

The magazine for Hanover's residents

HANOVER TODAY

Born to be wild

Pictured here, about to burn rubber on a Harley Davidson, is Margaret MacDonald of Glebe Court in Kingussie.

Margaret, 87, has always wanted to ride her dream bike and that dream was realised when she donned a helmet and leathers and took to the streets of Kingussie and Newtonmore.

The special occasion was arranged by a friend who is a member of a local Harley Davidson chapter. 3,000 enthusiasts descended on the Highland town as part of the annual Thunder in the Glen festival, the UK's largest Harley rally. Margaret was given a bikers' "guard of honour" as she was escorted on the three-wheeled, 1000cc Harley Can-am Spyder by a host of classic bikes.

The last time Margaret was on a motorbike was 70 years ago. She said that she'd fallen in love with motorbikes but had never been on one since, and never thought she'd get another chance.

Thanks to Ron Whyte for the pictures.



ISSUE 72
DECEMBER 2014

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Welcome

A festive welcome to the latest edition of **Hanover Today**, the newsletter for all of **Hanover's residents**.

There's a lot going on within Hanover at the moment. We're excited to let you know about our imminent re-brand and delighted to report the success of our first ever Tenants' Conference. The most amazing thing for us, though, is reading about your generosity. Yet again your generosity has meant thousands of pounds has been raised for good causes; in particular through the MacMillan Big Coffee Mornings.

Please take a minute to check Hanover's office opening hours over Christmas and the New Year. And, as always, we'd like to wish you a very Merry Christmas and a happy, healthy and peaceful 2015.

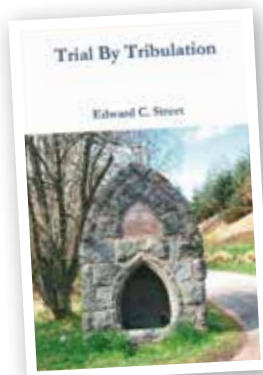
Enjoy the newsletter,

Ian Mountford

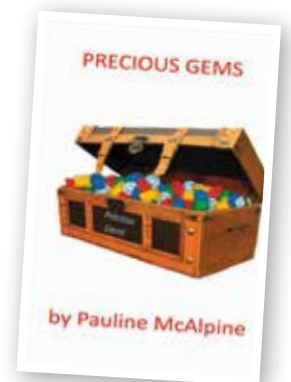
Around the houses

Faith in writing

We're delighted to let you know that not one but two Hanover residents have recently published books. **Edward Street**, of **Millan Court** in **Lumphanan**, and **Pauline McAlpine** of **Weaver's Court** in **Whitburn** both recently wrote books featuring their faiths.



Edward's book, *Trial by Tribulation*, is a novel set just before the war about a family who increasingly rely on their faith to see them through difficult times. Pauline's book is her third. Called *Precious Gems*, the book is a collection of Christian poetry.



You can get copies of both books on the Amazon website.



Harvest goodies

Generous pupils from Loanhead Primary School arrived at **Mill Court** in **Kilmarnock** in October to deliver some fantastic harvest goodies collected from friends and relatives. This kind gesture takes place every year and residents are very grateful for the donations.

Dates for your diary

Wednesday 24 December – Friday 26 December – Hanover's offices closed for Christmas

Monday 29 December – Wednesday 31 December – Offices open as usual

Thursday 1 January and Friday 2 January 2015 – Offices closed for New Year

Monday 5 January – Offices open as usual

Monday 2 February 2015 – Deadline for March 2015 edition of Hanover Today

* If you have a maintenance emergency while our offices are closed, pull your alarm cord or press your pendant if you have one. Otherwise, call the Repairs Reporting Line on **0800 783 3615**.

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 **0845 604 4686**.

The cat that got the cream

Meet Mr Mac, one of **Hanover Court** in **Inverurie's** most popular residents. He was treated very badly by previous owners. He ran away and became a stray, moving from house to house to get what food he could. He eventually settled at Alan and **Betty Black's** home. After Alan died, Betty and Mr Mac moved into Hanover Court and, whilst he can't now get out and about to hunt due to arthritis, he's a very happy resident and walks around like a cat that's got the cream!



Digging deep for two charities

Keir Hardie Court residents in **Bishopbriggs** generously raised a fantastic £457 with a charity coffee morning in October. They split the funds between two charities – Marie Curie and Beatson Cancer, based in Glasgow. It was a busy day as you can see here – well done to all who took part!

10 years of happiness

A fun-filled party of eating, drinking and entertainment was the order of the day at **Rosemount Court** in **Carluke**, as residents and staff past and present celebrated the tenth anniversary of the very sheltered development. Highlights included a reading of resident **John Letham's** hilarious poems dedicated to staff and neighbours, a tasty fish tea, and finally entertainment in the lounge. Pictured here is **Elizabeth Dickson**, who has lived at the development since it opened, receiving a bouquet of flowers from Support Worker Willie Cowie.



Hearts of Gold in Drumchapel

Generous residents at **Pinewood Square** in **Drumchapel** held a charity coffee morning in September. They raised more than £300 which they donated to the British Heart Foundation. Well done to you all.



Big Coffee Mornings raise Big Money

A massive “well done” to all who dug deep, baked, brewed and ate and drank to raise money for MacMillan Nurses. 21 developments got in touch to tell us about their coffee mornings, and Hanover’s head office (£249), west office (£80) and north office (£120) also got in the act too.

- ▶ **Craighlockhart Terrace** in **Edinburgh** raised a very commendable £318 through a quiz as well as selling home made marmalade alongside the usual quaffing of coffee and cake. As well as that, two kind residents donated their coin jar. Well done!
- ▶ **Harley Court** in **Falkirk** raised a massive £800 (not to mention raising lots of money for other good causes).



- ▶ **Muirfield House** in **Gullane** raised £350.
- ▶ **Westknowe Gardens** in **Burnside, Glasgow**, raised £1,055.

