



Dear Potential Applicant

Thank you for your interest in the Assistant Director positions at Hanover Housing Association.

Hanover's Vision is to be the leading organisation in our field, providing high quality retirement housing and related services for older people. We aim to achieve this by:

- Being influential, not ordinary
- Leading, not following; and
- Demonstrating drive, energy and commitment in all we do

We have already achieved a lot, but crucially we are in a strong position to do more. The recent judgement from our regulator assesses our financial strength and governance as being at the highest levels. As a matter of course we have Investors in People (Gold) and Customer Service Excellence accreditation.

Hanover believes that for retirement housing to be a positive choice it is necessary to confront some of the unhelpful stereo-types and ageist assumptions that still persist – and develop our services and property offer to reflect contemporary and local market demands. Your remit will be to bring strategic leadership to the region and ensure our offer – both the properties and our services – is highly valued by residents and prospective residents.

Hanover is an organisation where values matter on a day to day basis and I would also like to think we are a friendly organisation where good people flourish. I hope after reading the job details and other information we have provided you are still interested in joining us to help put our plans and commitments into practice. I am confident you will be joining an organisation poised and ready to fulfil this ambitious Vision.

If you would like to have an informal discussion about the roles please give me a call on 07932 645476.

Yours sincerely

A handwritten signature in black ink, appearing to read "Tony Tench", written over a horizontal line.

Tony Tench
Retirement Housing Director