

# GRAPEVINE

OUR CUSTOMER NEWSLETTER



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### Welcome to the Spring 2025 edition of Grapevine!

As the season blossoms with new beginnings, we're excited to share updates, stories, and insights designed to keep you connected and informed. Whether you're discovering new initiatives, celebrating community achievements, or learning about the latest in our services, we hope this edition brings fresh inspiration to your spring.

If the flowers on this front cover have you wondering, 'Is there going to be another gardening competition this year?' then you'll find out the answer on page 13.

Thank you for being a valued part of the Hanover Scotland family. Enjoy the read!



Display by Evelyn Macrae, Broomlee Court, West Linton

# Welcome!

We're thrilled to share a variety of updates, news, and useful information with you.

In this edition, you'll find news from around the houses, giving you a closer look at what's happening within our community. We also cover health and well-being at home, offering tips and resources to help you live your best life. Learn about the latest advancements in telecare and technology, and how these can improve your daily experience.

We'll also update you on asset management and performance, ensuring that everything is running smoothly. Additionally, we've included important information about welfare and benefits, as well as available homes for those looking to move.

To round off this edition, enjoy some fun puzzles to challenge your mind. We hope you find this newsletter informative, helpful, and enjoyable.

Thank you for being an essential part of our community!



## Dates for your diary

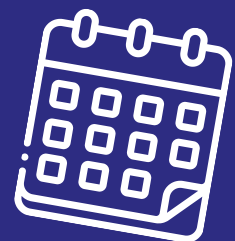
**Monday 5th May 2025: Early May Bank Holiday**

**Monday 26<sup>th</sup> May 2025: Spring Bank Holiday**

Offices are open during these dates.

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 our Chief Executive



Dear valued customers,

As we step into spring, I am delighted to welcome you to the latest edition of our magazine. It's a pleasure to keep you informed about the latest developments here at Hanover, where we strive to deliver exceptional service and innovative solutions that truly meet the needs of our community.

This spring marks an exciting period for us, as we embark on a number of industry-wide initiatives that not only shape our future but also benefit you, our customers.

Our commitment to enhancing the quality of life for those we serve remains at the heart of everything we do. In this issue, you'll find updates on our new sustainability programs, aimed at reducing our environmental footprint while continuing to provide safe, comfortable, and affordable homes. We are also rolling out new digital tools that make it easier for you to access services, track requests, and stay connected with us wherever you are.

We're proud of the progress we've made, but we recognise there is always more to do. Our mission to make Hanover Scotland a leader in providing high-quality, customer-focused housing is unwavering.



appello New Warden Call Systems



Energy Efficiency improvement works at Kelvin Court, Kirkintilloch

I would like to extend my sincere thanks to all of you for your continued support, trust, and feedback. Your input helps shape the direction we take, and together, we can continue to build stronger, more vibrant communities.

As always, if you have any questions or would like to learn more about the initiatives mentioned in this edition, please reach out.

Your experience and satisfaction are our top priorities. Wishing you a joyful spring, full of new beginnings.

Warm regards,  
*Angela*

## 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.**

### Exciting News from Huntly!

We're thrilled to share that Miss **Lucia DaVinci**, a beloved resident of **Granary Street, Huntly**, has opened a brand-new learning centre in town! Lucia, a qualified librarian and a true fountain of knowledge, has poured her heart and soul into this project, and it's already making waves.

Her dedication to lifelong learning is truly inspiring, and it's no surprise that she's earned a feature on the front page of the Huntly Express! The centre aims to serve both young and old, offering a space for everyone to expand their minds and explore new ideas. We're proud of Lucia's hard work and radiant energy that continues to brighten our community. Be sure to check out the full story in the Huntly Express or stop by her learning centre to see what all the buzz is about! Keep shining, Lucia!



### Soup & Sweet Success at Linkwood View, Elgin

**Residents at Linkwood View, Elgin**, came together for a heartwarming Soup & Sweet event on Saturday, 15 March, raising both spirits and funds for the residents' activities.

The event was a hit, with a great turnout and positive feedback all around. One resident shared, "I really enjoyed the soup and sweet. The sweet potato soup was lovely, and it was great to see people out of their flats. Hopefully, more will join us next time!"



A special mention goes to Mr. Robert Brown, who added a dash of humour to his feedback: "On behalf of the residents, I'd like to thank our manager Barbara and the staff for a wonderful lunch. The soup was almost as good as my own, but Dawn's sweet was excellent. I'm sure I'm in trouble now for my cheeky remarks!"

With the success of this event, plans for the next social gathering in April are already underway. The team is excited to continue fostering community spirit at Linkwood View!



# Around the houses

## Dove Street

**Dove Street, Glasgow**, residents held a Christmas Party very kindly funded through Sanctuary Housing Association's 12 days of Christmas fund, to bring local communities together. The local Masonic got also involved. Volunteers purchased and prepped the Christmas Meal for 45 people, including customers and their family members.

