

GRAPEVINE

OUR CUSTOMER NEWSLETTER



Newsletter Highlights

Money Matters
page 11

Customer Engagement
page 13

Repairs & Maintenance
page 16

Around the Houses
page 19

Happy Birthdays
page 24



Blooming Marvellous - Winners!

We would like to shout out a huge thanks to all who entered our gardening competition this year. We had 37 fantastic entries from across Scotland and it proved very difficult to choose our winners from all of the gorgeous gardens that were showcased. Well done to everyone who entered and everyone who contributes to making our outdoor spaces beautiful and relaxing wee havens.

Pictured here is the the winner from the west area, the 'Fire Escape Garden' at **Walton Court** in **Giffnock**. **Catherine Evans** and **Sarah Craig** started the project three years ago when a neighbour mentioned the lack of greenery and colour out of the window. They have certainly made a difference!

You can find a selection of pictures showing the rest of the winners on **pages 2 to 4**.



Blooming Marvellous!

Here you will find the winners of Hanover's *Blooming Marvellous* gardening competition for 2024. Entries were split into categories of: a winner and a tiny space entry for the east, west, and north. We also chose one winning care development. All of the winners have been contacted and will receive a £25 National Garden Voucher.

Tiny Spaces Winner | West Alexandra Court, Prestwick

Janette Cusick loves to look after her small garden, with her wooden flowerpot man and wee piglets. It always makes people smile when walking by.



Special mention | West Hanover Court, Paisley

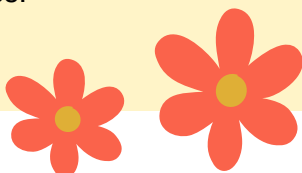
These gorgeous displays at Hanover Court, Kelburne Gardens are put together and cared for by Mrs **Janette Bellshaw**. A lovely collection of hydrangeas, petunias and geraniums beautifully displayed.

Winning Care/Very Sheltered Development

Varis Court, Forres

Several residents look after the beautiful courtyard garden at Varis Court and keep it looking stunning all year round.

The main green fingered residents are; **Charles & Margaret Watson** and **Elizabeth Harris**. They have created a tranquil haven in the middle of Forres!



Blooming Marvellous!



Tiny Spaces Winner | East Mercer Court, Innerleithen

We had a plethora of entries from this development - clearly a number of green fingered neighbours have been working hard at creating some beautiful displays! A big shout out to **Mr and Mrs Archibald, Mr J Robson, Mrs Pat McCormack, Mr and Mrs Waugh, Mrs B Burford and Mrs E Meikle** for all of your hard work.

Vera Lindsay was the overall East area winner for brightening up the entryway at Mercer Court with these overflowing planters. A lovely way to enter the building!

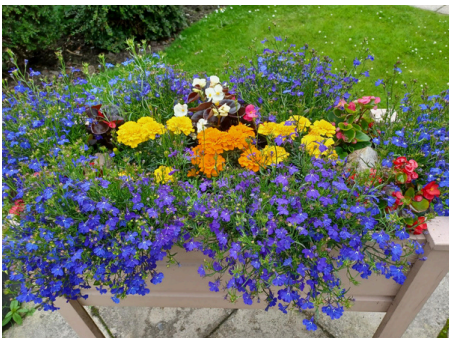


Linn Coort, Buckie Very Sheltered Special Mention

The garden has been spruced and given a new lease of life with tenants and employees responsible for planting and caring for the flowers. One tenant in particular, **Mr D. Davidson**, has been super involved.

Tiny Spaces Winner | North Aigan Court, Dufftown

Mr & Mrs Morrison moved in to **Aigan Court** just over a year ago, bringing gardening skills and some beautiful pieces of handmade garden items. Mr Morrison potters about daily in the garden, along with his wife - weeding, planting and maintaining the garden planters. What a team!

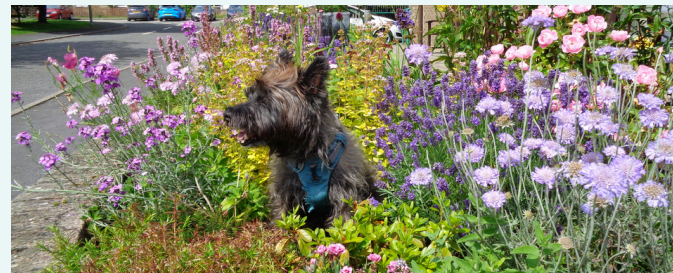


Blooming Marvellous!



Special Mention | East Broomlee Court, West Linton

Last year's East area winner, **Evelyn Macrae** has put on another fabulous display at Broomlee Court. As always, her 'wee helper' was Brodie the dog!

