

Newsletter

Summer 2023



Closed for the Public Holidays

Greenock Fair

- Fri 30th Jun 23
- Mon 3rd Jul 23

September Holiday

- Fri 22nd Sept 23
- Mon 25th Sept 23

Christmas

- Mon 25th Dec 23
- Tues 26th Dec 23
- Wed 27th Dec 23

New Year

- Mon 1st Jan 24
- Tues 2nd Jan 24
- Wed 3rd Jan 24

Consultation Cafe Invite

We would love to see you at our next quarterly Consultation Café event that will be taking place on Wednesday 26th July 2023 from 2.00pm till 3.00pm in our office. There will be tea, coffee and biscuits available.

The topics we would like to consult on are :-

1. The Association's quarterly newsletter content and design.
2. Oak Tree's Website content and design.

Although this event will focus on the above, we are happy to talk about any aspect of your tenancy. We will have plenty of staff members available who can

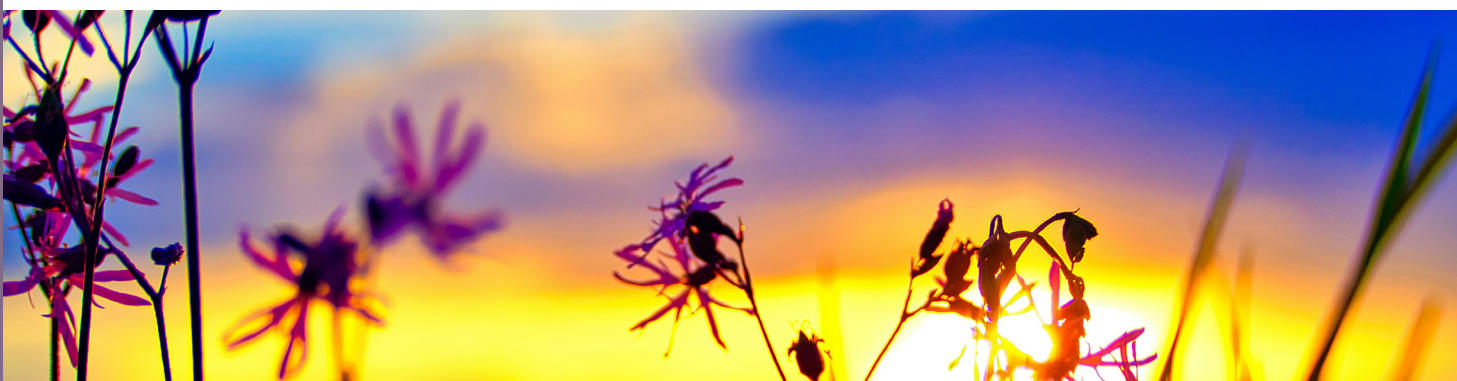
help with any queries you have. If you would like to come along to this event it would be really helpful if you could let us know in advance on 01475 807000 or email us on info@oaktreeha.org.uk. If you need help with transport please let us know and we will try and assist.



Management Committee Wow! Thank you!

We would like to thank you for the expressions of interest that we received following our front page story, in our spring edition, seeking "New Members" for our Management Committee.

If this is something you are still considering we would still like to hear from you, please phone the office on 01475 807000 and ask for Kirsty Davis for further information or a quick chat.



OTHA Donations 2023

Throughout the past year, Oak Tree's Management Committee have donated a total of £1,000 to six local charities who all carry out vital work to help support the residents of Inverclyde. During what has been an incredibly difficult year, these donations have helped the organisations continue to provide services and support to our community. The six charities we sent donations to are:



Man On! Inverclyde is a suicide prevention peer support service founded to provide mental health support to the men of Inverclyde. They offer walks, online support groups and one on one sessions to allow individuals the space to talk about their mental health and break down stigma barriers.



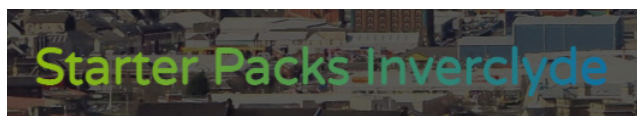
Inverclyde Woman's Aid help provide specialist domestic abuse services to women, young people and children who are experiencing, or have experienced, domestic abuse, rape and sexual assault or abuse.



