

# GRAPEVINE

OUR CUSTOMER NEWSLETTER



## Newsletter Highlights

**Around the Houses**  
page 3

**Asset Management**  
page 12

**Factoring Update**  
page 17

**Our Performance**  
page 18

**Money Matters**  
page 23

## Blooming Marvellous - Winners!

We had a fantastic response to our recent *Blooming Marvellous!* gardening competition, and it was wonderful to see the imagination and hard work that you have all put into creating some outdoor beauty on your developments. Judging the winners proved very difficult but we are grateful to all of you for bringing so much colour into our lives!

Pictured here is the the **Winner of our Tiny Spaces Category at The Green, Aviemore**, beautifully demonstrating that even tiny spaces and a bit of resourcefulness can brighten our daily lives.

These pots bursting with colour were created by Jacqueline Jackson at The Green. Manager Lesley McBean told us that the seating area and planters have been enjoyed throughout the summer by customers and visitors alike.

You can find the rest of the winners on **pages 26 - 28**.



# Welcome!

Hello everyone and welcome to your Grapevine newsletter. In this edition you will find plenty to inform and entertain you. It has been a mild, if wet and windy, winter so far, but with colder temperatures on the horizon we have included information on **how to report essential paths that need gritting**. We also have an article on **Paths for All health walks**, which are accessible walks in your local area aimed at keeping fit and healthy. In our Performance section, you can find out how well we are doing as a landlord in our **quarterly performance reviews**. In **Money Matters**, you will find helpful tips on ways to manage your expenses.



We have a **Factoring Update** for our owner occupiers, which includes an introduction to our new Factoring Manager.

As always, we have included pictures and stories from our developments across Scotland - we love to hear from our customers and if there is anything else you would like to see in future issues, please don't hesitate to get in touch – our contact information is on the inside back page.

**Communications Team**

## Dates for your diary

Friday 22nd December 2023 - Tuesday 2nd January 2024:  
Offices closed for Christmas and New Year



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 111 4646**.

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**.

# From the Chief Executive



## Hanover Development named Small Affordable Housing Development of the Year

I am proud to announce that Hanover have been awarded Small Affordable Housing Development of the Year 2023 at this year's Scottish Home Awards for our new Passivhaus development at Drymen. This award reflects the hard work and dedication of our project team.

Drymen was the first development ever taken into management by Hanover when the organisation was formed in 1979. The development of 15 homes at Conic and Montrose Way has been completely rebuilt in partnership with ECD Architects, TCS Construction Consultants, and contractors Cruden Building and Renewals. The homes have been designed and built to Passivhaus standards, which mean they use up to 90% less energy for heating and cooling.

The development was also shortlisted for the 2023 Inside Housing Development Awards under the categories of Best Healthy Homes Development and Best affordable housing development – Scotland and, although we didn't win, I am delighted that Drymen is being recognised for its modern, eco-friendly design,



which includes optimal solar orientation, thermal comfort, excellent indoor quality and wildflower meadow grass for increased biodiversity.

In September this year, Patrick Harvie, Minister for Zero Carbon Buildings, Active Travel and Tenants' Rights, visited the development for a tour and to meet our customers. Key members of the project also attended. The Minister took the opportunity to visit two customer's homes to hear their experiences of living in a Passivhaus home.





# Around the houses

**We love to hear from customers on our developments. Please send your stories and pictures to the address in the back of this newsletter.**

## Alpaca meet and greet at Varis Court

One of our Forres developments recently hosted an alpaca meet and greet for customers.

Tracey from Starrywell Alpacas, a small farm set in the Moray countryside, provided carrots to enable customers to feed the animals and gave a talk on everything alpaca!



Research shows that stroking, playing with, feeding and looking after animals is good for the health and can reduce stress and blood pressure. The visit from the alpacas was such a hit that they will be making a return to Varis Court!

## Happy Days in Motherwell

A few customers from Baillie Court in Motherwell took advantage of the warm weather in late summer and enjoyed tea and cakes in the garden together with their lovely development cleaner Maria (off duty of course!) A few of the customers moved on to a small tippie later on – well you have to take advantage of the sun when it shines!



## Tarves fundraising

More than 40 customers, employees and visitors got together at Hanover Court in Tarves to enjoy an afternoon tea and more importantly raise money for breast cancer. The customers on the social committee organised this amazing event and the final total raised was a fantastic £466!



## Art brings together the generations

Pupils from S3 at Kingussie High School came along to a coffee morning at Glebe Court and presented three mural ideas for the fence in front of the bin area. customers held a democratic vote and the most popular presentation was then painted onto the fence.

Glebe Court manager Morag Corrigan told us: "It was great to see different generations coming together. Our tenants were impressed with their skills. The Art Department were very supportive and hope to continue working with Glebe Court on other projects."





## Around the houses

### Winning gardens at Rose Park

For the last 50 years, Peebles Community Council have organised a garden competition called Peebles in Bloom. One of the categories is Best Street and we are delighted to share the news that Hanover's factored development, Rose Park in Peebles, received the winning trophy on 17th August at the presentation evening.

Pictured are some of the customers who either garden or sit back and admire their efforts!



### Cycling for Marie Curie

Mr Billy Thomson of our Granary Street development in Huntly has been raising money for Marie Curie by cycling 40 miles. His journey was from Dufftown to Cuminestown and he completed the run in August.

Billy raises funds for Marie Curie every year and this year has even made the local paper. His original target was £100 and has more than tripled that now.



### Hanover Grange turns 40!

Customers and employees from Hanover Grange in Grangemouth celebrated the development's 40th anniversary in June this year with a bang. They headed out for lunch at the Leapark Hotel and enjoyed songs and music from local entertainer Stuart - customers were even up dancing.

As longest standing customer, Mrs Martha Grenfell cut the cake. Mrs Grenfell has lived on the development for 18 years. Mrs Jean Jackson gave a lovely speech and everyone sang Happy Birthday.



## Around the houses

### RAF pilots pay tribute to WW2 veteran

A Scottish World War Two veteran has come face-to-face with a modern version of the aircraft he served in during the war.

Retired warrant officer **Bill Shepherd**, who lives at **Cameron Court in Forres** was a very special guest at RAF Lossiemouth's friends and families day, Lossie Fest on Saturday 22nd July.

The 99-year-old witnessed an air display by an F-35 aircraft, which conducts the precision bombing role similar to that delivered by No 156 Squadron and the Lancaster aircraft Mr Shepherd flew in during the war. He also took a salute from the RAF Falcon Display Team as they landed.