- ▶ **Colinshiel Court** in **Armadale** raised £470.
- ▶ **Princes Square** in **Troon** raised £126.
- ▶ **Wallace Court** in **Lanark** raised £686 (thanks to sales of clothes, bags and other items on top of the tea, home baking and Rev. Seath’s infamous marmalades!).
- ▶ **Hanover Court** in **Dunfermline** raised £725.60 – SHM Fiona Anderson also asked us to especially thank all residents involved for working so hard – and some are pictured below.



- ▶ **Chandler’s Court** in **Elgin** raised £440.
- ▶ **Hanover Court** in **Livingston** raised £170.
- ▶ **Lothead Court** in **Stewarton** raised £442.78.
- ▶ **Hanover Court, Peel Street, Glasgow**, raised £365.

- ▶ **Hanover Court** in **Paisley** raised £540.60.
- ▶ **Cameron Court** in **Forres** raised £251.
- ▶ **Hanover Court** in **Johnstone** raised £640 (including £130 to see SHM Brenda McGinley take the ‘ice bucket challenge’).



- ▶ **Roseburn Court** in **Edinburgh** raised £120.
- ▶ **Montgomery Court** in **Ardrossan** raised £340.

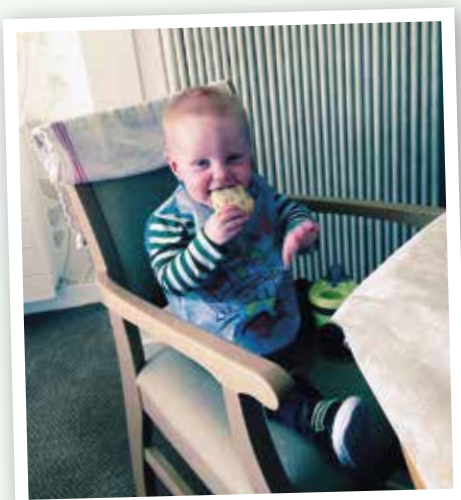




- ▶ **Hanover Court** in **Causewayhead** raised £525.85.
- ▶ **Craigview** in **Bo'ness** raised £134.
- ▶ **Plenderleith Court** in **Kelso** raised £1,150 (below).



- ▶ **Archibald Kelly Court** in **East Kilbride** raised more than £388 (and pictured is Support Worker Marie Paterson's grandson Dwayne doing his bit!).



- ▶ **Baillie Court** in **Motherwell** raised £668.68.
- ▶ **Kings Park Mews** in **Glasgow** raised £1,787.38.

Meet 'Yes', 'No' and 'Dinnaeken'

Marian Reynolds, SHM at Bo'ness, was given the present of these three knitted dogs in early September, which were created on the theme of the Scottish Independence Referendum. Called 'Master Yes', 'Missy No' and 'Dinnae Ken', knitter **Joyce Davidson** told Marian they were good friends really but squabbled a lot!



Banchory's busy bees

From left to right are: **Ella Fotheringham, Evelyn Davidson, Margaret Watt, Marian Deans, Rosina Macaulay, Marie Garret, Rita May** and **Mavis Payne**,

all of **Hanover Court** in **Banchory**. Since August the group have produced quality garments such as blankets, cushion covers, scarves, hats and cards, at least 20 of which have been donated to various charities in the area.

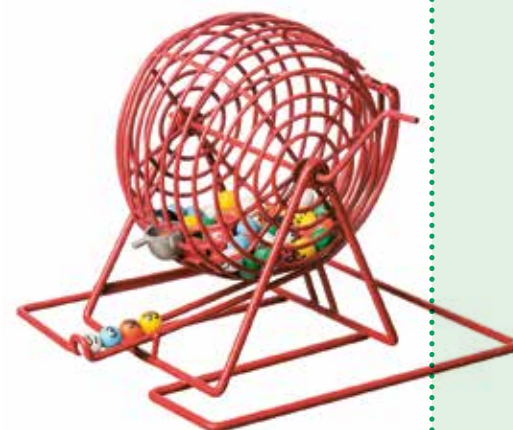
As well as that, coloured cushion covers now brighten up the lounge and apparently knitted snowmen and tree decorations will be appearing for Christmas.

Well done for all your hard and generous work, ladies.



Tombola cash for outings

A big well done to residents and staff at **Victoria Court** in Hamilton, who raised a terrific £180 from a tombola. The money is going to be used for resident outings.



Around the houses

Happy 65th Anniversary

This is **Annie** and **Daniel Harper** of **Turners Court** in **Stonehaven**, who celebrated 65 years of marriage in October. They celebrated with a meal at nearby Mowat Court nursing home, where Mrs Harper is presently residing, followed by a party at their daughter's house. Congratulations to you both.



Splash

You may have heard about the rather wet craze that was sweeping the internet called the Ice Bucket Challenge. People are nominated to pour an ice-cold bucket of water over their head to raise money for charity. Well, **Isobel Thomson** of **Hanover Court** in **Causewayhead** rather heroically took part – apparently in a ‘howlin’ gale’ – to raise money for MacMillan Nurses, and the results of her efforts are pictured here. The honours were carried out by the ‘sadistic’ staff members also pictured. Well done Isobel.



Halloween parties

Spooky soup and scary sweets were the order of the day at **Hanover Court** in **Castle Douglas** as everyone got together to celebrate Halloween with a soup and sweet lunch. Pictured here are residents enjoying their meal.

Also pictured are children from the Happy Feet Nursery School, located next door to **Glengowan Court** in **Larkhall**. Every Christmas, Halloween and Easter the three to five year olds give up their spare time to come and entertain residents. As always, everyone had a great time.



Sinclair Drive's 30th bash

Pictured here are residents enjoying entertainment at the 30th anniversary of **Sinclair Drive**, in **Glasgow**. There was a great turn out for the event and although original resident **Ina Harrison**, the only person who has lived at Sinclair Drive since it opened, wasn't able to make it to the lounge, she was presented with a card and flowers in her flat.