Ardgowan Hospice supports a community of around 80,000 people in Inverclyde. They offer a great range of support to patients, their families and carers following the diagnosis of a life-limiting illness such as COPD, heart failure, cancer and neurological conditions. They provide services such as end of life care, support for returning to work following illness and helping children cope with grief.



Inverclyde Foodbank work hard to combat hunger and poverty by providing nutritious emergency food to local people who are referred to them in crisis. Donations are vital to help ensure no one in Inverclyde goes hungry.



Starter Packs Inverclyde help to empower people to build a new life with dignity, ease their financial burden, and alleviate poverty and the mental and physical ill health that can be caused by it by providing

common household goods for those in need. This allows people experiencing poverty to settle into their new home quickly, reducing the chances of having to leave the tenancy and helping to break the cycle of homelessness.



Children in Poverty Inverclyde provide help and assistance to children whose families face daily challenges due to poverty and deprivation. They help facilitate local holidays for these families to allow the children to enjoy recreational and outdoor activities, allowing them to play and laugh.

Oaktree Housing Association's Adaptation Service

The Association would like to remind our tenants of the adaptation service it provides to support the housing needs of people with disabilities.

We work closely with our adaptations contractor, C Hanlons Ltd and Inverclyde Centre for Independent Living (ICIL) who have trained Occupational Therapists (OT's) who can assess the particular needs of individuals to determine what adaptations are best suited to allow them to continue living in their home in the degree of comfort they would normally expect from modern day living.

If you have a disability and believe you might benefit from the Association's adaptation service or you know of a family member or a friend who might also benefit from an adaptation then please contact the ICIL on 01475 714350 to arrange for an OT to visit and assess requirements. If the OT considers an adaptation will be of benefit then he or she will make the necessary referral to the Association. The Association will then review the request and if appropriate, ensure the work is added to its adaptations programme and have the work carried out as soon as practicably possible. Subject to available funding, adaptations will be categorised in accordance with the OT's recommendations.

The following is a list of typical adaptations that can be undertaken to aid and assist individuals with their particular disabilities. This list is not exhaustive and other adaptations may be considered. It should however be noted that there are cases where it will not be appropriate for the Association to carry out or consent to an adaptation.

Typical Adaptations Work

- **Over bath showers**
- **Level access showers**
- **Wet floor areas**
- **Handrails (internal and external)**
- **Access ramps**
- **Lever taps**



Is your neighbour living in their home?

Recovery of abandoned homes is crucial in satisfying the high demand for housing that we experience each year. Please contact us in confidence if you believe that a tenant is not staying in their home or are sub-letting their property without our permission.

Electrical Installation Inspections

The Association staff would like to thank those tenants who co-operated and provided access to allow statutory Electrician Inspections to be carried out, however we are still having difficulties accessing some properties. The inspection and certification process is a legal requirement and the Association must undertake these works every 5 years to meet our statutory responsibilities.

If you are contacted by our contractors Alliance Group or Cranford Electrical regarding an appointment, we would appreciate your assistance in providing access.

Gas Maintenance Contract 2023-2027

Oak Tree are delighted to announce that following a procurement exercise that James Frew has been re-appointed to carry out annual gas servicing and maintenance to all our tenanted properties. This will mean there should be no disruption to the current arrangements for the foreseeable future. Reporting of any issues will be reported as usual through our repair-line.

Tel: 01475 807001 during office hours.

Calls can still be made to our repair-line after office hours, you will be connected to James Frew alternatively you can contact them direct on Tel: 01294 468113.

Find My Engineer

James Frew have recently added the Find My Engineer software to their system.

This will allow tenants to have real time information sent via text messages, regarding appointments, timescale and arrivals.

Giving You Transparency

Today's end user of a service is accustomed to ultra-connected experiences. We want to keep you informed on the day of service with clear, real-time location visibility you can trust. Continuously updated and accurate ETAs should increase your satisfaction of the service.

Stay Connected, Stay in Control

All of our services are with the occupier of the property in control. These new services allow you to stay in control with real two way chatting with an engineer and direct instant feedback.

James Frew Ltd

Tel: 01294 468113

<https://www.jamesfrew.co.uk/>

<https://gassure.com/>



Roof Inspections

We are currently assessing the potential of purchasing a Drone to assist in the investigation of high-level repairs to our properties, such as water ingress, roof repairs, gutters and the like.



Roof Inspections

As an organisation we have noted the additional expense required as a result in the need of scaffold or Cherry Picker to investigate repairs before works have been ordered.