Air gunner Mr Shepherd was on the last of his 40 war-time missions over Essen in Germany when his aircraft's oxygen system failed. He singlehandedly revived the crew, including the pilot, while simultaneously defending the Lancaster from attack by enemy fighters.

His heroism saw him awarded the George Medal, given "for acts of great bravery".



Mr Shepherd said: "I've had such a wonderful day. The RAF has changed a lot but there are still things that are recognisable to me, and it has been nice to see how much the station has grown since I was here during the war.

"It was wonderful to see the F-35 and the Typhoon flying displays – they both move very differently to a Lancaster!"

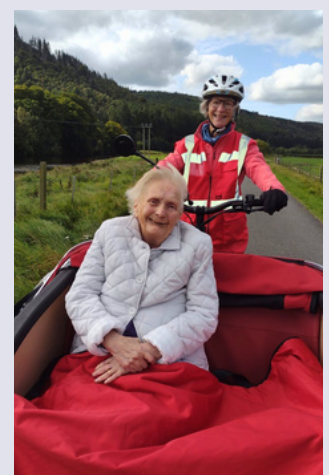
Group captain Jim Lee, station commander RAF Lossiemouth, paid tribute to Bill and his generation: "The RAF of today, and the nation, owe a great deal of gratitude to the men and women of Bill's generation.

"It was RAF Lossiemouth's honour to have him here."

### Cycling without age

**Mercer Court, Innerleithen**, Manager Loretta Wood has been in touch to tell us about her local Cycling without Age community group – Cleikum Belle. The group was set up to take people of any age who have mobility restrictions, out for free rides on specially designed e-assist Trishaws. They rely on local volunteers who receive training to become qualified pilots, but also volunteer co-pilots who will accompany the group on their journeys around Innerleithen.

**Mercer Court** customer **Alice Innes** has been enjoying getting out and about on the local Trishaw as have many of the other customers at the development. They are able to go on weekly outings, along the cycle path next to the Tweed River to Cardrona, Walkerburn and Traquair House.



# Keeping you safe in your home

## Healthy lifestyle

Having an active, healthy lifestyle can do wonders for keeping you mobile and can reduce the risk of falls.

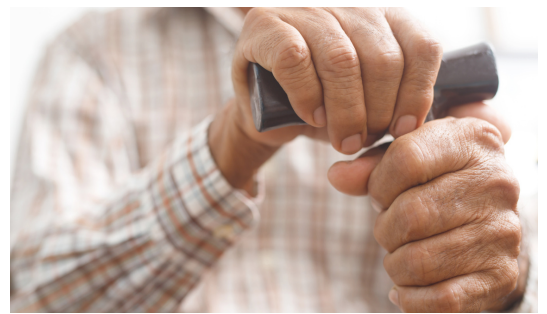
### Stay active!

Do regular exercise that you can manage comfortably and enjoy. Even basic stretching and short walks are great at keeping you supple.

### Healthy diet

A healthy, nutritionally balanced diet helps keep your body in good working order and gives you the energy to stay active.

Eating regular, healthy meals helps to keep your blood sugar levels stable, so that you don't get sudden energy crashes that can leave you feeling weak or dizzy. Remember, sugar highs are followed by sugar lows!



### Walking aids

Use of a walking aid can assist you to walk further and more safely, by easing leg pain and keeping you steady if you have balance issues.

It is important to check for wear and tear of your walking aid, especially the rubber grip at the bottom.

If you received your walking aid from community equipment stores, contact them directly if it is damaged in any way.





# Health and Wellbeing

## Free Paths for All Health Walks

Walking is great for a blether and meeting new people, as well as keeping you both mentally and physically fit. You can join in with one of the free Paths for All Health Walks in your local area. You'll receive a warm welcome and can walk at a pace and length that suits you, whatever your ability.

To find out more about your local health walks, please contact Hanover's **Volunteer Co-ordinator Jim Brown** on **07484 532052** or at **[jbrown@hanover.scot](mailto:jbrown@hanover.scot)**. You can also find out more at **[www.pathsforall.org.uk/findahealthwalk](http://www.pathsforall.org.uk/findahealthwalk)**.



## Step Count Challenge 2023

After 8 weeks, our Step Count walkers have finally made it over the finish line, with a total of 79,726,924 steps taken! (Well done everyone)



### Customers team:

#### **The Ferry Kill O Meters**

(2,547,049 steps)

Regent Place, Broughty Ferry.  
Dorothy McHattie, Bronwen Childs, Marjory Moore and Irene Cameron.



### Office based team:

#### **Financial Fitbitters**

(4,357,787 steps)

Edinburgh office, Finance Dept.  
Donna Henderson, Maria Guard, Rachel Andrew, Scott Cooney, Jackie Ferguson



### Overall winners:

#### **Blister Sisters**

(5,539,598 steps)

Varis Court, Forres. Stephanie McNally, Emma O'Brien, Diane Hadfield, Lynsey Milton, Lorraine Watson

# News and information

## News in Brief

### Annual Development Meetings

Our Annual Development Meetings for tenants will be held in January and February 2024. Every rented development will have the opportunity to hold a meeting and our housing colleagues will be sending out invitations and agendas ahead of time. This is an opportunity for you to hear Hanover related updates and to share your views on issue that affect you. We are looking forward to seeing as many of you as possible there.



### Our pet policy

As a landlord, we do welcome pets. However, we must know if customers are planning to keep them. If customers have a dog, they must exercise them outside the development's grounds.



### 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.



### Allocations policy

Since 2007, Hanover has worked jointly with Bield and Trust Housing Associations to allocate a proportion of our properties across Scotland. Many of you will recognise this partnership as Home For You. After thoughtful consideration and collaborative discussions between our organisations, we have decided to pursue separate paths. This will allow us to better reflect our strategic priorities to support our customers, which have evolved and diverged in the time since the establishment of the partnership.



This means that, from April 2024, Home For You will no longer be used jointly by the three organisations to deliver housing options for applicants. Hanover will continue to use the Home for You platform for a period of time to allow us to complete a full review of our allocations policy and the selection of a new system. We are presently consulting with a representative group of customers and prospective customers, as well as stakeholders.

We are committed to ensuring a smooth transition for our current and future customers and we will be working closely together over the coming months to achieve this.

