

Hanover Housing has a new Facebook group

✘ Embracing social media is key to communication in the 21st century. Acknowledging that, Hanover (Scotland) Housing Association has launched a new [Facebook](#) group this week for their residents, their friends and relatives to share news, views and useful tips and to ask any questions they may have about Hanover's services.

'Hanover Blether' went live on Monday 29th August 2016 and was made a reality after a resident suggested it would be beneficial to have an online 'hub' to connect with other Hanover residents and to share their experiences, news about the local community, events and group activities as well as allowing their friends and family to easily interact with their loved ones.

The group is thought to be the first of its kind in Scotland and although it is maintained jointly by Hanover staff and Hanover residents, the group is completely independent and residents are encouraged to share their views on the organisation and about life in Hanover properties, good or bad.

The Association believes this is a more informal, way for residents to get in touch with Hanover directly and to ask anything about the organisation and their tenancy. Hanover noted that the group was not to be used in emergencies or to report a repair, when the usual channels should be used.

Hanover resident, Patrick O'Shea, the brains behind the group said: "I thought it would be a good idea to give Hanover residents a platform to raise issues that they may have and to find out about the problems and experiences of other residents. I also felt that there are many good reasons for

staying in Hanover and we should talk about those as well.”

Helen Murdoch, Hanover (Scotland) Housing Association Chief Executive, said:“I’m absolutely delighted Hanover Blether is up and running and look forward to seeing the tremendous benefits it will bring to both ourselves and to our Facebook users.”

“Resident engagement is a key strategic priority for Hanover. More and more of our service users, their carers and their relatives are online, and Facebook is a great way to communicate, which will in turn help us to work closely with those people we engage with to improve our services. It will also provide a great forum for our residents to share tips and get to know each other.”