We feel that this equipment can speed up the repair process.

A resultant effect may well be vastly reduced costs if we can pin-point issues before passing works orders to our contractors.

Obviously in some circumstances these items may well be required even after survey, however we firmly believe that following training, our Maintenance Team will be able to accurately identify problems at an early stage.

Obviously, this process is just in its infancy, however we hope to have more news regarding this in the coming months.



Legionella & Asbestos

Reminders regarding the risks associated with Legionella & Asbestos

Precautions Against Legionella

The risk of contracting legionella in the domestic home is minimal. There are, however, some simple steps that you should take to avoid this happening.

- You should turn your shower on at least once a week or more.
- You should make sure that you dismantle, clean and descale your showerheads and shower hoses at least once every 3 months or earlier if scaling is evident.

Precautions Regarding Asbestos

Properties built after the mid-1980s are very unlikely to contain asbestos in the fabric of the building and properties built or refurbished after the 1990s are extremely unlikely to contain asbestos anywhere in the building. Asbestos cement, however, had been widely used as a cladding material and it can still be found in garages and sheds. Asbestos fibres are often present in the air and it is very unlikely that the levels of asbestos fibres in a domestic home will be harmful, particularly given that asbestos materials in good condition do not usually pose a danger if they are not disturbed or damaged.

- If any of our maintenance contractors suspect there is asbestos in your home, they will contact the Association to seek further advice before they take any action. If you do have asbestos materials in your home, extra care will be taken to ensure the release of fibres does not present a danger to you. If asbestos is discovered you should refrain from carrying out DIY work where drilling or disturbance of the asbestos is required. Remember asbestos is not usually dangerous if it is not disturbed or damaged.
- Some small jobs can be undertaken if the right precautions are taken. Our information leaflet on asbestos gives advice on asbestos and this should be consulted before any work is undertaken. This leaflet can be obtained from the reception area of the Association's office at 40 West Stewart St.



Are you aware of cuckooing?

What is cuckooing?

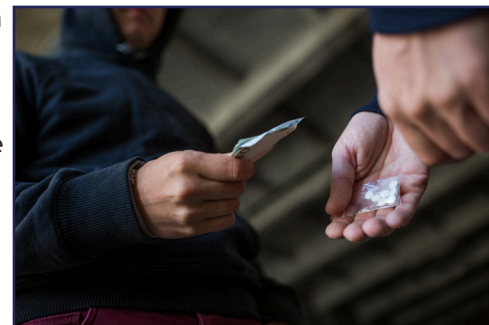
Cuckooing happens when people target the homes of vulnerable adults and take over their property. The home may be used for any criminal purpose, including drug dealing, sexual crimes and storing weapons.

The vulnerable adults can be exploited and coerced to participate in criminal acts. Young people vulnerable to criminal exploitation can also be associated with these properties.

Cuckooed residents may be victims of crime and neighbours may be affected by anti-social behaviour and localised criminal activity.

In partnership with the police we can:

- Provide support to the cuckooed resident to get the help they need.
- Take steps to prevent people entering addresses which are being used for cuckooing using formal action.



What can you do?

Look out for your neighbours who may be vulnerable. Those whose homes include older people, those with mental health problems, drug users or those living on a low income.

What are the signs a home may be cuckooed?

- A person living alone who suddenly starts having lots of visitors arriving at all times, who don't stay long.
- People waiting in cars outside and exchanging cash or small packets.
- People bringing in items like TVs or bikes but leaving empty handed.
- Increase in litter.
- Increase in local anti-social behaviour.



What to do if you have concerns.

The best advice is to trust your instincts. Even if someone isn't being cuckooed, they may be being exploited in some other way so it's always worth reporting.

Tell us when and where the issue is. If you can tell us more, for example, descriptions of people, do you see them at the same time each day, what direction are they coming and going from etc. But don't put yourself at risk and don't confront or approach anyone.



How to tell us

Please call us on 01475 807000 or email us at info@oaktreeha.org.uk to report your concerns. The information you provide will be treated in the strictest of confidence.

A day in the life of a Housing Officer....



Hello, I'm Louise, Housing Officer for the West Team. I've been working with Oak Tree Housing Association for 7 years and I love working within Inverclyde and its local communities. Prior to this I was a Housing Officer with Sanctuary Scotland for 11 years based in Glasgow and Renfrewshire. And although I've been working within the Housing Sector for a period of time new challenges and situations present themselves every day and I love the variety.

