



## **Hanover (Scotland) Housing Association Ltd**

**Albany Court, St Andrews Road, Crail KY10 3US**

### **Location**

The development is situated in the centre of Crail near shops and other local amenities. It lies on the main bus route to St Andrews and coastal villages of East Fife.

### **Size of Scheme**

This amenity development comprises 10 units in one 2 storey block. There is no lift available.

- 2 x 2 person, 2 apartment, wheelchair user flats
- 1 x 3 person, 3 apartment, wheelchair user flat
- 3 x 2 person, 2 apartment flats
- 3 x 3 person, 3 apartment flats
- 1 x 4 person, 3 apartment flat

### **Housing Officer**

The housing officer acts as the main contact between the area office and the residents. He/she visits the development regularly and is available to residents who may wish to discuss housing related or personal matters. If you wish to be visited at home by the housing officer you can make the necessary arrangements by contacting the area administrative officer at area office.

### **Heating and Hot Water**

Gas central heating is installed within individual flats.

## **Electricity Charges**

All flats are individually metered and each resident is responsible for payment of their own bills to their electricity provider.

## **Cooking Arrangements**

There are facilities in the properties for cooking by electricity and gas. Residents must supply their own cookers and have them installed by an authorised installer.

## **Alarm System**

All properties on the development are fitted with an alarm system, which allows residents to summon help in an emergency.

## **Keyholders**

When a resident moves into their new home emergency contact information will be requested. This includes the name, address and phone number of anyone who holds a key to their home and could be contacted should the need arise. Please note that this could be at any time. However the call centre would not contact your keyholder(s) during the night unless it appeared to be a genuine emergency situation.

Named keyholders will receive a letter from the Association providing them with further information on what it means to be a keyholder.

## **TV Aerial**

A communal aerial is provided, with a socket in every living room, therefore an individual aerial is not necessary.

## **Insurance**

The Association can arrange to provide contents insurance to residents at a very reasonable cost. Top up, at a small

additional premium, to provide a higher level of cover is available. Alternatively residents can arrange their own contents insurance but must advise the Association if they wish to pursue this option. Full details are available from area office.

## **Gardens**

The Association maintains, through the Service Charge, all the grassed and planted areas in the development. However, should anyone wish to have a small plot for gardening it may be possible to arrange this.

## **Car Parking**

A car park is provided for the use of residents and visitors to the development. It is not possible to allocate car parking spaces to individual residents.

## **Pets**

Hanover has no objection to a resident bringing one well behaved pet, subject to the Association's prior written permission, but ask that residents seek special permission should they wish to keep more than one pet. Where a resident has a dog, the animal should be exercised outwith the area of the development. No dogs should be allowed to foul the garden area, pathways or car parking areas.

## **Rents and Services Charge**

The accommodation is let to the tenant by the Association as a Scottish Secure Tenancy, under the provisions of the Housing (Scotland) Act 2001.

The monthly payment due to the Association includes both a rental charge and a services charge component. The rental charge is set by the Association and covers the costs of providing, managing and maintaining the property. The service charge covers the costs of the services provided by the Association in amenity housing, including housing management

services and grounds maintenance. A service schedule listing the services applicable to your development is attached to your tenancy agreement.

Both rental and services charges are eligible for housing benefit and residents should apply to the local council housing benefit section for this.

The total monthly charges as at April 2008 are given at the table of charges at Appendix I.

The Association reviews these charges in April each year.

You may choose to make your rent and service charge payments to the Association by direct debit or bank giro credit transfer.

### **Council Tax**

Residents are responsible for paying their own council tax to Fife Council.

### **Housing Support Charges**

In addition to the above charges, there is also housing support charge. The local council will collect this charge directly from you.

This sum is the cost to the Association of providing the housing support element of the housing service. It includes items such as the security system in the development, the Community Alarm Service, staffing (where provided) and the cost of being registered with the Care Commission (the organisation which regulates and inspects housing support services).

You may be eligible to receive financial support to pay this charge. You are strongly advised to request a financial assessment from your local council.

## **Repairs and Maintenance**

The Association, as landlord, has responsibility for certain repairs, under the Scottish Secure Tenancy Agreement. You have a responsibility for maintaining the internal decoration of the accommodation, which will be in reasonable decorative order when you move in. You are also responsible for ensuring that your home is kept in good order.

## **Annual Development Meeting**

At least one meeting will be held each year in a convenient nearby location, to which all residents are invited. The meetings will take place in the autumn of each year, after the financial statements have been issued, (normally August / September).

## **Liaison and Consultation**

It is the Association's policy to consult residents on significant matters which might arise. Hanover will do this in a variety of ways, including writing to residents, visiting residents to discuss the matters and/or call further development meetings if required.

## **About Hanover**

Hanover (Scotland) Housing Association Ltd was formed in 1979 and is now firmly established as one of the most respected providers of housing and related services for older people in Scotland. It is a Scottish charity and is run by a Committee of Management comprising up to 15 voluntary members. The Association is registered with Communities Scotland as a social landlord.

Hanover's aim is to:

"provide a good range of quality housing and related services to people in need of support, mainly in the retired community, in ways which will ensure customer satisfaction."

Hanover specialises in the development and management of purpose built housing for older people and most of its housing is sheltered housing. As well as amenity and sheltered housing the Association also provides very sheltered housing and housing with care for frailer older people and general needs housing for families and single people.

If you would like further information about the development or would like to apply for an Association property please contact East Area Office on 0131 557 7404.



Hanover (Scotland) Housing Association Limited:  
A Scottish charity reg no SC 014738  
Communities Scotland reg no HEP 124  
Industrial and Provident Societies Act 1965 reg no 1983 R(S)

## Hanover (Scotland) Housing Association

Breakdown of rent and service charges payable per calendar month.

### Amenity Housing

<b>Accommodation size</b>	<b>Amount</b>
2 person, 2 apartment flat	£
Rent	227.40
Service Charge	11.10
Contents Insurance	0.25
<b>Total</b>	<b>238.75</b>

<b>Accommodation size</b>	<b>Amount</b>
2 person, 2 apartment flat (wheelchair user)	£
Rent	227.40
Service Charge	15.80
Contents Insurance	0.25
<b>Total</b>	<b>243.45</b>

<b>Accommodation size</b>	<b>Amount</b>
3 person, 3 apartment flat	
Rent	243.24
Service Charge	11.10
Contents Insurance	0.25
<b>Total</b>	<b>254.59</b>

<b>Accommodation size</b>	<b>Amount</b>
3 person, 3 apartment flat (wheelchair user)	£
Rent	243.24
Service Charge	13.50
Contents Insurance	0.25
<b>Total</b>	<b>256.99</b>

<b>Accommodation size</b>	<b>Amount</b>
4 person, 3 apartment flat	£
Rent	259.09
Service Charge	13.50
Contents Insurance	0.25
<b>Total</b>	<b>272.84</b>