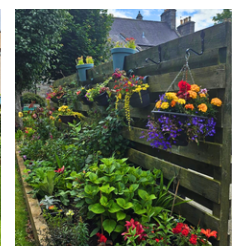
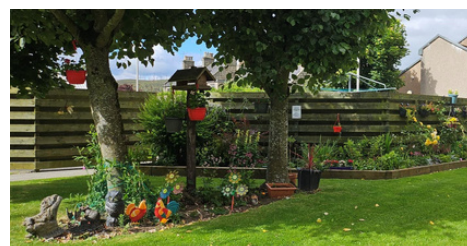
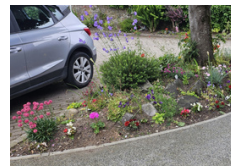


Winning Development | East Hanover Court, Broxburn

Claire Lynch has done a marvellous job of making the front entrance and rear garden at Hanover Court look colourful and inviting.

Winning Development | North Milnescroft Court, Fochabers

A lot of hard work has gone into turning this development into a riot of colour. Particular mention goes to **Mrs Prosser** and **Mr Flett** and their work on the communal areas as well as **Mrs Irving** and **Mr and Mrs Johnston** (and wee Kayden) for the fabulous florals.



Special Mention | North Granary Street, Huntly

Irene Hay, Robert McDonald, Helen Rennie and **Carol Stewart** may have been pipped to the post for this competition, but their glorious gardens won them Best Community Garden in the Huntly Community Council Garden Competition 2024. Congratulations!



Welcome!

Hello everyone and welcome to your Grapevine newsletter. In this edition, you will find plenty to keep you entertained, informed, and inspired. Inside, you'll find plenty of articles to enjoy and ideas to explore.

With winter settling in, keeping well is a top priority, so don't miss our guide to staying healthy and cosy this season on page 10. You will also find helpful and practical advice on pages 11 and 12 about making the best of your finances. Have you responded to our rent consultation yet? Find out more about how you can do so online on page 7.



This issue is brimming with features to brighten your day, we have plenty of stories from across the Hanover community, starting on page 19. We love hearing from our customers about what is happening on developments and whether you're curling up with a warm drink or sneaking a quick read on a busy day, we hope the Grapevine brings a bit of joy and connection to your world.

We wish you a wonderful holiday season filled with peace, happiness, and cherished moments with loved ones. Thank you for being part of our Grapevine community!

Communications Team

Dates for your diary

Our offices will close for the festive period at 5pm on Tuesday 24 December and reopen at 9am on Friday 3 January.



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

Annual Report and Report Card 2023-24



We have published our annual report and performance report card for 2023-24. The document covers Hanover's community, development, and financial highlights for the year. It also contains the Performance Report Card, which sets out how the organisation has performed against the standards set out in the Scottish Housing Charter.

You can access the Annual Report and Report Card on our website.

<https://bit.ly/HanoverAnnualReport2024>

For a paper copy, please email communications@hanover.scot.

Guest Rooms - legislation changes

A recent change to the Licensing of Short-Term Lets legislation, which applies to our guest rooms, means that we no longer have a reciprocal arrangement with Bield and Trust to access each other's guest rooms.

Friends and families can still book guest rooms to visit our tenants and you can still book Hanover guest rooms for visits to other developments.



Our North Area office has moved

Our North Area Office has moved to new premises just next to our **Linkwood View** development.

The new address is:

Suite 1
10 Southfield Drive
Elgin
IV30 6GR



The phone number has not changed:

0800 111 4646

Annual General Meeting - September 2024

Hanover Scotland held its 45th AGM at the end of September. The meeting was held both in person and online and you can watch a recording of the proceedings on our website in the Publications section.

<https://bit.ly/3BEofzE>

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?



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

Digital Screens

Hanover developments with communal areas now have digital information screens that enable us to keep you updated and informed.

We hope you are finding the information on them helpful and we are always happy to hear feedback and suggestions for content.

HANOVER SCOTLAND



In latest news, we are delighted to announce that the screens are now touchscreen-enabled.

You can even use the touchscreen to take part in the rent consultation this year.

The touchscreen can be used to navigate around the homepage of Hanover's website and access lots of information so do please go and try it out.

Homes for Life

On Scottish Housing Day in September 2024, Hanover Scotland partnered with a number of organisations including the Chartered Institute of Housing Scotland and Age Scotland to produce a report for policy makers on Homes for Life and future proofing Scotland's housing sector for an ageing population.

Key points included:

- The urgent need for more accessible, adaptable housing.
- A call for stronger integration of housing, health, and social care.
- The importance of future-proofing homes with aids, adaptations, and tech.
- Addressing the growing housing demands for older generations.



Step Count Challenge Winners!

During October, **Rosewell Gardens, Aberdeen** proudly celebrated their winning team for the Step Count Challenge 2024 with a wee party. The **AB15 Stompers** team's total steps were 2,813,356! Wow!