Each morning I like to arrive into the office nice and early to set myself up for the day. The best days start with a cup of tea whilst catching up on emails and messages received overnight. The office is always a busy hub particularly in the mornings and I check in with the team to discuss our plans and targets.

It's great being back in the office with colleagues since the Covid 19 pandemic and we are making the most of sharing news and ideas together. We receive a huge variety of queries

from residents; anything from issues with parking, bins, complaints about communal doors being left open, to noise nuisance and worries about anti-social behaviour.

After catching up with the team I begin to work through my task list and start with call backs, email replies, and organise appointments either within the office or out on site. Our customers like to contact in different ways depending on their preference and we are seeing more visits to our new(ish) office, which is great. I love putting a face to a name and customers often tell me the same.

Every day I work on arrears management for the team and check for rent payments and agreed repayment arrangements. It may be that someone is in rent arrears for the first time or is struggling to pay their bills and needs support. We offer welfare assistance, budgeting advice or can put our customers in touch with organisations such as Financial Fitness or Citizens Advice. If a payment arrangement cannot be reached or we are unable to engage with a customer, we may unfortunately need to consider legal action and it is my role to make sure that we have exhausted all methods before legal action commences. Once a case is at court, I continue to attempt liaison with the customer whilst working with any legal representatives involved.

At this moment in time, we are very conscious of the impact of the cost-of-living crisis and we are proactively reaching out to as many customers as possible to offer support and carry out welfare checks, this can be over the phone or can take place in a customer's home, wherever they feel most comfortable.

I then work through alerts from our Community Wardens Team, including any incidents reported or attended to over the previous 24 hours and contact those involved, whether to offer support and advice, or action accordingly.

I review our current anti-social cases and task actions to the team and involve partner agencies where necessary. We have a really good working relationship with partner agencies when tackling anti-social behaviour and this extends to the local community police team.

I encourage the team to get out and about on our estates as often as possible and this is an aspect of the role I really enjoy too. When I'm out of the office, my day will usually involve pre-arranged appointments where I visit residents for things like new tenant visits to see how they're settling in, close inspections, helping people with mutual exchange enquiries or carrying out abandonment checks where we believe a tenancy may be unoccupied. I may also have partner meetings to attend and that could be with our local homeless services team, anti-social behaviour team or social work.

No day is ever the same and there's such a variety in what we do but ultimately, it's about helping our customers and linking them to the support they need. The job is very rewarding. Sometimes it can take a lot of work and there is no quick fix but getting to know our customers and building a relationship with them and in turn seeing them put their trust in us and how grateful they are when they get an outcome... is amazing!

Children Playing

Children playing in common areas & estates

With the Summer holidays and better weather approaching this is a gentle reminder that parents & guardians are responsible for the behaviour of their children. If they are carrying out acts of vandalism, creating excessive noise, bothering neighbours, etc. the parents will be held responsible.

We are aware that most children behave reasonably and can expect a reasonable level of tolerance from neighbours in return. Whilst there is no right to play in common areas, we do not ban it as long as children are behaving reasonably. This means they should take account of other residents' feelings and be polite if asked to stop doing something.

Whilst out and about we like to see children out playing, however if a problem does develop in a particular area, for example because a lot of children or youths are congregating or because of unreasonable behaviour, we may have to ask that children stop playing in the area altogether.

Estate Walkabouts

We inspect all our closes and estates at least once a quarter, but in the summer months we do a more detailed estate walkabout and try to speak to as many tenants as we can.

We let tenants know who will be in their area and when and the Housing Services team enjoy the chance to meet people and have a chat about their area.

We will also take details of any repairs needing done or any neighbourhood issues that could be improved or need action.



We collate this information and use it to improve and tailor our services better to meet the needs of our customers.



We are always keen for feedback and if you didn't get the chance to speak to staff when they were on their walkabout then please either phone, email or message us via the Web Portal with your comments.

