

HOMES for Life



HANOVER SCOTLAND
has the perfect home for you

Who are **HANOVER**SCOTLAND?



Hanover has been housing and supporting people in Scotland **since 1979**



We provide and manage a wide range of **housing and support services** mainly for older people



We currently manage almost **5,000 homes** throughout Scotland - from Dalbettie in Dumfries and Galloway, to Peterhead in Aberdeenshire



We have **3 regional offices** based in Elgin, Glasgow and Edinburgh



Our **24/7 Telecare services** support independent living for hundreds of Hanover and commercial customers, from the Borders to the Shetland Isles



Our core purpose is to help older people feel safe and secure at home and to live fulfilling and independent lives. This sums up our commitment to housing for life

Types of Housing Available

		INDEPENDENT					HIGH DEPENDENCY
		General needs	Amenity	Sheltered	Very Sheltered	Housing with Care	
Repairs & Improvements	Repairs	✓	✓	✓	✓	✓	
	Secure door entry		✓	✓	✓	✓	
	Window cleaning		✓	✓	✓	✓	
	Laundry			✓	✓	✓	
Community Services	Guest rooms			✓	✓	✓	
	Communal lounges			✓	✓	✓	
	Communal garden		✓	✓	✓	✓	
	Site-based staff			✓	✓	✓	
Supported Living	Emergency alarm		✓	✓	✓	✓	
	Meal provision				✓	✓	
	24hr support				✓	✓	
	Personal care					✓	

General Needs Housing

Our General Needs Housing is designed for single people and families over the age of 16 who do not have any support needs.

General Needs Housing is not staffed and is not connected to our Telecare service or another community alarm provider.

Amenity Housing

Amenity housing is for more active older people. Each property is a flat or cottage, with its own front door. Features can include grab rails, level floors or walk-in showers. Many are also connected to a community alarm. There is no on-site staff presence but Housing Officers visit them regularly.



Sheltered Housing

Hanover's Sheltered Housing is designed to accommodate older people with varying levels of dependency according to their personal and housing needs.



On our Sheltered Housing developments, employees are available to help in an emergency when they are on duty and to provide advice and assistance to our customers. They are responsible for delivering a range of housing management services.

When employees are off duty, the development is connected to our Telecare service or another community alarm provider.

Properties usually have one or two bedrooms and a community alarm service, allowing residents to call for help 24 hours a day. Developments usually have communal lounges and kitchens, a laundry, gardens and guest suites for visitors.



Very Sheltered Housing

Our Very Sheltered Housing provides purpose-built accommodation for frail, older people. It offers an environment where enhanced support can be given in conjunction with other agencies and is designed to barrier-free standards.

Employees are available to help in an emergency and to provide advice, assistance and support to customers. They are responsible for delivering a range of housing management, housing support services, meals provision and will also make daily welfare calls.



Housing with Care

Housing with Care is purpose-built accommodation for frail, older people. Employees are available to help in an emergency and to provide advice, assistance and support to our customers. In addition to housing management, housing support and meals provision, employees also provide personal care to our customers.



Hanover Scotland Telecare

Hanover Telecare is a 24/7 monitoring service that Hanover provides to both Hanover tenants and other organisations. It is designed to support independent living and provide peace of mind for our customers and their loved ones.

Hanover's Telecare Service

Hanover Telecare is a monitoring service that allows people to retain their independence and confidence when they are at home; giving peace of mind for them and their loved ones.

Our community alarms are a 24/7 service. Easy to install and even easier to use, they allow our customers to call for help whenever needed, no matter where they are at home.

Simple and Discreet

A community alarm consists of a discreet pendant button worn around the neck or wrist, and a small box fitted to the telephone. Hanover Telecare's community alarm has a range of extras designed to meet each person's specific needs. As well as a pendant, there are also options for flood, gas and fire monitors, as well as more specialised services for people with dementia or other disabilities.

If the user is hurt, has a medical emergency or is worried about anything, one press of the pendant lets our highly trained operators communicate directly with them.

They can access the user's details immediately, so they know who they're talking to and know the most suitable way to help. They can give advice, contact a loved one or contact emergency services to assist. And they will stay on the line to support and re-assure you until the situation is resolved.

Who can use Telecare?

- Older people
- People with disabilities
- People with dementia or other mental health problems
- Anyone who feels unsafe or insecure or who fears they may be victims of crime

Contact Us

For any enquiries about the Telecare service, including Commercial Services, contact:

- 0131 557 7488
- hello@hanover.scot



Contact Us



0800 111 4646



hello@hanover.scot



www.hanover.scot

Opening times

Monday-Thursday 9am-5pm

Friday 9am-4.30pm



Apply for housing

Complete an online application at the address below or contact our offices to request a paper form to be posted to you.

< Scan the QR code for quick access to the online form.

www.hanover.scot/housing-application-instructions

East Area Office:

95 McDonald Road
Edinburgh EH7 4NS

West Area Office:

Pavilion 5 (Ground Floor)
Watermark Business Park
345 Govan Road
Glasgow G51 2SE

North Area Office:

Suite 1
10 Southfield Drive
Elgin IV30 6GR



ONLINE

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