Every year the Masonic hall also gives all the customers in the development a gift. This year the residents collected over £100 to donate to the Masonic Hall for the local *Kids in the Nitshill area* Christmas party as a wee thank you. Pat the development cleaner also baked three massive cakes for the event. A big thank you to Sanctuary Housing Association for the £411.33 donation to make it possible!



## Linkwood Ambassadors

At **Linkwood View in Elgin**, we were delighted to welcome the P7 ambassadors from New Elgin Primary School for a fun-filled board game session with our tenants. The day was a great success, strengthening the wonderful partnership we've built with the school.



Over the years, we've enjoyed many visits, including last year when the P4s came to sing Christmas carols, and the school choir brightened our day with a special performance. We're grateful for these joyful connections!



## For the sake of Auld Lang Syne

Many developments honoured our national poet, Robert Burns, on January 25th! Indulging in delicious Scottish traditions, from haggis and neeps to a glass of whisky in hand was par for the course. It was the perfect occasion to gather with the community, share stories, and enjoy a wee bit of poetry.

*Featured below (left to right): Veitch's Square, Edinburgh; Parkway Court, Alloa, Sinclair Drive, Glasgow*





## Around the houses

### Royal Visit - Well Almost!

Residents had a memorable day as they watched King Charles visit the **Alloa Gate Foodbank**. From the comfort of their homes, they enjoyed the royal visit, marking a special occasion in the community. It was a day full of excitement and cheer for all involved.



### Valentine's Day in the Developments

Valentine's Day is a great excuse to indulge in some fine dining with a little extra flair! Our Developments know how to celebrate in style. Shown right is a lovely set up at **Plenderleith Court, Kelso**.



### Hanover Grange Strathcarron Heroes!

The community spirit at **Hanover Grange, Grangemouth** is alive and well, with residents proving they're true heroes for Strathcarron Hospice. Through a variety of heartwarming initiatives, including a delightful coffee afternoon, ticket sales for a Bohemian Concert, clothes sales, and generous donations, the residents raised an impressive £800.50 to support the hospice's vital work.

Their efforts showcase the incredible impact of local communities coming together for a good cause. This incredible achievement highlights the passion and commitment of Hanover Grange residents, showing that even the smallest acts of kindness can make a big difference.

Well done to everyone involved in making this fundraiser a success—you are true heroes!



### A Big Thank You to Bell Group!

Bell Group recently gave **Milnescroft Court in Fochabers** a fresh new look with a redecoration project. As part of their community benefits scheme, they also generously donated prizes for one of our party and bingo sessions. Thank you, Bell Group, for your thoughtful support!





# Customer Services

## Your Trusted Partner in Quality Housing Support

Since 2017, Hanover Housing Support Services – Care (West) has proudly been registered with the Care Inspectorate. We've built a strong, long-standing partnership with Renfrewshire Council, providing reliable housing support across the community since 2003. Our commitment to excellence means we regularly submit performance reports to ensure we're meeting the needs of those we serve.

Our service supports individuals who can no longer live in their current homes but don't require full residential care. Most referrals come from Social Work teams, particularly the local hospital discharge team, ensuring that those in need receive timely, compassionate support.

The quality of our care speaks for itself—vacancies are rare, and customer satisfaction is consistently high.



### Ongoing Success and Positive Outcomes

After our latest monitoring visit, we're proud to share that the feedback was outstanding. The visiting officers highlighted our strengths in every area, reaffirming our commitment to providing top-tier service to our residents.

We remain dedicated to enhancing the lives of our customers by delivering high-quality housing support, now and in the future.

## Meet Our Housing Officers: Your Trusted Support at Hanover

Our Housing Officers play a pivotal role in ensuring that our residents have access to the highest standard of service and care. Whether you're living in one of our independent living communities or you're part of our general housing schemes, your Housing Officer is your dedicated point of contact for a range of housing-related needs.

Our Housing Officers manage tenancies, support property maintenance, and offer guidance on housing-related matters. They assist with tenancy setup, address issues, and

maintain communal areas. Additionally, they provide advice on rent payments, benefits, and local services, offering support and directing you to relevant resources when needed.

Housing Officers also promote community engagement by organising events and initiatives to foster a friendly, welcoming environment. They work closely with Development Managers to ensure you receive the help and support you need. Don't hesitate to reach out for assistance or guidance.



# Health and Wellbeing

## Keeping you safe in your home

One of our key aims at Hanover is to support our customers to be independent and safe in your own homes. One of the main areas we have been focusing on is trying to reduce the chance of slips, trips or falls, particularly within your homes. Sadly, we do see many falls within our developments, mostly from minor incidents within the home.

Prevention is better than a cure, so here are some of the ways we are helping you to keep safe in your home.

- We are working with **Age UK Scotland**, who are very kindly sending us free booklets with some great advice, including health tips, exercises and little changes to consider at home. Once we receive these booklets, we will be distributing a copy to our very sheltered customers along with a letter with more detail on the support we are providing.