Garden Competition 2023

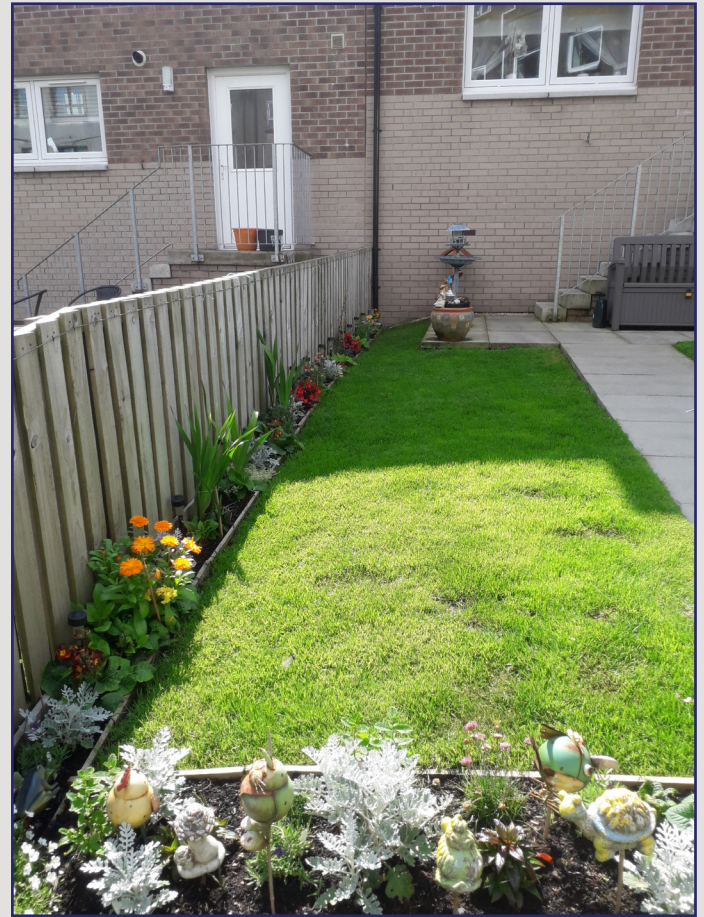
Gardeners at the ready!

We are reviving our annual garden competition!

All tenants can either enter your own garden or recommend a neighbour or friends garden by contacting our Housing Services Team at our office or email info@oaktreeha.org.uk by 11th August 2023. Staff will also be submitting entries from the gardens they see while out and about.

The competition will be judged at the end of August 2023

The best 5 gardens will receive prizes.



Dog Fouling – Scoop the Poop!

Dog fouling has been a growing problem for the Association over the recent years and we know that there are many dog owners who look after their local area by cleaning up after their dog. However there are a minority of dog owners who continue to allow their dogs to foul in the back courts and common areas and do not clean up afterwards.

The message is simple, if you have a dog "You need to scoop the poop". If your dog fouls anywhere it is your duty to clean it up immediately. Dog fouling is not only unhygienic and unsightly but it can also make common garden areas unsafe for young children to play.

The Association is continuing to tackle this problem and works in partnership with Inverclyde Council Enforcement Officers who have the powers to issue Fixed Penalty Notices.

If you have a dog and have not notified the Association of this please contact our offices or email us on info@oaktreeha.org.uk and we can send you our dog registration form to complete.

Your dog can't clean up after itself,
it's up to you!



Fixed Penalty Scheme in operation. Maximum fine £1,000

Staffing Update



Congratulations to our new Senior Housing Officer, Ann-Marie Mullan.

Ann-Marie has worked with Oak Tree Housing Association for an incredible 34 years and following a competitive recruitment process, was promoted in May 2023. We wish Ann-Marie every success in her new role and continued career at Oak Tree Housing.

Congratulations to our new Senior Maintenance Officer (Planned & Cyclical), Brian Robertson.

Brian has worked with Oak Tree Housing Association for 5 years and following a competitive recruitment process, was promoted in April 2023. We wish Brian every success in his new role and continued career at Oak Tree Housing.



Congratulations to our new Senior Finance Officer, Claudia Ennesoser.

Claudia has worked with Oak Tree Housing Association for 8 years and following a competitive recruitment process, was promoted in May 2023. We wish Claudia every success in her new role and continued career at Oak Tree Housing.

Congratulations to our new permanent Repairs Assistant, Emma Docherty.

Emma has worked with Oak Tree Housing Association since July 2022 providing temporary cover in Admin and latterly Maintenance. Following a competitive recruitment process, Emma secured permanent employment in May 2023. We wish Emma every continued success in her role as Repairs Assistant and career at Oak Tree Housing.



Congratulations to our new Director of Housing, Julie McEwan.

