

Your Development

This section gives some information about the services and facilities available on developments. Please note that not all of these will be available on every development. It also gives some advice and information about living on a development.

The Master Key

On staffed developments the Development Manager, Support Worker or Home Support Worker holds a master key which will only be used in the event of an emergency.

If you are to be away from home when access is required, for instance, by a contractor, you may authorise our employees to give escorted access.

It is strongly recommended that you advise development employees when you intend to be away overnight or on holiday. This would assist in accounting for all customers in the event of an emergency, such as a fire.

Key Safe Boxes

There will be times when it is necessary for a carer or relative to have access to keys to be able to unlock your door, usually for a regular routine visit. This will only happen when you have agreed to this.

The code for the main door entry service will be given to any registered care provider that visit the development. If your carer is a family friend or relative, please ask your local team for the procedure to allow them access through the main door.

Key boxes must be supplied and fitted at your own cost and will contain a key for your own door.



Alarm and Door Entry Service

A door entry system, to provide a level of security for you, has been installed at the main entrance to the development block.

- You have a responsibility to yourself and others to ensure that the door is closed and always locked.
- You should only give access to a person you recognise.
- You should advise contractors to contact development employees to arrange access.
- You should request identification from any contractors or service providers who visit the development or your home.
- To ensure that security is maintained, entry doors must never be wedged open.

Residents' Lounge

A residents' lounge may be available. Groups of customers may use the lounge to hold meetings and social activities.

Part of the service charge will be used to replace furnishings and floor coverings in the residents' lounge and other communal areas. We will replace these, when necessary, after consultation with customers.

External agencies may ask to use the lounge. If so, Hanover would determine any charges and discuss the request with customers before giving approval.

Cleaning of Communal Areas

Hanover has appointed a development cleaner for the communal areas such as corridors, residents' lounge, guest bedroom and laundry.

Hanover Connect Telecare Services

We provide our Hanover Connect telecare service to many of our developments. This ensures that your call is always answered, even when our development staff are off duty. When you move into your home our employees will explain to you how the service operates and will demonstrate how it works.



Car Parking

Parking on our developments is limited, therefore spaces are unallocated and available on a first-come, first-served basis. Spaces are intended for resident use, or where support is being provided to a resident, such as a family member having a disability car on behalf of a tenant. Visitors and care staff are encouraged to find alternative parking, to ensure that spaces are available for residents. In certain circumstances, we may consider additional disabled parking.

Open Spaces

The open space garden areas on the development are communal areas. They are maintained by open space maintenance contractors employed by us.

Your landscaping service is included in your monthly service charge.

The Contracts Officers will check that the garden maintenance has been undertaken during their development visits.

If you or a group of customers wish to help with the gardening, please ask an onsite Hanover employee.

Laundry

A laundry service is available on some developments which you may use, normally on a rota. Please ensure the laundry area is left clean after use to minimise the risk of infection.

Home carers who visit the development and Hanover Care workers will do the washing for our customers who are unable to do so for themselves as part of an agreed care plan. The time available for the home carers visit may be limited and as a result they will be given priority for use.

To minimise inconvenience to others, you should ensure that every effort is made to keep to the rota times.

To minimise costs and to help look after the environment, we recommend that the washing machines are not used unnecessarily or for very few items. In warm weather you should use the rotary dryers, where possible, and not the tumble dryer.

Washing of clothing for non-residents is not permitted.



Guest Bedroom

A fully furnished guest bedroom with shower room is available in most developments.

If there is more than one request to use the guest bedroom at the same time, priority will be given to family members who are visiting unwell customers. Alternatively, employees may offer a guest bedroom on a neighbouring development.

A family member may also use the guest bedroom when on holiday, but this will be given a lower priority than a booking made because of a customer's illness.

We apply a small charge to cover the hire of the guest room facility to all visitors.

TV Licence

If a television is available in the residents' lounge and/or guest bedroom the development will need an additional full licence and we may include the cost of this in the service charge.

We display the licence on the development notice board.

In some sheltered housing developments where the manager works for more than 30 hours per week, a concessionary licence may be available which covers all customers in that development.