- We have developed new **Falls Risk Assessment checklist**, that will allow us to have a chat with you and see if there are any actions to take that can reduce your change of a fall. This could be as simple as moving a bit of furniture or getting your glasses prescription checked.
- We will share useful **videos** from Age UK on our digital screens.

If you have any concerns about your risk of a fall, please do speak with a member of the Hanover team so we can help you address any issues.

## Step Count Challenge 2025

**It's time to dust off your walking boots... the Step Count Challenge is back!**

This year's team walking challenge runs for 8 weeks between **Monday 5 May until Sunday 29 June**. All you need is a maximum of five team members (including your captain) and a snappy team name. We'll supply free pedometers or you can use your own smartphones or Fitbits, if you prefer. There's a prize for the winning Hanover Customer Team!

**To register** - your captain should email [spage@hanover.scot](mailto:spage@hanover.scot) with your team name, location and how many pedometers you need.  
**The closing date for entries is 5pm on Friday 25th April.**





# News and information

## Telecare Podcast

Amy Dougan, our Telecare Manager, recently starred in the podcast Driving Change in Telecare: Scotland's Vision for a Connected Future.

The podcast was hosted by Yokeru founder, Monty Alexander, as part of the Age Tech Innovators podcast series. Each episode features conversations with pioneers, leaders and experts in the age-tech industry who are shaping the future of care for older adults.

For Hanover, we have already been applying age technology, such as through our telecare service. We have also been trialling Proactive Calling Services, including Yokeru, as a potential extra level of support for our customers. Telecare provide first-line support to hundreds of customers from the Borders to the Shetland Isles and are one of the largest telecare service providers in Scotland. In the podcast, Amy gives insight on the challenges that Telecare face and the role that new technology can have in supporting independent living. Before, we could only react to calls, but now new technology opens up our ability to make proactive contact with those who need it.

Watch the 30-minute podcast on Youtube by scanning the QR code or visit: <https://bit.ly/TelecarePodcast>.



AbilityNet  
In partnership with  
BT Group



## AbilityNet

For the past year we have been trialling a partnership with AbilityNet, a charity that offers free digital skills training for over 65s. They cover the basics of using emails, mobile phones, staying safe online, even how to stream your favourite soap catch-up!

We started off with just a few developments but have rolled it out more widely, which will be advertised on the screens and noticeboards in the areas below. Please do promote the scheme to customers on your development. **For any queries, contact Jim Brown, Volunteer Coordinator on [jbrown@hanover.scot](mailto:jbrown@hanover.scot).**

- Aberdeen & Aberdeenshire
- North & South Lanarkshire
- Edinburgh & West Lothian
- East / Renfrewshire
- Perth & Kinross
- Glasgow
- Falkirk

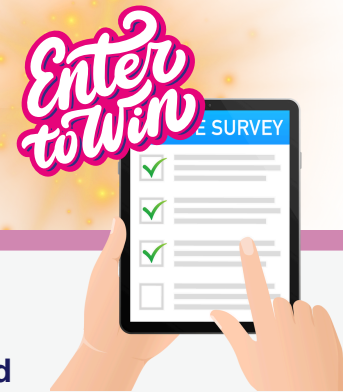
## News and information

### Have your say in Age UK's National Housing and Energy Survey

Age Scotland are encouraging older people across Scotland to have their voices heard in a new National Housing and Energy Survey.

As the Scottish charity for older people, they are seeking the views and experiences of people aged 50+ about their current home, future housing intentions, and suitability.

We are also looking to hear about home accessibility needs, views on local community, the cost of living, paying for household energy, impacts from changes to the Winter Fuel Payment, and home energy efficiency measures. The research is carried out by Scotinform Ltd.



**As a thank you, you'll be entered into a prize draw where ten winners will each win £50 cash! Deadline is 21st April 2025.**



Scan the QR Code or enter the link into your browser to complete the survey – it should take no more than 30 minutes.

To request a paper copy, please call **0800 12 44 222**.

[www.age.scot/housingsurvey](http://www.age.scot/housingsurvey)

### Hanover's Bold Net Zero Plan: Leading the Charge to 2040

At Hanover, we're setting the pace to reach net zero by 2040—five years ahead of Scotland's national goal. How are we going to get there? Meet **SustainaForce**, our powerhouse team of sustainability enthusiasts who are spearheading a series of exciting projects and bite-sized training sessions to help us hit our ambitious target.

From green gardening initiatives to innovative recycling schemes, community projects, and even revamping our internal policies, there's a lot happening. Stay tuned for updates on the exciting strides we're making toward a more sustainable future!





# News and information

## RADIO TELESWITCH SERVICE (RTS) SWITCH OFF

**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.** Failure to do so could cause problems with your heating and hot water, as the meter won't be able to switch between peak and off-peak rates.

If you have an RTS meter, your electricity supplier will contact you to arrange an upgrade to a smart meter before the deadline. They will make sure the new meter is installed and that your service continues without interruption.

