

# GRAPEVINE

OUR CUSTOMER NEWSLETTER



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## St Mary's Gardens - fabulous at 40!

There were balloons, bunting and plenty of belly laughs at St Mary's Gardens in Barrhead, along with tea, cake and lots of home bakes to tempt even the fussiest of party goers. St Mary's Gardens was celebrating its 40th anniversary as a Hanover development and what better excuse is there for a get-together with great food and company. The tenants on the development, along with friends, family, volunteers and Hanover employees came together in the communal lounge to mark the anniversary and to reminisce about their time living there.

Our CEO, Angela Currie, was delighted to be invited along and to have the opportunity to chat to customers in an informal setting and join in the celebrations.



# Welcome!

Hello Everyone! As the summer sun finally makes an appearance, we are excited to bring you the latest edition of our Tenants' Newsletter. This season is all about growth, vibrancy, and making the most of the longer days. We have packed this issue with updates, events, and tips to keep you informed and help you live comfortably.

We are always eager to hear from you! Your feedback and suggestions are invaluable to us.

Whether it's ideas for community activities, suggestions for improvements, or just sharing your summer stories, please reach out to us. Your voice makes a difference! One of the highlights to look forward to this season is our annual Gardening Competition for 2024. It's a wonderful opportunity to showcase your green thumb and contribute to the beauty of our community.

This edition also contains advice on making your money go further, stories from around our developments and information on your rights as tenants. Enjoy the sunshine, stay connected, and make this summer one to remember!

**Communications Team**



## How to get in touch

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**.

# News and information

## News in Brief

### Hanover to withdraw from Factoring Services

We have announced our plan to withdraw from property factoring as part of a decision to focus on our delivery of vital social housing throughout Scotland.

Alongside the delivery of housing and related services, we provide factoring services to 34 privately-owned developments. We have now written to almost 1200 homes affected to provide significant notice to enable them to appoint new factors by September 27, 2024.

Angela Currie, our Chief Executive said: “We’ve given serious consideration to the decision, as it is crucially important at this time that we focus all attention on our core business of providing top quality social housing.

Two developments in Edinburgh and Dunblane, termed as “Trust Tenure” will continue to receive factoring until further notice.

Angela added: “While we aren’t permitted to recommend new factoring providers, we hope we can make the process as smooth and manageable as possible.”

We have written to all our factoring customers and we are holding a series of in-person and virtual consultation

meetings over the coming weeks. We have also written to local politicians to make them aware of the changes.

The move is part of Hanover’s 2022-2027 Corporate Strategy and follows a multi-year review of non-social landlord activities.

We will refocus all attention on our highly successful core housing business, with plans to continue improving on its 89.9% of homes meeting the Scottish Housing Quality Standard, a figure already well above the 79% Scottish average.

### Alarm call system

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?



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(s) with your system.

# News and information

## News in Brief

### Nomination in Scottish Home Awards

We were delighted to be listed as finalists in the Scottish Home Awards' Excellence in Accessibility & Inclusion category.

We were nominated for our development at West Cove Sea in Elgin, which provides housing for adults with learning disabilities and complex support needs.

Now in its seventeenth year, the Scottish Home Awards recognises excellence and innovation across 18 categories. This year, it received more than 130 entries, showcasing the diversity and innovation found in the country's housing sector.

Hanover was nominated in partnership with Robertson Home Design and while we ultimately did not win, we remain proud to have been finalists in this category.

### Your Tenant Handbook

The updated Tenants' Handbook for Hanover customers is now available on the Residents' page of our website:

[www.hanover.scot/Residents](http://www.hanover.scot/Residents)

The handbook contains useful information on all elements of your tenancy including repairs, charges and security.

### Guestrooms

Remember, as Hanover customers, you are welcome to use guestrooms on our developments across Scotland. For any enquiries, please speak to an on-site employee or call **0800 111 4646**

You can find more information on costs and what is provided on our website.

### Tackling mould - remember, big or small, report them all

When it comes to mould in your home, prevention is better than cure. It's important to identify the cause quickly to help resolve any issues and prevent the spread.

If you find a patch of black mould in your home, no matter how small, let us know so we can tackle it early on. You can call us on **0345 604 4686** or email:

[repairs@hanover.scot](mailto:repairs@hanover.scot)





# News and information



## Hanover Telecare receives TSA re-accreditation

We are delighted to announce that after a year of momentous focus and dedication, Hanover's Telecare team have achieved TSA re-accreditation.

The TSA (Telecare Services Association) accreditation is a benchmark used in the Telecare sector and it's important for the service as a guarantee of quality.

In July 2023, we were informed by the TSA of their intention to revoke Hanover Telecare's QSF accreditation due to poor performance levels.

We took action quickly and developed a detailed Telecare Service Improvement Plan (SIP) to tackle the issues that had been identified. Our Leadership Team worked closely with the Service Improvement Group to implement a series of changes which aim to deliver a more robust, quality service whilst fostering a great working environment. These changes are both big and small and include:

- How the team operate
- How we recruit, train and support the team
- How we enhance the customer experience

There have been significant changes to the Telecare team, from management changes to new permanent Operators and a new pool of casual workers from across Hanover. These important team members provide cover and resilience when we need it.

