



The sweet taste of success!

Residents' catering contest win
- see page 5

Area meetings



Why we are replacing regional forums

Annual report



An important publication for residents

Benefit reforms



How will the changes affect you?

How to contact us with your feedback:

**Hanover, FREEPOST HL599
1 Bridge Close, Staines TW18 4BR**

call: 01784 446117

email: engagement@hanover.org.uk



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A very merry Christmas to all Hanover News readers!

Welcome...

to the winter edition of Hanover News!

In this edition we cover some important topics, such as the move from resident forums to area meetings, our new policy on laminate flooring and what we are doing as a result of your feedback from the Future Choices events earlier this year. We have also included details of our annual performance report and an update on how we are progressing with improvements, and Inpractice which showcases innovative and interesting activities and events taking place on our estates.

You will also find an outline of the support available to you in light of recent changes to benefits, details of our opening hours over the festive period and the winners of this year's Hanover in Bloom competition.

We hope you enjoy this edition and welcome any suggestions and comments that you may have. If you would like to get in touch please use the contact details at the top left of this page.

Alternative formats

If you would like to receive future editions of Hanover News in an audio format (tape or CD) or large print please contact our Service Centre on **0800 280 2575** or email servicecentre@hanover.org.uk. If you would like to receive this publication in a format other than print or audio please speak with your estate manager.





Area meetings to replace regional resident forums

Why?

Feedback about regional resident forums over the past year has been that although some residents did like the forums they recognised that they have not been as effective recently. Others felt that at times the forums were too bureaucratic, poor value for money and in some areas attendance was poor. Following consultation with residents the decision has been taken to replace regional resident forums with area meetings that will be led by regional staff.

What are the benefits of changing to area meetings?

Area meetings will:

- be developed locally to suit different areas;
- help meetings be more productive and help identify issues earlier;
- give you the opportunity to ask questions in an open discussion; and
- provide an opportunity to discuss local issues and raise concerns or make suggestions to Hanover management.

Each region will produce a plan to confirm how often the area meetings will be held, the time of year they are planning to hold them and where the meetings will take place. Hanover will cover the cost of travelling to area meetings and refreshments will be provided. Most areas will be able to hold meetings on estates; however if external venues are required then we will also cover these costs.

What about Extra Care?

It was recognised that forums didn't work well for Extra Care residents as travel was often an issue, with very few people attending. Although area meetings are designed for Retirement Housing residents, Extra Care residents may be invited to similar meetings on estates.

➔ **If you would like more information about area meetings please contact the Engagement team on 01784 446117.**

Christmas cover and opening hours

As Christmas is fast approaching we want to let you know when and how you can contact us over the festive period.

Main offices (including the Service Centre) are closed on:

- **Friday 24 December (from 1pm)**
- **Monday 27 December**
- **Tuesday 28 December**
- **Friday 31 December**
- **Monday 3 January**

Normal office hours resume on Tuesday 4 January.

If you have an estate manager they will inform you of their hours over the Christmas season and of the cover arrangements whilst they are off.

Emergency cover will continue to be available to all residents 24 hours a day, 7 days a week throughout this period from Hanover on Call.

To contact Hanover on Call please dial 0844 892 1013 or pull your cord if you have the Hanover on Call alarm service.



Benefit reforms – what will these mean for you?

Are you concerned about the Housing Benefit reforms originally announced in the summer emergency budget and the wider benefit reforms set out in the October Comprehensive Spending Review? Will these affect help towards paying your rent, or other housing costs such as Council Tax?

There should be no need to worry. Changes to Housing Benefit will mainly affect tenants in the private sector, not those in housing provided by organisations such as Hanover. Some changes may affect people of working age, but should not include anyone over minimum state retirement age (currently just over 60); or anyone claiming Disability Living Allowance. Pension Credit (both guarantee and savings credit) is not expected to change at all.

How older people will be affected by the introduction of a new Universal Credit, which combines existing benefits including Housing Benefit, is not yet known.

There will be changes to Council Tax Benefit from 2013, but it is not known yet how these changes will work and who might be affected. There will also be changes to the way that Disability Living Allowance is assessed from 2013, but Attendance Allowance for those over 65 will remain unchanged.