## News and information

### Insurance Provision 2023-25



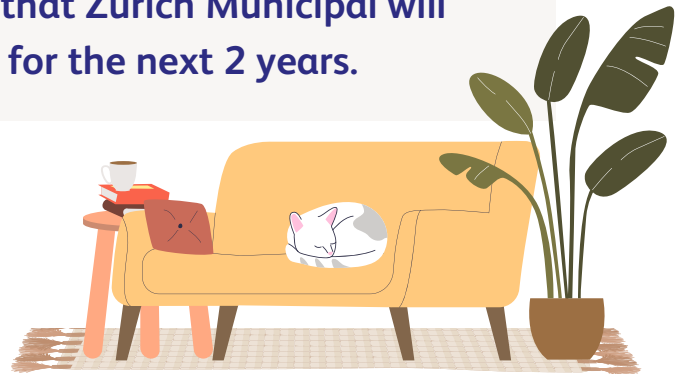
Hanover recently undertook insurance renewal negotiations with Zurich Municipal and we are pleased to announce that Zurich Municipal will continue to provide our insurance provision for the next 2 years.

Due to many variables facing the insurance market at present, along with our current claims experience, Zurich have unfortunately made increases to the excess amounts on two of their policies:

1. The Tenants Contents Policy (JHA22S018-0083)
2. The Factored Buildings Insurance Policy (JHA22S018-0053)

The change to excess amounts was implemented on 1 August 2023 and letters advising this change have already been sent to impacted customers.

If an excess applies to any claim, the current approach is that the amount will be deducted by Zurich, before any settlement money is paid to you. This means that there is no requirement for you to pay the excess amount upfront.



For further information on policy cover, feature and benefits, the Summary of Cover documents for 2023-24 are available from either your Development Manager, Area Office, or by contacting our Edinburgh Office on **0800 111 6464**.

The Zurich claims team are available to answer your claim queries and can be contacted directly by calling: **0800 028 0336** and quoting policy reference number **JHA-22S018**

### Winter maintenance | Essential Paths Gritting

Please note that Hanover are responsible for the gritting of essential paths only, as per the snow clearing plans. You can report an essential path requiring to be gritted via the following ways:

- To an on-site employee
- By pulling your telecare cord or pressing your pendant
- Via the repairs team:
  - Phone: **0800 111 4646** or Email: [repairs@hanover.scot](mailto:repairs@hanover.scot)





## News and information

### Annual General Meeting September 2023

Hanover Scotland held its 44th AGM at the end of September. It was very much business as usual in the online meeting – the third time we have held the meeting over MS Teams. We said a fond farewell to four long standing Board Members; Julia Fitzpatrick, Cathie Wyllie, Jo Roger and Louise Reid. We thank them for their years of service and their support to the Hanover Board.

We also welcomed four new Board Members; Kathleen McAdams, Donald Taylor, Christa Reekie and Bryony Willet. We are pleased to have them join our Board and look forward to working with them.

Kathleen is an HR professional and Executive Coach and mentor with 30 years' experience in people management and has her own HR consultancy. Christa is Director of Development and Housing at Scottish Futures Trust.

Donald was most recently co founder of the Hidden Trax app, which delivered city podcast adventures, championing local voices; and Bryony has been Chief Executive of Maryhill Housing since 2017.

Gary Devlin, Chair of Hanover's Board, said: "We are delighted to welcome our new Board members to Hanover. They bring a wealth of talent and knowledge to our Board. This is an exciting time to be a part of Hanover as we move forward with the delivery of the objectives in our five year strategy and the extensive expertise of these new members will contribute greatly to achieving our ambition of becoming a provider of choice."



## News and information

### Covid-19 Inquiry

The Scottish COVID-19 Inquiry is investigating the strategic response to the coronavirus pandemic in Scotland between 1 January 2020 and 31 December 2022.

The independent Inquiry will establish the facts, identify the lessons that need to be learned and make recommendations to Scottish Ministers, so we are better prepared in future.

People have suffered because of COVID-19 in Scotland and their experiences during the pandemic will be at the heart of the Inquiry's work, guiding its investigations and informing its reports.

A listening project called 'Let's be heard' has been launched to act as the main way in which people in Scotland can take part in the Inquiry by sharing their experiences of the pandemic and telling us the lessons they believe should be learned so we are better prepared in future.

To find out more and participate:

Visit: <https://lbh.covid19inquiry.scot/>

Email: [LetsBeHeard@covid19inquiry.scot](mailto:LetsBeHeard@covid19inquiry.scot)

Call: **0808 175 5555**

Write to: **Freepost SCOTTISH COVID-19 INQUIRY**

### Age Scotland launches Older People's LGBTQ+ network

Age Scotland has launched its Older People's LGBTQ+ (Lesbian, Gay, Bisexual, Transgender, Queer, plus) network, a new platform to amplify the voices and uphold the rights of LGBTQ+ people over 50 across Scotland.

The network is a diverse space for older LGBTQ+ people to share experiences, highlight the needs of LGBTQ+ older people, address inequalities and bring about change.

The network has already begun work with the Scottish Government to ensure legislation affecting older people is inclusive of older LGBTQ+ people, contributed to a new Age Scotland dementia training programme and forged a partnership with the Open University to give a public health talk about ageing and the LGBTQ+ community.

To find out more, email the Age Scotland diversity and inclusion officer, Susanne Flynn at [susanne.flynn@agescotland.org](mailto:susanne.flynn@agescotland.org).



# Asset Management update

Welcome to an update from our Asset Management Team on issues such as landscaping contracts, repairs and customer safety.

## New contracts for landscaping, repairs and empty properties

During the spring, we began the transition to our new Open Space Maintenance (landscaping) contractors. These contractors were appointed after a thorough and competitive procurement process.

The grass cutting period runs from April to October and the winter maintenance, which includes shrub / tree pruning, runs from November to March.

Thank you for bearing with us as we transition between the two contracts.

## Repairs and Available Homes

From 1 August 2023, we began the transition to our new Reactive Repairs and Available Homes (empty properties) contractors.

The contract allows us to provide a consistent service across all our developments with specific timescales for completing repairs.



**Emergency:** 5 hours  
**Urgent:** 3 days  
**Routine:** 10 days

The landscaping and repairs and available homes contracts will run for two years, with the option to extend for up to a further 24-months.

We will continue to monitor the service for both contracts through regular contractor meetings but we will also be asking you to feedback on both services through our satisfaction surveys.





# Asset Management update

## Sustainability

What is sustainability? Sustainability is concerned with protecting the planet, halting climate change and promoting social development. This concept seeks to cover our present needs without compromising resources for future generations.