Julie has worked with Oak Tree Housing Association for an incredible 33 years and following a competitive recruitment process, was promoted in May 2023. We wish Julie every success in her new role and continued career at Oak Tree Housing.

Congratulations to our new Maintenance Officer, Karis McAlinden.

Karis has worked with Oak Tree Housing Association for 6 years and following a competitive recruitment process, was promoted in May 2023 from Repairs Assistant to Maintenance Officer. We wish Karis every success in her new role and continued career at Oak Tree Housing.



Congratulations to our new Repairs Assistant, Lorraine Cameron.

Oak Tree welcomed Lorraine Cameron at the end of May 2023 when she joined the Property Team as our newest Repairs Assistant. We wish Lorraine every success in her new role.

Staffing Update



Congratulations to our newly formed in-house Landscaping & Grounds Maintenance Team, Robert Dowds, Project Co-ordinator, Scott Bonnar, Supervisor & Iain Nicolson, Team leader.

After successfully completing the Pathways to Construction Programme in March 2023, Scott and Iain will remain at Oak Tree Housing Association until March 2025, working under the direction of Robert, on a 2-year pilot project maintaining the grounds of the Association's customers.



Suk Hopper, who remains Director of Property, has taken on the additional responsibility of covering for the CEO during periods of absence. Suk will be the nominated point of contact for any queries normally directed to the CEO during those times.

Suk has a wealth of knowledge and experience and kicked things off in May 2023, covering a period of annual leave.

Well Wishes for Hazel on her Retirement.

At the end of April, we bid a fond farewell to our long-serving Director of Housing, Hazel Aitken. Hazel retired after working with Oak Tree Housing Association for 20 years and has worked in housing for a whopping 37 years! We wish Hazel a long, happy and healthy retirement with her family.



Shareholding Members – A Date for your Diary

The Association's Annual General Meeting will take place at 7.00pm on Tuesday 15th August 2023 at the TONTINE HOTEL, Union Street, Greenock. All Shareholding Members will be invited to attend the AGM.

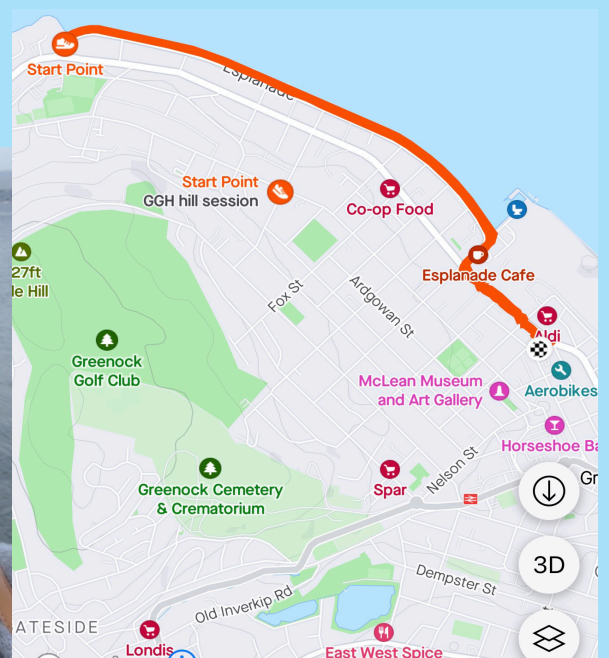
OAK TREE MEMBERSHIP

Lifetime membership of the Association costs £1 and anyone can apply at any time. As a member, you would be invited to attend the Association's AGM where you would be entitled to vote for the Management Committee or stand for election to the Management Committee yourself.

If you would like to find out more about membership of Oak Tree Housing Association, or you would like an application form, please contact us on 807000.

Mental Health Awareness Week 2023

A 'Walk n Talk' was organised on Wednesday 17th May 2023 as part of Mental Health Awareness Week. Here is a snap of our colleagues who took part in the walk.



Complaints & Compliments Round Up 2022-23

During last year, OTHA resolved 81 stage 1 service complaints, 23 stage 2 and 12 stage 1 escalated to stage 2. Stage 1 are the simpler complaints raised for the first time and stage 2 are more complex, requiring further investigation to resolve or the final stage after the customer is unhappy with the outcome of the complaints process at the first stage.

We took an average of 3.81 days to resolve stage 1 complaints, 13.57 days to resolve stage 2 and 2.75 days to resolve stage 1 escalated to stage 2. Some took much longer while complex investigations involving other parties were undertaken.

