

Looking Forward



It seems like a distant memory when life was normal. Before lockdown, we all went about our business with no thought of how things would change. The Scottish Government has published a route map out of lockdown and given some information about how and when services and businesses can resume. The route out of lockdown will go through different phases. We do not expect to reopen the office until phase 3. This may be in July or August 2020 depending on infection rates and how the battle against the virus is going. How will this look to our customers?

What do we know so far?

- When the office reopens, physical distancing, frequent handwashing and hygiene measures, cough etiquette, and face coverings in public places will all remain in place.
- Some of our staff will remain working from home.
- Start and end times for the working day will be staggered.
- Most contact with customers will still be contactless through the use of phone, email, portal, zoom meetings and chat facility rather than meeting in person.

To help us plan, it would be useful to know what you expect from OTHA. What measures are you comfortable with when you are dealing with us? How are you likely to behave differently yourself? For example:

- Would you always try to avoid coming into the office? Where possible would you always choose to deal with us in another way (phone, email, zoom meetings etc)?
- Would you expect that staff and contractors would always wear a mask when seeing you in person?
- Would you expect to always be wearing a mask whenever in direct contact with OTHA staff or contractors?
- What hygiene measures would you expect?
- Would you prefer to delay planned works in your home until the risk from the virus has passed?

We expect that we will need to develop a new way of working. Some basic checks or protocols will be required before we can complete basic tasks. Some possible examples of the new ways of working are given below. In the office:

- Entry to the office by appointment only and only if the matter can't be dealt with remotely.
- Use of masks by you and staff members.
- You may need to confirm that you are free of symptoms.
- Use of hand sanitiser & hygiene measures before and after entering office spaces.
- Use of screens to avoid contamination when speaking to reception staff.
- Physical distancing in interview rooms.
- Ventilation of spaces.

In your home, we will issue written guidance on what can and cannot be expected during any home visits including the requirements for physical distancing, hygiene and any other new protocols which they need to follow alongside a reassurance of the health and safety measures which have been put in place. For example:

- Advise you that all staff/ external contractors have been fully trained on the new protocols and that appropriate risk assessments have been carried out for all home visits.
- Pre- discuss the working environment and practices with householders in advance (e.g. by telephone or videocall) to confirm how the work will be carried out, if a physical visit is needed.
- When booking appointments, reminder of the new protocols and ensure they have understood any written guidance issued.
- A two metre distance is kept from those working.
- You need to follow all hygiene advice during the visit (e.g. washing hands and coughing or sneezing into elbow) to leave all internal doors open to minimise contact with door handles.



We would love to hear your comments, please scan this QR code to complete the online survey to share your views.

Coronavirus - How Our Services are Affected

We all need to continue to work together to minimise risk, and act in line with the current advice from the Scottish Government and National Health Service. Following the increase in Government recommended measures, OTHA took the difficult decision to close our office until further notice. We continue to provide a reduced service with staff working remotely and telephones being redirected to staff mobiles.



If you have a general enquiry, please continue to telephone us on **01475 807 000**. You will hear a recorded message and you will have the opportunity to leave a message. Please provide:

- Your name
- Address
- Contact telephone number
- Details of your enquiry

Staff will be checking the messages regularly and your details will be passed to the appropriate member of staff and they will get in touch with you. Staff working remotely may be contacting you over the course of the period of closure - they will be using mobile numbers that you may not recognise.



Home visits will only be carried out if essential and we have assessed the risk for the tenant, the contractor and the staff member. We will be asking screening questions to help us all to keep safe. Any personal information will be handled in line with GDPR.



Paying Your Rent

You can make payments pay by card over the phone and by the customer portal as well as the other normal methods such as direct debit or Paypoint if your local shop is open. We are happy to give advice on all possible methods.



The portal is an easy way to access our services. Pay your rent, make a complaint, update your details, report a repair or send us an enquiry.

REPAIRS

The Association will only be able to deal with emergency repairs until further notice. We will monitor government advice closely and seek to resume normal service as quickly as possible. Please remember we are trying to support social distancing and protect the health and safety of residents and our staff.

Any non-emergency repairs in your home that were already scheduled will be postponed, and we will contact you to confirm this if you had an appointment.

Loss of Heating and Hot Water

Our contractor will remain available to attend to absolute emergencies and will assess this on a case by case basis, and where required, will deliver temporary heaters to tenants doors.



Maintenance Contractor

Our current Maintenance Contractor, Mitie Property Services (MPS), has unfortunately intimated its intention to withdraw from its Scottish operations providing repair works to 16 Registered Social Landlords including Oak Tree. In view of this we are currently in the process of procuring an alternative contractor to provide our repair service in the future. We will update our customers as this develops.