### Call Response times

In the last year, Telecare's response times for calls answered within 60 seconds has improved significantly and we are now meeting the interim target of 94% answered within 60 seconds, as set by the accrediting body.

This is a huge improvement and has significantly improved customer service and safety by providing a speedy response to calls.

As a result of a great deal of additional effort by the team, Telecare can now build and grow towards a very bright future.

There is significant need in society for the services Telecare provides and this milestone marks the start of a process of exciting development and growth.



# News and information

## Dementia Awareness

The last week of May was **Dementia Awareness Week** in Scotland. The theme for this year was **Your voice, Your choice, Your future.**

At Hanover Scotland, we truly support this ethos and none more so than in relationship to housing choices for our current and future customers.

As a social housing provider, we specialise in providing homes for older people, that help them to receive what they need while maintaining independent living at home.

In Scotland we need much more of this type of housing, but funding has been drastically reduced at a time when the number of older people living for longer in this country is growing significantly.

We are working with the Chartered Institute of Housing and others to make the case for a clear national strategy on housing for older people and other specialist housing.

We need a dedicated strategy that recognises this type of high quality, fully connected, accessible housing; and it should be available to all those that need it.

Our CEO, Angela Currie, recently chaired the first meeting of a new Resilient Communities Programme Board, along with Ron Coleman, who has dementia and is representing those with lived experience.

This important group has been set up as part of the Scottish Government's Dementia Strategy Delivery Plan and Angela's role as Chair recognises the work that Hanover does - from the provision of care to the design of developments - to support those with dementia.



*Angela is pictured here with Jan Beattie and Geraldine Campbell of the Dementia Unit at the Scottish Government.*

# News and information

## Operation Sterling

June is **LGBT+ Pride Month** so we are taking the opportunity to look at the work that Age UK are doing in partnership with Fighting With Pride.

Age UK's Advice Line is delivering the **Operation Sterling** programme, working to help older LGBT+ veterans, service personnel and their families in a range of areas.

The Operation Sterling programme provides telephone-based support, advice and casework to older LGBT+ veterans through Age UK's Advice Line.

The existing expertise of Age UK's Advice Line advisors together with the knowledge that Fighting With Pride has about how best to support the wellbeing of LGBT+ veterans means that Operation Sterling can support older LGBT+ veterans in a number of different ways.

There's a focus on helping older LGBT+ veterans access financial support – from working out what support they might be eligible for to helping them get started on the claims process. But Age UK's advisors are also able to provide further support, like advising older LGBT+ veterans on housing options and social care.



**Fighting With Pride (FWP)** is an LGBT+ military charity that was founded in 2020, on the 20th anniversary of the ban on LGBT+ personnel serving in the Armed Forces. FWP works to support the health and wellbeing of LGBT+ veterans, service personnel and their families – particularly those affected by the ban. You can get in touch with FWP via its website:

<https://www.fightingwithpride.org.uk/>



### What is Pride month?

Pride month is about acceptance and equality and being proud of who you are no matter who you love. It celebrates the work of lesbian, gay, bisexual and transgender (LGBT+) people, education in LGBTQ+ history and raising awareness of issues affecting the LGBTQ+ community.

It also calls for people to remember how damaging homophobia was and still can be.

## News and information

### Remembering Julia

Julia Fitzpatrick was a much-loved member of the Hanover Board. She sadly passed away in December 2023 – this was widely covered in the housing media.

Throughout her career, Julia long championed equality and inclusion for all. The Scottish Housing world has lost a huge influencer and innovator.

Julia was a founding Director of Housing Options Scotland, setting up a service that helps people access housing that meets their needs. As Chief Executive of Horizon Housing Association, Julia commissioned research into making housing more accessible for people with disabilities and championed the need for aids and adaptations to be available to all to support independence.

Julia joined the Hanover Board in 2019 following the transfer of Arklet Housing Association. She had been an Arklet Board member for a couple of years. Although Julia came to join us through this route, her links to Hanover go much further back. Her father Henry, but always known as Harry Fitzpatrick, was a former member of the Hanover Board. Prior to his retirement, Harry was an accountant and finance director.

Julia was always striving to make improvements in housing. During her time as a Hanover Board member, she served as chair of the Audit, Performance and Risk Committee.



Julia challenged for improvement, focused on driving Hanover to be the best it could be. Her open and approachable style highlighted her commitment to being inclusive to everyone.

When Julia passed, we knew this could not be the end of her influence on improvements within Housing. Gary Devlin, Chair of Hanover Board said; “Julia’s immense contribution to the Housing sector should be honoured and we will do that by establishing the Julia Fitzpatrick Award for Inclusion.”

Each year, as part of our annual employee Spotlight Awards, the Julia Fitzpatrick Award for Inclusion will be presented to an employee or team who demonstrates the values and principles that Julia demonstrated throughout her career.



## News and information

### 'West Highland Way Farer

Louise Muir is a Development Manager at St Mary's Gardens in Barrhead. she recently completed the West highland Way and told us all about it.

"The West Highland Way has been on my Bucket List for nearly 10 years.

I love walking, breath-taking scenery, rugged landscapes and dabbling in photography so this was a personal challenge I could not refuse.