The outcome of complaints is shown below.

Outcome	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Grand Total
Not upheld	24	14	8	46
Partially Upheld	8	6	1	15
Resolved	12	2		14
Upheld – Contractor service failure	32		2	34
Upheld – OTHA service failure	5	1	1	7
Grand Total	81	23	12	116

Main Themes Arising During the Year

The themes have varied during the year as seasonal or workload factors affected reporting. The key themes have been:

- A small number of complaints about defects procedures. Newbuild developments are subject to defects period of one year and this can prompt dissatisfaction from customers.
- A new Allocations Policy and application process was introduced in April 2022 and this resulted in a small number of complaints in Quarter 1. These have subsequently reduced as staff and customers became familiar with the changes.
- Delays with the Planned Maintenance programmes caused by Covid 19 continue to impact customers.
- Several complaints were received about the Association's policy of retaining a month's rent in advance when issuing refunds of rent credits to tenants. This is likely to reflect the current situation regarding the cost of living and the difficulties tenants are having.
- An increase in complaints about staff attitude. None were upheld and the increase may also be reflective of the difficult circumstances our tenants are finding themselves in and they are becoming more anxious and upset as a result.
- Complaints regarding Anti-Social Behaviour complaints handling continues to be a feature, none were upheld but are a measure of how much of a detrimental impact anti-social behaviour can have on our customers and their enjoyment of their home.
- Poor performance from our main repairs contractor and gas engineer. Common complaints were about appointments not being kept, the length of time it was taking for jobs to be completed and poor standard of workmanship.

The number of complaints regarding the repairs service increased due to the upheaval caused by both the repairs and void contracts being terminated by the contractors due to lack of profits. An interim contractor was temporarily appointed, however, proved unsuccessful due to inexperienced tradesmen which led to poor quality works being carried out. The interim contractor was also poor at communicating with our tenants which led to further complaints.

At present, we have sourced local contractors who are delivering a much better service and we have noticed a decrease in repairs complaints during the last quarter of the financial year as the works are being carried out on time and a good standard of quality is now being achieved.

Compliments

We also record positive feedback, 33 compliments were received in the year. This was an increase from the previous year when 22 compliments were recorded.

Most compliments relate to the helpfulness of staff members, the quality of work done or the general quality of service.

Planned and Cyclical Maintenance Works

The Association's planned maintenance programme is well underway and good progress has been made to date. The contractors have been contacting tenants included in this year's planned maintenance programme to arrange installation dates. We do not wish tenants to miss out. So, if you have been contacted by the contractor, please confirm access availability to allow the programmed works to be undertaken.

Progress of Works up to 15th May 2023:

Component	Total Completed up till 15th May 2023	Still to Complete
Door renewal	12	0
Window renewal	41	3
Close Carpet Replacement	3	0
Bathroom	Commencing 30th May 2023	53
Close Decoration	Commencing 30th May 2023	22

Next year's programme of 161 kitchens, 10 external doors and 161 central heating installations is out to tender. We will be in touch with tenants affected by these works once contracts are awarded.

What we expect from our contractors

During the course of the works, the Association's staff and contractors should always adhere to the following behavioural principles when representing the Association: –

- Be polite, friendly, courteous and welcoming;
- Treat all customers with respect and dignity;
- Always show identification;
- Always ensure confidentiality and privacy;
- Adhere to the Association's equalities policy;
- Be sensitive, patient and understanding when dealing with customers; and
- Never use foul or abusive language.

What we expect from tenants

The success of the planned maintenance programme not only depends on the Association but also on the cooperation of the residents whose homes will be having works undertaken. As such, the Association believes that it is reasonable to expect our customers to: –

- Be polite, courteous, non-abusive and non-threatening at all times;
- Treat both staff and contractors with respect;
- Comply with all reasonable requests made by our staff;
- Refrain from smoking while staff members or contractors are in your home;
- Appreciate that from time to time, we may not be able to help, as some matters may be out-with our control;
- Understand that in the event of unacceptable behaviour towards our staff or contractors, service levels will be reduced; and
- Provide access when requested or make suitable alternative arrangements.

