

Hanover Spring Forum 2025

An overview and action record for the Spring Forum held at **Hanover Close, Wilson Street Paisley** (23.04.25), **Harley Court, Falkirk** (29.04.25) and **Linkwood View, Elgin** (20.05.25)

Employees present:

Janice McDonald, Head of Housing
Nikki Fildes, Customer Experience Manager
Kieran Crainie, Housing Officer (West)
Cameron Nicol, Regional Maintenance Manager (West)
Aaron Parker, Regional Maintenance Manager (East)

Connel Henderson, Regional Maintenance Manager (North)

Employee apologies:

Connie Lillie, Housing Officer (East)

Item	Content	Action
1.	Welcome and introduction by Janice McDonald	
2.	Housing update	
	<p>Janice advised that Hanover has completed a small stock transfer of some properties to Barrhead Housing Association. These properties are more suitable for Barrhead Housing Association's overall housing stock.</p> <p>New prospective Hanover tenants will now be able to use our new digital application process</p> <p>Guest room charges have increased by 5% (in line with our rent increase) from April 2025. New pricelists are available on the digital noticeboard or from Development Managers.</p> <p>As part of our Happy Customer strategy, we are looking to improve the technology we use. This includes a warden call system that is more modern.</p> <p>Janice noted the number of tenancy terminations, relet properties, number of complaints and number of anti-social behaviour cases resolved over the past financial year (April 2024 – March 2025).</p> <p>Our Welfare Rights service supported Hanover tenants to access £361,732 of welfare benefits, including housing benefit and pension credit.</p> <p>Hanover's Support Fund supported 194 tenants over the last financial year. The Support Fund is available this year again.</p> <p>It was noted at Wilson Street that accessing pension credit entitles you to a discounted broadband cost.</p> <p>It was noted at Wilson Street that generally uptake of some benefits is low across Scotland. Hanover can support tenants with this and can contact our Welfare Rights Officer Hailie Johnston.</p>	<p>Kieran to ask Gillian to provide WiFi code for Sinclair Drive to make it clear for residents (done 23.04.25)</p> <p>Janice to liaise with Hailie re information on digital screens to remind people about the service, and advise of entitlements for those in receipt of pension credit</p>
3.	Annual Assurance Statement	
	<p>Nikki explained that Hanover must report to the Scottish Housing Regulator every year. This is to demonstrate that we are meeting all our responsibilities as a registered social landlord.</p> <p>Each department of Hanover must prove to our Governance team with evidence about how they've met their responsibilities. The Board looks at this closely, as does the Scottish Housing Regulator.</p> <p>There are key health and safety measures that we report on:</p>	

- electrical safety
- gas safety
- lift safety
- fire safety
- water hygiene
- asbestos
- damp and mould

We must show the Regulator that we have carried out all the checks needed relating to these. In the last year, there were some failed checks. This is usually because we have been unable to gain access to a property to do the check. It is important that tenants allow contractors access to their homes to do these checks.

Our strongest areas are finance, health and safety, and governance (how we run our Board and management committees). We are improving in our communication.

For any area of compliance that we need to improve on, the responsible employees must develop an action plan that is checked to ensure progress.

As part of reporting how we are doing, we publish an Annual Report. It has now been a few years since we last checked with tenants about how we set out the Annual Report. There will be some groups of tenants looking at the Annual Report a bit later in the year. Please contact Nikki Fildes if this is something you are interested in doing.

4. Asset Management update

4.1 Janice provided an update from Hanover's asset management team and noted that the Regional Maintenance Manager for the region was attendance for any specific repairs and maintenance questions arising.

Over the last financial year, Hanover has spent:

- £3 million on roof works
- £1.8 million on the new warden call system
- £470,000 on boiler replacements
- £1.5 million on windows and doors
- £350,000 on new kitchens
- £80,000 on lift replacements
- £120,000 on remodelling

Janice noted that Hanover's total stock is over 4500 properties, which means that while there may not have been replacements or upgrades at a specific development, works are wide-ranging and ongoing across our properties.