There is some good news:

- For residents who are retired, state retirement pension will be linked to increases in the cost of living and average earnings from 2011. Basic pensions have fallen behind for many years, and this is intended to restore the link to the cost of living and provide higher pensions.

- Winter fuel payments and cold weather payments will continue as before.
- Help for homeowners on low incomes towards mortgage interest costs will also continue.
- Anyone 75 or over will still benefit from a free TV licence.

Whilst there has been much media publicity about all these changes, there is still insufficient detail to know exactly how they will all be implemented and how some individuals might be affected. We will be monitoring this closely and will ensure that we provide information when we can to help, advise and reassure residents.

If you are concerned about the benefits you currently receive, or would like to find out more about claiming benefits, please speak with your estate manager or call the Service Centre on 0800 280 2575.

Benefit success in Hackney

Since June 2009 Hanover's housing support service in Hackney has helped residents and customers in Homerton, London, to successfully claim a variety of grants worth over £42,000. In recent months these include grants from social funds, such as Community Care Grants and Friends of the Elderly and State Pension claims. Grants have also been secured for residents to purchase new cookers and fridge-freezers.

- ➔ **To check that you are claiming everything that you are entitled to please speak with your estate manager or call the Service Centre on 0800 280 2575.**

Are you entitled to a winter fuel payment this year?

Yes, if you are:

- over minimum state pension credit age by mid September 2010 (this is anyone born on or before 5 July 1950);
- claiming State Retirement Pension or other benefits such as Pension Credit or Housing/Council Tax benefit.

Winter 2010/11

- Payments are £250 per household (a single person or couple aged over minimum pension age); or £400 where you or your partner are aged 80 or over.
 - Most people entitled to a winter fuel payment do not need to make a claim. However, to be certain you can ask your estate manager, contact the Service Centre on **0800 280 2575** or phone the winter fuel helpline on **0845 9 15 15 15**.
 - You must make your claim before 30 March 2011. You cannot claim for last year or any missed payments since 2000; so if you do not claim by this date you will miss out.
- ➔ **For more information about how to claim please speak with your estate manager or call the Service Centre on 0800 280 2575.**



Pastimes catering competition

Residents from Hanover Court in Dulverton took part in a national food triathlon when their meal provider Avenance Catering, in partnership with Hanover, ran a three stage competition called 'Pastimes'.

Hanover Court's residents won the £500 prize in both the first and third stages and came runner up in the second stage. This meant they won the competition overall and the national prize of £2,000.

The competition included a pub-style quiz stage called 'Food for Thought'. Questions were based around food and cooking. This was followed by the 'My Favourite Sponge Cake' stage where residents had to come up with their own special cake recipe and bake it.

In the final stage of the competition called 'Thyme to Grow' residents had to cultivate six different herbs from seeds and display them in an unusual fashion. Residents combined ideas and resources and came up with the idea of a clock face displaying the herbs around the clock; a pun on 'Thyme to Grow'.

There was much discussion amongst residents about what they would like to do with their winnings. The most popular idea was to commission a local craftsman to create a full size stag out of willow. This will enhance the estate and be in keeping with the local area of Exmoor National Park. Once finished this will be positioned on the lawn on the approach to the estate.

Update from Future Choices events

The 11 Future Choices events held across the country earlier this year was an opportunity for staff and residents to come together to ask questions, have their say and share ideas. This article includes some residents' views from the interactive workshop sessions, what we have done so far and what else we plan to do as a result.

Future choices for tenants

- Residents said they were happy to have been involved in selecting local contractors for repairs and would also like to be involved in selecting contractors for major works.
- The quality of the work completed was highlighted as an area of great importance.

As a result our technical managers will be more involved on site to work with estate managers to ensure the highest possible quality of work.

- It was also recognised that providing a flexible support service, that meets individual needs, was an area where Hanover could carry out more research.

As a result we are carrying out a survey with a sample of residents to find out more about your views on this.