If you wish to discuss any aspect of the programme then please contact the Association's Senior Maintenance Officer, Brian Robertson, on 01475 807000 or at info@oaktreeha.org.uk



Customer Care

Target Area	Task Targets	Target Times (annual %)	Method of measuring performance	Performance Q4 (Jan-Mar) 2022-23
Answer incoming telephone calls	Within 20 secs	100%	Export of data from telephone system	96.6%
Return telephone call	By end of next working day	100%	Checking complaints register and Customer Care survey for non-compliance	100%
Email response	5 working days	100%	As above	100%
Social Media response	5 working days	100%	Facebook inbox & comments	100%
Time to wait for an appointment to see specific member of staff	Same or next working day	95%	Survey carried out twice per month (rotating days)	N/A – no survey
Appointments kept/ attended on time	Within 5 mins of agreed time	100%	Survey carried out twice per month (rotating days)	N/A – no survey
Acknowledge or fully respond to a written enquiry	5 working days	95%	Incoming mail register	99.2%
Behavioural code of Committee, Staff and Contractors/Agents	Adherence to Code	100%	Based on complaints received via Complaints Handling Procedure	2 incidents
Behavioural code of Customers	Adherence to Code	100%	Managers reporting incidents	0 incidents

Landscape Maintenance Team

Oak Tree are delighted that our new in-house Landscape Maintenance Team have been out making an impact in their first month. The team have been very well received within the areas they have been working, with lots of positive comments already.

With the team being Oak Tree employees, we have better control to keep standards high and to react to any issues that may arise. Most importantly, we are generating employment opportunities for local people and if you keep an eye on Oak Tree's Vacancies, we are looking to increase our landscape team.



Summer Holidays



Q E V J R H Y T L Z P F B I K I N G X S
 W D C S E M A G N S U O S H S K O O B C
 F A O I C E C R E A M T O V E P I J Z I
 X N T B K G W L P H R Q E L R U T D R N
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 V A K R B X U W Q H S G N I E O N A C L
 M G Y L U J D P S E N Z B E A C H I F R

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|----------|----------|-----------|------------|--------------|
| August | canoeing | holidays | pool | sprinkler |
| barbecue | cottage | ice cream | popsicles | strawberries |
| beach | family | July | puzzles | summer camp |
| biking | friends | lake | reading | swimming |
| bonfires | games | lemonade | relax | traveling |
| books | hammock | memories | road trips | vacation |
| camping | hiking | picnics | sports | watermelon |

Recipes / Contact Information

Spanish Seafood Rice

Prep: 10 mins – Cook: 35 mins – Serves 4

This quick version of paella is super healthy, plus it's all cooked in one pan so there's minimal washing-up.

Ingredients

1 tbsp olive oil

1 onion, finely chopped

1 red and 1 yellow pepper, deseeded and sliced

2 garlic cloves, sliced

250g paella rice

850ml hot vegetable stock

pinch saffron

400g seafood mix (you can use a bag of frozen mixed seafood, defrosted before use)

juice ½ small lemon

small handful flat-leaf parsley, roughly chopped

Method

Step 1 Heat the oil in a large saucepan and soften the onion for 6–7 mins. Add the pepper and garlic, cook for 2 mins more, then stir in the paella rice and cook for 1 min, stirring to coat.

Step 2 Pour in the stock, add the saffron and bring to the boil. Cook, uncovered, at a gentle bubble, for 20 mins, stirring occasionally until the rice is tender.

Step 3 Stir in the seafood and lemon juice and cook for 2 mins or until piping hot and completely cooked through. Serve in warm bowls scattered with the parsley.



STAY in TOUCH!



01475 807000



info@oaktreeha.org.uk



Oak Tree
Housing Association



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PORTAL

www.oaktreeha.org.uk



WEBSITE

www.oaktreeha.org.uk



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Office Opening Hours and Useful Phone Numbers

Office Opening Hours

Just a reminder that Oak Tree's office at 40 West Stewart Street, Greenock, PA15 1SH is open Monday – Friday at the following times:-

- Monday 9am – 5pm
- Tuesday 9am – 6pm
- Wednesday 12noon – 5pm
- Thursday 9am – 5pm
- Friday 9am – 4pm



Useful phone numbers

To assist with your enquiry the telephone numbers below should help to connect you directly:-

- OTHA General Enquiries (main switchboard) 01475 807000
- OTHA dedicated Repair Line service 01475 807001
- Inverclyde Common Housing Register 01475 807011

Oak Tree Housing Association, 40 West Stewart Street, Greenock, PA15 1SH