But what does this mean for Hanover and our customers? The aim is to find out how to sustain our way of living over an undetermined period of time. Because, today, our way of living is unsustainable.

Hanover has already made considerable progress on embedding sustainability and work continues to reinforce this as we constantly review how we operate as a business, a housing provider, how we develop our people and how we engage with our customers.

We have a strategy in place to guide us forward in achieving these aims. Steps have been taken to develop a Net Zero Team. The team members will act as sustainability champions to continue the work of embedding sustainability as a concept within Hanover.



Examples of some of the good work that has already taken place includes our Passivhaus development located at Conic Way/Montrose Way in Drymen. This is a modern energy efficiency development and it won the 2023 Scottish Home Award for Small Affordable Development of the Year.

We are also introducing sensor technology into our West Linton project to monitor the benefits of fabric and heating upgrades, and this is an exercise that we would like to roll out across our developments as a future means of measuring progress in meeting our sustainable goals.



# Asset Management update



## Customer Safety Update

The Customer Safety Team carry out important compliance checks each year to ensure we meet our legal and best practice obligations, and to keep our customers safe. We really appreciate you providing access for those inspections within your properties.

## Water Hygiene

After a recent tender exercise, Envirocure Ltd will be our new Water Hygiene contractor. The programs are being collated and you will receive notification in the future when your Water Hygiene visits will be carried out.

## Electric Safety

You may be contacted by one of our Electrical Contractors to have remedial works carried out following an Electrical Inspection visit. If you are contacted by one of Hanover's contractors, please engage with the process to allow important safety remedial works to be carried out.

## Planned works

John Martin Partnership Surveyors completed surveys which saw them access 25% of our individual properties and 100% of our developments. The data they compiled included information on our kitchens, bathrooms, roofs, windows, heating systems and several more components of our buildings. This data will then be analysed in order to inform our future plans.

Our programme for this year commenced in April and our focus for this year is very much on a 'fabric first approach'. This means we are making our homes more comfortable, sustainable and affordable to heat by focusing on insulation, replacing windows and reducing draughts.





# Asset Management update

## Reporting Mould and Damp

As a landlord, we are responsible for ensuring that all our homes are well-maintained and safe to live in. This includes investigating and resolving any reports of damp or water penetration in our properties.

If you are concerned that you have a damp issue, you can report this in a number of ways:


- Speak to an employee onsite
- Notify the Repairs Team at [repairs@hanover.scot](mailto:repairs@hanover.scot) or via our website
- Call our Repairs Team on **0800 111 4646** (press 1 for repairs)

We will arrange to visit the property to investigate the issue. If the issue results from a property defect, we will arrange a repair to address this.

If condensation is the cause of the damp, we will work with you to provide support and advice on how to reduce condensation within their property. This includes providing you with our new Condensation, Damp and Mould advice leaflet, which is also available on our website along with a helpful and informative video available here:

[www.hanover.scot/help-reduce-mouldy-in-your-home/](http://www.hanover.scot/help-reduce-mouldy-in-your-home/)

If you have any concerns or queries about this information, please speak to your Development Manager or contact [communications@hanover.scot](mailto:communications@hanover.scot).



I'm Wee Mouldy!  
Watch my video on  
how to keep me out of  
your home or read  
Hanover's handy  
advice leaflet!



# Asset Management update

## Adapting your home

An adaptation is an alteration made to your property or installation of equipment to allow you to live safely, comfortably and independently in your home.

Types of adaptation can include; level access / wet floor showers, lowering of worktops, widening of doorway, ramps and many other things.

If you feel you would benefit from having an adaptation, you should contact your local authority to request an assessment visit from either a Social Worker or an Occupational Therapist.

If the assessment shows that your home requires an adaptation, the Occupational Therapist or Social Worker will complete what is known as a referral. We can also accept a letter from your GP if there is a waiting list for a Social Worker or Occupational therapist. Your GP may charge you a small fee, which Hanover can then reimburse with proof of payment.

Once the referral or letter has been completed, this is then referred to us and entered onto adaptations register. Your request will be actioned within a certain

timeframe and you will be updated as your referral progresses.



Funding is sourced from the Scottish Government and Councils, therefore you will not be responsible for any costs for your adaptations works. Where funding is unavailable, your referral will be held on a waiting list and will be regularly reviewed. We will, however, do our best to obtain funding for you and will keep you informed on the progress of your request.

If you have any questions or queries about adaptations, speak to a employee member on your development or call **0800 111 4646** or email [adaptations@hanover.scot](mailto:adaptations@hanover.scot). We also have a handy Adapting your Home leaflet available on our website.

## Alterations and improvements

As a tenant you have the right to make improvements to your home. However, these must only be carried out once we have given you permission. Examples of the most common alterations are:

- Changing light fittings
- Adding or moving an electric point
- Erecting a garden shed
- Additional fencing
- Installing a shower
- Installation of laminate or vinyl / sheet flooring

You can ask for permission to make an alteration in the following ways:

- Speak to onsite employee
- Email: [ampermission@hanover.scot](mailto:ampermission@hanover.scot)
- Write to: **Asset Management, 95 McDonald Road, Edinburgh, EH7 4NS**

For more information on repairs, please refer to **Your Tenant Handbook Repairs & Maintenance**, available on our website or on request.

# Factoring Update

## Hanover Appoints New Factoring Manager

We are pleased to share that **Ashley Millan** has joined Hanover as **Factoring Manager**, working specifically with our homeowner customers.

Ashley lives in Edinburgh with her husband, two children, and West Highland Terrier Buddy. An avid gardener and self-confessed crafter, Ashley enjoys spending time outdoors, walking, wild swimming, and paddleboarding.

Professionally, Ashley has operated at Senior Management and Director level for almost 20 years and has a wide and varied knowledge of property and housing-related services.

A graduate of Stirling University, where she obtained a Post Graduate Diploma in Housing Studies with Distinction, Ashley is passionate about service delivery and cares deeply about customer experience.

Ashley plans to visit all our factored properties in the near future and is looking forward to meeting and working with property owners to look after their homes. Look out for notifications of Ashley's visits coming soon.

## Under One Roof

### Under One Roof Scotland

**Under One Roof** is Scotland's only charity committed to providing free and impartial information to landlords, owner-occupiers, and housing professionals on tenement maintenance and repair management.

Whilst the Hanover Factoring team welcome our customer's questions about the developments we manage, we believe that homeowners will benefit from this source of accessible and reliable information.

