hanover hosted its first online Annual General Meeting on Thursday 24 September. Association members, residents, staff and Board members joined the online meeting, which was hosted by chairperson Mike Martin.

As well as conducting the usual business, Mike took the opportunity to offer his thanks and best wishes to former Director of Asset Management Mark Farey, who retired this year and to Chief Executive Helen Murdoch who is retiring at the end of 2020. Mike also offered his thanks to Stephen Lithgow, who is retiring from the Board and welcomed Julia Fitzpatrick, former Arklet Housing Association Board member who has now joined Hanover.

While we have missed the opportunity to meet with association members, board members and staff in person (and to enjoy a delicious lunch!) we aim to continue offering online attendance to the AGM in the future, alongside more traditional attendance. The minutes of the meeting will be made available in due course.

### Rent Consultation

Calling all Hanover tenants - the consultation document on Hanover's rent charges for the 2021-2022 period should be landing on doormats soon. The document highlights the main areas of expenditure for Hanover and the key influences that impact upon them. You will also receive a freepost postcard for you to record your views and send them back to us. We are keen to hear from as many of you as possible – you have until Tuesday 3 November 2020 to send in your cards.

All the views and comments from the returned postcards will be added to a report which our Board will consider at their meeting on Thursday 26 November 2020, when it will make the decision on what the rent increase will be.

Everyone pays rent, even if you are in receipt of housing benefit, so it is important to receive feedback from as many residents as possible. If you have any questions about the information provided, then please do get in touch. You can also ask questions or add your views on our website at [www.hanover.scot/residents/](http://www.hanover.scot/residents/)

## Around the Houses

### 60 years of wedded bliss



**Jack and Janie Tyre** of **Montgomerie Court** in **Ardrossan** marked their Diamond Wedding Anniversary at the development on 27 August with a small group of family members.

The couple were

also given a commemorative card from the Queen to mark their momentous occasion. Many congratulations to you both!

### Bagpipes and sunshine

Janet Meier, manager at **Hanover Court** in **Livingston**, arranged for a piper to come along and serenade the residents from the grounds of the development.

Janet told us: "It was a glorious day and many of the residents sat outside their cottages in the sunshine to listen as the piper played their requests."



## Around the Houses

### Macmillan at Mercer Court

Like many of us, the folks at **Mercer Court** were disappointed not to be able to run a Macmillan coffee morning this year, so they decided to do a sponsored walk instead to raise funds. The total raised (so far) is £1394.63. Amazing work all of you – well done!

If you've got a Macmillan story you'd like to share please e-mail [grapevine@hanover.scot](mailto:grapevine@hanover.scot) or post to Grapevine, 95 McDonald Road, Edinburgh EH7 4NS.



### Furry Fostering

**Mrs Margaret McKenzie** of **Hanover Court** in **Livingston** does an amazing thing – she fosters dogs. Mrs McKenzie opens up her home to small dogs that have been taken on by the Dog's Trust at West Calder, West Lothian until they are found new homes. To date Mrs McKenzie has had 17 wee souls through her door and we are told that one Yorkshire Terrier actually found a new home on the development with another resident. Pictured is Paddy the Border terrier, the latest to find love and care with Mrs McKenzie.

Hanover Court manager Janet told us; "We had a sign made for her cottage saying McKenzie's Home for Waifs and Strays!"

### Riddle me this

A few more riddles for you this issue.

I never ask questions, but I'm always answered. What am I?

Which word begins and ends with an 'e' but only has one letter?

What gets wetter as it dries?

I hold lots of memories, but I own nothing. What am I?

What runs around, but never moves?

### The answers (Issue 4)

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

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

What has to be

broken before you can use it?  
An egg

What has many eyes, but cannot see?  
A potato

What is full of holes, but still holds water?  
A sponge

What has a neck but no head?  
A shirt