My cousin, her best friend and I were the three musketeers, navigating the varying landscape over 8 days. Walking morning, noon and night, at points 15 miles felt like 115. But we never gave up. Failure was not an option. Not only because we had told every man and his dog that we were doing it, but the sense of personal challenge, coupled with views to die for kept us going.

We set off with 15 Compeed plasters and returned with 12 and not a blister between us!

Kinlochleven to Fort William was by far the best and worst part of the journey. The highest point along this leg is known as the Devil's Staircase.

Carrying as much water as we could was useful. This came especially in handy during the remote area walks.



Louise at the West Highland Way finishing line; the man with the sore feet

Walking through such stunning scenery with nothing other than a bit chatter and complete mindfulness was good for the body and soul.

As we approached the last three or four miles, where Fort William could be seen in the distance, we all bust into tears. It was hard to put in to words the feeling of achievement and relief. So much so, that despite the arduous trek, I am looking forward to doing this again. Maybe not the full walk, but certainly a long weekend or a mid-week adventure.

I am going to host a night with the residents of my development, where my photos of the walk will let them walk the West Highland Way from the comfort of an armchair.



## News and information

### New Director at Hanover Scotland

Hanover's Director of Customer Services, Chris Milburn, has bid farewell to colleagues and customers after 25 years and is moving to Cairn Housing Association.

Chris will have been a familiar face to many of you over the years. He moved from London in 1999 to start his career at Hanover as IT Manager, became Director of Business & Communications in 2009 and took on his Customer Services role in 2014.

He will be greatly missed at Hanover but we wish him all the best in his new role.

We are delighted to announce the appointment of Esther Wilson to the post of Director of Customer Services. Esther joins us from Viewpoint Housing Association where she has led a variety of major change projects. She brings a wealth of experience in housing, care and support services.

Esther has worked in housing for 25 years and has a breadth of experience in local authority strategic planning and economic development as well as housing association service redesign and development.

Esther said, "I'm delighted to have been selected as Hanover Scotland's new Director of Customer Services.



I'm looking forward to joining my new colleagues and working with them to deliver on Hanover's mission to provide excellent services to meet the housing needs of Scotland's older people and to support them to be as independent as possible.

Hanover Chief Executive, Angela Currie said: "We are really excited to have Esther join our organisation at this important time. She is such a highly respected and well known housing professional with an exceptional track record.

Esther Wilson will join Hanover in late August and play a key role in driving forward our Happy Customer Strategy focusing initially on the review of our service model and designing a new approach.

# Money Matters

## Pension Credit

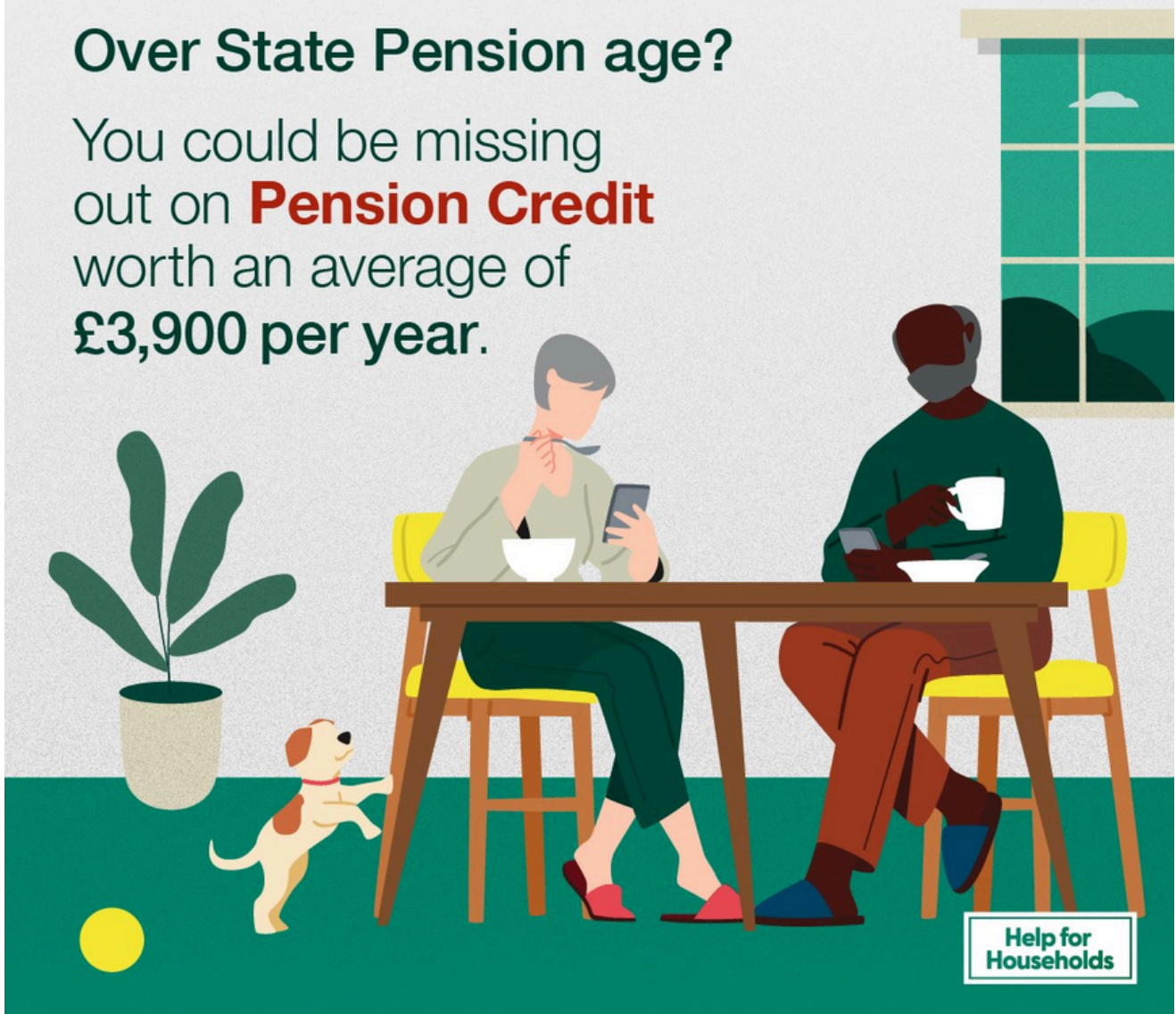
Did you know you can get Pension Credit even if you have other income, savings or own your own home? Pension Credit gives you extra money to help with your living costs if you're over State Pension age and on a low income. Pension Credit can also help with housing costs such as ground rent or service charges. Check your eligibility at [gov.uk/pension-credit](https://gov.uk/pension-credit) or by calling **0800 99 1234**