Winning team members (L to R) were Kathleen Bowie, Kath Paterson with Jackson, Tracy Haggerty, Marilyn England with Cosmo. In front, Anne Forbes aka "Annie on Wheels" received a special recognition for 160,569 wheel turns in her manual chair using a wrist pedometer.

Well done ladies and pooches!



News and information

Rent Consultation 2025-26

Every year, as part of our rent-setting process, we consult tenants on our proposed rent increase for the following year. We take the feedback gathered and report it to Hanover's Board, who consider this when they decide on the rent increase.

For 2024, we are only proposing one increase option, which is the level of rent that we estimate we will need to continue to deliver services at current levels.

Following feedback from tenants, we have decided not to propose a range of increases as many of you have told us this is an unhelpful approach. This decision takes into account your feedback to previous surveys, as well as recent focus groups, who were in favour of the change.

Hanover tenants can find more information and complete the survey by scanning this code.



We are sending a link to those tenants for whom we have email addresses and mobile numbers. The consultation is also available on our website.

For tenants who don't have an email address or mobile and live somewhere without a screen, you will still receive a paper copy.

We appreciate your feedback, which will be shared with the Board in January before final decisions on the rent are made. You will be notified of any changes to the rent by the start of March 2025 in writing. This consultation only relates to rents and consulting on services charges will take place in January.

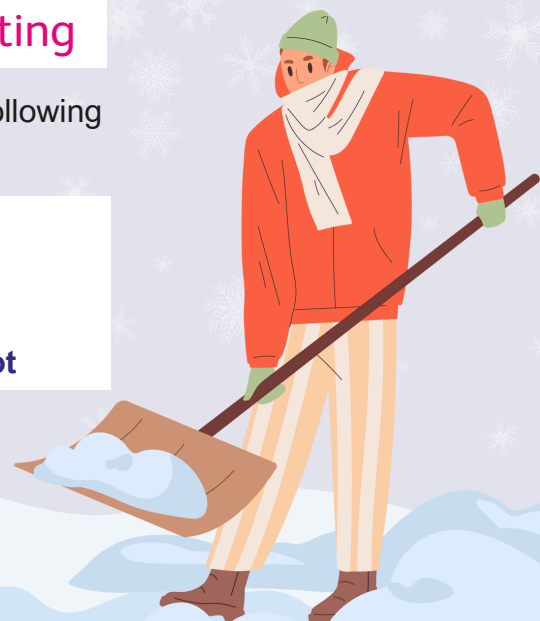
Further information about income and spending is included in our Annual Report, which can be found on our website.

Winter maintenance | Essential Paths Gritting

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

Please note that Hanover is responsible for the gritting of essential paths only, as per the snow clearing plans.



News and Information

Hanover's CEO urges the Scottish Government to invest in social care and housing

The Scottish Government must allocate part of the new £3.4 billion funding from the UK Budget towards critical investments in social care and housing, according to Hanover Scotland's CEO Angela Currie.

Overlooking these essential services will only exacerbate existing pressures on Scotland's healthcare and social systems.

Angela said: "Our first priority must be restoring the adaptation budget to its previous levels. This funding is essential for making homes safer and accessible for older adults.

"Secondly is to close the gap in subsidies for new-build social housing, enabling us to construct more affordable homes.

"Lastly, we need robust investment in social care, which is crucial for supporting our aging communities and preventing undue strain on health services.



"Our mission is to empower older adults to live with dignity and independence, but the current funding situation is making that increasingly difficult.

"We are calling on the Scottish Government to act now and prioritise social care and housing. This isn't just about housing; it's about health, safety, and the wellbeing of our communities."

New Telecare Partnership

Hanover has partnered up with Appello to provide end-to-end digital telecare services within its supported housing developments.

Appello's award-winning call handling platform, CareNet EVO, is also being implemented across Hanover alarm receiving centres. This includes installing Appello's flagship digital warden call system, Smart Living Solutions, in a large number of Hanover's developments across Scotland.

Appello and Hanover have successfully completed a pilot to upgrade four developments, with another 18 to follow over the coming months.

News and information

Hanover Scotland recognised for contribution to Veterans Housing provision

We're thrilled to share that Hanover Scotland has been officially recognised as a proud supporter of the Veterans Housing Scotland 25 for 25 campaign.

At Edinburgh's City Chambers, we had the honour of celebrating this recognition during Veteran Scotland's annual review reception, generously hosted by the Lord Provost of the City of Edinburgh.



With 100 esteemed guests in attendance, it was a night of reflection, triumph, and forward-thinking.

The keynote speaker, Scottish Veterans Commissioner Susie Hamilton, inspired us with her words about the power of collaboration within the veterans community.

Here's to celebrating Veterans Housing Scotland's achievements and looking ahead to even greater successes for our partnership!