	<p>Over the coming year, there are a number of works planned. Sometimes, we must reschedule works. This can be due to contractor availability, a lack of grant funding or changes to materials and labour costs. The asset management team will contact you if your development has work scheduled this year.</p> <p>Landscaping works will now move into the summer programme. These contracts are being closely monitored to ensure their performance and will be reviewed next year. Please advise your Development Manager of any issues with landscaping.</p> <p>Grass-cutting was raised at Wilson St., the gardeners were currently on-site. Janice advised that she and Sharon (Development Manager) had already discussed the issue with the gardeners who would return to complete a second cut.</p> <p>Grass-cutting also raised regarding Burnside Ct., although Herbruck Ct., noted an improvement from last year. Janice attending Burnside Ct. the following day (21.05.25).</p> <p>There are new processes in place for tenants who wish to make changes to their property. It is important that permission is sought before making adaptations to properties.</p> <p>There is a new process in place regarding the use of mobility scooters, including checking that users have the appropriate insurance for these.</p> <p>It was noted in Wilson St. that it could have been made clearer about the rules regarding mobility scooters prior to accepting a property. Janice noted that the Tenant Handbook has been updated to reflect this, which is provided to tenants before moving in.</p>	<p>Nikki to raise with Housing team regarding prospective tenant awareness of rules regarding mobility scooters prior to accepting tenancy (done 24.04.25)</p> <p>Question raised at East re: use of communal areas to charge scooters. Janice advised that tenants doing so pay an additional cost for this.</p>
5.	Customer Engagement	
	<p>Nikki noted that customer engagement in Hanover includes your on-site team, time with housing officers and other employees as well as that of the customer experience team. For example, coffee mornings hosted by your development manager, or your annual development meeting hosted by your housing officer.</p> <p>There are three objectives for customer engagement in Hanover – social activities and interesting things to do, formal engagement to improve our services and legal requirements like the rent consultation.</p> <p>Over the last year, we held lots of groups, meetings and activities in a number of developments across Scotland to meet these 3 objectives.</p> <p>After the success of the roadshows last summer, we will be holding these again this year. We also have scrutiny groups planned to look</p>	<p>Nikki to contact Sinclair Drive about acting as the judging panel for the employee awards (organised for 22.05.25)</p>

	<p>at complaints and compliments, the annual report and budget setting.</p> <p>There are several ways we use all the feedback we gather through engaging with tenants:</p> <ul style="list-style-type: none"> • report it to the Board • advise the relevant teams/departments • use it in our plans and strategies • make changes to how we work • check how well our services are performing 	
6.	<p>Digital Screens</p> <p>Attendees were asked to provide feedback via questionnaire regarding their use of the screens.</p>	<p>Nikki to collate this and provide feedback to our communications team for action (done 26.05.25)</p>
7.	<p>Any other business / actions</p> <p>West meeting - Customer from Kelburne Gardens queried when kitchen replacements are scheduled. Cameron advised that these are noted as being recommended for upgrade in 2027/2028. This is yet to be confirmed in the budget and is an indication at this point.</p> <p>East meeting – Question raised regarding schedule for bathroom replacements at Harley Court and Broxburn. Update from Janice (01.05.25), our Asset Management team are currently reviewing the 5-year plan but will be able to share once decisions have been reached although this is unlikely to be for a few months.</p> <p>East meeting – Question raised regarding lift and bathroom replacements at Parkway Court. Noted that lift has broken down twice recently. Also noted that roof is leaking. Customer advised that a contractor scheduled to attend did not. Nikki has asked the Repairs team to advise (05.05.25)</p> <p>East meeting – Craigview, Bo’ness - query regarding painting/carpeting of communal areas. Janice advised that carpets will be laid after painting. Update from Aaron (01.05.25), a tender for the painting is with our procurement team to be undertaken this financial year.</p> <p>North meeting – query regarding smoke/smells travelling through pipes into other flats. Connel advised that expanding foam can no longer be used due to fire regulations and can be difficult to stop.</p> <p>North meeting – query regarding the heating system in communal areas. Nikki to raise with Barbara (Development Manager) (done 26.05.25)</p>	

	North meeting – query regarding adaptation of kitchen worktops. Nikki to raise with Barbara to provide information on adaptations (done 26.05.25)	
	Meeting closed by Nikki Fildes	