Pension Credit is separate from your State Pension.



## Over State Pension age?

You could be missing out on **Pension Credit** worth an average of **£3,900 per year.**



# Money Matters

## Hanover's Welfare Rights Service

Our in-house Welfare Rights service, led by Hailie Johnston, Welfare Rights Officer, has been invaluable to our customers, particularly over the past year.

The service has provided support to our customers 985 times over the year, to the total value of £273,500 between distributing grants through the Hanover Tenant Support Fund, vouchers, energy advocacy and help with benefit entitlement.

## Energy Saving Scheme

Hailie was successful in obtaining £50k from the Scottish Federation of Housing Associations (SFHA) to provide our customers in properties with a low EPC rating with practical items to help reduce their energy bills and keep them warm.

Those targeted customers were given the option of choosing from energy saving cooking appliances such as an air fryer and/or a slow cooker and LED light bulbs. These use less energy within the home, reducing monthly bills.

They were also offered additional warmth items like a heated throw, heated body pad, heated neck and shoulder pad and/or a 13.5tog duvet. These were popular with those struggling with heating costs.

As you can imagine, demand for items was high and the funding is now spent. The table shows how many items we issued.

For any queries on Welfare Support please contact Hailie at [hjohnston@hanover.scot](mailto:hjohnston@hanover.scot) or speak to your Development Manager or Housing Officer.

Energy saving items	Number
Slow cookers	110
Air fryers	254
LED energy saving bulbs	826
Additional warmth items	Number
Heated body pads	71
Heated neck & shoulder pads	93
13.5 tog duvets	191
Heated throws	206





# Money Matters

## Energy Saving Advice

The Housing Association **Energy Advice Service** has been a project undertaken by Hanover and a number of other housing associations, in partnership with Changeworks, with the aim of helping tenants to stay affordably warm at home. The partnership is coming to an end on 30 June 2024 but you will still be able to access the online advice library for in-depth energy (and money) saving advice.

Early figures published by Changeworks show that Hanover customers have saved more than **£30 000** on their energy bills as a result of following advice or accessing help provided by the service.

This also represents a high level of CO2 savings (contributing towards reducing pollution and climate change).

You can access the Energy Advice Service online library by scanning this QR code with your smartphone.



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## Priority Service Register

The Priority Services Register (PSR) is a free service which provides extra energy support, including:

- advance notice of power cuts
- priority support in an emergency
- someone to take meter readings

Lots of different people can get this help, from pensioners, to people with health conditions, to parents with young children in the home.

To register depends on where you live:

If you live in **Central or Southern Scotland**

You can register for the priority service register by

- Phoning **0330 10 10 167**
- Visiting [www.thepsr.co.uk](http://www.thepsr.co.uk)

If you live in **Northern Scotland**

You can register for the priority service register by:

- Phoning **0800 294 3259**
- Visiting [www.thepsr.co.uk](http://www.thepsr.co.uk)



# Blooming Marvellous! Gardening Competition

Calling all our budding gardeners - the Blooming Marvellous Gardening Competition 2024 is officially open for entries! Time to show off your green thumbs and hard work!

There are fabulous prizes to be had for various categories, including:



**Tiny spaces**



**Communal Gardens:**

- Care Development
- Sheltered Developments (East, West and North)

## Competition Terms:

- The size of your garden isn't important but it does need to be your effort, with or without assistance.
- Submissions should include your **name(s), address, contact details** and **3 photos maximum** to show off your space.
- Photos will be judged by our selected panel.
- Winning gardens will be featured in customer publications, social media and development screens.

## How to apply:

Please email your details, three photos and any stories about your green havens to:

**[communications@hanover.scot](mailto:communications@hanover.scot)**

Or ask your Development Manager to assist.

**Closing date for entries is  
Friday 16th August**





# Repairs and Maintenance update

## Right to Repair

Under the Housing (Scotland) Act 2001, Scottish Secure Tenants and Short Scottish Secure Tenants have a right to have small urgent repairs carried out by their landlord within a given timescale. This is called the Right to Repair Scheme and it applies to all of our tenants.