Future choices for homeowners

- This workshop looked at the possibility of offering the 'right to manage' to residents on homeowner estates. Taking this option would increase choice by passing control and financial decisions over to residents.
- Most residents who attended said this was not of interest to them at the moment. However any interested residents will be able to discuss setting up a 'right to manage' company with housing managers at Local Agreement meetings.
- To offer more choice within the estate manager service, ideas were collected on what could trigger a review of the service, for example when an estate manager has left and there is a vacancy.

Local Agreements

- These sessions helped us to realise we need to be clearer about what we mean by the terms 'Local Agreements' and 'choice' and what the reasons for reviewing your Local Agreement are.

As a result of the feedback we received we are now in the process of providing information that will clarify what choices are available to individual residents, choices that can be made by an estate and the decisions that Hanover will make. More information on this can be found on page 11.

Tenant Services Authority (TSA) standards and regulation

- Residents were asked to give their views on what Hanover does well and what we need to improve within key areas such as customer services and repairs and maintenance.
- The feedback gathered was used in the recently produced annual report for residents. The report outlines the areas that we have committed to improve. More information about this report is outlined on page 9.

The way forward

- During these sessions the different methods we use to involve residents was discussed and evaluated to see if they provide good value for money.

As a result of this workshop we are moving away from regional resident forums to area based meetings. These will give the opportunity to discuss local issues in the area and raise concerns with Hanover management.

- Other methods such as Intouch and Residents' Council will continue. The diagram opposite shows the different ways to get involved.

➔ **Further details on the results of these events, along with a summary of other recent resident involvement activities and how they have made a difference, is available in the autumn 2010 edition of Engagement News. If you would like a copy please speak with your estate manager or contact the Engagement team on 01784 446117.**