The Under One Roof website offers information on all types of flatted properties, old and new. Helpful diagrams explain how different types of blocks are built, and breakdown the detail of the building structure and services. Visitors to the Under One Roof site can also access information on title deeds, shared repairs, upgrading, and much more.

Visit [www.underoneroof.scot](http://www.underoneroof.scot)

## Is your carbon monoxide alarm out of date?

Get your free CO alarm! Age Scotland and SGN are delighted to offer a free carbon monoxide alarm if you don't have one or your current CO alarm is more than seven years old.

To get your free alarm phone our helpline on **0800 12 44 222** or email [publications@agescotland.org.uk](mailto:publications@agescotland.org.uk).



# Our Performance

## Reporting our performance to the Scottish Housing Regulator

As a Registered Social Landlord, we are required to submit our Annual Return on the Charter (ARC) figures to the Scottish Housing Regulator (SHR) by the end of May each year.

The full return, along with other performance information about Hanover can be found on the regulator's website - <https://bit.ly/HanoverARC2023>



Hanover's Annual Report for the period April 2022 – March 2023, which includes our Report Card, is now available on our website:

<https://bit.ly/HanoverReport2023>



### Some highlights for Hanover this year include:

- A reduction in the number of days it takes to complete adaptations on your properties;
- 100% of all complaints responded to in full;
- A reduction in the time taken to respond to complaints;
- 100% of anti-social behaviour cases resolved; and
- A reduction in the amount of rent lost through empty properties.

## Assurance Statement

As a social landlord, Hanover is required to submit an annual statement to the Scottish Housing Regulator to confirm that our Board are assured that we meet all the requirements of the Regulatory Framework.

Where we identify areas we can improve, we have created an improvement action list. We will always have an action plan as we always want to ensure we are improving. Our progress over the last year of implementing these improvements is set out in the table below:

	October 2022	June 2023	Progress
Work Not Started	5	3	✓
Partially Implemented	56	44	✓
Fully Implemented	20	43	✓



## Our Performance

Every month, the Senior Management Team at Hanover reviews our Key Performance Indicators (KPIs) which support the delivery of our Strategy & Business Plan. This information also allows us to analyse trends and to see where our performance is improving, is remaining steady or is declining.

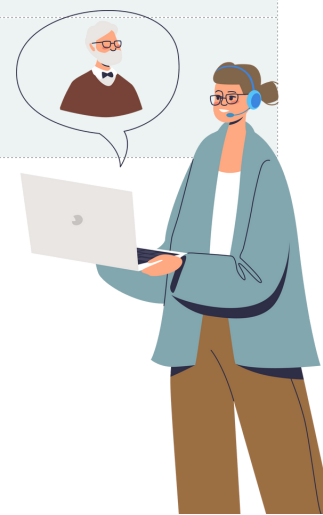


Below is our key performance for **April - June 2023 (Quarter 1)** compared against the previous quarter for January - March 2023 (Quarter 4).



Care Performance	Jan – March 2023 Quarter 4	Apr – June 2023 Quarter 1
Average overall Care Inspectorate grade	4.8	4.8
The average overall Care Inspectorate grade remains high at 4.8 out of a possible 6.		

Telecare Performance	Jan – March 2023 Quarter 4	Apr – June 2023 Quarter 1
Telecare Response within 60 seconds	82.2%	78.9%
Telecare Response within 180 seconds	94.1%	93.9%
Fire calls answered within 60 seconds	95.2%	95.2%
We have established a Telecare Service Improvement Group and work is underway to improve our call response times.		



# Our Performance

## Housing Performance



### Moving in satisfaction

Jan – March 2023  
Quarter 4

Apr – June 2023  
Quarter 1

Satisfied with the standard of their home when moving in

98%

98.8%

### Rents and Arrears Management

Jan – March 2023  
Quarter 4

Apr – June 2023  
Quarter 1

Rent collected as a percentage of total rent due

101.4%

96%

Gross rent arrears as a percentage of rent due

2.3%

1.8%

Percentage of rent lost through properties being empty

4%

3.5%

Arrears have reduced slightly and are now within our target of 1.1%. Housing Teams and the Welfare Rights Officer continue to support our customers through repayment plans, financial advice and income maximisation.

### Anti-social behaviour

Jan – March 2023  
Quarter 4

Apr – June 2023  
Quarter 1

Percentage of ASB/Neighbour nuisance cases resolved within target

100%

100%

### Re-lets and tenancy sustainment

Jan – March 2023  
Quarter 4

Apr – June 2023  
Quarter 1

Average time to re-let properties (days)

77

92

Percentage of new tenancies sustained for more than a year

81.7%

80.2%

# Our Performance

## Asset Management Performance



Repairs	Jan – March 2023 Quarter 4	Apr – June 2023 Quarter 1
Average time to complete emergency repairs (hours)	4.4	3.4
Average time to complete non-emergency repairs (days)	6.5	4.4
Percentage of reactive repairs completed right first time	87.1%	95.5%

Adaptations	Jan – March 2023 Quarter 4	Apr – June 2023 Quarter 1
Average time to complete medical adaptations (days)	46	63
Our year-to-date average figure remains below the peer average of 60 days. This was due to waiting for confirmation of funding from the Scottish Government and Local Authorities before we could proceed with applications that had been received at the end of 2022/23.		

Gas Safety	Jan – March 2023 Quarter 4	Apr – June 2023 Quarter 1
Number of times we did not complete the Gas Safety Check within 12 months	0	1
One gas safety check was missed but has since been completed. We have updated our procedure and altered our auditing process to avoid recurrence.		

Repairs and Adaptations satisfaction	Jan – March 2023 Quarter 4	Apr – June 2023 Quarter 1
Percentage satisfied with reactive repairs	N/A (not surveyed)	87.9%
Percentage satisfied with adaptations	100%	100%
We survey most customers who had a repair or medical adaptation by telephone, text or through interview by the Development Manager. For Quarter 1, 107 people responded to the reactive repairs survey and 9 for adaptations.		



# Customer Engagement

## Autumn regional focus groups

In October 2023, we held focus groups at rented developments in the East, West and North regions, where we provided customers with updates from around our organisation. Employees from Finance, Asset Management, customer experience and welfare rights were in attendance, alongside the Housing Officer and Development Manager.

Each focus group heard about Hanover's plans for the coming year, as well as some new pilot projects we have coming up. You told us about what you thought of our plans and discussed with us your comments and feedback about our updates – particularly around finance and landscaping. Thank you to all those who attended.

