

GRAPEVINE

OUR CUSTOMER NEWSLETTER



Newsletter Highlights

Repairs and Maintenance
page 3

Money Matters
page 12

Gardening Competition
page 15

Puzzles
page 13

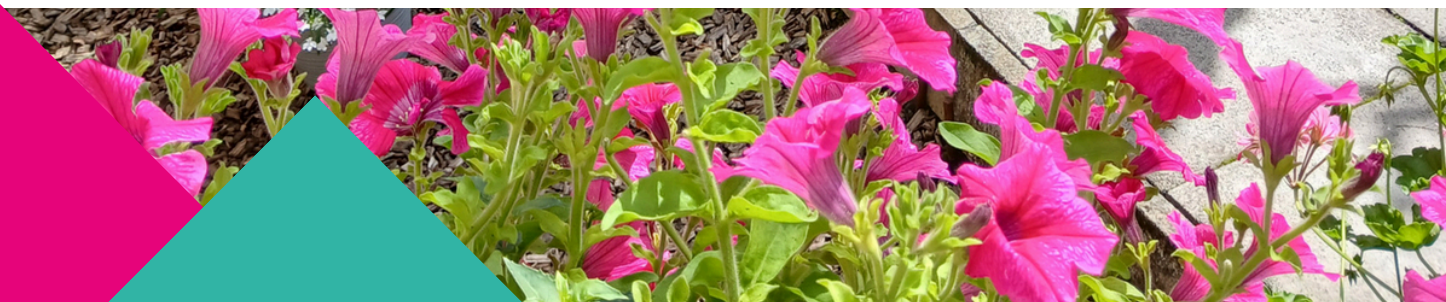
Welcome to the 100th edition of Grapevine!

With the sunshine finally making more regular appearances and gardens across Scotland bursting into colour, it's a wonderful time of year to come together and celebrate all that makes our communities so special.

This season, we're especially excited to announce that entries are now open for our annual Gardening Competition! Whether you have a window box full of blooms, a peaceful patio retreat, or a flourishing vegetable patch, we'd love to see your green-fingered efforts. It's always a highlight to see the creativity and care that goes into each and every entry – and of course, there are some great prizes to be won!

Inside this edition, you'll find updates on what's happening across Hanover, including news from your developments, helpful tips, and stories that celebrate the fantastic spirit of our residents.

Thank you for being such a valued part of the Hanover community. We hope you enjoy this issue – and best of luck to all our budding gardeners!



Welcome!

In this edition

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 4 August 2025: Summer Bank Holiday

Thursday 25 September 2025: Hanover AGM

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 Residents,

As the warmth of summer brightens our days, I'm delighted to welcome you to this latest edition of the Hanover customer magazine. The longer evenings and fresh air have certainly been a welcome change, and I hope you've been enjoying them as much as I have – even if the east coast breeze still keeps us on our toes!

Looking back over the past year, it's been a time of both challenge and achievement. Our teams – particularly in Assets and Care North – have worked incredibly hard under strong leadership, and their dedication is making a real difference. While some areas, such as relet times, remain a focus, we're actively seeking better ways forward and learning every day.

A major highlight has been securing additional funding to double our capital spend from £4 million to £8 million – enabling us to complete vital maintenance work and carry out long-needed roof replacements. Alongside this, we've continued investing in our people, launching a new Customer Excellence training course and completing the first round of our Leadership Development programme.

We've also been listening closely. Feedback from our recent Employee Survey shows a strong and caring culture at Hanover, and we're using what we've heard to shape improvements, supported by Our Voice.

We are grateful to everyone who took part in our recent Pulse Survey of tenants and we look forward to sharing the outcomes with you.

Finally, a quick reassurance on the digital phone switchover – we've got it in hand. Your telecare should continue to work as normal, but if you do notice any issues, please let us know right away so we can help.

Warm regards,
Angela

Kelvin Court, Kirkintilloch recently celebrated its 30th anniversary with residents, employees, and partners coming together to mark the occasion and to officially launch the newly completed £2.1 million energy efficiency upgrade.

The ribbon was cut by the development's longest-serving resident (pictured), who has lived there since it opened in 1994. The date was especially meaningful, as it coincided with what would have been his late wife's birthday.



I was delighted to join everyone on the development to mark the milestone; one that reflects both the lasting community at Kelvin Court and the future-proofed homes now in place for years to come.