The Right to Repair scheme covers small urgent repairs which cost less than £350 to carry out. These are known as 'qualifying repairs'. If we need to inspect your repair to confirm if it is a qualifying repair, we will do the following:

- Tell you how long it should take to fix the problem
- Explain your rights under the Right to Repair scheme
- Give you the contact details of the contractor carrying out the repair
- Ask for you to confirm when access can be arranged

Depending on the urgency of the repair, it must be carried out within 1,3 or 7 working days.

If the repair is not carried out within its stipulated timescale you are entitled to £15 compensation for the inconvenience.

Should a second contractor fail to complete the job within the time limit, you will be entitled to further compensation of £3 for every day over the time limit until the repair is done.

The maximum amount of compensation you can receive is £100 (if you have rent arrears, we are unlikely to pay compensation, but will reduce the amount you owe instead)


Qualifying Repair	Timescale to Repair
Unsafe power or lighting sockets or electrical fittings	1 working day
Electricity or gas supply	1 working day
Blocked flues to fires or boilers	1 working day
External windows, doors or locks which are not secure	1 working day
Heating or hot water system (if no other sources of heating are available)	1 working day
Toilets which won't flush (unless there is another toilet in the home)	1 working day
Blocked or leaking drains	1 working day
Blocked sinks, baths, or basins	1 working day
Repair to the water supply	1 working day
Leaking or flooding from pipes, tanks, or cisterns	1 working day
Unsafe access to the property (for example, an unsafe path)	1 working days
Unsafe timber flooring or stair treads	3 working days
Loose banisters or handrails	3 working days
A broken extractor fan for a kitchen or bathroom with no external window or door	7 working days

# Our Performance



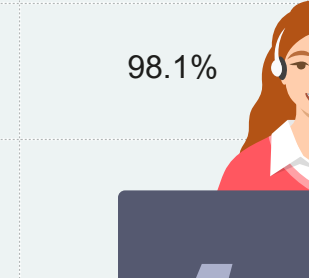
Every month, throughout the year, the Senior Management Team at Hanover reviews our Key Performance Indicators (KPIs,) which support the delivery of our Strategy & Business Plan. In addition, we report on performance to the Board every three months. This information also allows us to analyse performance trends and implement remedial action where our performance is declining.

The tables below show our most important performance figures from **January - March 2024 (Quarter 4)** compared against the previous two quarters.



Care Performance	Jul - Sep 2023 Quarter 2	Oct-Dec 2023 Quarter 3	Jan-Mar 2024 Quarter 4
Average overall Care Inspectorate grade	4.8	No inspections from the Care Inspectorate took place in Q3.	4.9

Telecare Performance	Jul - Sep 2023 Quarter 2	Oct-Dec 2023 Quarter 3	Jan-Mar 2024 Quarter 4
Telecare Response within 60 seconds	82.7%	83.1%	93.9%
Telecare Response within 180 seconds	95.2%	95.1%	99.1%
Fire calls answered within 60 seconds	96.3%	96.6%	98.1%
Calls response times continue to show improvement thanks to the hard work of the Telecare Team and the Telecare Service Improvement Group.			



# Our Performance

## Housing Performance



Moving in satisfaction	Jul - Sep 2023 Quarter 2	Oct-Dec 2023 Quarter 3	Jan-Mar 2024 Quarter 4
Satisfied with the standard of their home when moving in	98%	98.8%	95.7%

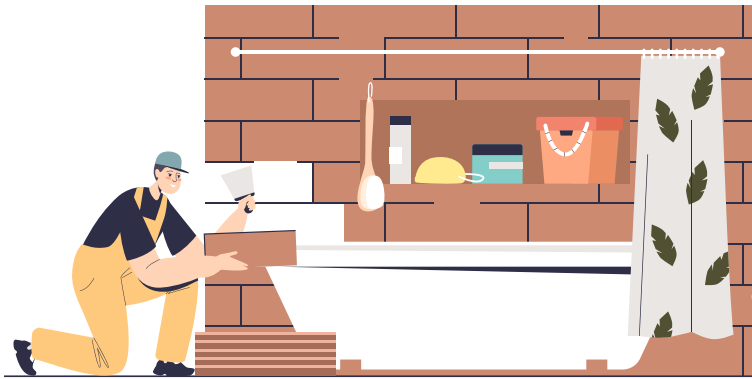
Rents and Arrears Management	Jul - Sep 2023 Quarter 2	Oct-Dec 2023 Quarter 3	Jan-Mar 2024 Quarter 4
Rent collected as a percentage of total rent due	96%	97%	102%
Gross rent arrears as a percentage of rent due	1.3%	1.1%	1.6%
Percentage of rent lost through properties being empty	3.5%	3.2%	2.81%

Our Housing Teams and our Welfare Rights Officer continue to work closely with customers to address arrears through repayment plans, financial advice and income maximisation.