Hanover's resident engagement structure

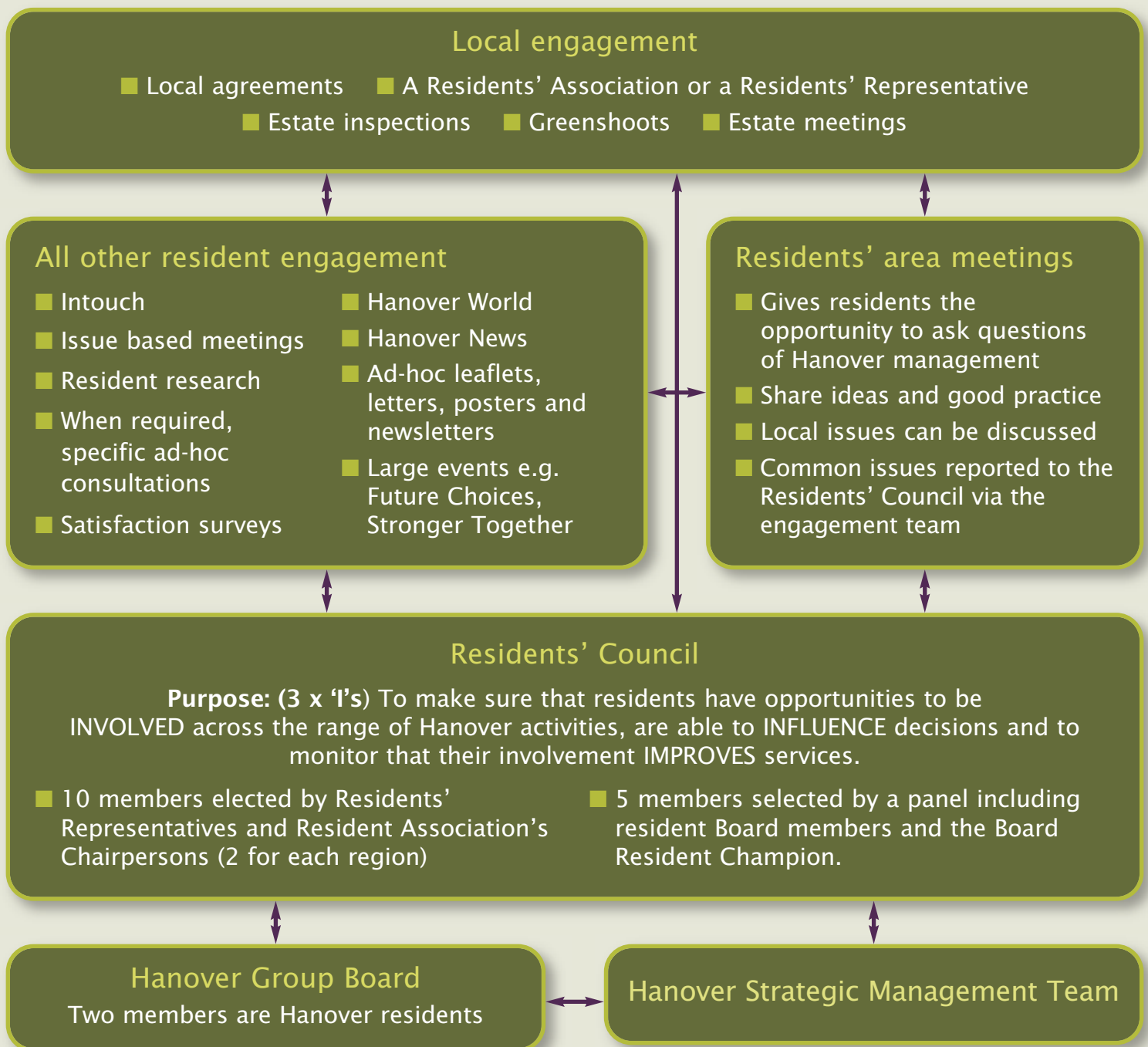


Diagram has been simplified – Hanover's Board and strategic Management Team receive information from all resident engagement and there are connections between all of the different engagement methods

Inpractice – sharing good ideas

There are some truly amazing things being done by Hanover residents and staff across our estates. Hanover's Inpractice publication was launched last year to recognise and celebrate some of the best examples and positive results being achieved. This year's edition shows the range of different approaches taken locally – at a time when residents and staff are especially mindful of resources. The case studies include partnerships with schools, agencies helping the long-term unemployed and universities. These have resulted in voluntary help to improve people's homes and communal areas. There are also case studies about residents helping each other by teaching new skills or hobbies,



as well as partnerships with local voluntary organisations.

If you have not yet had a chance to look through this year's edition please speak with your estate manager who has a copy.

With so much creativity and local initiative taking place, we think it is important to keep track of all the good things going on. More importantly we want to share good ideas and provide ways to learn from them. If you have an example of a successful event, activity or initiative at your estate that you would like to share why not ask your estate manager to let us know?

➔ For more information contact 01784 446000 or email publicaffairs@hanover.org.uk



Hanover News is just one way we provide you with information. Our website also provides a range of information that you may find useful including:

- how you can get involved
- details of benefits you might be entitled to
- our customer service standards
- how to transfer to another Hanover property
- how we work out our rents and service charges
- our complaints process

Why not go online today?
www.hanover.org.uk

Annual report for residents

We want to provide you with the best services we can and want to make sure we listen to what you say and use that to help us improve. An important part of this is to let you know how we are doing, and how we plan to improve. We have recently produced a publication called 'Annual report for residents: Our performance 2009/10' that outlines:

- what you've told us about our services;
- what we think we do well;
- where we know we need to do better;
- our local offer to you (known in Hanover as Local Agreements);
- our commitments about the things we intend to improve.

We are already busy making improvements to our services, including:

- reviewing our Complaints process and ensuring we ask residents who use this service about how we have handled their complaint;



- staff, Board and Residents' Council members will be invited to attend a short course to find out more about diversity;
- comparing our service with that of other landlords.

If you are interested in reading this short informative report please contact your estate manager. Alternatively you may wish to contact, if you have one, your Residents' Representative, Residents' Association Chair or Residents' Council member who each have a copy. An electronic copy is also available via our website – www.hanover.org.uk

We would like to thank those of you who assisted as part of the consultation in August by giving us your views on the style, content and layout of the report. We hope you agree that your views helped us to create a short, bright, colourful and easy to read report.