GROUNDS MAINTENANCE WINTER PROGRAMME

From the beginning of November your Grounds Maintenance contractors will be commencing their winter programme and visiting once a month to:

- Remove leaves, weeds and debris from garden beds
- Hoe the garden beds
- Remove leaves and litter from pavements, footpaths and car parking bays

During the winter they will also:

- Edge the grass
- Prune shrubs, hedges and bushes

The winter maintenance programme will run until the end of March 2025.

If you have any feedback about the service being provided, please contact your Development Manager or the Asset Management Team via openspacemaintenance@hanover.scot.

Health and Wellbeing

Staying well for winter

As we head into the winter months, it is vital that everybody looks after themselves, staying healthy, happy and warm. Here are some of the ways we suggest you can protect your wellbeing this winter:

- **Optimise health:** Consult your healthcare provider to optimise your winter health and stay ahead of seasonal challenges. Taking proactive steps now can help keep you feeling your best all season long.
- **Stay warm:** Layer up with thermal wear, woolly jumpers, and insulated jackets. Our "Very Sheltered" and "Housing with Care" developments provide two cooked meals a day - typically a two-course lunch and a high tea in the evening. Menus vary, considering personal choices, seasonal produce, and dietary needs.
- **Prevent falls:** Wear shoes with good grip, walk on salted paths, and avoid icy areas. Use walking aids if needed and ensure pathways at home are clear of snow and ice.

For any and all emergencies, do not hesitate to get in touch with us at 0345 604 4686.

If you are planning to travel during the winter months, Ready Scotland has plenty of advice to help you to stay safe. Find out more at www.ready.scot. Helpful channels for advice include:

- Weather: @metoffice
- Travel advice: @PoliceScotland
- Traffic: @trafficscotland
- Preparing for severe weather: @readyscotland
- Flooding: @SEPAFlood
- Powercuts - SSEN: @ssencommunity

Prioritise Health



Stay warm



Prevent falls



Money Matters

Pension Credit and the Winter Fuel Allowance

Over State Pension Age?

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



Visit **gov.uk/pension-credit** to apply online.

Alternatively, you can call the Pension Credit claim line on **0800 99 1234**.

This year, the **Pensioners' Winter Fuel Payment** has changed to a means-tested benefit.

Previously, the £200- £300 annual payment for pensioners was made regardless of income. Now, **only pensioners in receipt of Pension Credit will be eligible**.

So get those Pension Credit applications in!

Could you be eligible for Attendance Allowance?

Attendance Allowance helps people with a disability, long-term illness, or mental or physical health condition. The most common condition being claimed is arthritis. The benefit is designed to help people of State Pension age cover the costs of additional daily living expenses as a result of their condition, but it can also help them stay independent in their own home for longer.

Attendance Allowance helps with extra costs if someone has a physical or mental disability or illness severe enough that makes it hard for them to look after themselves - it does not cover mobility needs. A claimant does not need to have someone caring for them in order to make a claim.

Attendance Allowance isn't just for people with a physical disability or illness. People should also claim if they need help or supervision throughout the day or night and have a mental health condition, learning difficulties or a sensory condition - if they are deaf or visually impaired.

Claimants could receive either £72.65 (lower rate) or £108.55 (higher rate) each week and the benefit is not means tested.

Find out more at the UK Government website: **<https://www.gov.uk/attendance-allowance/how-to-claim>**

Money Matters

Dealing with the cost of living crisis

We have successfully received funding to relaunch our **Welfare Fund for Hanover customers**.

Who is the fund for?

Anyone who would benefit from a bit of financial aid can apply.

The previous Fuel Fund was towards fuel only, but this new fund can be used towards a variety of things, so long as they help to support you.

To apply:

Apply online at hanover.scot/welfarefund or ask your Housing Officer / Development Manager to assist, if required.



Do you know what benefit entitlements are available? Curious to know if you're missing out? Just ask Hailie!

Hanover's dedicated Welfare Rights Officer, **Hailie Johnston**, is there to support our customers with any queries on the welfare system and the benefits that you could be entitled to.

You can contact Hailie directly on:

0131 370 7457

or at

welfarerights@hanover.scot

Or for more welfare benefit resources scan the QR code to visit our website.



CHANGEWORKS.

Help with energy costs

Our pilot **Energy Advocacy project**, delivered in partnership with **Changeworks**, Bield, Trust, Blackwood and Cairn housing associations, was a huge success and we are continuing the partnership into 2025. Look out for plenty of helpful advice and tips from the **Housing Association Energy Support Service**, which provides help and support to any customer who is struggling with energy debt.

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

Customer Engagement

Regional Focus Groups update

Constructive discussions

Folks came along to **Hanover Place (Glasgow)**, **Glebe Court (Kingussie)** and **Hanover Court (Dunblane)** in October to hear updates from us and feed into Hanover's decision-making. Thank you to all those who attended.