Festive floristry

Residents of **Strawberry Bank** in **Peterhead** invited florist Maureen Coutts to the sheltered development to give them a floristry lesson. The wonderful end results were these fantastic Christmas basket arrangements, all made from silk flowers. Everyone was delighted with the results of their hard work.



65 years of bliss

It was all smiles for **Willie** and **Ivy Allen** of **Batchen Court** in **Forres** as they celebrated 65 years of marriage in August. They're pictured here about to enter the very swish Ramnee Hotel in Forres where they had a family meal to celebrate the occasion. A very happy anniversary to you both from everyone at Hanover.



Farewell and thank you

Creighton Court in **Kilmarnock** recently bid a fond farewell to the outgoing social committee, who are pictured here, by having a pie and pea dance. Here's hoping the new committee can carry on the sterling efforts.



Around the houses

Busy Baillie Court

Residents of **Baillie Court** in **Motherwell** must have bags of energy. First of all they took a day trip to Portobello beach near Edinburgh – pictured here (clockwise, from left) are **Cathy Foster**, friend of residents Agnes, **Betty Wallace**, **Susan McCormack** and **Agnes Pritchard**. All that sea air certainly works up an appetite, which is just as well as the development also runs a very successful breakfast club.



Here's some more residents enjoying tablet training. The keyboardless-computers help residents keep in touch with family far and wide using internet phone software like Skype. The training is the result of a digital inclusion programme run by North Lanarkshire Council and special thanks must go to patient pupils from the local high school who trained residents as part of their work experience.

Aviemore's action-packed autumn

Residents of **The Green** in **Aviemore** have sent lots of pictures in to us recently. The scariest has to be this witch who descended on the development's Halloween Party.

In September, residents and friends all took a coach trip to Oban and had a fabulous day out, and following this **Kenny** and **Margaret McMillan** held a terrific party in the lounge to celebrate their 50th anniversary. Kenny played guitar and all the residents enjoyed a great singalong. Congratulations to you both!



Magical Mystery Tour

Here are **Hanover Close**, **Bathgate** residents about to embark on a mystery tour. The trip took them to the Hillfoots Villages in Stirlingshire and Clackmannanshire, followed by a tasty bar lunch in Falkirk. A great day was had by all.



Happy Birthdays



Happy 80th to **Ina Murray** of **Lothead Court** in **Stewarton** (pictured front, centre). Residents gave her a bouquet of flowers and everyone enjoyed tea and cake in the lounge.



Hanover Close in **Bathgate** had two big birthdays recently. First of all, pictured above left, is **Effie Cherry** celebrating her 89th. Effie was also celebrating living in Hanover Close for 25 years.

Many happy returns also go to **Wilma Allingham**, below right, who was 80 recently.



Jessie Hunter of **Morris Court** in **Dalry** and previously of **Alexandra Court** in **Prestwick** was also 100 recently. She was visited by Deputy Lord High Commissioner of Ayrshire James McCosh (left) and the Deputy Provost of Ayrshire Robert Barr (right), who delivered a card from the Queen. She also enjoyed a big family party in October.



The Thursday Club in **Baillie Court**, **Motherwell** celebrated the 70th birthday of **Andy Baird** (pictured above, far right).



Here's **Tina Hamilton** of **Harley Court** in **Falkirk**, who was 99 in August. Tina is Harley Court's oldest resident.

Many happy returns Tina!



Many Happy Returns to **Doris Whitley** (below) who turned 100 earlier this year. Doris, of **Roseburn Court** in **Edinburgh**, threw a birthday party attended by family, friends and residents of the development.



Anne Buist of **Hanover Gardens** in **Scone** celebrated her 90th in style, with a surprise party in the Royal George Hotel in Perth. Many happy returns Anne!



A very happy 90th birthday to **May Paton** of **St Margaret's Court** in **Juniper Green**, **Edinburgh**. Margaret celebrated her 90th with friends and family at St Margaret's Court. May was originally the Assistant Warden – and then Warden (as they were then known) until she retired. She's lived at the sheltered development for 34 years.





Organisational Review will make us fit for the future



As many of you will know through attending our AGM, Tenants' Conference, Owners' meetings and Tenant Focus Groups, Hanover is currently going through a major organisational review.

The purpose of the review is to:

- ▶ allow us to continue to build on our reputation for providing high quality customer and support services; and
- ▶ ensure we can meet current challenges and adapt to future needs.

Over the last few months our Committee of Management and Senior Management team agreed a new organisational structure – featuring a four-department model – to replace the current five departments. The four new departments are:

- ▶ Asset Management;
- ▶ Customer Services;
- ▶ Organisational Services; and
- ▶ Strategic Finance.

At the outset there will be very little change to your service and day-to-day dealings with Hanover. However, our aim is to improve our services to our residents and, in the medium to longer term, this will mean improvements to the service we deliver, from how we communicate with you, to the quality and speed of our services such as repairs. We are in the process of becoming a truly customer-orientated organisation where you, our service users, are paramount and at the heart of everything we do.

Please be assured that before decisions are taken on proposals for service changes, we will consult with you and fully consider your views on what might be proposed.

We're now in phase one of the review where our current Directors were, in line with statutory requirements, formally consulted on their posts. A decision on the recruitment of Directors to lead the new departments is now being taken.

The next phase – from January to March 2015 – will involve the selected Directors designing the new departments, based on customer and business requirements, and the final phase – from April 2015 to March 2017 – will be when the new departments' designs are put into place.

In addition, our Committee structure is being reviewed, not only to reflect the changes in the organisational structure, but to ensure we continue to meet the Scottish Housing Regulator's governance requirement, including the requirement for our Committee of Management to meet at least six times per year.

We always welcome feedback from everyone involved in this process, and this includes you. If you have any suggestions you'd like to make or indeed if you have any questions you'd like to ask, we'd be delighted to speak to you. Contact your Sheltered Housing Manager, Retirement Housing Assistant or Housing Officer in the first instance.

I very much look forward to Hanover delivering even more 'simple solutions for life' and an even better service to you in the future.