➔ **Let us know what you think about this report.**

Mrs Daphne Salter completed and returned the feedback slip in the report. She is the lucky winner in our prize draw and wins vouchers worth £50.

New laminate flooring policy

Laying laminate or hardwood floor in place of carpet can result in up to 21 more decibels of noise travelling into the floor. This noise can sometimes be an unintentional annoyance for neighbours. However, we also know that many residents like laminate floors.

Hanover is happy for residents to have laminate flooring as long as an adequate standard of underlay is used and fitted correctly. Underlay can:

- reduce noise and vibrations being transmitted to neighbours' properties;
- prolong the life of laminate or wood floors;

- allow the floor finish to be more resilient; and
- reduce injuries if someone falls.

Residents have an obligation not to cause nuisance or annoyance to their neighbours. If justifiable complaints are received by us, then we reserve the right to insist on the removal or replacement of the laminate or hard flooring at the expense of the resident who installed it.

➔ **For more information including details about the technical requirements of the underlay, such as the thickness and material, please speak with your estate manager.**

Hanover in Bloom results

Thank you to everyone who entered this year's Hanover in Bloom competition – congratulations to all the winners. Photographs of winning entries from all regions, listed below, will feature in the 2011 Hanover in Bloom calendar. Proceeds from the calendar will be split between Macmillan Cancer Support and Greenshoots. For more information please contact Loraine Harris on 01480 223995.

A full list of results is available on our online social network for residents – www.hanoverworld.org.uk – so if you are not already a member why not log on and join today?



July 2011						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	2	1	2	3		
7	8	9	10			
14	15	16	17			
21	22	23	24			
28	29	30	31			



Best estate garden

North Claypath, Durham

South Hedgerow Court, East Ham

East Chadwick Drive, Milton Keynes

West Hanover Gardens, Frome

London & Thames Runnymede Court, Wallington



Best individual garden

North Mrs Joyce Callis, World View, South Cave

South Mrs Dorothy Seymour, Hanover Mead, Bray

East Mr & Mrs Dolley, Braziers Field, Hertford

West Mrs Sylvia Targett, Hanover House, Bude

London & Thames Mr H Arnold,
Hanover Close, Margate

Best individual project

North Mr George Prescott, Elmridge Court,
Lowton

South Mr Ronald Anthony, Hammond Place,
Storrington

East Mr & Mrs Moles and Mr Keith McDonald,
Hanover Court, Kings Lynn

West Mrs Pamela Ottley, Hanover House, Bude

London & Thames Mrs Shelia Deakin,
Queen Mother Court, Deal





Most improved garden

North Mr Kenneth Sutcliffe, Portland Mews, Bridlington

South Rotary Lodge, Worthing

East Hanover Gardens, Mulbarton

West Mr & Mrs Fletcher, Hanover Court, Redditch

London & Thames Mr George Lyons, Windsor Court, Margate



Best vegetable garden

North Mr Howard Garner, Hanover Court, Goole

South Cedar Lodge, Crawley

East Mr Jim Steedman, Hanover Gardens, Mulbarton

West Mrs Agnes Wood, Hanover Close, Nailsea

London & Thames Miss Mary Derriman, Hanover Gardens, Bocking

Your choices within Local Agreements

What does 'choice' really mean for a Hanover resident, and how can you exercise that choice?

We realise that if you are to have real and meaningful choice we need to be quite clear about where those choices can be made, what the options are, and how to get what you have chosen. To make sure it is clear we will be publishing guidance to staff in the New Year about the choices Hanover can offer to you.

Some choices can be made by individuals, some can be made by residents collectively on an estate; some choices (or decisions) have to be made by Hanover. Examples include:

Individual

- Keeping a pet (permission required)
- Making use of support services
- Decoration in your home
- Whether to put additional locks or chains on your front door

Estate

- Use of communal areas
- Gardening and cleaning contractors
- Repairs contractors
- Estate manager and support services

Hanover

- Staff pay, terms and conditions
- Lettings and allocations policy
- Planned works programme

Estate choices will be recorded in your Local Agreement. These choices will need to be the consensus of residents on the estate, making sure that everyone has had an opportunity to put forward their point of view. It will be rare that everyone agrees, but we hope that after talking the matter through, everyone will agree to abide by the decision. Housing managers will lead this process, hopefully working very closely with residents' associations and residents' representatives so that together we can improve the quality of life for everyone on your estate.