Here are some of the key items discussed:

- **We discussed a new way for consulting on rents.** We are going to move from posting out a vote between 2 rent increases to having in-depth discussions with groups of tenants about value for money and spending priorities. We are also moving from only sending a postal vote, to using multiple methods to make it easy to take part, as well as hosting consultation groups for more in-depth discussions about budgets and rent-setting. We think this will be more meaningful and cost-effective while still making sure that people who want to get involved in the rent consultation can do. This approach was agreed by tenants at all three focus groups.
- **We gave information about our performance as a landlord,** for example how many properties had been relet and how many complaints we had received and resolved.
- **We reminded everyone about making sure their details (and that of their keyholder) are up to date with Telecare.** This makes sure that Telecare can get in touch with the right people when needed to provide you with the best service.
- **We had a brief recap of the ways we are engaging with you** to make sure that you can be as involved in Hanover as you wish. As well as these focus groups, we have hosted many scrutiny groups, roadshows, and consultations already this year. There have also been lots of activities happening in communal lounges across Hanover.

We hold regional focus groups twice a year in spring and autumn. The groups are held at different Hanover developments each time to ensure that everyone can be invited to a location fairly close by to make it easier to attend. These will be known as **Hanover Forum** going forward. Look out for information about the next round early in the new year.



Customer Engagement

Tenant Participation opportunities

Tenants Together (formerly called Regional Networks) is a tenant-led participation network for those passionate about making positive change in the Scottish social housing sector.

Become a member of the newly relaunched Tenants Together and make a real difference to communities across Scotland.

For more information on the role and how to join, scan the QR code on the right or visit:

tenantstogether.scot/getting-involved/



Sporting Memories

We recently partnered with **Sporting Memories**, a charity who offer fun and companionship for over 50s through reminiscence about sport.

Customers at **Veitch's Square, Edinburgh**, enjoyed taking part in our first trial of the scheme, as pictured with volunteer Keith Walker (on right).

Communication Calendar

Rent Consultation	Winter 2024
Annual Tenants' Meetings	January and February 2025
Consultation Groups (Rent-setting)	January, July and August 2025
Scrutiny Groups (Compliments and Complaints)	Spring 2025
Hanover Forum (previously Regional Focus Groups)	Held twice a year in the north, east and west – Spring and Autumn 2025

Customer Engagement

Going for Gold Roadshows

Back in September, we had a fantastic time getting out and about and meeting nearly 200 of you at our **Going for Gold Roadshow** events.

We hope you enjoyed the opportunity to get together with other customers and enjoy some entertainment and lunch. We'll let the feedback we got speak for itself, but we are looking forward to holding more events in the future!

"Thanks for a **thoroughly enjoyable** day at **Hanover Gardens** in **Falkirk**, where Mrs C attended the Hanover Roadshow. She will be attending Hanover customer events more often in future."

"The whole function was timed to perfection from start to finish. The **entertainer was terrific** and the whole hall was **bouncing with excitement** and enjoyment."

"My residents had an **amazing time** at the going for gold event at **Juniper Green**, well done to all who were involved with the organisation."



Repairs and Maintenance update

Changes to home electricity meters

Please be aware that if your home electricity meter uses a **Radio Teleswitch Service (RTS)**, then you must contact your energy supplier as soon as possible, before the switch-off date of 30 June 2025.

Radio Teleswitch Service (RTS) meters are historic multi-rate meters that have an inbuilt radio. They're controlled by a radio signal which broadcasts alongside the BBC's long wave transmission. The meters rely on radio signals to switch between peak and off-peak times, recorded on the device as low and normal rates. The meters vary in appearance – some have a separate meter and teleswitcher (below left), while others have the teleswitcher integrated with the meter.

The RTS signal is due to shutdown on 30 June 2025.



We have written to everyone affected with further information on what this means for you and what you need to do next. Please refer to this letter.

Once the RTS service is turned off on 30 June 2025, this may affect some homes in two ways:

- Electrical circuits may not switch on electric heating systems; and
- The meter may not record usage correctly against the peak and off-peak rate.

If your meter uses the RTS, the current guidance from the energy industry is to **get in touch with your electricity supplier**.

Ideally, your supplier will switch you over to a smart meter. This means you'll be able to keep using your electricity as before, taking advantage of off-peak rates.

However, we're aware that a number of people are having issues getting their supplier to switch them over to a smart meter. If you find yourself in this situation, please see below.

What if I can't get a smart meter in my area?

At the moment, you can only get a smart meter if you live in an area that's covered by the smart meter network. That's because energy suppliers need this network to send information to your smart meter. This information includes telling the meters when to switch between off-peak and peak pricing. However, two solutions are being looked at.

Repairs and Maintenance update

Either:

- Suppliers will work out a different way to communicate with smart meters, or
- Suppliers will offer pre-programmed smart meters that have pre-set off-peak and peak.