Repairs and Maintenance

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 easily do so through several convenient methods, including contacting your Development Manager:

- **Phone:** Our customer service team is available to assist you with repair requests. Call **0800 111 4646** during office hours.
- **Email:** You can also email us at **repairs@hanover.scot** 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.

Preventing mould in your home

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

If you find black mould in your home, no matter how small, let us know so we can tackle it early on.



CONTACT US

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: 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**.

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

News and information

In fond memory - former Hanover Board Member Professor Sir Geoff Palmer

Here at Hanover Scotland we were saddened to learn that one of our most long standing former Board Members, Professor Sir Geoff Palmer, has died.

Sir Geoff died on Wednesday 11 June at the age of 85.

Throughout his life, Sir Geoff earned a reputation as a trailblazer and inspiration within higher education and in wider society.



Born in St Elizabeth, Jamaica on 9 April 1940, he moved to London as a 14-year-old in 1955, where his mother had emigrated some years earlier, as part of the Windrush Generation. A keen cricketer, he earned a place on the London Schools' cricket team and at Highbury Grammar School.

He began his long association with Heriot-Watt University when he embarked on a PhD in grain science and technology, which he completed in 1967. In 1989, Sir Geoff became Scotland's first black professor and continued to teach at Heriot-Watt University until his retirement in 2005. In 2014, he was Knighted for services to human rights, science and charity.

Sir Geoff met his future wife, Margaret, while they were both students at the University of Leicester. They lived in Penicuik in Midlothian since the 1970s and he was a well-known figure in and around the town.

Sir Geoff was a board member of many charitable and equality organisations. He was appointed to Hanover's Board in 2001 and worked with us for over 20 years. He retired from the Board in 2022, at which time, he was the longest standing board member.

Sir Geoff had a keen interest in community service and is remembered fondly by many Hanover employees and residents as a warm and approachable man with a great sense of humour and as a true friend to the organisation.

Sir Geoff is survived by his wife, Margaret Palmer, their three children, and grandchildren.

News and information

National Award Win for Kirkintilloch Retrofit

We are proud to announce the successful completion of our £2.1 million energy efficiency retrofit project at **Kelvin Court, Kirkintilloch**, which has been recognised as the Large Scale Project of the Year at the Scottish Energy Efficiency Awards 2025.

Delivered in partnership with leading energy services provider Union Technical, the extensive upgrade involved 35 sheltered flats. The works included: full roof replacement, installation of solar PV, cavity and external wall insulation, high heat retention storage heaters, and triple-glazed UPVC windows, among other advanced energy-saving measures.

This ambitious project has significantly enhanced the energy performance of the homes, raising their EPC ratings from D to B. It is estimated to deliver annual energy savings of over 132,000 kWh and cut carbon emissions by more than 65 tonnes per year.

Importantly, residents are already seeing a financial benefit, with average energy bills reduced by nearly half—from £539 to just £268 per flat. The project was jointly funded by Hanover, with support from the Scottish Government's Housing Net Zero Heat Fund, which contributed £537,977.

In addition to the technical upgrades, the project also focused on improving outdoor communal spaces. The shared garden was fully refurbished to create a safe, welcoming, and accessible environment. Features include a drying green, new seating areas, and raised flower beds, designed to support wellbeing and social connection among residents.

The success of the Kelvin Court retrofit reflects Hanover's broader strategy to lead the way in sustainable housing and energy efficiency across Scotland's social housing sector.



News and information

Preparing for the future with Rubixx

Hanover Scotland is currently working on the integration of a new customer relationship management system, Rubixx, which is expected to go live in 2026. As part of this preparation, we are carrying out extensive testing to ensure the system runs smoothly.

During a recent test, an email was unintentionally triggered from our test environment.

We'd like to reassure customers that this was part of internal testing, and no action is required. We apologise for any confusion this may have caused.

Thank you for your understanding as we work to improve your experience with us.

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.

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 > Guest Room

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



Scan me

Granary Street, Huntly

Our Performance

Annual Return on the Charter (ARC)



As a Registered Social Landlord, we are required to report our Annual Return on the Charter (ARC) performance figures to the Scottish Housing Regulator (SHR) by the end of May each year.

The performance figures for 2024-25 will be published on the SHR's website around August, along with our peers in the social housing sector.