Please note that on Sheltered Housing developments where there is a manager who works less than 30 hours per week, new residents moving onto the development will need to pay for a full television licence.

If you are registered blind, you will get a 50% reduction if you live on a development where a full licence is required.

In General Needs and Amenity Housing, you are responsible for ensuring you have a current television licence. You can transfer any existing licence from your previous address.



Being Neighbourly

Even with the best of intentions, problems can sometimes arise on the development or between neighbours.

Unreasonable behaviour, noise or harassment can cause considerable upset. It is a breach of your Tenancy Agreement for you or anyone staying or visiting your household to cause a nuisance to neighbours or employees.

We want to promote positive customer and community engagement and our Anti-Social Behaviour policy is based on promoting positive outcomes for everyone.

You can help to avoid difficulties with your neighbours by showing them consideration and being a responsible neighbour.

Noise

Remember noise can travel. You should be careful not to upset your neighbours by being noisy, especially late at night or early in the morning. Visiting children should not be left unsupervised in communal areas.

Difficulty with Neighbours

If a problem occurs between you and a neighbour, you should first try to resolve the matter with them. If this does not work, then contact a Hanover employee.

We will assist customers and neighbourhoods to find their own peaceful solutions to problems of nuisance neighbours where possible and provide advice and information on ways to address neighbours/neighbourhood problems

We will investigate any complaint in an impartial and fair way. Where appropriate and with your consent we may work with other agencies to deal with any neighbour nuisance problems.

If we are unable to resolve a problem, we may, in certain circumstances, approach mediation services or as a last resort pursue a legal remedy. We will expect the full co-operation of our customers when trying to resolve a problem.

Refuse Disposal and Litter

You and your visitors should dispose of rubbish in bins at the designated areas and ensure that communal areas are kept free from litter.

Smoking in Common Areas

It is not permissible to smoke in any of the internal common areas of your development.

We would appreciate your co-operation by not smoking when employees are visiting you in your own home.

Electric Scooters

Many customers find that using an electric scooter enhances their everyday life. If you wish to use an electric scooter you must request written permission from Hanover's Contracts Officer before you purchase one.

Whilst we will not unreasonably refuse your request, we must ensure that you use your scooter in a way that minimises potential risks to you, other customers, employees and visitors and minimises damage to the development.

Whenever possible you must use your own electricity to recharge your scooter. Sometimes this will not be possible and therefore we will consider allowing you to recharge your scooter using the communal electrical supply. We will set a fee for recharging.

Camera doorbells

If you fit a smart doorbell that uses a camera to allow you to see who is at your door, you must ensure that you abide by specific rules when using it. When installing a smart doorbell camera, you should inform your neighbours if their home lies within the surveillance zone. If possible, be considerate to your neighbours by ensuring the cameras do not point directly at their property.

CCTV

If you install your own CCTV you must ensure that you use it correctly as you are responsible for the data that is gathered from the cameras. There is guidance published by the Government on how it must be used.

The main points are:

- The camera must minimise intrusion into your neighbours' and other people's privacy
- You must inform your neighbour(s) about your system
- You must put up a notice informing people that recording is taking place



Keeping Pets

You have the right to keep a well behaved pet after receiving our written permission. We will grant permission to keep a pet subject to certain conditions (see Paragraph 2.6 of your Scottish Secure Tenancy Agreement for a list of these conditions).

Your pet should not cause a nuisance to neighbours or employees, damage property or foul communal areas. Dogs should be kept on a lead within the communal areas and grounds.

Feeding birds

Many people take pleasure in seeing the birds in the garden and will want to put up bird feeders to attract them. Please be responsible if you put up bird feeders and where you position them so that they do not attract vermin or interfere with other people's enjoyment of the communal open space.

Hanover does not allow you to feed bread to birds, and this is for a number of reasons. Bread attracts vermin and does not offer any nutritional value to a bird. It will fill them up but does not provide any essential nutrients or benefits needed for them to stay healthy, and they will not seek 'better' foods if they are already full.