Help sheets update

Help sheets are short documents that outline key information about a service we provide. These are easy for us to keep up to date and are cost effective too (as they can be printed as and when they are needed).

A number of help sheets have been completed (see below). These should now be used instead of the residents' handbook.

What should I do with my copy of the residents' handbook?

Your copy of the handbook now contains incorrect information and should be thrown away (recycled wherever possible).

How can I get hold of a help sheet?

Help sheets are available from your estate manager, the Service Centre (0800 280 2575), Hanover on Call (0844 892 1013) and from our website www.hanover.org.uk

Help sheets are available on the following topics;

- Access to benefits advice
- Accessing social care
- Aids and adaptations
- Anti-social behaviour
- Being neighbourly
- Compensation for improvements
- Damp and condensation
- Data protection
- Ending a tenancy
- Getting involved
- Guest rooms
- Hanover on Call
- Health and safety
- Help with moving in
- Home loss/disturbance payments
- Homeowner management fees
- How to make a complaint
- How to rent/purchase from us
- Insurance for homeowners
- Insurance for tenants
- Leases
- Legal rights as a leaseholder
- Lettings
- Local Agreements
- Master keys
- Mobility scooters and motorised wheelchairs
- Parking
- Powers of attorney
- Rent
- Repairs
- Right to repair and compensation for improvement
- Running a business from an estate
- Safeguarding children
- Safeguarding vulnerable adults
- Selling your home
- Service charges
- Supporting people
- Tenancy agreements
- Transfers
- Using a common room
- What the estate manager service provides
- Your will and accepting gifts



New Residents' Council members

Five new members were elected to Residents' Council earlier this year following elections by residents' representatives and residents' associations in July. Positions that became vacant due to some previous members retiring and others reaching their maximum term of office were filled.

In November Pat Lees was elected as the new Chair of Residents' Council and John Barnett was selected as Vice-Chair.

We would like to thank all retiring members for their hard work making sure that we listened to residents' views, and wish newly elected members an enjoyable and productive term.

Our gifts and hospitality policy

All Hanover staff are subject to a policy about accepting gifts and hospitality that forms part of their code of conduct. If over the Christmas period, or at any other time, you would like to offer a small gift or token of appreciation to a member of staff please bear in mind that:

- any decision to offer a gift must be freely made and staff must never request one;
- staff are not allowed to accept gifts of cash, cheques or vouchers;
- staff cannot accept personal gifts worth in excess of £20, within a twelve month period, either individually or collectively;
- staff can only accept hospitality where the event is part of the life of the community; and
- staff may accept items of a nominal value, such as Christmas cards.

The code of conduct requires staff to politely decline any gift that is outside of our policy, so please do not be offended if they must do so.

Festive quiz answers (from page 14):

1. Bedford Falls
2. Bohemia – Wenceslas was in fact the Duke of Bohemia not the King
3. Four – Jacob Marley, the ghost of Christmas past, ghost of Christmas present and the ghost of the Christmas yet to come
4. Humble pie – made from the 'humbles' (heart, liver, brain) of a deer
5. Thomas Smith (a London sweet maker) in 1846
6. Boxing Day was the day the wealthy boxed up gifts for their servant and money collected in church boxes was distributed to the poor
7. Oliver Cromwell passed a law banning Christmas celebrations in 1647. The ban was lifted in 1660 when the Puritans lost power
8. Turkey
9. The Middle Ages
10. 1957



Tenure neutral update

'Tenure neutral' is the opportunity to buy or rent your Hanover property.

Many of the people who want to live in a Hanover property have previously been home owners. As well as continuing to provide properties to rent, we are now providing more opportunities to buy a property.

On some of our estates, where properties have previously been offered for rent only, residents have now been informed of their new option to buy their home. We have not however been able to make this offer available on every estate due to restrictions in the legal deeds or mortgage conditions of some properties.