There are a number of **interesting highlights** for 2024-25:

- Our average time to complete emergency repairs was once again just over 3 hours against a target of 5 hours.
- Last year we completed more medical adaptations than the year before and reduced our waiting list by 39 adaptations. However, people had to wait a long time for their adaptations (average 85 days). As we have more external funding available to complete medical adaptations this year, we are confident that waiting times will reduce again, going forward.
- The time taken to respond to complaints have continued to improve and we're just under 4 days for Stage 1 complaints and just under 17 days for Stage 2 complaints.
- Average relet times improved by 8.6 days, which has increased rent collected and improved our overall financial position.
- The amount of arrears incurred continues to be a concern, and we keep working with you to help you maximise your income and work out an achievable plan to pay your rent. If you think you may be eligible to additional benefits, you can book a chat with our Welfare Rights Officer, **Hailie Johnston**.



Our Performance

Complaints & Compliments

Between January and June 2025, Hanover received **6 compliments** and **237 complaints** from our tenants.

Compliments

We were happy to hear that you appreciated the high standard of work and service of our employees and contractors, assistance with settling in and financial matters, events, property upgrades and complaint handling. A few people wrote us thank you notes after a tenancy ended. We pay close attention to your compliments to help us understand what you like about our service so we can do more of this.

Complaints - Themes

The complaints had the following themes :



Unsurprisingly, the teams who interact most with you tend to attract the most complaints.

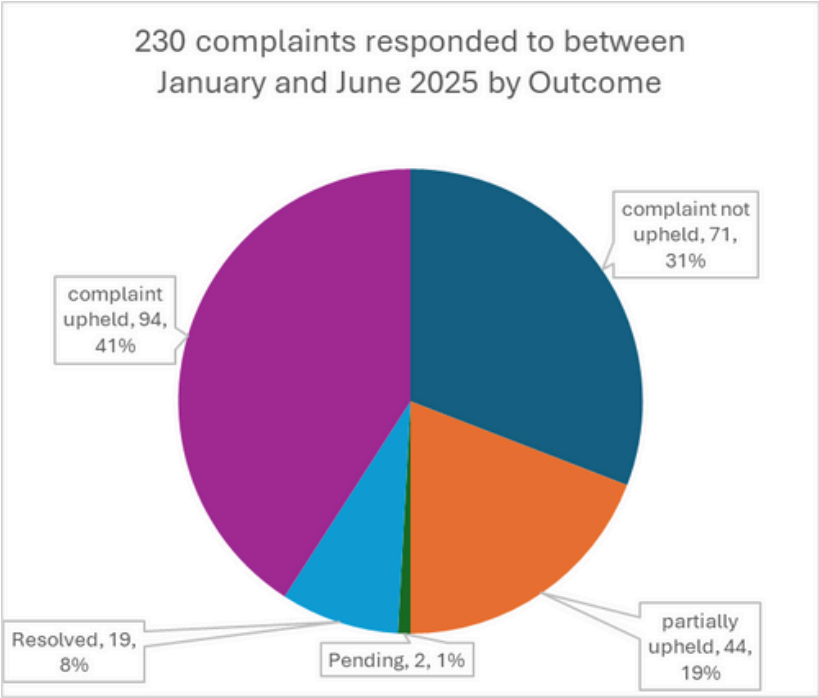
Following careful investigation, we found that most of our complaints were upheld or partially upheld, which means that we agreed in that we made mistakes.

Our Performance

Complaints & Compliments

We pay close attention to the themes of your complaints and work with teams and contractors to solve and mitigate the issues which you tend to complain frequently about.

We have also started to consider how we can analyse complaints by clusters in order to better understand where we fall short of your expectations and need to do better.



As ever, we aim to respond to your complaints within 5 working days at Stage 1 and within 20 working days for Stage 2 investigations. Although we acknowledge that we sometimes need a bit more time, we aim to respond to 95% of your complaints on time.

	Stage 1	Stage 2	All complaints
Number of complaints responded to late	11 out of 163	8 out of 67	19 out of 230
Target response time met	93% of complaints	88% of complaints	92% of complaints
Average response times	4 days	15.2 days	7.3 days

Additionally, 9 Stage 1 complaints required to be escalated to Stage 2 because they could not be responded to within Stage 1 timescales.

Hanover employees should always let you know in advance if they don't expect to be able to respond to your complaint within expected timescales and why. Reasons for delays between January and June included relevant team members not being available to investigate, admin errors in relation to logging your complaints and further information or guidance required in order to be able to respond to your complaint fully.

