

Hanover Spring Forum 2026

An overview and action record for the Spring Forum held at **Hanover Court, Broxburn** (22.04.26) and **Hanover Court, Paisley** (23.04.26)

Employees present:

Janice McDonald, Head of Housing

Paul Bellamy, Head of Repairs

Kieran Crainie, Housing Officer (West meeting)

Wendy Russell, Director of Governance and Transformation (West meeting)

Anete Djalika, Communications Officer (East meeting)

Nikki Fildes, Customer Experience Manager

Item	Content	Action
1.	Welcome and introduction by Janice McDonald	
2.	Housing update (Janice McDonald)	
	<p>Hanover is now using a new housing management system, which replaces our old system. This is how we record and store information about our properties, tenants and financial info. The new system will help to make our internal processes better and faster – meaning a better experience when tenants contact us.</p> <p>As part of this new system, there will also be a new customer portal to replace MyHanover. The current portal is not well-used, and tenants have advised it is difficult to navigate. The new portal is much easier to use and will be launched later in the year.</p> <p>At the Annual Tenants Meetings in Jan/Feb, people were asked for feedback to our Allocations Policy to increase the points allocated to people experiencing domestic abuse. Janice advised that the feedback had been collated and that most respondents were in favour of the change. Hanover’s Board has now approved the change.</p> <p>Janice advised that tenants who do not already pay their rent through Direct Debit can now do so using Blink which is a faster and easier way to pay.</p> <p>The feedback from the proposed change to the Guest Room monies has been gathered, with over 90% of tenants in agreement to use the money for the benefit of all, rather than development specific. It is still under consideration on how these monies will be spent to provide benefit to all.</p> <p>As a result of tenant feedback about the phone system – that calls were going unanswered or taking a long time – we have made some changes to how we organise staffing the phonedlines and handling calls. We are also monitoring</p>	

the number of calls and response times to ensure that we are improving.

Janice reminded tenants to ensure that deliveries and visitors ring the flat doorbell rather than calling for manager. These door entry calls are then directed to Hanover Telecare, which increases call waiting times for people who need help from the telecare service.

Please also ensure that your information is up to date with Telecare and that your keyholder is aware of their responsibilities should Telecare call them.

A reminder that our Welfare Rights Service is available to all. Our Welfare Rights Officer, Hailie, can meet with tenants on a group or individual basis.

We have engaged 'Changeworks' for another 2 years to provide help and support to tenants experiencing fuel poverty or with energy debt.

The Welfare Fund is available again this year, and Hailie can provide more information on this if required.

In terms of how we are performing as a landlord, we have reduced the number of days it takes for us to re-let a home after it becomes available: from 67 last year, to 47 this year. This reduces the level of rent lost from empty properties, which has a positive impact on all tenants.

At the end of the year, we had 108 empty properties waiting to be allocated. This is a small decrease from last year. We resolved 96% of Anti-Social Behaviour cases on time and have reduced the number of formal actions taken against tenants to 4 over the year (this means things like evicting people). This is a very small number, and our efforts are always focussed on keeping people in their homes, with eviction as a very last resort to resolving anti-social behaviour or rent arrears.

Some discussion regarding performance and where this information can be found – we publish an Annual Report. This can be found on the website.

Request for Annual Report – NF to send to Victoria to print and put in lounge (completed 27.04.26)

Attendees were advised of the current tenant satisfaction scores that we report to the Housing Regulator as part of their scrutiny on how we perform as a landlord. Tenants' satisfaction has improved over the last year, and we are committed to improving this further. There will be ongoing tenant satisfaction surveys taking place every three months with a sample of tenants to ensure that we can respond more quickly to feedback.

There are several activities planned over the year for tenants to get involved with and participate in. Those who have provided Hanover with a mobile number are receiving texts to tell us about repairs undertaken in their homes so that we can use this to help us manage our contractors completing repairs – both where things have fallen short of expectations and where they have gone well.

Attendees were asked to taken part in gathering some feedback and thoughts about the Grapevine newsletter as we prepare to relaunch this. We have already made some changes based on feedback from General Needs and Amenity tenants. Feedback was sought on the method of sending the newsletter, frequency and the content. Attendees agreed that sending this via email where possible is a good idea, but that printed copies should still be made available in lounges. Three times a year was thought to be a good frequency, and while corporate information was good, readers enjoyed the community aspects of the newsletter and seeing what was happening in other Hanover developments. Attendees raised some other specific feedback related to puzzles, availability and publishing.

Nikki to collate feedback on Grapevine and discuss with Communication team in advance of relaunch (completed 04.05.26)

<p>4.</p>	<p>Asset Management update (Paul Bellamy)</p>	
	<p>Paul explained what is meant by 'asset management' - this includes all repairs and maintenance, safety, getting available homes ready to re-let, grounds maintenance, investment and damp & mould</p> <p>Hanover uses a mix of specialist and multi-trades contractors to undertake repairs – around 17,000 repairs a</p>	<p>Broxburn – issue with leaves, etc being blown rather than gathered. Paul to action this.</p>

year. On average, emergency repairs take just under 5 hours to be made safe, and other repairs are carried out within 5 days

The team have got over 600 homes ready to be re-let over the year and on average it takes 19 days to get a home ready to be re-let before it can be passed over to the Housing team to be allocated to a new tenant. It is to our tenants’ benefit to get this done as quickly as we can to ensure that rent loss is kept to a minimum.

Paul advised attendees of how much we have spent on repairs and maintenance over the last year.

We have new contracts in place for grounds maintenance, which is now in the summer programme.

Paul asked attendees to be vigilant on damp and mould, and to report it as soon as it’s noticed so it can be inspected and any repairs carried out quickly.

Broxburn – blown windows in 2 properties. Vickie to advise Paul of flat numbers to follow up.

Broxburn – discussion re Fire Evacuation. Connie to arrange visit from Fire Service for info session.

5.	Any other business	
	No other items raised	
	Meeting closed by Nikki Fildes	