Our **Tenants' Satisfaction Survey** for 2023 is now live and will be sent to all tenants. Please keep an eye out for this and complete it for a chance to win our prize draw. The survey is being carried out by Knowledge Partnership who may call you to discuss the survey.

## Volunteering Service

Remember, if you are looking for help getting online or improving your IT skills, our volunteering service can help!

We also have a number of volunteers across Scotland who spend time with our customers as part of our befriending scheme – please get in touch with Jim Brown, our volunteering coordinator if you'd like to know more. Jim can be reached at [jbrown@hanover.scot](mailto:jbrown@hanover.scot).



## Communication Calendar

Tenants' Satisfaction Survey	October 2023
Annual Report and Performance Report Card published	Annually by 31 October
Tenants Focus Groups	Held twice a year in the north, east and west – usually April and October/November
Rent Consultation	November 2023
Development meetings (rented developments)	January and February 2024
Factored Developments - Property Council Annual Meetings	January, February and March 2024

# Money Matters



## Broadband and Mobile Social Tariff

The Government has called on all broadband providers to offer and promote social tariffs which are discounted broadband and mobile phone deals for people on Universal Credit, Pension Credit or other benefits.

The exact requirements depend on the broadband provider in question – some only offer social tariffs to Universal Credit recipients, while others extend eligibility to those on Income Support, Jobseeker's Allowance and Employment & Support Allowance. If you would be interested in exploring this further, you can find details at [www.ofcom.org.uk](http://www.ofcom.org.uk) or you can contact your current provider to discuss moving to a social tariff. Below is a list of available providers in Scotland:

Broadband Provider	Cost	Download speeds	Area
BT Home Essentials	£15 a month	Around 36 Mbit/s	UK
BT Home Essentials 2	£20 a month	Around 67 Mbit/s	UK
EE Basics	£12 a month	Up to 25 Mbit/s	UK
Hyperoptic Fair Fibre 50	£15 a month	50 Mbit/s	Scot, Eng, Wales
Hyperoptic Fair Fibre 150	£20 a month	150 Mbit/s	Scot, Eng, Wales
Lothian Broadband Social Tariff	£19.99 a month	100 Mbit/s	Scotland (Lothian)
NOW Broadband Basics	£20 a month	36 Mbit/s	UK
Shell Essentials Fast Broadband	£15 a month	11 Mbps	UK
Shell Essentials Fibre Broadband	£20 a month	38 Mbps	UK
Sky Broadband Basics	£20 a month	36 Mbit/s	UK
SMARTY Social Tariff	£12 a month	5G where available	UK
Virgin Media Essential Broadband	£12.50 a month	15 Mbit/s	UK
Virgin Media Essential Broadband Plus	£20 a month	54 Mbit/s	UK
Vodafone Essentials Broadband	£12 per month	38 Mbit/s	UK
VOXI For Now	£10 a month	5G where available	UK

# Money Matters

## Dealing with the cost of living crisis

We remain aware of how much concern the increase in our monthly charges has caused to our tenants, particularly at a time of rising costs everywhere. We are here to provide you with support during these challenging times.

The increased charges this year have been a direct result of the sharp increase in energy prices that are unfortunately out with Hanover's control. The energy crisis has created an unprecedented position where no one could have predicted the scale of the cost of living rises, especially for energy. We are a not-for-profit charitable organisation, meaning that any profits made are reinvested into your homes or are used to build new properties to support our communities. Our aim remains to provide affordable and desirable homes to our customers.

We recognise some customers may be finding it difficult, not only in relation to their monthly charges but also with general living costs. To help support you through this difficult period, we have produced a Cost of Living and Energy Advice information leaflet, which provides further information on support available to you.

The leaflet, and more, can be found on the Benefits and Welfare page on our website at [www.hanover.scot/welfare-benefits](http://www.hanover.scot/welfare-benefits), which provides more detail on the different types of support which may be available to you.

If you require further assistance, then please contact **Hailie Johnston, Welfare Rights Officer**, on **0131 370 7457**.



## Help with energy costs

Our new pilot **Energy Advocacy project**, delivered in partnership with **Changeworks**, Bield, Trust, Blackwood and Cairn housing associations, is now up and running. The Housing Association Energy Support Service provides help and support to any customer who is struggling with energy debt.

**CHANGEWORKS.**

Please speak to your development manager or contact **Hailie Johnston (Welfare Rights Officer)** on **0131 370 7457** for more information.

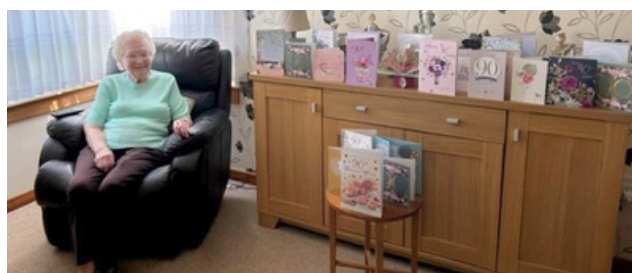


# Happy Birthdays!

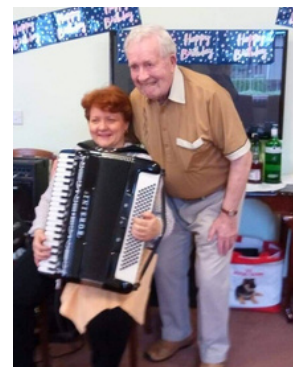
**Jenny Cruickshank of Rosewell Gardens in Aberdeen** celebrated her 80th birthday in August with best wishes from everyone at the development.



**Mrs Isobel McDonald from Rosewell Gardens in Aberdeen** celebrated a milestone birthday in July this year. All her friends, neighbours and employee were delighted to wish Mrs McDonald a fantastic 90th Birthday!



Another May birthday was that of **Hunter Kennedy of South Lodge Court in Ayr**. The development held a combined entertainment evening and birthday celebration for Hunter who turned 90.



**Agnes Lyon, from our development on Granary Street in Huntly** celebrated her 95th birthday in June together with friends.

**James 'Jimmy' Leggat of Weavers Court, Whitburn** celebrated his 100th birthday in May this year with a large party along with his family and friends in the local Bowling Club. Jimmy is a keen swimmer too and still managed to fit in his beloved regular swim of around 30 lengths at the local pool.