For now our repair service contact numbers remain as follows:

James Frew (Gas Sure)		
During Office Hours	Out with Office Hours	Weekend
Mon-Thurs 9am - 5pm Friday 9am - 4pm	Mon - Thurs 5pm - 9am	Fri - Mon 4pm - 9am
07904 919 005 or 07904 919 167	01294 468 113	01294 468 113
All other Repairs C.Hanlon Ltd		
Mon-Thurs 9am - 5pm Friday 9am - 4pm	Mon - Thurs 5pm - 9am	Fri - Mon 4pm - 9am
07904 919 005 or 07904 919 167	0141 621 0100	0141 621 0100

Lift Breakdowns should be reported directly to the lift service provider using the telephone number displayed in the lift car of your building.

Non-Emergency Repairs

If you have a non-emergency repair, please report this to our Repairs Assistants on **07904 919 005** or **07904 919167**. Your details will be added to our non-emergency repairs register and a work order will be raised and issued to our contractor(s) once normal service resumes. You can also report this via the tenant portal at my.oaktreeha.org.uk. If you are not registered for this service you can find out how to do this on our website.

Estate Inspections and Play Parks

Unfortunately, due to the office being closed and staff working from home, our regular inspections of common areas and play parks are not taking place. We will resume inspections as soon as possible when the office re-opens. Due to the social distancing rules, the use of common areas and play parks is restricted at present in any case, but if you have any concerns about the condition of a common area or play park, please report it to us by leaving a message with the office on **01475 807 000**. If it is an emergency we will make it safe.

Annual Gas Servicing

Our gas contractor is continuing with gas safety inspections. If your gas safety inspection is due they will contact you and ask you a series of questions in order to determine if they are able to visit your home or not. This is for both your own safety and theirs and so that the Coronavirus is not spread.



Due to the shortage of toilet paper, wet wipes or kitchen roll may be getting used instead. Please do not flush these down the toilet as this will block the waste pipes and lead to blockages which can result in sewage back up into your property. Due to the rapidly changing circumstances, we may not be able to get a drainage contractor to attend.



Emergency Repairs Service Update

The Association would like to advise you that we will have a new contractor delivering the Association's emergency repairs service from midnight 30th June 2020.

This change has taken place as our current contractor, MPS Ltd, have been adversely affected by COVID-19 and took the difficult decision to terminate their contract with us.

As of the above noted date, if you have an emergency repair, during office hours, please call us on **07904 919 005** or **07904 919 167**.

If your emergency is out with office hours please contact **C Hanlon on 0141 621 0100** where you will be given a range of options to choose from depending on the nature of your emergency.

Please note that there is no change to reporting emergency repairs relating to loss of heating and/or hot water, out of hours, and these should be reported as normal to James Frew on **01294 468 113**.

I would also like to take this opportunity to inform you that the Association is now procuring a new reactive maintenance contract to replace the services provided by MPS Ltd. We hope to be able to have a new contractor in place by September 2020. We will write to you again once the new contractor has been appointed and we will provide you with updated contact details.

In the meantime, C Hanlon, will provide our emergency repairs service up until the new contractor is appointed.

Please keep checking our website regularly for any updates to our repairs service as these are being posted as and when circumstances are changing in line with government advice.

Gas Safety & Service.

Aside from the day-to-day repairs to your home, the Maintenance Section also looks after the gas service programme. This service is essential to ensuring all our properties with a gas heating appliance are checked on an annual basis to ensure it is operating safely. Smoke and Carbon monoxide detectors are also checked during this service.

During the current Covid-19 crisis our contractor, James Frew (Gas Sure), has resumed this part of its operations and if your service is due, you will be contacted to arrange an appointment. You will be asked about your personal circumstances in relation to Covid -19 to assess if the service can be carried out safely.

Please ensure that you contact the service contractor, James Frew (Gas Sure) to allow access for this important safety check when they contact you, or arrange an alternative appointment if it is not suitable when they do contact you.

A number of services will not have been done as a result of the crisis and if you have had to defer it is important you arrange access with us as soon as you can. We will be writing to anyone who has an out of date service to arrange again. Ultimately this service will need to be carried out and we ask you work with us and our contractor to ensure your gas appliance is kept in safe working order.

Planned and Cyclical Updates



West Station Aerial Survey

Due to the need for a more enhanced view of the roof finishes within the West Station tenement properties, and production of a defect list for forward maintenance planning, an aerial survey was completed over 51 blocks early March 2020. This survey returned 679 repair issues of differing types.

