



20 Things You Need to Know about Hanover

1. Our turnover was over £ 90m last year.
2. We have a very strong financial position with gearing of 47% and a free cashflow position in 2010/11 of £8.8m.
3. Supporting People grants makes up only 4% of our income.
4. Hanover manages over 18,000 properties on almost 600 estates in 211 Local Authority areas.
5. We have over 13,000 rented properties and manage over 5,000 homeownership properties.
6. Our emergency alarm and telecare response service, Hanover on Call, takes over 370,000 calls per year.
7. We have the highest regulatory judgement in both Viability and Governance & Leadership from our regulator, the TSA.
8. We employ 923 staff with half being based on our estates.
9. Hanover's strategy is to offer as much choice as possible to our residents and we have introduced a charter setting out choices for individual residents, groups of residents at an estate and the decisions that Hanover will retain.
10. Our day to day repairs are all carried out by local contractors and residents on each scheme are involved in deciding the contractors to be used.
11. We have Estate Managers on every estate except where residents prefer not to have this service; most of our Estate Managers are non-resident.
12. We have a strong commitment to Learning and Development and provide a Chartered Management Institute accredited management programme and a Chartered Institute of Housing accredited estate manager training programme. Last year we delivered over 4,000 days of training.

13. We are an HCA Investment Partner. We are embarking on a program to develop contemporary mixed tenure retirement housing including co-housing developments – there are four developments in planning stages.
14. There are currently 10m people over 65 in the UK with these numbers set to increase dramatically; only 5% of older people live in Retirement Housing and Hanover is one of the leading providers in England.
15. Hanover has very high resident satisfaction ratings – in the last STATUS survey the overall satisfaction with our services was over 90%.
16. Hanover is working with 4 co-housing groups to help them to develop housing where they can live as self-supporting communities.
17. We have embarked on a programme to sell every fourth empty property on selected estates to widen the tenure offer we make to older people; the receipts will be used to support the development of new retirement housing or remodelling of existing schemes.
18. The biggest concentration of our stock is in Hackney where we own all the former Local Authority housing for older people.
19. We are a housing provider and do not provide care services directly.
20. We are devolving business and service accountability to local teams so our offer is reflecting the markets in which we operate.