Our Performance

Complaints & Compliments

You said	We did
You were experiencing recurring leaks and other repairs and practical issues.	We assessed properties and upgraded bathroom and kitchen equipment where necessary.
Grit for the winter (and empty boxes) were dumped by couriers inside their bags which are too heavy to lift and use.	We sought an alternative supplier and explained responsibilities for gritting.
You expressed concerns about you were paying for services and items you did not receive as part of your service charge.	After double checking in some cases, we provided reassurance about what services and items are included in your service charges. We also updated our Tenants Handbook to clarify this further and ensured that you receive everything you pay for as part of your monthly service charge.
You found our responses to your complaints confusing, not addressing all points of your complaint and, at times, unempathetic.	We updated our response templates and reminded our employees to use them at all times. We also encourage our employees to give you a call to discuss complaints before sending emails and letters.
You felt that our Telecare operators often took too long to pick up and action your calls and at times provided inaccurate information.	We have recruited more Telecare operators to help cover vacancies and annual leave/sickness. We also improved our processes and training to new and existing operators and introduced discussion templates which facilitate structured discussions with the whole team as well as individual employees about complaints. A recent internal audit would flag any additional opportunities for improvement.
You were disappointed with the food offered – menu choices, portion sizes and lack of fresh vegetables.	We surveyed all residents on the development and implemented a wider action plan to improve our food offering.

Customer Engagement

A big thank you

Thanks to all our tenants who've taken the time over the last few months to engage with us and participate in our decision-making. We have made some changes to our communication about internet access, mobility scooter use and welfare rights information sharing as a result of folks coming along to our regional focus groups.

A number of tenants responded to our survey on the digital screens in some of our developments, and we are currently looking at making some improvements to them following your feedback.

A big thank you to residents of **Sinclair Drive** in **Glasgow** for acting as the judging panel for our employee Spotlight awards.

We were delighted to help some tenants get started with a residents' association in **Lossiemouth**.

Please do get in touch with the Customer Experience team if you and your neighbours would like to set up a residents' association or other tenants' group – we are always happy to help.

Road Trip

Hanover's Director of Business Support & Transformation **Wendy Russell** went on a tour of some of our North developments at the end of May. Wendy said: "A big thanks to **Debbie Corrieri** for showing me round **Glen Grove** in **Newtonmore**! I was wowed by all of the great work the residents had done in the garden. Also thanks to **Kat Thomson** who showed me round **Woodside Court** in **Grantown-on-Spey**. Another two places that I thought, 'I could stay here'.

Pulse Survey

At Hanover, we put people first, striving to create safe, inclusive and supportive communities where residents can feel at home and live independently.

That ongoing commitment has been recognised nationally, with awards including a Gold Wellbeing Award from Investors in People, the Wellbeing Champion title at the HR Network Awards, and a finalist spot in the Scottish Home Awards for Accessibility & Inclusion.

However, the recognition that matters most is yours!

During July, we ran our **Customer Satisfaction Pulse Survey**, where some residents were asked to provide feedback about their own experience.

We are hugely grateful to everyone who took part in the survey and we look forward to providing you with feedback on the results and the actions the intend to take forward.

Your voice. Your home. Your Hanover.

If you didn't receive a call but have feedback or questions, we'd still love to hear from you, please don't hesitate to get in touch with our team at **communications@hanover.scot**

Money Matters

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.

Scam Alert!

We have been made aware that some of our residents have received fraudulent phone calls from individuals claiming to be from Hanover Scotland. These callers allege there has been staff turnover and request residents' bank details.

Please be advised that this is a scam. Hanover Scotland will never contact you by phone to ask for your bank details.

We urge all residents to remain vigilant. If you are ever unsure whether a call is genuinely from Hanover, please hang up and contact us directly on our official number **0800 111 4646**.