Anti-social behaviour	Jul - Sep 2023 Quarter 2	Oct-Dec 2023 Quarter 3	Jan-Mar 2024 Quarter 4
Percentage of ASB/Neighbour nuisance cases resolved within required timescales	100%	100%	100%

# Our Performance

## Repairs and Maintenance Performance



Repairs	Jul - Sep 2023 Quarter 2	Oct-Dec 2023 Quarter 3	Jan-Mar 2024 Quarter 4
Average time to complete emergency repairs (hours)	3.6	4.3	3.8
Average time to complete non-emergency repairs (days)	6.1	8.1	6.8
Adaptations	Jul - Sep 2023 Quarter 2	Oct-Dec 2023 Quarter 3	Jan-Mar 2024 Quarter 4
Average time to complete medical adaptations (days)	55	52	73

## Hanover’s Environmental, Social and Governance (ESG) Report 2024-25

We are proud to present Hanover’s first ESG Report, which we have developed adopting the Sustainability Reporting Standard for Social Housing (SRS) framework.

ESG stands for Environmental, Social and Governance and publishing this document enables us to report on our performance within those categories in a transparent way. It also helps us to identify ESG risks and pursue opportunities to create positive social and environmental outcomes.

We are committed to completing an annual ESG Report, which as well as being consistent, open, and transparent, adopting the SRS framework also enables us to be comparable with other social housing providers.



You can find a full copy of the report on our website in the Publications section under ‘How we are performing’.

Alternatively, please email [communications@hanover.scot](mailto:communications@hanover.scot) for a printed copy.

# Our Performance

## Annual Return on the Charter (ARC)

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.

Following Board approval, we have now submitted our 2023-24 figures, which will be published on the SHR's website around August, along with our peers in the social housing sector.

There are a number of highlights for 2023-24:

- Our average time to complete emergency repairs has improved
- Our complaints response time has improved
- The rent we lost due to homes being empty was just on target at 3%. There will continue to be a focus on reletting empty homes quicker which should reduce void loss as well.



- Our average time to complete medical adaptations has been maintained again this year and we are exceeding both our internal target and the national benchmark



### Customer Satisfaction

Tenant satisfaction has declined across the board since our last survey, which was undertaken in 2021. We have to acknowledge that our most recent survey took place at a time of extremely high utilities costs that had a significant impact on some of our customers. We have since secured a new utilities contract which allowed us to reduce heating charges again.



We have created and published a wide-ranging Happy Customer Strategy, which aims to improve customer satisfaction across the board.

We will continue to involve customers at all levels in identifying our priorities.

We have also started to revive interest in customer engagement/participatory events and improved communication through the introduction of, among other things, digital screens on developments.



# Customer Engagement

## Hanover’s Customer Engagement Plan 2024-2027

Our customer engagement plan sets out how Hanover will listen to, consult, and engage with our customers over the next 3 years to ensure that we have mechanisms in place to do this effectively and reflect our customer profile.

The plan was developed to build on previous customer engagement and participation approach and will expand and modernise the ways residents can engage with us.

We strongly believe that good customer engagement leads to better decisions, empowered customers, and improved services. This creates an environment of robust accountability and keeps us focused on continuous service improvement. We are keen to get out to more developments to hear directly from customers about how we work.



You can find the full plan on our website, or if you would like a copy on paper, just email us at [communications@hanover.scot](mailto:communications@hanover.scot) Please get in touch if you have any comments or suggestions at [CustEngage@hanover.scot](mailto:CustEngage@hanover.scot).

**We want to hear from you**  
We are keen to hear from our customers at any time and there are plenty of opportunities throughout the year to engage with us.

Regional Tenant Focus Groups (Autumn)	September 2024
Annual Report and Performance Report Card published	Annually by 31 October
Rent Consultation	Autumn 2024
Development meetings (rented developments)	January and February 2025

# Customer Engagement

“Our volunteers make a tremendous difference and enrich the residents’ lives. They come along every week to the coffee morning and will also accompany residents out on their monthly outings and activities. Not only do they make the tea, they often bring along home baking, home-made jam, samosas and other delights. As well as helping out, they enrich the residents’ lives by sharing their own stories and their life experiences. It’s magic!”

*Louise Muir, manager at St. Mary’s Gardens, Barrhead*

At Hanover we believe that every person should have the opportunity to make and maintain friends and connections to support their health and enjoyment of life. Social isolation and loneliness can have a profound impact on a person’s quality of life, their physical and mental health, and their ability to live independently.

That’s why we have a dedicated Volunteer Team at Hanover to recruit and coordinate a bank of volunteers across Scotland. Our volunteer bank includes Hanover employees, Hanover customers and or other members of the local community.

During **Volunteer Week** in June, we were delighted to award the Hanover **Volunteer of the Year Award** to **Joan Thomson**, who has been a volunteer befriender for over a year.

Joan was presented with a £50 high Street voucher and a bouquet of flowers from Hanover’s volunteering co-ordinator Jim Brown.

Joan faithfully visits **Jane Malhotra** at **Regent Place** in **Broughty Ferry** weekly and they have spent many hours over a cup of tea reminiscing.

*Pictured from left, Jim Brown (volunteer co-ordinator), middle Mrs Jane Malhotra (resident) and right Joan (volunteer).*

## 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).



## 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.**

### Meeting Banksie at Craigview in Bo'ness

Charlie is blind and moved into Craigview, Bo'ness with his second guide dog Jeanie in 2005.