News for Tenants

Conference is roaring success

Hanover tenants from across Scotland came together on 26 August for our first ever Tenants' Conference, held at the Strathclyde Hilton in Bellshill.

One of the biggest highlights of the day was an exclusive play – called Have a Nice Day – on the subject of customer service and performed by the esteemed Out of the Darkness Theatre Company. The play's stars stayed in character for a fascinating question and answer session following the performance. Following this a workshop, chaired by Lynda Johnstone of the Tenants' Information Service, allowed delegates to discuss issues raised by the play and also their experiences of customer service.

After a tasty choice of lunches, the afternoon featured a variety of entertaining and informative workshops, including tai chi exercises, singing sessions and a discussion on later life legal issues.

We received some really positive feedback from the event. Libby Turner of Kinlochleven said:



“It was brilliant. Very productive, interesting and friendly – and the venue made us so welcome. I'm looking forward to the next one!”

Other comments included:

- ▶ 'I received so much information on Power of Attorney'
- ▶ 'Workshops were most enjoyable'
- ▶ 'I'm so glad I came. I've learnt so much that I will take it back and share with friends and other residents – and encourage them to come to the next one!'

Hanover's Chief Executive, Helen Murdoch, said “Our first ever conference has been an immense success and I was delighted that so many residents travelled from far and wide to take part. Initial feedback has been excellent with many positive comments, as well as some very good suggestions for future events.”

Report card shows pleasing results

By now all tenants should have received copies of our Report Card, detailing our performance against key indicators identified by the Scottish Housing Regulator.

We hope you like the format of the Report Card and find the information easy to understand and of interest. We are always seeking ways we can improve things so if you have any comments on the Report Card, or any queries regarding its content, please call Susan Campbell, Communications Manager, on **0131 557 7426** or email **scampbell@hsha.org.uk**.



Make your voice heard in owners' meetings

We are keen to encourage owners to attend meetings in your developments whenever possible. This means you can contribute to discussions concerning the management of your development and relations with Hanover as your managing agent.

We also understand that it may not always be convenient for you to attend. However, it is in your best interests to be represented at these

meetings and therefore we'd like to remind you that you can appoint family members or other individuals, including other residents, to represent you and vote on your behalf at these meetings.

If you cannot attend a meeting, please consider using the proxy form that accompanies the agenda to nominate someone to attend for you. That way you can help make sure that your voice is heard.



Selling your property? We can help

If you're selling your home then we can help by advertising the property on our website, free of charge. We can place a link to your solicitor or estate agent's website advertising your property from our own site, which will help to encourage potential buyers to look at your property.

We will also add details of the housing development in which the property is located, so potential buyers can find out more about the facilities on offer.

All you need to do is let us know when your property goes on the market and give us the website address your property is featured on. We will do the rest. For more information, email advertise@hsha.org.uk or call **0131 557 7437**.

To take advantage of this service, email advertise@hsha.org.uk or call **0131 557 7437**



Get involved in this newsletter!

We're looking for an owner to join our Newsletter Editorial Group. The Group meets four times a year in Edinburgh and discusses all aspects of this newsletter's production, including content, costs and design.

Whilst we can't pay anyone for attending, we do cover all reasonable expenses and provide lunch. If you'd be interested in becoming a member, then get in touch with us using the details on the inside back cover.

Taking care in the bad weather

There are a number of measures you can take to help you and your home remain safe during the winter weather.

Taking care of yourself

Check weather conditions and the forecast before leaving your home. If the weather turns bad while you are out, turn back if at all possible.

If the weather is bad:

- ▶ Postpone your journey if it is not essential.
- ▶ Delay leaving early in the morning. This may allow daylight temperatures to reduce the risk of slippery surfaces.
- ▶ Do not use routes with slopes or steps if it is possible to avoid them.

- ▶ Use internal routes where they are available.
- ▶ If you do need to travel please ensure you wear appropriate clothing and footwear – even if you are only putting the bins out.

We will do what we can to keep essential access paths on the development clear of snow and ice. But this applies to Hanover-owned paths only.

We cannot guarantee that these paths and other areas can always be kept safe to walk on. Paths can quickly become dangerous

even if they have recently been cleared or have been gritted.

Your Sheltered Housing Manager/Retirement Housing Assistant and development cleaner will try to deal with minor problems caused by light snow or frost, where they are fit and available (during working hours) to undertake the required tasks.

We will continue to try to employ additional people to undertake ice gritting and snow clearing duties where necessary. This might be by using local authority personnel or engaging a private contractor.

However, ice and snow clearing contractors can be very difficult to obtain, especially at short notice. As well as this, they may not be scheduled to arrive until later in the day, or indeed be able to attend at all due to severe conditions.

In practice we may have no snow or ice clearing provision in place at all if suitable contractors cannot be hired.

Taking care of your home

Cold weather conditions can result in damage by water from burst pipes. Problems occur mainly in properties that are left vacant and unheated.

To minimise the risks of this happening:

- ▶ Ensure that your property is adequately heated even if you are leaving it vacant.
- ▶ Should you be leaving your property for an extended period arrange to have the water system drained.

- ▶ If you have a Sheltered Housing Manager or Retirement Housing Assistant, advise them if you are going to be absent.

If, despite taking these precautions, water in pipes or tanks still freezes, please act immediately. Pull your alarm cord (if you have one) to contact your alarm provider. If you do not have a cord call Hanover Telecare on **0800 783 3615**.

For further details, please consult the posters on your noticeboards.



Nevis Mews is open!



Nevis Mews, Hanover's new £740,000 housing development, was officially opened by Dave Thompson MSP in October.

Mr Thompson cut the ribbon to mark the completion of the four properties for older people and one family home in Drumfada Terrace, Corpach.

The building was funded by the Scottish Government, charitable funding and private finance and was completed in September 2013. It sits adjacent to Hanover's sheltered housing development, Walter Cameron Way.