In addition to this, other properties are being identified as for sale when they become newly vacant. We check the waiting list for people who have expressed an interest in buying and then arrange for them to view the property. Where there is no waiting list an estate agent will be asked to market the property for sale. There are currently sixteen properties which are being marketed for sale through estate agents.

Our properties for sale will only be available to purchase by older people and we will continue to offer at least half of vacant properties on rented estates for people to rent. We do not have any plans to offer rented properties on home ownership estates.

➔ **If you are interested in buying the property you live in, please speak with your estate manager or alternatively you can contact the Sales Services team on 0870 600 3074.**

Festive quiz

1. What town is the setting for the perennial Christmas classic 'It's a Wonderful Life'?
2. From what country did 'Good King Wenceslas' hail?
3. How many spirits appeared to Ebenezer Scrooge in Charles Dickens's 'A Christmas Carol'?
4. Which pie originates from medieval Christmas time?
5. Who invented the Christmas cracker?
6. Why is the day after Christmas Day named Boxing Day?
7. Who banned Christmas for 13 years?
8. Where did the real St Nicholas live?
9. From which era does the custom of carol singing originate?
10. What year was the Queen's speech first televised?



Bacon and butterbean stew



Sudoku

To solve the sudoku puzzle you must apply the rule that every column, row and square must contain the numbers 1 - 9 inclusive (this automatically means they must only contain each number once) and by a process of elimination establish which numbers belong where.

Watch out for the solution in the next edition of Hanover News!

Solution from summer edition:

↙ Medium ↘ Hard

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

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

↘ Medium

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

↘ Hard

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

Ingredients (serves 2 - 4)

- 1 tbsp olive oil
- 125g bacon, diced
- 1 pepper
- 1 medium onion, roughly chopped
- 2 cloves of garlic, chopped
- 1 tsp paprika
- 225g canned chopped tomatoes
- 400g tinned butter beans, or chickpeas
- 20g chopped parsley

Preparation time: 10 mins, cook time: 20 mins

1. Heat a pan and add the olive oil.
2. Add the bacon, onion and pepper.
3. Fry, stirring occasionally, for 7 - 8 minutes until the pepper and onion start to brown.
4. Add the garlic, paprika and cook for 1 minute.
5. Add the chopped tomatoes and butter beans. Stir well and cook for another 10 minutes, adding 3 - 4 tbsps of water if the sauce gets a bit dry.
6. Add the parsley just before serving. Serve it with a green salad.

A Greenshoots day out

Greenshoots is Hanover's small grants programme established for resident groups, social clubs and residents' associations to help improve quality of life and make a difference to residents.

Grants are currently available for up to £500 for an estate to have one social trip or event or up to £2,000 for one estate project.

Hanover Court in Wootton and Pentlow Hawke Close in Haverhill both applied to Greenshoots to fund a day trip out for their residents. Both applications arrived on the same day and were for the same venue, only on different days in August and September.



Wicksteed Park in Kettering, Northamptonshire was the chosen venue where both groups of residents had selected to visit a show called *'The Way We Were'* – a live musical journey through the sights and sounds of the 50s and 60s, from be-bop to rock & roll. During the show residents enjoyed a meal in the restaurant, and the residents from Wootton had so much fun they have planned a return trip for their Christmas party!

➔ **If you would like more information about how to apply for funding contact the Engagement team on 01784 446117 or e-mail engagement@hanover.org.uk**

Intouch is your opportunity to let us know what you think of Hanover's services, make suggestions and give us your views on planned improvements and new initiatives. Recently members have been giving their views on service charge account statements for homeowners and documents about complaints and lift servicing. As a member you will only be contacted on areas that you have told us are of interest to you – you can give us your views by telephone, email or post.

If you are interested in helping to shape decisions within Hanover please contact the Engagement team for more information and a registration form.

Call 01784 446117

Email engagement@hanover.org.uk

Meet other residents from all over the country and swap news and stories at Hanoverworld – our online social network for residents

Why not log on at www.hanoverworld.org.uk