This year, Jimmy was presented with the "Thank You Liberators Medal" from the People of the Netherlands. He was presented with this award by Wing Commander Martine from the Verhulst Air unit, attached to the Netherlands Embassy in London (pictured with Jimmy). The presentation took place in the customer's lounge at Weavers Court Whitburn where Jimmy has been a customer for 12 years.

Jimmy moved into Weavers Court in 2011 with his lovely wife Rena, they were very happy together and had been childhood sweethearts and had met as next-door neighbours as kids. Rena sadly passed away in December 2015.

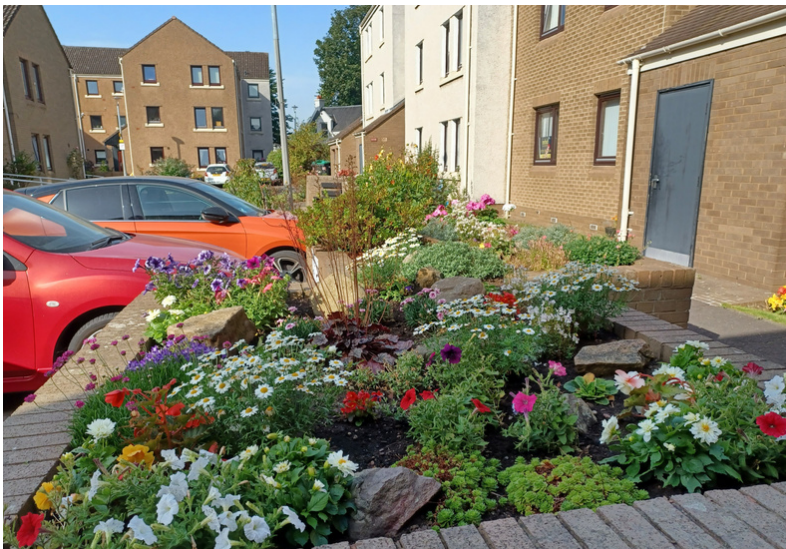


# Blooming Marvellous!

Here you will find the winners to Hanover's *Blooming Marvellous* gardening competition. Entries were split into categories of a winner and a special mention for the east, west and north. We also chose a winning care development, factored development and tiny space entry, as shown on the front page. All of the winners have been contacted and will receive a £25 National Garden Voucher.

## Winning Factored Development Rose Park, Edinburgh

This stunning raised bed with a rockery effect has been created by Kathryn Duncan at Rose Park.

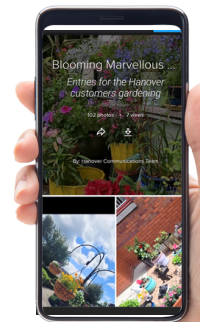


## Want to see all the entries?

Although we didn't have room to feature all of your lovely photos in the Grapevine, we have put them into our online photo storage for you to view at:

<https://bit.ly/Bloomingmarvellous>

Or you can scan the QR code below with a mobile phone / tablet camera to quickly connect to the page.



## Winning Care Development Archibald Kelly Court, East Kilbride

Kathleen Clark and Jess Orr have taken on care of the gardens at Archibald Kelly Court and we loved the vibrant colours of their planting.



VISIT US AT [WWW.HANOVER.SCOT](http://WWW.HANOVER.SCOT)



# Blooming Marvellous!

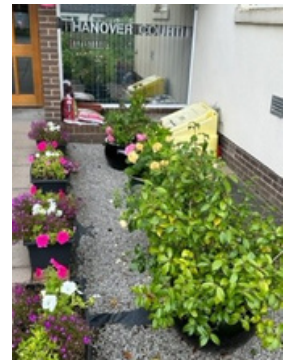
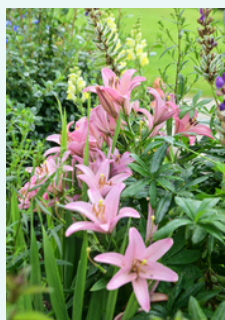


## Winning East Development Broomlee Court, West Linton

Broomlee Court customer Evelyn Macrae took over this long narrow plot at the entrance to the development in February this year and planted a number of shrubs and perennials as well as summer bedding. Evelyn told us that the customers have enjoyed seeing the progress of the garden from what was a rather neglected area to a colourful display to admire on passing. The project was helped along with gifts of plants from some of the customers; Sheila, Tam, Kathleen, Annie and Catherine who enjoy seeing it looking well kept. Evelyn says that Brodie, her terrier, enjoys sunning himself in the garden along with the other customers!

## Winning North Development Taylor Court, Keith

Jade Kilbride nominated her neighbour Dennis Mundie of Taylor Court for the garden he lovingly plans and nurtures all year round. It is clear that Mr Mundie puts in a huge amount of work and he has created beautiful green spaces and colourful planting for the entire development to enjoy.



## Winning West Development Hanover Court, Castle Douglas

These lovely gardens and entry way are planted and cared by Wendy Mullen who was nominated by manager Fiona Wallace.



# Blooming Marvellous!

## Special Mention East Development Sunnyside Court, Edinburgh

Marilyn Martin-Strachan has clearly been hard at work at Sunnyside Court to create these beautiful pots, beds and displays.



## Special Mention West Development Eglinton Court, Saltcoats

At Eglinton Court, Joseph McCullough has turned a corner on the development at Eglinton Court into a lovely garden. Manager Fay Grieve told us that customers call it their little haven



## Special Mention North Development Hanover Court, Tarves

George Simpson of Hanover Court loves to work with plants and creates beautiful displays for everyone at the development to enjoy.



VISIT US AT [WWW.HANOVER.SCOT](http://WWW.HANOVER.SCOT)



# Looking for a new home?

We welcome applications for any of our developments – even those without current vacancies as this can change day by day. Get in touch with one of our offices on **0800 111 4646** and our employees will be happy to assist you with the application process, called Home for You. More about this can be found at: [www.homeforyou.org.uk](http://www.homeforyou.org.uk)

You can also check our website for up-to-date information about vacancies [www.hanover.scot/find-a-home](http://www.hanover.scot/find-a-home)



## Current Vacancies

### East Enquiries

☎0800 111 4646 or ✉ [eastinfo@hanover.scot](mailto:eastinfo@hanover.scot)



**Glenfield Court, Galashiels**  
(housing with care)



**Hanover Close, Earlston**  
(sheltered)

### West Enquiries

☎0800 111 4646 or ✉ [westinfo@hanover.scot](mailto:westinfo@hanover.scot)



**Walkinshaw Court, Johnstone**  
(very sheltered)



**James Hemphill Court, Lennoxton**  
(sheltered)

### North Enquiries

☎0800 111 4646 or ✉ [northinfo@hanover.scot](mailto:northinfo@hanover.scot)



**Linkwood View, Elgin**  
(housing with care)



**Woodside Court, Grantown-on-Spey**  
(sheltered)

## Spotlight on: Linkwood View



Linkwood View is a purpose-built development with innovative high quality services including dementia, wheelchair adapted and Extra Care facilities.

