

# Residents' Bulletin



Keeping Hanover residents informed during the Coronavirus crisis

## A hello from Angela Currie, Hanover's new CEO

Hello Everyone,

I wanted to take this opportunity to introduce myself, on paper at least, to you all. I have been in post as Chief Executive of Hanover for just over a month now and firmly getting to grips with our current priorities and getting to know my colleagues and the organisation. Starting a new role, especially one like this, in the middle of a pandemic brings a set of new challenges and it has meant meeting new people via a screen rather than face to face.

I'm really looking forward to the day when I can visit our developments and meet some of you in person and enjoy a time when Covid is not the main topic of conversation!

A little about my background: I have been working in the housing sector for over 25 years in local authorities and housing associations. My previous role was as Director of Operations with Blackwood Homes & Care and for a number of years, I was the managing director of the Scottish Housing Network, the national benchmarking club. I've been passionate about customer engagement from day one really want to consider more ways to gather and act on the views of our residents using technology and other methods.

As we look beyond Covid and how we work as an organisation we will want to hear your views on what the pandemic has meant to you and how our services can be adapted in the future to help you live as independently as possible.

I have to confess to being a great believer in staying active and being outdoors.

Staying in East Lothian means I get the best of the coastline and countryside has to offer. We all want to remain as independent as possible and stay connected in our lives to family and friends. I know many of you will share that view so I really want to know more about what can Hanover do to help you achieve your goals.

I am hugely excited to be leading such a vibrant organisation, which has a long and celebrated history. My focus in the coming year will be about setting out a new strategy for the organisation and we plan to do lots of consultation on what you like and want more of in the future. We want to create an ambitious vision for the types of homes and services that we provide – ones that will service us well now and in the future.

In the meantime, while we wait for vaccinations to have a real impact I would encourage all of you to stick to the FACTS and stay safe and look forward to the time we can meet in person.



**Hanover Residents - we want to hear from you! Send your photos and stories to [communications@hanover.scot](mailto:communications@hanover.scot) or join our Facebook page Hanover Blether.**

## Coronavirus update

The beginning of March may see some easing of restrictions but the advice remains to stay at home except for essential reasons.

The numbers of positive Covid-19 cases across the country remain high and there is still an acute pressure on NHS services, but there are hopeful signs that the infection rate has begun to reduce slightly.

Our staff from Enhanced and Factoring sites have now started a phased return to working at developments. The aim is for them to be back at their normal hours on developments by the beginning of March. This has been enabled by the introduction of regular testing for staff and the steady roll-out of the vaccine.

We have heard from lots of you who have had your first dose of the vaccine and it is great to hear the positive stories, please do keep them coming either on our Facebook page Hanover Blether or to

communications@hanover.scot.

We would however remind you that while the new vaccines will hugely reduce the chances of you getting sick with Covid, no one knows yet whether they will keep you from spreading the virus to others. Research on this is ongoing. Furthermore, the jab takes two to three weeks to take effect and the full impact is only effective once you have received two doses.

This means that sticking to two metre social distancing, wearing a mask, regularly sanitising your hands and surfaces and staying at home when possible remains as important as ever if we are to protect our families, friends and each other.

Once again, we thank you for your patience and understanding. Should you have any concerns, you can reach our offices on **0800 111 4646 from 9am – 5pm, Monday to Friday.**

## Snippets

Knitting needles ready? It's that time of year again - the Age Scotland and Innocent drinks **Big Knit** is back! They are calling all knitting and crochet enthusiasts to get creative and help them raise even more money to help older people throughout Scotland. Find out more online or contact us at communications@hanover.scot or on 0131 557 7437 for patterns and more information.



We are continuing to offer extra support to any residents who are experiencing social isolation or simply want to hear a friendly voice. You can enjoy support from our **telephone buddies scheme**. If you are interested please call us on 0800 111 4646.

## News and Information

### Virtual Coffee Mornings

Lockdown has brought about many challenges but one of the key ones for Hanover residents has been the isolation and the inability to meet up in communal lounges or each others' homes for a cuppa and a chat. We are working to help with that by holding virtual coffee mornings using Zoom.

The coffee mornings take place on Tuesdays at 10am and are hosted by Performance Manager Elaine McCaffery.

All you need is your smart phone, tablet or laptop and the meeting log-in details. Simply go to [www.zoom.us](http://www.zoom.us) and click 'JOIN A MEETING'. Put in the following log-in details and you will be able to chat with Hanover staff and other residents. You'll have to make your own cuppa though!

Log-in for Hanover Zoom Coffee Mornings:

**Meeting ID: 930 4386 8289**

**Passcode: 748661**

## News and Information

The United Kingdom's transition period for leaving the European Union ended on 31 December 2020.

This means that any European (EU, EEA or Swiss) national residing in the UK before 31 December 2020 who wish to continue living in the UK will need to apply to the **European Union Settlement Scheme (EUSS)** by 30 June 2021 to retain their rights under UK immigration law.

For further information and how to apply in your native language, please go to: <https://www.gov.uk/guidance/settled-status-for-eu-citizens-and-their-families-translations>

This is a free service, and you can apply through the website above. You can also download the 'EU Exit: ID Document Check' app on a smartphone to speed up your application. If you have any difficulties, you can contact the EU Settlement Resolution Centre on **0300 123 7379**.

## Around the houses

Manager Carrie Young sent us this photo from **Rose Park** in **Edinburgh**. Apparently this chap was "just chilling". We see what you did there Carrie! Good to see that he was abiding by the social distancing rules and wearing his mask!



This was the scene at **Milnescroft Court** in **Fochabers**.



This handsome gentleman with very ruddy cheeks was spotted at Sunnyside Court in **Edinburgh**. As Bletherer **Irene Hood** told us; "You are never to old to build a snowman."



There was sunshine and snow at **Friary Court** in **Inverkeithing**.



## Around the houses

This was the view from **Eglinton Court** in **Saltcoats** during the snow.



At **Chandlers Court** in **Elgin**, there was love in the air as they celebrated Valentine's Day with lovehearts and red roses.



## Just for fun

### Riddle me this

What has many keys, but can't even open a single door?

David's father has three sons: Snap, Crackle, and \_\_\_\_\_?

The more you take, the more you leave behind. What am I?

### Crossword solution for issue 8

ACROSS	DOWN
5 Coriander	1 Sombrero
8 Lamb	2 Firkin
9 Keyboard	3 Enzyme
10 Severn	4 Reno
11 Eiffel	6 Valentine
13 Atwood	7 Argentina
15 Debate	12 February
16 Indurain	14 Diadem
18 Ulna	15 Danube
19 Liverbird	17 Unit

**Sudoku - Fill in the grid so that every row, every column and every 3x3 box contains the numbers 1 to 9. This one was marked 'Diffcult' so best of luck everyone!**

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