## How to know if you have an RTS meter:

- Your home has a separate switch box near your meter with a "Radio Teleswitch" label.
- You use electricity or storage heaters for heating.
- There is no gas supply in your area (including rural areas or high-rise flats).
- You have cheaper electricity at certain times of the day (for example, Economy 7, Economy 10, or Total Heat Total Control tariffs).



If you're unsure, contact your electricity supplier for more information. To upgrade your RTS meter, visit your supplier's website or call them for help. You can also get advice from Citizens Advice at [energyadvice.scot](http://energyadvice.scot).

## A Productive Morning in Alloa: Engaging with Residents on Design Ideas

Clare Dodd, Head of Investment and Sustainability and Sharon Smith, Investment and Planning Co-ordinator recently spent an inspiring morning at Parkway Court, Alloa, where they met with residents and ECD architects to discuss the design guide.

The enthusiasm was palpable! The residents shared their positive experiences of living in a Hanover development, expressing how much they love their homes. Their valuable feedback and creative ideas will play a crucial role in shaping the guide, ensuring it

reflects the needs and desires of those who live there. It was a fantastic session, and we're excited to incorporate their suggestions into our plans.



# News and information



## Zurich Municipal Tenants' Contents Insurance Scheme

**As of 1st April 2025, the monthly tenant content insurance charge will increase from £2 to £2.50**

If you wish to opt in or opt out of the scheme, please contact your Area Office

Claim forms are available from your Development Manager

**Zurich Claims Team: 0800 028 0336**  
**Policy Number: JHA-22S018-0083**





# ALISS


A Local Information  
System for Scotland


**ALISS is a national digital programme to help everyone in Scotland access the right information, at the right time, about resources that are available to help them live well and stay connected to their community.**


ALISS can help you find information about resources like:

 Support services for managing long term conditions.


 Groups that support social and community connection - like choirs, book groups or befriending.

 Activities to get you moving or outdoors - like badminton clubs or community gardens.

 Practical, legal, and financial support through money advice and advocacy services.

 Digital technology that can support health and social care - like online forums or health related mobile apps.

**Find out more about Aliss at:**

 **0141 404 0231**

 **hello@aliss.org**

 **www.aliss.org**



Scan the code with your phone to visit their website

## Hanover's Annual Assurance Statement Process: A Commitment to Safety and Compliance

We are dedicated to maintaining the highest standards of safety and compliance in all areas of our operations. As part of our commitment to transparency and accountability, we provide an Annual Assurance Statement to the Scottish Housing Regulator, demonstrating that we meet our legal and regulatory obligations.

Each department within Hanover contributes vital information and evidence, which is then reviewed by our Risk and Governance team. This is presented to the Hanover Board for final approval, ensuring that all regulatory requirements are met. The Annual Assurance Statement will be formally presented to the Board in May for approval.



Customer engagement plays an important role in the assurance process, ensuring that the needs and concerns of residents are reflected in our reports. We focus on key performance areas that are crucial for resident safety, including:

- Gas safety
- Electrical safety
- Water hygiene
- Fire safety
- Asbestos management
- Damp and mould prevention
- Lift safety

This process underscores our commitment to maintaining safe, high-quality homes for all Hanover residents.



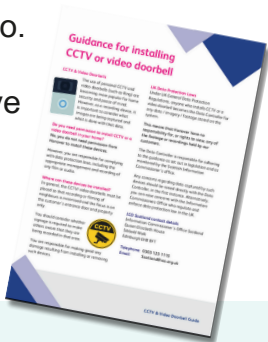
# News and information

## INSTALLING CCTV OR VIDEO DOORBELLS

The use of personal CCTV and video doorbells (such as Ring) are becoming more popular for home security and peace of mind. However, as a recording device, it is important to consider what images are being captured and what is done with that data.

Although you do not need permission from Hanover to install these devices, it is your responsibility as the owner of the recording device to comply with data protection laws, including the appropriate management and recording of any film or audio.

To help keep you right, we've created this handy leaflet, available from our website or upon request.



## BLOOMING MARVELLOUS!

*Gardeners are you ready?!*  
Forget Gladiators - our gardening competition, *Blooming Marvellous* is the most competitive game out there!



As with previous years, we will be opening the competition for entries in the summer Grapevine. This is your heads-up so you can plan your winning strategy and start taking pictures of your spring gardens.

Watch this space and the digital screens for details on how to apply this year.



## GUEST ROOM, FACILITIES & MEALS PRICE LIST

Please note that our price list for services provided by Hanover on our developments has been updated from 1st April 2025 and is available on our website or on request.

This includes prices for hiring guest rooms, communal lounge, use of laundry / mobility scooter charging for guests, respite and catering.