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

Contact us

Write to: **Communications Team, Hanover Scotland, 95 McDonald Road, Edinburgh, EH7 4NS**

Telephone: **0131 557 7437**

Email: **grapevine@hanover.scot**

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 ([@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

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 6 September 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

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

© Brainwarp

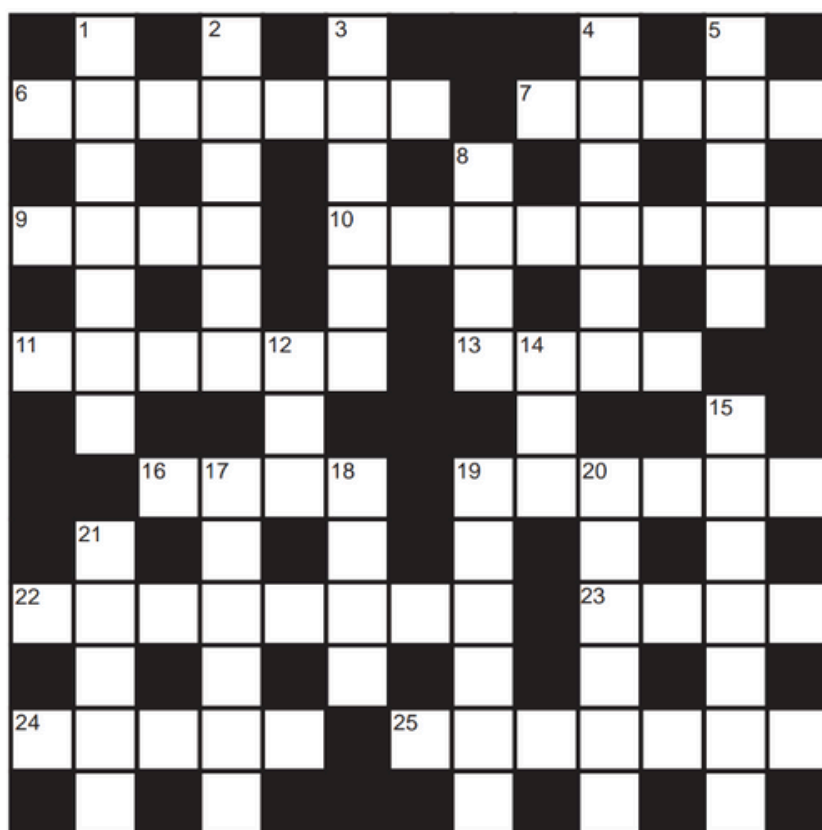
Once you have completed the grid, fill in your name and address and send your details to us at the address on page 13 by **Friday 6 September 2025.**

If your name is the first drawn out of the hat for each of the north, east or west areas, you'll win £25! We will publish the name of the winners and the developments they live on – if you would prefer us not to, please tick here ☐

Name

Address

Postcode



© Brainwarp

DOWN

- 1 A cold, dry wind in Southern France (7)
- 2 Torville or Dean, for example (6)
- 3 A chewy confection containing nuts and cherries (6)
- 4 The conditional release of a prisoner (6)
- 5 Marine snail-like creature (5)
- 8 Group with three members (4)
- 12 & 14 Traffic flow in a single direction (3-3)
- 15 Pre-Euro unit of currency in the Netherlands (7)
- 17 Progress made (6)
- 18 Surname of the British tennis player who won the Ladies Singles title at Wimbledon in 1977 (4)
- 19 Term relating to the language or peoples of the Scottish Highlands and Ireland (6)
- 20 Alfred Hitchcock film of 1960 starring Anthony Perkins and Janet Leigh (6)
- 21 Swedish chemist who invented dynamite and funded the annual prizes for achievement (5)

ACROSS

- 6 County of Ireland famous for its mountain scenery (7)
- 7 The science of number, figures and forms expressed as symbols (5)
- 9 In proofreading, a term used to cancel a correction (4)
- 10 Carved architectural feature on a mediaeval building, acting as a rain spout (8)
- 11 Brightly coloured tropical bird which is a good mimic of human speech (6)
- 13 See 25
- 16 'A Room With A ----'? Novel by E. M. Forster (4)
- 19 Mineral also known as plaster of Paris (6)
- 22 Breakfast cereal made from oats (8)
- 23 Important university of the USA situated at New Haven, Connecticut (4)
- 24 French impressionist painter who specialised in depicting ballet and horses' jockeys (5)
- 25 & 13 English footballer, born 1979, who started his playing career with Liverpool (7,4)



Blooming Marvellous! Gardening Competition 2025

Calling all our budding gardeners - the Blooming Marvellous Gardening Competition 2025 is officially open for entries! Time to show off your green thumbs and hard work!

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

Tiny spaces

Communal Gardens:

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

Spaces for bees and butterflies

Vegetable and fruit growers

How to apply:

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

communications@hanover.scot

Or ask your Development Manager to assist.

Competition Terms:

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

**Closing date for entries is
Friday 5th September**