What if I'm having difficulty getting a smart meter?

We know that some householders are having problems getting a smart or pre-programmed smart meter installed.

The energy industry advises that in some cases, electricity suppliers won't be able to offer you an appointment for a smart meter upgrade yet. If this is the case, then your supplier should contact you when they are able to upgrade your meter.

If you are still experiencing difficulties or are unable to arrange an appointment with your supplier, you can contact the **Energy Ombudsman** on **0333 300 1620**. The Energy Ombudsman is a free and impartial service that can help you to resolve issues with your energy supplier. **Changeworks** can also help with advice various energy matters - **0800 870 8800**.

What if I don't want a smart meter?

You don't have to have a smart meter, but it's the only planned replacement for meters that use the RTS. If you definitely don't want a smart meter, then when the RTS signal is shut off on 30 June 2025, you won't be able to get heating to your property. There are no known issues with getting a smart meter, plus they send automatic readings to your supplier, giving you more accurate bills.

It's also important to bear in mind that your supplier will likely have to change your tariff. They will probably start charging a flat rate for electricity, instead of offering cheaper, off peak rates.

Please don't hesitate to contact a member of Hanover if you have any questions regarding the above.

Recycling success

Big shout out to manager **Susan Cheeseman** at **West Park Court, Elgin** for her amazing project recycling soft plastics for the whole development.

Over the space of just 3 months she collected 9kg of soft plastics, which she then took herself to her local Tesco for recycling. Thanks Susie and all the tenants at West Park Court for all your hard work and we hope it continues!

If you would like support to do this, or any other recycling, at your development, then please speak to your Development Manager or Housing Manager in the first instance.



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.



Christmas Raffle

The folks at **Hanover Close, Sinclair Drive** in **Glasgow** held a raffle recently and made £510 for the tenants' funds. Fantastic!

They have been getting into the spirit of the season and showing us how Christmas should be done!



Sharing Christmas cheer

Customers at **Parkway Court** in **Alloa** enjoyed a visit from Forefront Stage School in Alloa, who entertained them with singing and dancing.

In appreciation of the visit residents made up treats for the children to take home.



Around the houses



Oh yes they did!

Montgomery Court in **Paisley** recently hosted a Christmas pantomime organised by support worker Karen Copeland. Development cook Jean McKee and Karen's son Kieren also assisted.

Manager Angela Carlin told us: "The residents did enjoy the panto and refreshments. Also, a big thank you to **Mrs Ritchie** and **Mrs Sim** who came from Kelburn Gardens to watch the show.

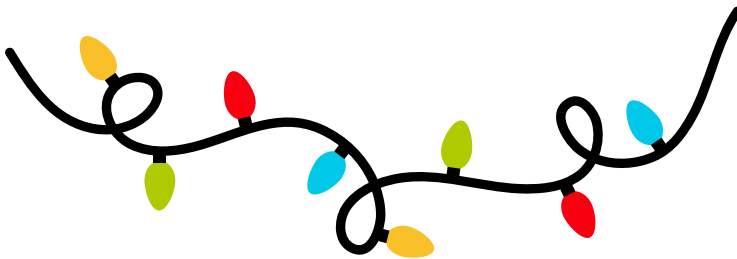
Support worker Angela Boyd and some of her family also attended and had a fantastic time."



Christmas in Kinross



Customers at Whyte Court in Kinross got together to celebrate the festive season with a delicious meal. the development has been decorated beautifully too!



Flying High

The Social Committee at **Granary Street** in **Huntly** recently raised £500 for the Scottish Air Ambulance and members of the committee were invited to a coffee morning with hot rolls to hand over the cheque.

They enjoyed a lovely morning and learned a few things while they were there. Did you know that there are only four air ambulances in the whole of Scotland?



Around the houses

St Andrews Day celebration

Customers of **Rosewell Gardens** in **Aberdeen** celebrated St Andrews night with a supper of stovies and macaroni cheese, accompanied by a few drams and a disco.



Knit and natter



Customers at **Parkway Court** in **Alloa** have been busy knitting 36 special draw-string bags for 4th Alloa Guides and Brownies. The Guides and brownies are providing the contents of the bag, and the residents are knitting the bags. Last month they knitted around 50 pumpkins, which were sent to CHAS who were organising fundraising.

Next, at the request of Age Scotland, they are ready to knit hats for Innocent Drink bottles. The Innocent firm will pay Age Scotland 15p for each hat.

Rosemount Court turns 20!

Rosemount Court in **Carluke** had their 20th Anniversary Party this summer. The Manager and residents sent through some fantastic pictures of the day, we're only sorry we don't have room to show them all.

Everyone had a great day and the weather even held out long enough to be able to get out into the gardens! The gorgeous cake was baked by the development Cook, Linda, who arrived at the development before anyone else moved in 20 years ago to set up the kitchen.