The accommodation provides 30 individual two-bedroom flats with additional communal facilities.

Tenants have access to care and support provided by on-site employee. Local shopping facilities and amenities are easily accessible with a bus stop situated near the development. There is also a local train station.



# 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 95 (Spring 2024) of Grapevine is Friday 12th January 2024.

Our website features a wealth of information, including copies of important Hanover documents and contact details – go to [www.hanover.scot](http://www.hanover.scot) for more information. You can read more about what Hanover customers are up to on our Facebook page - [facebook.com/hanoverscotland](https://facebook.com/hanoverscotland) and you can also follow us on Twitter ([@hanoverscotland](https://twitter.com/hanoverscotland)).

Customers 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

**We are offering a £25 prize for our Sudoku competition.** Simply fill the grid so that every row, column and 3x3 box contains each of the numbers 1 – 9. To enter, send your completed grid with your name and address below to the address above by **Friday 12th January 2024**. One winner each for north, west and east areas will be drawn out of the hat to win £25! Winners names and the developments they are from will be published in the next issue – if you would prefer us not to, please tick here ☐

Name .....

Address .....

Postcode .....

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

© Brainwarp

# Prize Crossword

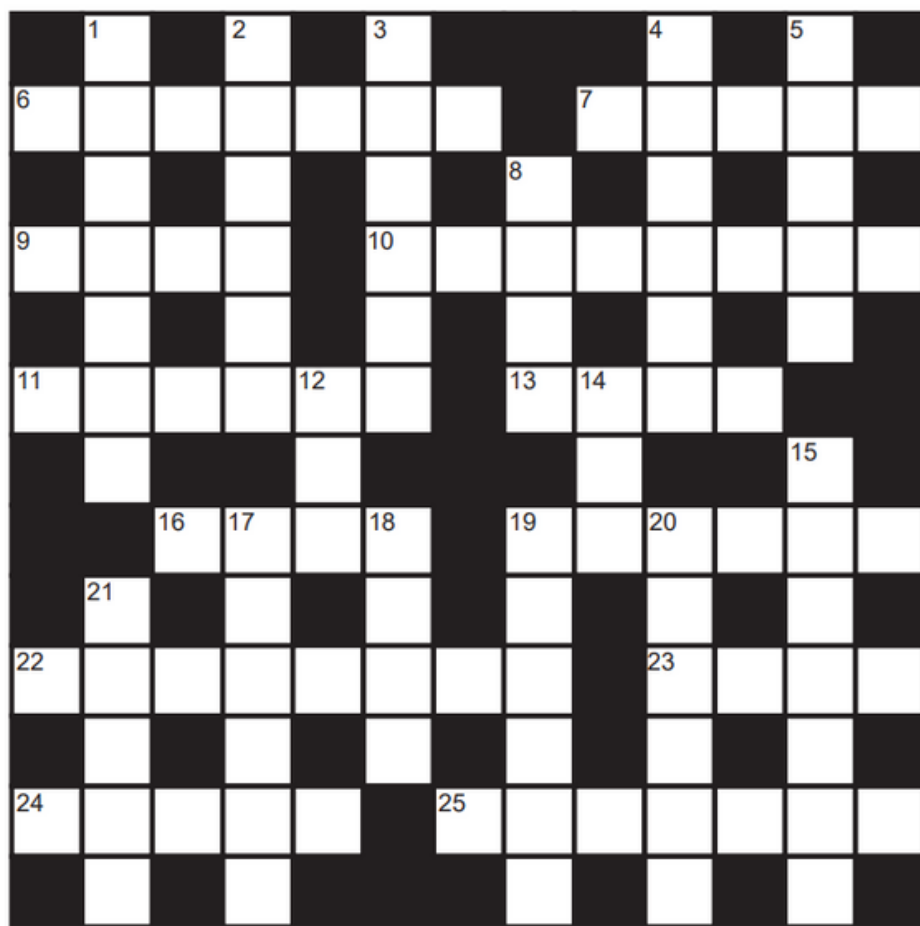
Once you have completed the grid, fill in your name and address and send your details to us at the address on page 34 by **Friday 12th January 2024.**

If your name is the first drawn out of the hat for each of the north, east or west areas, you'll win £25! We will publish the name of the winners and the developments they live on – if you would prefer us not to, please tick here ☐

Name .....

Address .....

Postcode .....



© Brainwarp

## DOWN

- 1 A cold, dry wind in Southern France (7)
- 2 Torville or Dean, for example (6)
- 3 A chewy confection containing nuts and cherries (6)
- 4 The conditional release of a prisoner (6)
- 5 Marine snail-like creature (5)
- 8 Group with three members (4)
- 12 & 14 Traffic flow in a single direction (3-3)
- 15 Pre-Euro unit of currency in the Netherlands (7)
- 17 Progress made (6)
- 18 Surname of the British tennis player who won the Ladies Singles title at Wimbledon in 1977 (4)
- 19 Term relating to the language or peoples of the Scottish Highlands and Ireland (6)
- 20 Alfred Hitchcock film of 1960 starring Anthony Perkins and Janet Leigh (6)
- 21 Swedish chemist who invented dynamite and funded the annual prizes for achievement (5)

## ACROSS

- 6 County of Ireland famous for its mountain scenery (7)
- 7 The science of number, figures and forms expressed as symbols (5)
- 9 In proofreading, a term used to cancel a correction (4)
- 10 Carved architectural feature on a mediaeval building, acting as a rain spout (8)
- 11 Brightly coloured tropical bird which is a good mimic of human speech (6)
- 13 See 25
- 16 'A Room With A ----'? Novel by E. M. Forster (4)
- 19 Mineral also known as plaster of Paris (6)
- 22 Breakfast cereal made from oats (8)
- 23 Important university of the USA situated at New Haven, Connecticut (4)
- 24 French impressionist painter who specialised in depicting ballet and horses' jockeys (5)
- 25 & 13 English footballer, born 1979, who started his playing career with Liverpool (7,4)