For more information on our guest rooms and how to book these scan the QR code below or visit:

[www.hanover.scot/residents](http://www.hanover.scot/residents) > Guest Room

Guest room per night: not en-suite	£15.75
Guest room per night: with en-suite	£21.00



# News and information

## COSGROVE CARE: ENHANCING LIVES AND BUILDING CONNECTIONS

Cosgrove Care, in partnership with Hanover Scotland, enhances the lives of individuals with additional needs. A standout initiative is the Social Sundays group, held at Barrland Court, which combats isolation and promotes well-being. Funded by Voluntary Action East Renfrewshire, it offers fun, connection, and regular performances. Cosgrove Care also plans to launch a dementia-focused session every Thursday, providing creative arts and well-being support. These programs foster a thriving, connected community, bringing more opportunities for joy and inclusion. For more details, contact [care@cosgrovecare.org.uk](mailto:care@cosgrovecare.org.uk).



## CELEBRATING 110 YEARS OF SUPPORT FOR VETERANS

We are proud to partner with Veterans Housing Scotland (VHS), an organisation with a long history of providing vital housing and support to disabled veterans at risk of homelessness. Recently, VHS marked a significant milestone—its 110th anniversary—with a prestigious reception held in the Great Hall at Edinburgh Castle, a fitting venue for such a momentous occasion.

The anniversary event highlighted more than just VHS's longevity. It also underscored the ongoing need for VHS's vital services—providing affordable homes and comprehensive support to disabled veterans who face the threat of homelessness. As part of its 110th anniversary celebrations, VHS is launching a special project, "Veterans Housing Scotland – Celebrating 110 Years." This project will include extensive research and the publication of over a century of innovative initiatives focused on supporting veterans.



At Hanover, we are honoured to be a partner of Veterans Housing Scotland and to support its critical mission. We look forward to continuing to work together to make a meaningful difference in the lives of those who have served our country.



# Asset Management update

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



## Welcome Steven Good!

We're excited to announce the appointment of Steven Good as our Interim Director of Asset Management. Steven has extensive experience in asset management within social housing. He brings a wealth of knowledge, having spent his entire career in social housing. Most recently, he served as Director of Assets and Depute Chief Executive at Cunningham Housing Association.

## Grounds Maintenance Summer Programme

From the beginning of April, your Grounds Maintenance contractors will commence their summer programme and will be visiting your Development to carry out the following:

- **Grass cutting** | every 2 weeks (dependent on weather)
- **Garden bed maintenance** | monthly
- **Hard standing maintenance** | monthly
- **Weed and moss killer application** | monthly (dependent on weather)

The summer programme will run from 1<sup>st</sup> April until 31<sup>st</sup> October

They will also:

- Inspect paths for any obstructions and overhanging foliage
- Prune all shrubs, hedges and bushes



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





# Asset Management update

Welcome to the latest update from our Asset Management team, keeping you informed on essential services, repair processes, and how we are ensuring your home remains comfortable, safe, and well-maintained. Read on for important updates regarding repair reporting, seasonal checks, satisfaction surveys, and how to get in touch with us.

## The Repair Reporting Process

We are committed to delivering high-quality repairs to ensure your home remains in great condition. If you need to report a repair, you can do so in a few simple ways:

 **Phone:** Our customer service team is available to assist you with repair requests. Call [Insert phone number] during office hours.

 **Email:** You can also email us at [Insert email address] with a detailed description of the repair needed.

For urgent repairs, we will prioritise and aim to resolve the issue as quickly as possible, ensuring minimal disruption to your day.

## Forthcoming Repair Satisfaction Surveys

We value your feedback! In the coming weeks, we will be conducting repair satisfaction surveys to gather your thoughts on the service you've received from our repairs team. Your input is crucial to helping us improve our service, and we encourage you to take part.

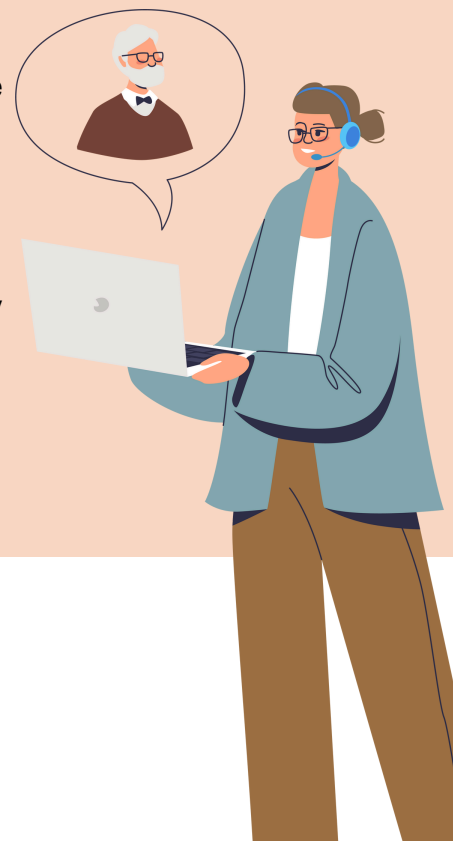
The survey will be sent directly to you via email once your repair has been completed. We ask that you provide honest and constructive feedback to help us continue to improve the quality and efficiency of our work.