HAPPY
BIRTHDAY



Around the houses

Socialising in Barrhead

Customers at **St Mary's Gardens in Barrhead** have been making the best of a small social grant from Hanover and have sent us some photos of their social activities.

They started out by holding a fish supper lunch, which was attended by nearly everyone on the development. This was followed by a Soup n Pudding Friendship lunch organised and arranged by their fantastic volunteer team Mairi, Karen (pictured) and Ray. Residents **Meg Connor** and **Helen Adam** provided the delicious home made soup and homemade hot apple pie and ice cream.

The development also threw a Halloween party in October! Pictured are customers **Helen** and **Blanche** and volunteers Karen and Mairi.



Puppet fun

At **Hanover Court in Banchory**, customers recently had a visit from The Puppet Gang from Montrose. Everyone enjoyed the magnificent show which was made possible due to Hanover's social activities budget.



Around the houses

Morag Murray and friends at **Kings Park Mews** in **Glasgow** raised an astonishing £740 at their MacMillan coffee morning in September.



At **Hanover Court** in **Inverurie**, they managed to raise a fantastic £700 for MacMillan at the coffee morning. Retired ex Development Manager Cathy Paul came along and WON the main raffle prize!



Development Manager **Linda Lambert** at **Plenderleith Court** in **Kelso** sent in this picture and told us that the development managed to raise the fabulous sum of £850 for MacMillan.

Linda told us that there was a great turn out and wanted to offer a big thank you to all who donated and to all the volunteers for their hard work.



MACMILLAN CANCER SUPPORT

Happy Anniversary

Mercer Court celebrates 40 years
Mercer Court in **Innerleithen** celebrated their 40th anniversary recently. The customers on the development enjoyed some musical entertainment and cake to mark the occasion.



Happy Birthdays!

Mr Ronnie Anderson of Milnescroft Court, Fochabers, celebrated his 90th Birthday on 17 November. His family organised a small party for family, friends & fellow tenants & a good time was had by all.



Sheena Donald of Hanover Court in Inverurie celebrated her 90th birthday recently. She was very lucky to receive TWO birthday cakes.



Mrs May Sandison of Bridge of Dee Court in Aberdeen turned 96 in November and celebrated her special day with family, friends and neighbours.



Congratulations to **Mr Eddie Carter of Parkway Court in Alloa** who is seen here with his wife Brenda celebrating his 90th Birthday in the lounge with family and neighbours.



Elizabeth Flynn of **Hanover Grange** in **Grangemouth** turns 70 on 28 January 2025.

Elizabeth's daughter Laura sent in this picture of her with her son-in-law Darren. Laura told us that Elizabeth has lived at Hanover Grange, Grangemouth for two years and her quality of life has improved immensely.

We wish you many happy returns Elizabeth!



Barbara Steven of **West Park Court** in **Elgin** was 90 on Wednesday 21st of August.

Barbara's sister-in-law Yvonne (pictured) held a small celebration, organised at the development coffee morning. It was one of many special things that Barbara did that week to celebrate her birthday. Barbara was really surprised and the cake was delicious.

Congratulations to **Mr and Mrs McMillan**, who live at **The Green, Aviemore** and celebrated their 60th Wedding anniversary in October. The happy couple received congratulations from the King and Queen and celebrated with many friends and family.

Happy Anniversary

Looking for a new home?

Current Vacancies



**Harley Court, Falkirk
(sheltered)**

East Enquiries

☎ 0800 111 4646 or

✉ eastinfo@hanover.scot



**Windlaw Court,
Glasgow (sheltered)**

West Enquiries

☎ 0800 111 4646 or

✉ westinfo@hanover.scot



**Hersbruck Court,
Lossiemouth (sheltered)**

North Enquiries

☎ 0800 111 4646 or

✉ 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

The deadline for receipt of articles for Issue 98 of Grapevine is Friday 14 February 2025.

Our website features a wealth of information, including copies of important Hanover documents and contact details – go to www.hanover.scot for more information. You can read more about what Hanover customers are up to on our Facebook page - facebook.com/hanoverscotland and you can also follow us on X/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 festive £50 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: **Sheelagh Campbell** of **Queens Court** in **Jedburgh** (east), **Irene Thain** of **Hanover Court** in **Buckie** (north) and **Helen Adams** of **St Mary's Gardens** in **Barrhead** (west). Congratulations!

The answers to the last crossword are:

ACROSS 1 Abba, 3 Causeway, 8 Ulna, 9 Pasadena, 11 Red Admiral, 14 Unreel, 15 Athens, 17 Basketball, 20 Premiere, 21 East, 22 Tayberry, 23 Lead

DOWN 1 Aquarius, 2 Benidorm, 4 Acacia, 5 Stalactite, 6 Wren, 7 Year, 10 Adrenaline, 12 Delaware, 13 Isolated, 16 Skewer, 18 Spit, 19 Levy

Prize Sudoku

Here is the correct grid from issue 96.

