

General Information

This section contains information about Hanover and the types of housing we provide. It also covers how we protect any personal information you provide.

About Hanover

Hanover (Scotland) Housing Association was formed in 1979. We are a Scottish charity and are registered as a social landlord.

Hanover operates across Scotland and specialises in the development and management of purpose-built housing for older people. We provide amenity housing, sheltered housing, very sheltered housing, and housing with care. In addition, Hanover provides general needs housing for families and single people.

Our Employees

We have Area Offices in the East, North and West areas. Our employee structure means that where possible service delivery is at a local level and managed by either our Area Offices or individual developments.

Details of our Executive Leadership Team are available on our website, under **Meet our Team**.

Our Board

Hanover is run by a Board of Management, comprising up to 15 voluntary members. The Board Members have a wealth of skills and experience in a wide variety of sectors. They lead Hanover's strategic direction, playing a key role in delivering high quality services, defining goals and targets.

Details of our current Board members are available on our website, under **Meet our Board**.



Types of Housing

		DEPENDENCY				
		INDEPENDENT				HIGH
		General needs	Amenity	Sheltered	Very Sheltered	Housing with Care
Repairs & Improvements	Repairs	✓	✓	✓	✓	✓
	Secure door entry		✓	✓	✓	✓
	Window cleaning		✓	✓	✓	✓
	Laundry			✓	✓	✓
Community Services	Guest rooms			✓	✓	✓
	Communal lounges			✓	✓	✓
	Communal garden		✓	✓	✓	✓
	Site-based staff			✓	✓	✓
Supported Living	Emergency alarm		✓	✓	✓	✓
	Meal provision				✓	✓
	24hr support				✓	✓
	Personal care					✓

General Needs Housing

Our General Needs Housing is designed for single people and families who do not have any support needs.

General Needs Housing is not staffed and is not connected to our Hanover Connect telecare service or another community alarm provider.

Amenity Housing

Hanover's Amenity Housing accommodates older people with varying levels of dependency according to their personal and housing needs.

Amenity developments are not staffed but Housing Officers visit them regularly. If you want a Housing Officer to visit you at home, you can make the necessary arrangements by contacting your local Area Office.

Sheltered Housing

Hanover's Sheltered Housing is designed to accommodate older people with varying levels of dependency according to their personal and housing needs.

On our Sheltered Housing developments, employees are available to help in an emergency when they are on duty and to provide advice and assistance to our customers. They are responsible for delivering a range of housing management services.

We will advise you of the employees' hours of work when you move in, and they will keep you up to date with any changes to these hours.

When employees are off duty, the development is connected to our Hanover Connect telecare service or another community alarm provider.

Very Sheltered Housing

Our Very Sheltered Housing provides purpose-built accommodation for frail, older people. It offers an environment where enhanced support can be given in conjunction with other agencies and is designed to barrier free standards.

Employees are available to help in an emergency and to provide advice, assistance and support to residents. They are responsible for delivering a range of housing management, housing support services, meals provision and will also provide you with a daily call. Their normal working hours will be displayed on the development.

Housing with Care

Housing with Care is purpose-built accommodation for frail, older people. Employees are available to help in an emergency and to provide advice, assistance and support to our customers. In addition to housing management, housing support and meals provision, employees also provide personal care to our customers.

Equal Opportunities

We regularly ask you information related to equality and diversity, for example, your marital status or whether you have a disability. This is to ensure that our services meet your needs and that we are not discriminating (whether directly or indirectly) against people when we make business decisions. Any information we hold about you is confidential. It is not a requirement for you to share this information with us, so you may choose not to.

Confidentiality & Data Protection

In line with the UK General Data Protection Regulations (UK GDPR) and the Data Protection Act 2018, Hanover commits to respecting the privacy of its customers' data. Any information you provide will be treated as confidential.

Only Hanover Scotland will have access to your information, however, please note that this may be disclosed to other agencies, such as the Council or NHS providers, to ensure your housing needs and housing support needs are efficiently dealt with. The information will be used for these purposes only.

Personal data held by Hanover is subject to data protection legislation which places various obligations on what Hanover must do with this data, this includes protecting it from outside parties. To this end, management are committed to maintaining a secure environment in which to process customer information so that we can meet these

promises and our legal obligations. Hanover will at all times respect confidentiality and maintain all information in accordance with Hanover's Data Protection Policy and Procedure and our Customer Fair Processing Notice (a copy of which you have been provided with).

You have the right to ask for a copy of the information held about you by Hanover Scotland. Any questions relating to your information, or our privacy practices should be sent to:

- **dataprotection@hanover.scot or**
- **Data Protection Officer, Hanover Scotland, 95 McDonald Road, Edinburgh EH7 4NS**

Hanover are notified as a Data Controller with the Office of the Information Commissioner under registration number Z6439206 and are the "Data Controller" of any personal data that you provide to us.

Regulation

Hanover is registered as a social landlord with the Scottish Housing Regulator (SHR). This means that we are regulated to ensure that we provide quality services which achieve value for money and promote equal opportunities.



Where we provide Care or Housing Support, we are also registered with the Care Inspectorate. We are subject to inspection on the quality of these services. Inspection reports are made available to the public and you can obtain one from employees on the development or calling **0800 111 4646** or on the Care Inspectorate website **www.careinspectorate.com**.

Contents Insurance Cover

Hanover has negotiated a block insurance policy which can provide you with insurance cover for the contents of your home. This covers your household contents and personal belongings against insurable perils such as accidental damage, storm, fire, flood and theft, for example.

You can obtain a copy of the policy Summary of Cover from your Area Office.

Should you wish to take advantage of this scheme, please speak with your Area Office.

You can choose to source your own contents insurance cover if the current offering does not provide you with the appropriate level of cover for your needs.

Should you choose to opt out of the contents insurance scheme you can do so at any time by letting your Area Office know, in writing (email is acceptable).

General Needs Housing customers are not eligible to participate in the current Tenants' Contents Insurance scheme.

To make a claim within business hours, please contact us and ask for a claim form to be sent to you:

- **hello@hanover.scot or**
- **BST Department, Hanover Scotland, 95 McDonald Road, Edinburgh EH7 4NS**

When you have completed this form, you should send it to the insurance company who will then deal with you directly. The address is included on the claim form.

Where an incident occurs outwith business hours, then please contact their claims team directly:

**Zurich Municipal Claims Team:
0800 028 0336**

Policy Number: JHA-22S018-0083