The properties share an environmentally-friendly biomass heating and hot water system, initially installed to serve Hanover's Walter Cameron Way development. Residents at Walter Cameron Way have seen heating bills reduced by around 40% and it's hoped similar savings will be possible at Nevis Mews.

Dave Thompson MSP said: "I was honoured to be asked to open this new development and it was great to meet some of the residents and sample the lovely food. It was also really good to open such high quality affordable housing here in Lochaber.

"I hope, with the support available from the Scottish Government, Hanover can continue to develop more such housing as it is desperately needed.

"I was particularly impressed by the biomass heating system that has already proved it will deliver a service to the residents at much lower cost than other more conventional systems and it is also much better for the environment."

Hanover's Chief Executive, Helen Murdoch, said: "Nevis Mews is the result of much hard work and planning by Highland Council, the Scottish Government and Hanover, and it's thrilling to officially mark the development as open.

"The location of Nevis Mews is particularly appealing. Situated adjacent to Walter Cameron Way, these new properties will also benefit from the biomass heating and hot water system.

"Hanover's mission is to provide simple solutions for life and this is a perfect example of that in action. I wish all the residents the very best in their new homes."



Staff recognised and active ageing analysed – all in a day's work at the AGM

Hanover's 2014 Annual General Meeting took place in September at Hanover's McDonald Rooms Conference Centre.

As usual, formal business included:

- ▶ approval of Hanover's Annual Financial Statements and Annual Report;
- ▶ appointment of auditors; and
- ▶ a revision of Hanover's Rules of the Association.

Hanover bid farewell to outgoing Chairperson Bunty Fowler, and we all wish her well for the future. We also welcomed new Chairperson Mike Martin (you can read more about Mike on page 19) and five other new members. Gary Devlin, Oonagh Gil, Susan Hamilton, Neil Rennick and Alasdair Rutherford were elected after serving a period as Associate Members.

This year's guest speaker was Bob Laventure (pictured), Older People's Lead at the British Heart Foundation (BHF) Centre for Physical Activity and Health at Loughborough University. Bob's role at BHF includes developing the Active for Later Life resource for health professionals and he's worked with a number of national and international groups including Age Concern and the World Health Organisation.

Bob's entertaining (and interactive) talk was entitled 'Get Up and Go – Doing the things I want in Later Life', and featured an activity that had all of the audience exercising in the aisles!

The 2014 Hanover Staff Awards were presented and congratulations go to:

- ▶ Dorothy McGinlay (West Area Mobile Sheltered Housing Manager) – **Customer Service Award**,
- ▶ The staff teams of Linn Coort in Buckie and Rosemount Court in Carluke – **Development Award**,

- ▶ Connie Lillie (Housing Officer in East Area) – **Leadership Award**
- ▶ West Office's Management Team – **Managing Change Award**
- ▶ Joyce Morrison (Cleaner, Taylor Court, Keith) – **Unsung Hero Award**

Finally, the **Chief Executive's Award**, given to those who demonstrate creative or innovative practice resulting in a significant improvement to a particular service or area of work, was awarded to the Repairs Pilot Team, made up of the Sheltered Housing Managers Maureen Fair, Fiona Anderson, Marian Reynolds, Louise Muir, Bridget Rutherford and Jacqui Degnan-Scott.



The importance of being a keyholder

If you use a Hanover Telecare alarm monitoring device (a pullcord or a pendant in your home), it's important that we have up to date information for your 'keyholder'.



A keyholder is the person or persons you nominated when you first moved into your home who can be contacted in an emergency.

We may contact your keyholder for various reasons, including:

- ▶ If we cannot contact you;
- ▶ If you have specifically asked that they come to see you;
- ▶ If we are in contact with you but cannot resolve the situation over the phone;
- ▶ If you've fallen and are uninjured but are unable to get up (police and ambulance services will refuse to help an uninjured person get up);
- ▶ occasionally asking a keyholder to help you test the equipment.

We may contact a keyholder at any time; however we would only contact them at night if there was an emergency.

It's important – especially during holiday seasons – for keyholders to ensure we have up to date contact information for them.

They should also let us know if they are going away for a period of time, for example on holiday. We would be grateful if you could remind your keyholders of this, and ask them to contact us at any time by emailing **telecareops@hsha.org.uk** or calling **0845 604 4686** to let us know of any changes or to find out more about what being a keyholder means.



A new year, a new look

You will notice a some changes to Hanover over the next few months. As some of you will already be aware if you've attended any of the focus groups, photoshoots or our Tenants' Conference, we are re-branding. A new logo has been agreed, and we are in the process of redesigning our website and literature. You'll find out more about the new-look Hanover in early 2015.

Gifts to staff from residents

Residents sometimes offer gifts to our staff by way of saying 'thank you' for something, or to commemorate a celebration.

Whilst we of course appreciate any token like this, it is important to remember that there are strict rules about what our staff can and cannot accept. We have a policy on gifts, and its main points are below.

- ▶ The maximum value of a gift that a member of staff may accept from a single household is £20.
- ▶ Exceptionally, where a group of residents agree to join together to buy a gift for a staff member, and where no single household has contributed more than £20, the maximum value is £200.
- ▶ Offers of hospitality such as invitations to sporting events, which go beyond what Hanover would normally offer itself, may be raffled with the funds going to Hanover's charitable fundraising account, if the donor agrees to this. Hanover's charitable fundraising account pays for occasional items for the common benefit of residents on a development.

Summary of complaints

This is a summary of customer complaints from 1 April to 30 June 2014; and how we responded to them.

A complaint is any expression of dissatisfaction about our action or lack of action, or the standard of service provided by us or on our behalf.

Stage 1 – Frontline

These are usually relatively minor complaints. We aim to reply to them within five working days.

Number of complaints received	123
Resolved within five working days	103
Upheld	84
Not upheld	38
Outstanding	1

Stage 2 – Investigation

These are usually more serious complaints but include Stage 1 complaints where a satisfactory outcome has not been achieved. They require more formal investigation and a written reply from one of Hanover's Directors within 20 working days.