The winners of the last Sudoku competition were: **Hazel Davis** of **Plenderleith Court** in **Kelso** (east), **Michael Rooney** of **Langcraigs Court** in **Paisley** (west) and **James Conlin** of **Kesson Court** in **Elgin** (north). Congratulations!

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

Prize Sudoku

We are offering a special £50 prize for our Christmas 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 14 February 2025**. 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

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

Prize Crossword

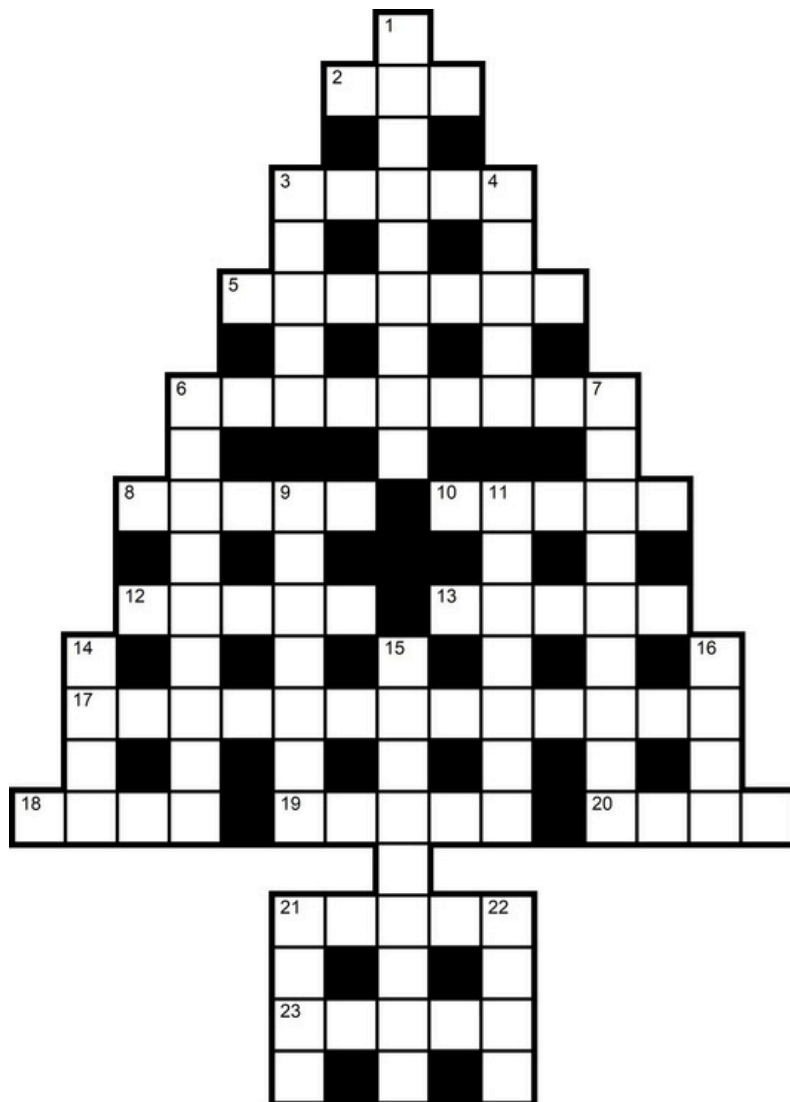
Once you have completed the grid, fill in your name and address and send your details to us at the address on page 25 by **Friday 14 February 2025.**

If your name is the first drawn out of the hat for each of the north, east or west areas, you'll win £50! 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



DOWN

- 1 Romantic Christmas decoration (9)
- 3 Oak seed (5)
- 4 Queen Elizabeth's favourite dog (5)
- 6 Rolled top garments (4,5)
- 7 The Sound of Music song (9)
- 9 Small angels (7)
- 11 Buddhist and Hindu heaven (7)
- 14 A composition in verse (4)
- 15 The day after Christmas (6,3)
- 16 Ewe's milk cheese often used in salads (4)
- 21 Hairstyle for thick curly hair (4)
- 22 Traditional stringed instrument (4)

ACROSS

- 2 Christmas tree (3)
- 3 The pre-conquest people of Mexico (5)
- 5 Part of the body to which hands are attached (7)
- 6 Traditional Christmas play (9)
- 8 Looked after by the shepherds (5)
- 10 The mid-points of legs (5)
- 12 Range of mountains in South America (5)
- 13 Small, tasty, crustacean (5)
- 17 Traditional opening of Nursery Stories (4,4,1,4)
- 18 Abbreviation for this time of year (4)
- 19 Hindu God (5)
- 20 The Magi's guide (4)
- 21 The Shepherd's guide (5)
- 23 How to cook a turkey (5)