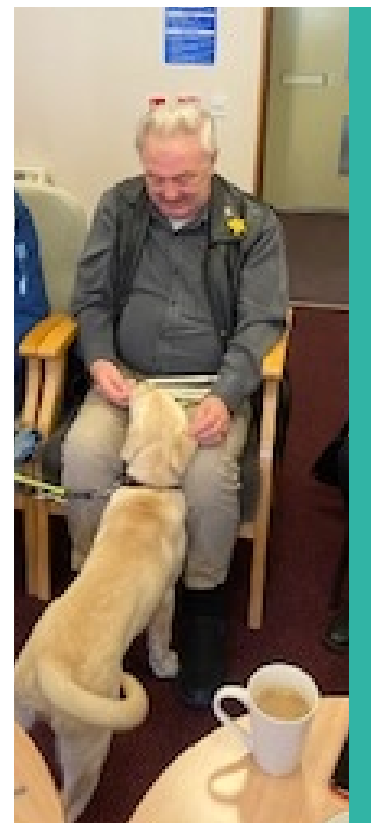
He has had two other guide dogs in his time at the development, Molly and Walton. When Walton retired, Charlie made the difficult decision not to get another guide dog.

During his time with Hanover, Charlie has raised money and awareness for Guide Dogs Scotland, running fundraising events in the Craigview common room, sponsored walks and even abseiling down the Forth Rail Bridge!

When Charlie's friend Banksie (also husband of his cousin) passed away, Charlie decided to sponsor a guide dog puppy in his name.

Recently, Charlie was given the opportunity to meet the four and a half year old guide dog pup 'Banksie' for the first time.

As is typical of Charlie's generous nature, he opted not to meet the pup and his trainers in private, but arranged for a coffee morning visit so all the customers on the development, who miss having his guide dogs around, could meet the new pup on the block.





## Around the houses

### Elvis rocks the building

At their recent social night, customers at **Hanover Court** in **Causewayhead** enjoyed an evening of entertainment from a local Elvis Presley impersonator.

Manager Amanda O'Donnell told us:

"He made the ladies swoon!"



### A 'Real Night at the Movies'

Customers at **St Mary's Gardens** in **Barrhead** spent an evening watching *Fisherman's Friends*, hosted by the daughters of Carol (pictured on the right).



### Fabulous flowers

Local resident and florist Nicole Gerachty recently donated some beautiful arrangements of flowers to be enjoyed by the customers of **Montgomery Court** in **Paisley**.



### Blether and a brew at Strachan Mill Court

Customers in Aberdeen have been enjoying a crafty afternoon, getting together for coffee and an opportunity to encourage each other to learn some new skills. (Alan is pictured being taught how to knit!) The customers also enjoyed a fish and chip night recently.





## Around the houses

### Stone painting at Fochabers

Customers at **Milnescroft Court** gathered together recently to try their hands at painting smooth stones.



As you can see, their artistic talent shone through and they produced some beautiful little pieces of art.

If you look closely at the picture below, you will see that development dog Rosie was also keen to get her paws on a paintbrush!



### Cheerio to Tina

Customers at **Hanover Court** in **Inverbervie** surprised Development Manager Tina Rogers with tea and cake to wish her well as she leaves her role with Hanover.





## Around the houses

### A trip to the aquarium

Customers and volunteers from **Taylor Court** in **Keith** enjoyed a day out which included making new fishy friends at MacDuff Aquarium.



### A Real Night at the Movies

Customers at **St Mary's Gardens** in **Barrhead** spent an evening watching Fisherman's Friends, hosted by the daughters of Carol (pictured on the right).



## Happy Birthdays



**Captain Bill Hodgson** of **Hanover Court** in **Causewayhead** (pictured with his wife **Lena**) celebrated his 95th Birthday in April.

We also wish a very happy 100th birthday to **Mrs Mary Cree** of **Taylor Court** in **Keith** who celebrated her centenary in May.



# Looking for a new home?

## Current Vacancies



**Hanover Grange,  
Grangemouth (sheltered)**

### East Enquiries

☎ 0800 111 4646 or

✉ [eastinfo@hanover.scot](mailto:eastinfo@hanover.scot)



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

### West Enquiries

☎ 0800 111 4646 or

✉ [westinfo@hanover.scot](mailto:westinfo@hanover.scot)



**Plasmon Mill Court,  
Forres (sheltered)**

### North Enquiries

☎ 0800 111 4646 or

✉ [northinfo@hanover.scot](mailto:northinfo@hanover.scot)

## Contact us

Write to: **Sara Stewart, Editor, Hanover Scotland, 95 McDonald Road, Edinburgh, EH7 4NS**

Telephone: **0131 557 7437**

Email: [grapevine@hanover.scot](mailto:grapevine@hanover.scot)

The deadline for receipt of articles for Issue 97 (September 2024) of Grapevine is Friday 16 August 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.

# Puzzle Sudoku and Crossword

**We are offering a £25 prize for our Crossword and Sudoku competitions.**

To enter, send your completed grid(s) with your name and details to:

95 McDonald Road, Edinburgh, EH7 4NS. We will draw a winner from the hat for the east, west and north areas

## Prize Crossword

The winners of the last crossword competition were: **Anne Foston** of **Queens Court**, in **Jedburgh** (east), **Carol Stewart** of **Granary Street** in **Huntly** (north) and **E D Gibson** of **Maxwell Gardens** in **Dalbeattie** (west). Congratulations!