Number of complaints received	27*
Acknowledged within three working days	24
Resolved within 20 working days	24
Upheld	15
Not upheld	11
Outstanding	1
Referred to the SPSO	0

* including four complaints escalated from Stage 1.

Making a complaint

If you think we haven't done our job properly, you should let us know so we can investigate. You can do this by contacting any of our staff or by accessing our 'How to Complain' leaflet and complaints form. This is available from your Sheltered Housing Manager, Retirement Housing Assistant, Housing Officer, area office or via our website.



Committee Profile

Mike Martin became Hanover's Chairperson in April 2014, bringing more than 30 years' experience in directing housing departments in local authorities both north and south of the border. We found out more about how he sees the future of Hanover and housing, his hobbies and his penchant for bad jokes.



What's your main ambition as Chairperson and what are the challenges facing Hanover and housing for older people in general?

I want to ensure Hanover is at least as strong – if not stronger – when I leave as when I joined. It's an excellent organisation, providing high quality services and chairing an organisation of this scale and reputation is daunting, particularly at a time of increasing needs of older people and increased pressure on finances. But we have high calibre of Committee of Management members and highly dedicated staff, so we're well placed to meet these challenges.

Developing and innovating within this is our biggest challenge and will not go away. Tough decisions will need to be made and we need to be prepared to adapt. We must stay focussed on providing good quality housing and care as efficiently as possible and keep our rents and service charges affordable whilst representing good value.

We also have a challenge developing our care services

alongside our housing to provide more choice for residents and to reduce the need for residents to move if their needs change. Over the next 20 years many older people will have more complex care needs and I hope we can meet these needs, enabling more people to remain at home with a good quality of life.

Chairing Hanover must take up a fair chunk of your time – do you manage to do anything else?

I work as an independent consultant helping health, housing and social care agencies to work better together. This involves working with the Scottish Government and local NHS, councils and voluntary sector bodies. I once chaired a conference to launch the Government's Reshaping Care for Older People strategy. The then Health Minister Shona Robison explained its aim – to help older people remain independent and to do as much for themselves as possible. At the question time an older lady stood up and said that while this was all well and good, her "old man has always been a lazy so and so and expected

everything to be done for him – could the Minister suggest how she could change his habits?" Unfortunately the Minister couldn't answer this!

I'm also involved in local groups where I live, in Boat of Garten. I'm a Director of our local community company, a volunteer driver in the community transport group and co-organiser of our fundraising winter talks programme. We've had some amazing speakers; from a local Laird to world renowned mountaineers!

My wife and I both love the great outdoors – getting into the hills at anytime of the year is good for the body and soul. As you read this I'll be attempting to climb a 6,000 metre mountain in Nepal and hopefully when I get back there will be enough snow in the Cairngorms for me to get my skis out and go exploring.

I love the theatre and cinema and have to get my Edinburgh Festival fix in August. This year's Joke of the Festival was by Tim Vine – "I really must sell my vacuum cleaner; it's just hanging around gathering dust!"

Homes for rent



Looking for a new home?

Do you know anyone who would be interested in moving into one of our developments? Or are you looking to move to another location?

Here's a list of developments where we have properties available to rent. If you or anyone you know are interested, please contact the area office using the details below.

We also welcome applications for other areas. If you're interested in moving to an area not on this list, then please still contact us as we may be able to help.

Note that these details are correct at the time of writing.

EAST (0131 557 7404, eastinfo@hsha.org.uk)

Crail – Albany Court (amenity)

Kincardine – Sivewright Court (sheltered)

Larkhall – Glengowan Court (very sheltered)

West Linton – Broomlee Court (sheltered)

NORTH (01343 548585), northinfo@hsha.org.uk)

Buckie – Hanover Court (sheltered)

Dufftown – Aigan Court (sheltered)

Grantown-on-Spey – Coppice Court (sheltered)

Grantown-on-Spey – Woodside Court (sheltered)

Huntly – Granary Street (sheltered)

Keith – Taylor Court (sheltered)

Lumsden – Hanover Court (sheltered)

Macduff – Doune Court (sheltered)

Newtonmore – Glen Grove (sheltered)

WEST (0141 553 6300, westinfo@hsha.org.uk)

Glasgow (Partick) – Hanover Court (sheltered)

Glasgow (Castlemilk) – Windlaw Ct (sheltered)

Kilmarnock – Creighton Court (sheltered)

Motherwell – Baillie Court (sheltered)

Newmilns – Murdoch Nisbet Court (amenity)

Paisley – Hanover Gardens (sheltered)

Renfrew – Orchard Court (very sheltered)

Saltcoats – Eglinton Court (sheltered)



Recognise a stroke – FAST



Facial
weakness

Arm
weakness

Speech
problems

Time
to call 999

If you think someone is having a stroke, phone 999 immediately and ask for an ambulance. Even if the symptoms disappear while waiting for the ambulance to arrive, they should still go to hospital for an assessment.

An easy way to help remember the main stroke symptoms is by using the **FAST (Face, Arms, Speech, Time) Acronym:**

- ▶ The person's **Face** may have dropped on one side, they may be unable to smile or their mouth, eye or tongue may appear crooked.
- ▶ They may not be able to lift one or both **Arms** and keep them there because of weakness or numbness.
- ▶ Their **Speech** may be slurred or garbled, or they may be unable to talk at all despite appearing to be awake.
- ▶ If you see any of these signs or symptoms, it is **Time** to dial 999 immediately.



Fire safety guide coming soon

A handy new booklet that's full of essential information to help you stay safer from fires in your home will be delivered to you soon.

The new booklet is produced by Hanover in conjunction with the Scottish Fire and Rescue Service. It suggests lots of different ways to keep you and your home as safe as possible and also gives you hints on how to detect fires, planning your escape routes and looking after electrical equipment and cables to reduce the risk of a fire occurring.

The new leaflet should be delivered to you in January 2015.



Even e-cigarettes pose a fire risk

Cigarettes have always been a major fire hazard – but be warned that the new ‘electronic’ cigarettes aren’t much safer.