## Reporting to Telecare Outside of Operational Hours

For non-urgent repairs or emergency concerns that occur outside our normal office hours, you can report your issues through our Telecare service. This service is available 24/7 and is designed to assist you in times of need.

If you experience a fault or require emergency assistance, simply contact our out-of-hours Telecare team by calling [Insert emergency number] or by pulling your pendant. Our dedicated team will assess the situation and, if necessary, arrange for the required repairs as soon as possible.



# Asset Management update

## Getting Your Property Spring-Ready: Upcoming Maintenance Checks

As we prepare for the spring season, several important maintenance checks will be conducted to ensure your home is ready for the warmer months. Here's a rundown of the upcoming inspections:



**Compliance Checks:** Our team will conduct routine checks to ensure your property complies with all safety and legal requirements, including fire safety and electrical inspections.



**Domestic Boiler Inspections:** If you have a domestic boiler installed in your property, we will be carrying out annual inspections. These inspections are essential to ensure your heating system operates safely and efficiently. Our contractors will contact you to arrange a convenient time for the visit.



**Water Management Checks:** We'll also be conducting water management checks to ensure the water systems within your property are functioning correctly and safely. This includes checking for any leaks, blockages, or potential water quality issues.



**Grounds Maintenance Checks:** As part of our spring preparations, our grounds maintenance team will begin inspecting and maintaining the outdoor areas surrounding your property. This includes grass cutting, hedge trimming, and ensuring the grounds remain tidy and safe for all residents.

Please ensure access is available for these checks so we can complete them efficiently and ensure your home remains in top condition.

## Who to Contact and How to Reach Us

We understand that contacting us with questions or requests can sometimes be overwhelming, so we've made it easier than ever to get in touch. Here's a quick guide on who to contact and the best way to reach us:

### For General Enquiries:

Call our customer service team at **0800 111 4646** or email us at **hello@hanover.scot**.

### For Repairs and Maintenance Issues:

Report issues via our **online portal**, call our helpline at **0800 111 4646**, or email **repairs@hanover.scot**.

### For Emergency Repairs:

If you need urgent repairs outside of office hours, contact our Telecare service at **0345 604 4686**.



## CONTACT US

We're here to assist you, and your satisfaction is our top priority. Don't hesitate to reach out with any questions or concerns!




# 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 October to December 2024 (Quarter 3), compared against July - September 2024 (Quarter 2).



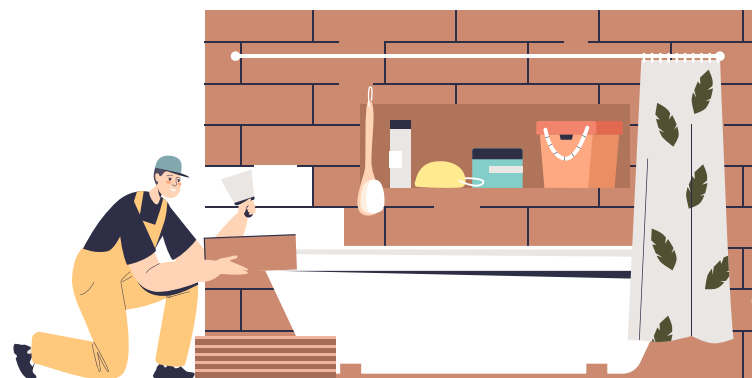
Care Performance	July – Sept 2024 Quarter 2	Oct – Dec 2024 Quarter 3
Average overall Care Inspectorate grade	4	4
The average overall Care Inspectorate grade remains 4 out of a possible 6.		

Telecare Performance	July – Sept 2024 Quarter 2	Oct – Dec 2024 Quarter 3
Telecare Response within 60 seconds	93.7%	95.8%
Telecare Response within 180 seconds	99%	99.4%
Fire calls answered within 60 seconds	98.9%	98.6%
After a brief dip over the summer 2024 due to employee shortages, Telecare performance is now improving again as the team has once again a full employee complement.		



# Our Performance

## Asset Management Performance



Repairs	July – Sept 2024 Quarter 2	Oct – Dec 2024 Quarter 3
Average time to complete emergency repairs (hours)	4.19	<b>4.84</b>
Average time to complete non-emergency repairs (days)	6.3	<b>4.6</b>
Percentage of reactive repairs completed right first time	90.4%	<b>91.5%</b>

Adaptations	July – Sept 2024 Quarter 2	Oct – Dec 2024 Quarter 3
Average time to complete medical adaptations (days)	67	<b>87</b>
31 medical adaptations were completed in Q3.		

Gas Safety	July – Sept 2024 Quarter 2	Oct – Dec 2024 Quarter 3
Number of times we did not complete the Gas Safety Check within 12 months	2	<b>3</b>
Three gas safety checks were a few weeks late in Q3 due to us not getting access to the properties. One of the properties was empty at the time.		