The answers to the last crossword are:

**ACROSS** 6 Stadium, 7 Dairy, 9 Yeti, 10 Shanghai, 11 Albert, 13 Acre, 16 Jade, 19 Crocus, 22 Ammonite, 23 Tuna, 24 Agony, 25 Ragwort

**DOWN** 1 Steeple, 2 Advise, 3 Sunset, 4 Badger, 5 Trial, 8 Cava, 12 & 14 Redcar, 15 Nunnery, 17 Acorns, 18 Epic, 19 Caesar, 20 Ottawa, 21 Imago

## Prize Sudoku

Here is the correct grid from issue 95.

The winners of the last Sudoku competition were: **Linda Burns** of **Hanover Court**, in **Broxburn** (east), **Mrs M Hendry** of **Airlie Gardens** in **Bannff** (north) and **Evelyn Kenny** of **Sinclair Drive** in **Glasgow** (west). Congratulations!

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

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 16th August 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			4			7
	5				1		2	
8			7	2		9		
		1	3	5				
		3	2			1		6
2	9							5
		9		7			4	
	1					5	6	
3				6	2			

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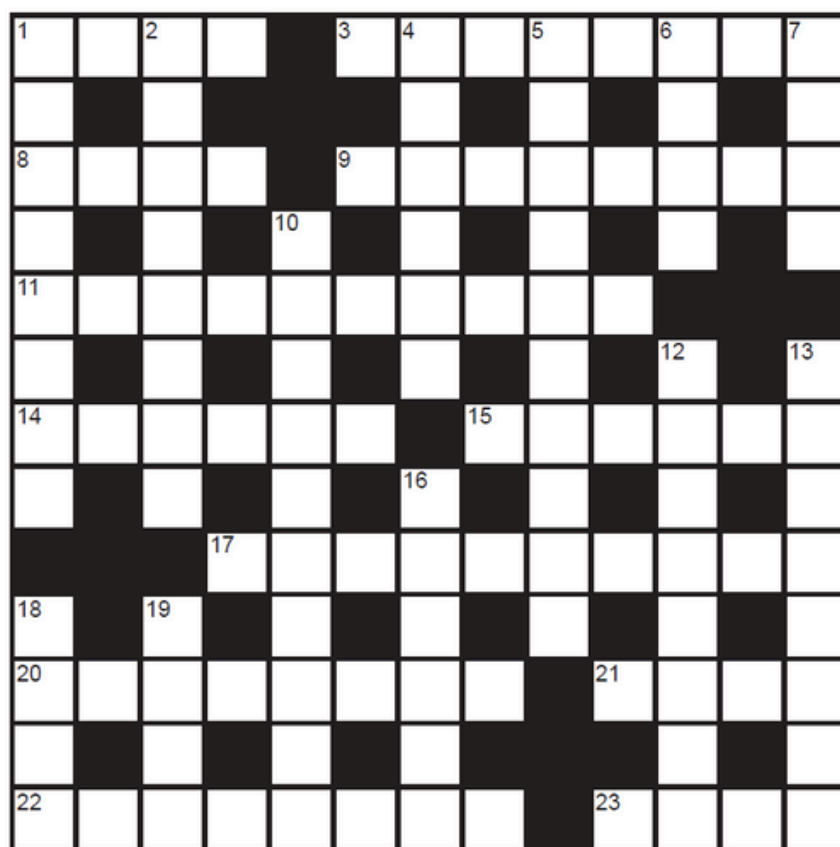
Once you have completed the grid, fill in your name and address and send your details to us at the address on the previous by **Friday 16 August 2024**.

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 .....



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## DOWN

- 1 Sign of the zodiac 21st January – 19th February (8)
- 2 Spanish holiday resort close to Alicante (8)
- 4 Flowering shrub also known as Wattle (6)
- 5 Deposit of lime formed in caves by the downward trickling of water (10)
- 6 Tiny brown bird which used to appear on the farthing coin (4)
- 7 Period of time divided into twelve months (4)
- 10 Hormone which restricts the blood vessels thus stimulating the heart for activity (10)
- 12 US state on the Atlantic coast, capital Dover (8)
- 13 Placed separate or apart from others, especially if suffering from an infectious disease (8)
- 16 Long metal pin for holding pieces of meat, vegetables etc. for cooking (6)
- 18 Long, narrow tongue of land running out into the sea (4)
- 19 A tax or contribution (4)

## ACROSS

- 1 Swedish group who won the Eurovision Song Contest in 1974 with 'Waterloo' (4)
- 3 A raised road or path across a marsh or water (8)
- 8 One of the bones of the forearm (4)
- 9 City of California, famous for hosting the annual Rose Bowl football game (8)
- 11 Attractive butterfly with chocolate brown wings with red/orange bands and white markings (3,7)
- 14 To unravel or unwind (6)
- 15 Capital city of Greece (6)
- 17 Indoor team game at which the Harlem Globetrotters excel (10)
- 20 Showings of a film, performance etc. before it is open to the public (8)
- 21 Point on the compass (4)
- 22 Fruit, a cross between a blackberry and a raspberry (8)
- 23 Common bluish-grey metal, symbol Pb (4)