The new cigarettes are supposedly safer to smoke due to the absence of tobacco or smoke, however their electronic components must still be used correctly to ensure they are safe from causing fires. If you’re an e-cigarette user, it’s worth remembering the following tips:

- ▶ Only use the charger supplied with the kit.
- ▶ Do not mix and match components from different e-cigarettes.
- ▶ Never over-tighten a battery onto a charger. Plug the charger in first, and then gently screw the battery in until the charger light flashes – then stop.
- ▶ Never leave e-cigarettes unattended whilst charging.
- ▶ Clean the battery centre pin and charger contact at least once a week with tissue or alcohol wipes.
- ▶ Remove the battery from the charger when fully charged.



Money matters

A wealth of information at your fingertips

Did you know Age UK have an amazing array of information fact sheets and information guides for older people, all available to download free from their website?

There are more than 100 different guides, ranging from all things financial like wills and estate planning, benefits payments and pensions credit info, to health, occupation and consumer guides.

You can access them at www.ageuk.org.uk/publications/age-uk-information-guides-and-factsheets.



Christmas recipe

Thanks to Maureen Robson of Plenderleith Court, Kelso, for sending in this easy to make fruit loaf recipe.

Ingredients

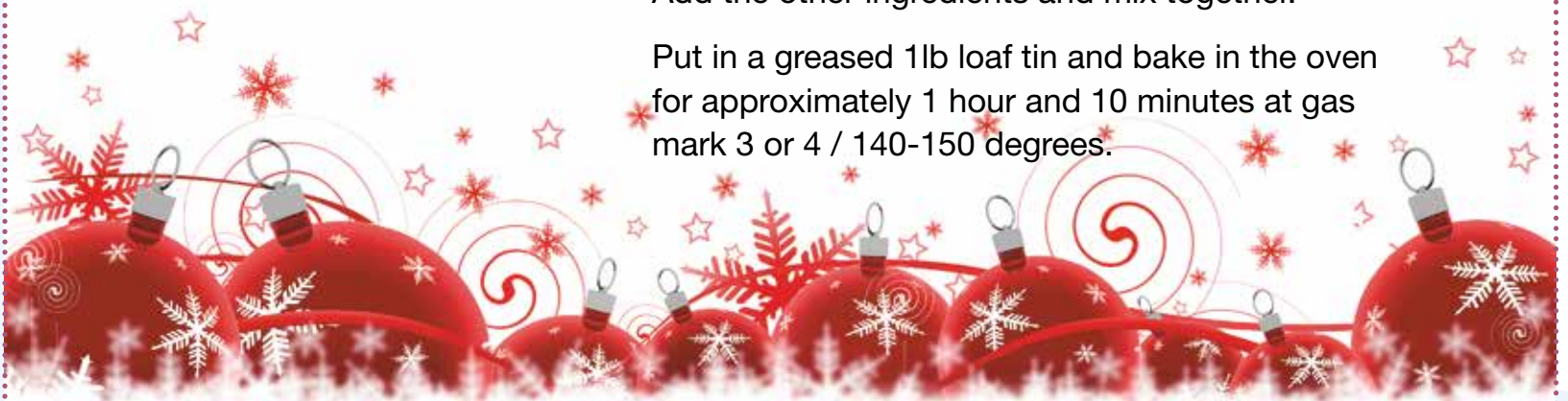
1 cup castor sugar
1 cup milk
1 cup mixed fruit
4 ozs margarine
8 ozs self-raising flour
1 teaspoon mixed spices
1-2 eggs



Method

Blend in the flour, eggs and mixed spice.
Add the other ingredients and mix together.

Put in a greased 1lb loaf tin and bake in the oven for approximately 1 hour and 10 minutes at gas mark 3 or 4 / 140-150 degrees.



Kind hearts

In the next edition (March 2015) we'll have a final grand total of everything you raised. In the meantime, so far this year, Hanover residents have:

 **Raised: More than £19,745.37**

 **Knitted: More than 1,120 items**

Aside from those developments we've already covered in other parts of the newsletter, special mentions must also go to **Craigview** in **Bo'ness** for the knitted teddies and scotty dogs for a Chinese autistic school, and **Kings Park Mews** in **Glasgow** who raised £260 for the Prince and Princess of Wales Hospice as well as knitting nearly 400 items for various causes. Well done!



Contact us

Write to: **Ian Mountford, Editor, Business and Communications Department, Hanover (Scotland) Housing Association, 95 McDonald Road, Edinburgh EH7 4NS.**

Telephone: **0131 557 7437**

Email: **hanovertoday@hsha.org.uk**



The deadline for receipt of articles for Issue 73 (March 2015) of Hanover Today is **Monday 2 February**. You can read more about what Hanover residents are up to on our Facebook page – **facebook.com/hanoverscotland** and you can also follow us on Twitter (**@hanoverscotland**)

You're welcome to contact us in any of the ways detailed above. But, if you have a suggestion for an improvement to our services, why not use the 'Bright Ideas' initiative?

You could earn shopping vouchers if your suggestion is implemented. Speak to your Sheltered Housing Manager, Retirement Housing Assistant or area office to find out more and to get a Bright Ideas form.

We can produce this newsletter in other formats, like braille, audio, large print or a foreign language. 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.

Prize sudoku

We're offering a special £50 Christmas prize for this edition's Sudoku competition. As usual, your task is to fill the grid so that every row, column and 3 x 3 box contains each of the numbers 1 – 9. Once you've completed the grid, fill in your name and address in the spaces provided and send your details and the completed puzzle to us at the address above by **Monday 2 February**. If your name is the first drawn out of the hat for each of the north, west or east areas, you'll win £50. The correct grid from last time is below.

Name _____

Address _____

Postcode _____

The winners of the last Sudoku competition were: **Wendy Lowrie** of **Langlands Court** in **Hawick** (east), **Irene Rough** of **Argyle Court** in **Inverness** (north) and **Joan Dunipace** of **Sinclair Drive** in **Glasgow** (west). Congratulations!