Repairs and Adaptations satisfaction	July – Sept 2024 Quarter 2	Oct – Dec 2024 Quarter 3
Percentage satisfied with reactive repairs	93%	<b>88%</b>
Percentage satisfied with adaptations	N/A	<b>N/A</b>
Out of 8 people who completed the satisfaction survey for reactive repairs in Q3, only 1 person stated they were not satisfied with their repair.		
No adaptation surveys were returned for Q3 at the time of writing.		



# Our Performance

## Housing Performance



<b>Moving in satisfaction</b>	<b>July – Sept 2024 Quarter 2</b>	<b>Oct – Dec 2024 Quarter 3</b>
Satisfied with the standard of their home when moving in	98%	92%
<b>Rents and Arrears Management</b>	<b>July – Sept 2024 Quarter 2</b>	<b>Oct – Dec 2024 Quarter 3</b>
Rent collected as a percentage of total rent due	97.13%	97.98%
Gross rent arrears as a percentage of rent due	1.74%	1.61%
Percentage of rent lost through properties being empty	2.96%	2.94%
<b>Anti-social behaviour</b>	<b>July – Sept 2024 Quarter 2</b>	<b>Oct – Dec 2024 Quarter 3</b>
Percentage of ASB/Neighbour nuisance cases resolved within target	100%	100%
<b>Re-lets and tenancy sustainment</b>	<b>July – Sept 2024 Quarter 2</b>	<b>Oct – Dec 2024 Quarter 3</b>
Average time to re-let properties (days)	67	67

# Customer Engagement

## Looking Back on a Year of Progress and Looking Ahead to New Engagement Opportunities

As we wrapped up March, we took time to reflect on our progress, particularly in customer engagement. Thanks to your valuable feedback, we've increased customer engagement events, giving you more chances to voice your opinions, influence decisions, and shape the future of Hanover.

A big thank you to all tenants who have contributed to these efforts. Your participation is essential, and we are grateful for your ongoing support.

Since March 2024, tenants have been involved in several key initiatives, including:

- ✓ Consulting on the Satisfaction Survey results to identify areas for improvement.
- ✓ Collaborating on better ways to engage with tenants and ensure their voices are heard.
- ✓ Scrutinising the customer journey to enhance the living experience.
- ✓ Contributing ideas to the Design Guide for future developments.
- ✓ Discussing sustainability to make our developments more eco-friendly.
- ✓ Collaborating on rent-setting and how to share information clearly.
- ✓ Engaging in rent consultations to ensure transparency and responsiveness.



Beyond these consultations, we've enjoyed lighter moments, such as the Going for Gold roadshows and the formation of social committees within developments, which have strengthened our community.

Looking ahead, we're excited to build on these activities. The Hanover Forum, replacing our Regional Focus Groups, will be held at 6 venues throughout the year, providing further opportunities to engage. Additionally, your Annual Development Meeting will continue to play a key role in shaping Hanover's future. We are also eager to dive into discussions on rent-setting and procurement contracts.



**Thank you again for your continued involvement.** Your input helps ensure that we remain a community-focused organisation that listens, adapts, and grows with you. We look forward to another year of collaboration and progress.

# Money Matters

## Maximise Your Income and Support with Hanover

We understand how important it is for our residents to make the most of their income and access the support available to them. Whether you're navigating changes to UK welfare benefits or looking for practical ways to lower costs, we are here to help. Here's how we can assist you and what changes you should be aware of:

### Hanover's Welfare Fund

Did you know that our Welfare Fund can offer you a lifeline in times of need? This fund is available to provide emergency financial assistance to our tenants who face unexpected hardship. Whether you need help covering the cost of essential household items, energy bills, or other unexpected expenses, the Welfare Fund is here to give you peace of mind during tough times. If you think you might be eligible, please don't hesitate to get in touch with us for more information.



### Changes to UK Welfare Benefits

It's important to stay informed about changes to welfare benefits, as they can have a significant impact on your financial wellbeing.



**One notable change is the phasing out of the pension age disability benefit, Attendance Allowance in Scotland.** The Scottish Government has introduced a new benefit, called the "Pension Age Disability Payment," which will replace Attendance Allowance. The new benefit aims to make the process easier and more accessible for those who need it.

If you would like to apply for this new benefit you can contact Social Security Scotland free on **0800 182 2222** to start the application process. You cannot receive Attendance Allowance and Pension Age Disability Payment at the same time.

If you already receive Attendance Allowance, Social Security Scotland will move your benefit to Pension Age Disability Payment in time without you having to do anything.

### Hanover's Tenant Energy Service



Energy costs are a concern for many households, and at Hanover, we're committed to helping you reduce these expenses.

Our partners at Changeworks manage our Tenant Energy Service which provides support for managing energy bills, improving energy efficiency in your home, and accessing available discounts. If you're struggling to keep up with rising energy costs, our team can guide you on how to access grants, switching providers, and making your home more energy efficient. You can self-refer to Changeworks by calling **0800 870 8800**.