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

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

Prize crossword

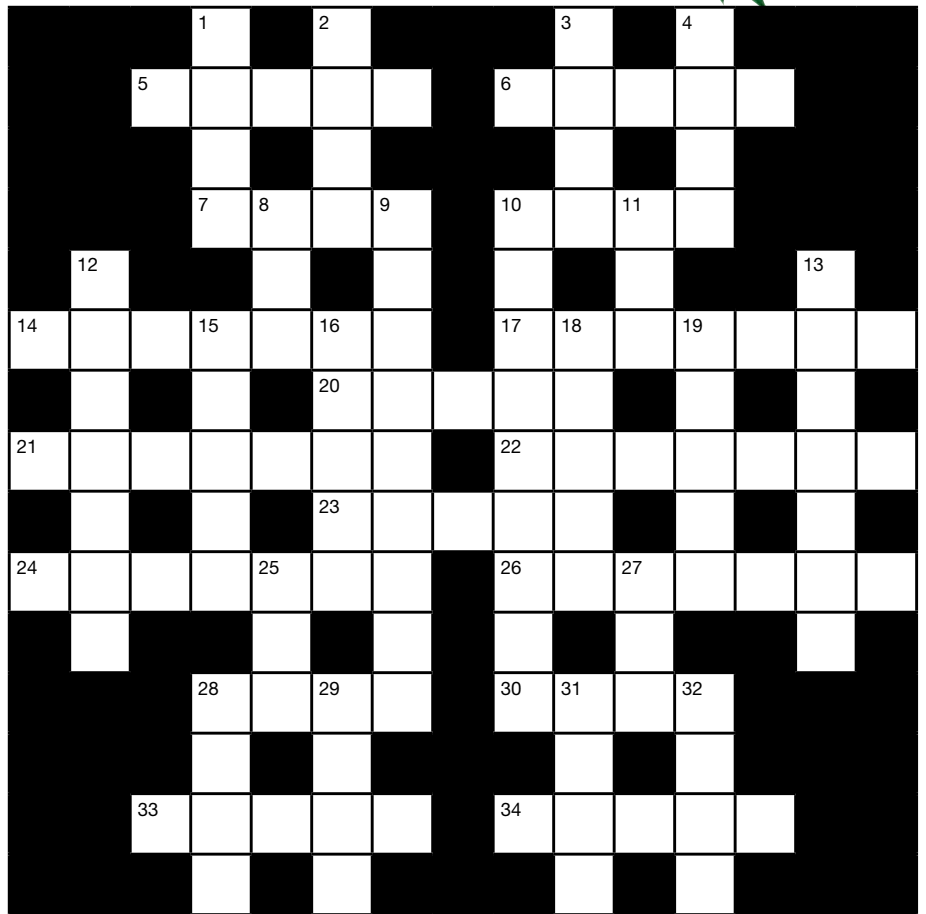


Name _____

Address _____

Postcode _____

Once you've completed the grid, fill in your name and address and send your details and the grid to us at the address on the inside back cover by **Monday 2 February 2015**. If your name is the first drawn out of the hat for each of the north, east or west areas, you'll win a special Christmas prize of £50!



Across

- 5 See 32d
- 6 Bird, popularly said to bring newborn children (5)
- 7 Fruit, traditionally eaten over Christmas (4)
- 10 A small sculpted Christmas scene showing Jesus as a baby (4)
- 14 The person responsible for fair play in a sporting event (7)
- 17 Payments made to buy freedom for captives (7)
- 20 A priest among the ancient Celts (5)
- 21 A city in south-eastern Germany famous for its fairs (7)
- 22 American singer and actor who sang 'Have Yourself a Merry Little Christmas' (7)
- 23 The largest Greek Island (5)
- 24 A member of an ancient people who inhabited northern Syria (7)
- 26 Shellfish often served steamed in wine (7)
- 28 A song of praise (4)
- 30 The relationship of Cain and Abel to Adam and Eve in 12d (4)
- 33 A one-piece garment for a woman (5)
- 34 See 10d.

Down

- 1 Santa's transport (4)
- 2 A short theatrical episode, often amusing (4)
- 3 A decoration often used to top a Christmas tree (4)
- 4 Seafood known for walking sideways (4)
- 8 A song or tune (3)
- 9 Plant, such as 25, bearing foliage throughout winter (9)
- 10&34 Novel by Dickens in which Scrooge appears (9,5)
- 11 Traveller's lodgings such as that which had no room for Joseph and Mary (3)
- 12 The first book of the Old Testament (7)
- 13 A green transparent gemstone (7)
- 15 A person who lives away from home and country (5)
- 16 Formal proclamation, such as that which brought Joseph and Mary to Bethlehem (5)
- 18 A farewell remark, originally French (5)
- 19 Animals, usually seen bearing antlers (5)
- 25 "The holly and the...", a Christmas carol (3)
- 27 The star that does little to warm us in winter (3)
- 28 A flock or group of domesticated animals (4)
- 29 Church celebration, often held at midnight on Christmas day (4)
- 31 A translucent gemstone (4)
- 32&5 A white water crystal, often wished for at Christmas (9)

The winners of the last crossword were: **Shirley Stocks** of **Carrick Drive** in **Dalgety Bay** (east), **Helen Downie** of **Cairndow Drive** in **Glasgow** (west) and **Ella Downie** of **Strawberry Bank** in **Peterhead** (north). Well done!

The answers to the last crossword are: **ACROSS:** 1 Catalan 8 Rhine 9 Decibel 10 Lioness 11 Okapi 12 Ceylon 14 Sydney 17 & 5a Woody Allen 22 Locusts 23 Lilac 24 & 19 Porgy and Bess 25 Ephesus **DOWN:** 1 Carol 2 Trilogy 3 Liege 4 Nudist 5 Anchovy 6 Libra 7 Nullify 12 Cowslip 13 Odyssey 15 Needles 16 Lassie 18 Oscar 20 Delph 21 Socks