# Money Matters

## Maximise Your Income: Top Tips

While support services are available, it's equally important to take steps to maximise your own income. Here are a few tips to help you make the most of your finances:



**Shop Around for Better Deals:** Whether it's energy providers, insurance, phone and broadband etc, it's always worth shopping around to find the best deals. Many companies offer discounts for new customers or loyalty perks, so check if you can save on your regular expenses. There are always savings to be had. Check out **[www.uswitch.com](http://www.uswitch.com)**



**Cut Back on Unnecessary Costs:** Review your spending and see where you can make cuts. Small changes, like reducing subscription services, can add up to big savings over time.



**Get Help for Debt:** If you're struggling with debt, it's crucial not to ignore it. There are free services that can help you manage your debt and find solutions that work for your financial situation. **Contact the Money Talk Team at Citizens Advice Scotland on 0800 028 1456 to help take control of your finances.**



**Claim All the Benefits You're Entitled To:** Many people miss out on benefits they are entitled to simply because they aren't aware of them. By completing a benefit check online at **[www.entitledto.co.uk](http://www.entitledto.co.uk)**, you can find out what you are entitled to in under 10 minutes.



If you're unsure of how to access these services or would like to talk about your options, we are here to help. **You can contact Hailie Johnston, our Welfare Rights Officer at [welfarerights@hanover.scot](mailto:welfarerights@hanover.scot) or on 0131 370 7457.**

Let's work together to make sure you're getting the support you deserve and maximising your income. Don't hesitate to get in touch with us today!

# Money Matters



## Universal Credit

Change to your housing costs from 1 April 2025

If you receive housing costs from Universal Credit to help cover your monthly rental charge, an increase is due from 1 April 2025.

This must be updated on your online portal by following these steps:

- ✓ Check your online portal at the beginning of April and you will see a 'to-do' called 'confirm your housing costs'.
- ✓ Use the information in your rent increase letter to complete your 'to-do' before the due date to avoid any problems with your payments.
- ✗ Don't report the increase before the 'to-do' has been requested.
- ✗ Please do not contact Universal Credit in another way to report this change. It must be logged through the portal.

## Welfare Rights Service

Confused about benefits? Just ask Hailie!

**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**  
✉ **welfarerights@hanover.scot**

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



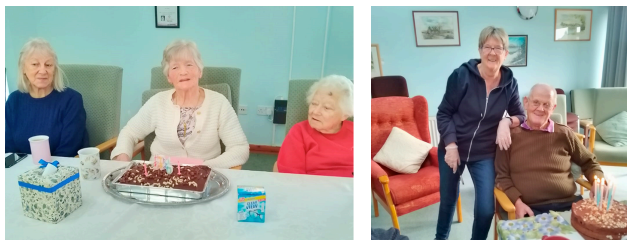
**Scan me**



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

# Happy Birthdays!

**Happy Birthday to Lorna Thomson & George Simpson, at Hanover Court Tarves!**



**Robert and Morag Brown, Linkwood View in Elgin** celebrated their 90<sup>th</sup> and 72<sup>nd</sup> birthdays on 26<sup>th</sup> March with a double birthday celebration in the development

**Party time at Ailsa Court, Paisley!** Happy Birthday to Alexander White who celebrated being 99 years young family and friends. Everyone had a great time!

**Langcraigs Court in Paisley** will be celebrating two special birthdays in April. **Mrs Elizabeth McGowan** will be 80 and **Mrs Helen Armitt** will be 90 at the end of the month.

If you would like to be featured in the Grapevine or advertise / share an event on the development screens then email [communications@hanover.scot](mailto:communications@hanover.scot).



## Montgomery Court has recently celebrated its 25<sup>th</sup> Birthday

The residents had a great time being entertained by Mark Wilson. After enjoying Mark's singing they were treated to an afternoon tea prepared by Jean McKee, the cook at Montgomery Court. The Paisley Express were there to record the day! Our Esther Wilson, Director of Customer Services, joined in the celebrations alongside former team members Jennifer McLean, Anne MacDonald and Stephanie Cochrane. A massive thank you to Jean McKee and Karen Copland for all their hard work to ensure everyone enjoyed a wonderful day.





# Looking for a new home?

## Spotlight Vacancies



**Market Close, Kilsyth**  
(Amenity)



**Baillie Court, Motherwell**  
(Sheltered)



**Montgomerie Court, Ardrossan** (Sheltered)



**Glen Grove, Newtonmore** (Sheltered)

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

To see where we have other properties and apply, visit [www.hanover.scot/find-a-home](http://www.hanover.scot/find-a-home).

## 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)

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 X ([@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 Time

## Exciting Competition Alert!

In this edition, we're thrilled to offer a £25 prize for our Sudoku competition! Don't worry—if Crosswords are your thing, it will be back in the next edition, along with another sudoku challenge.

To enter, simply send your completed grid(s) along with your name and contact details to: 95 McDonald Road, Edinburgh, EH7 4NS.

We'll be drawing winners from the East, West, and North areas, and the lucky winners from both the Christmas and Spring Grapevine editions will be announced in our next issue.

Good luck, and happy puzzling!

## 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 2nd May 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 .....

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

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