The below table shows the initial high level position found:

Issues found	Count of Issues found
Broken tiles or slates	309
Corrosion to stone or render finishes	18
Debris on roof	27
Gas terminals missing or damaged	6
Gutters blocked or fractured	43
Leadwork loose or missing	11
Missing roof vents	29
Excessive moss degrading tile and render finishes	171
Wrot affected timbers	65
Grand Total	679

The Association is now investigating best value delivery options for this work and intend to consult with residents further to this process on the course of action required as well as expected costs for this work.



Stock Condition Survey

The Association has recently undertaken a procurement process for delivery of a stock condition survey covering the following areas:

- 20% Internal of Properties
- 100% External of Properties
- 100% Common Areas and Blocks

This survey will confirm current compliance with areas of legislation such as SHQS (Scottish Housing Quality Standards) and EESSH (Energy Efficiency Standards for Social Housing) as well as allowing production of a 30 year plan of future planned maintenance activities for the Associations properties. The consultant allocated to undertake this work on behalf of the Association is Pellings LLP.

The test surveys have now taken place, with the data from these currently being tested for compliance with the Association's systems. It is the intention for the main survey to commence over the months of July, August & September. If your property is selected for internal survey, you will be contacted directly by Pellings LLP with an appointment proposal as well as contact details for any changes you may wish to make.

In view of safe working practice by Pellings LLP in the current Covid 19 pandemic conditions, a "Safe System of Work" has been formed for compliance with the HM Government guidelines to ensure you and the surveyor's ultimate safety within any visit made.

A copy of this "Safe System of Work" can be found within the Association's website in the notice board under "Stock Condition Survey" as well as a Pellings LLP surveyor identification list to ensure that you can confirm who is attending your property.

This survey process and the data returned from it will not only assist the Association in confirming compliance with current legislation, but more so, serve to create a more defined forward planned maintenance programme to enhance the homes that you live within.

The Association would very much appreciate you working with Pellings LLP if you are selected for internal survey of your property.



Heat, Smoke and Carbon Monoxide Detection Upgrade

Due to regulatory change passed by the Scottish Government in February 2019 in the delivery of heat, smoke and carbon monoxide detection within your home, the Association has procured and is currently undertaking delivery of this work with a view for its completion by the regulatory compliance date of 28th February 2021.

J Frew (Gas Sure) are currently undertaking this contract on behalf of the Association, and to date have completed 55 properties to full regulatory compliance.

Unfortunately, due to the current Covid 19 pandemic, no upgrades have been completed over the months of April, May and June, however, due to Government restriction changes, it is intended for this work to resume from 1st July onward.

The upgrade of the detection within your home will be predominantly completed at the same time as your gas service, however in view of the 3 month catch up required, you may be contacted by J Frew (Gas Sure) to complete this detection upgrade outwith this programme. The Association would appreciate you working with J Frew (Gas Sure) if you are contacted for access in view of upgrading this regulatory safety work within your home.

3D Illustration of completed installation



Bow Farm Play Park Upgrade

The long awaited upgrade of the Bow Farm play park upgrade is nearing completion and is anticipated for handover to public use within the month of July. This upgrade initially commenced on 6th January 2020 however with the continual wet weather endured by the Greenock area over the early months of this year, a number of delays were incurred, which were then followed by lock down due to the Covid 19 pandemic. It is now anticipated that no further delays will be incurred to this project, and the children of Greenock can now enjoy the new equipment installed.

Communal Ventilation Servicing

The 2020-21 communal ventilation servicing programme has now been procured and the programmed properties will be contacted in due course to confirm the parameters of what this will require from you.

The specialist contractor allocated by the Association to undertake this work is "The Ventilation Experts" (TVE) The programme will initially service the communal fans which are generally housed within the common loft space of the block, with the fan outlets internal to your home being serviced thereafter.

Where any repairs are found relating to the ventilation system, these will also be completed by this contractor within the service programme. Due to the Covid 19 lock down, The Ventilation Experts will also be contacting properties for repair from last year's internal fan outlet servicing which could unfortunately not be completed.

The Association would greatly appreciate you working with The Ventilation Experts if you are contacted for access in view of this specialist work within your home.



Landscaping Contract

John O'Conner Landscaping commenced the landscape maintenance contract on the 17th March. All works were suspended on the 23rd March, due to the Government's Covid-19 lock down rules. Following a risk assessment review, O'Conner's decided it was possible to deliver the open space maintenance to the Oak Tree estates. Works recommenced on the 20th April (grass cutting, shrub beds, weed spraying and hardstanding spraying).

Maintenance of the backcourts was viewed as a higher risk task, so these works remain suspended. It should be noted that once the lock down and social distancing rules are relaxed, a significant amount of remedial work will be required to bring each overgrown backcourt up to standard. Savings made due to suspension of works are likely to be absorbed by the cost of the remedial works.

On the 15/06/20 John O'Conner's started back with a full landscaping program including grass cutting, O'Conner's are currently working their way around our estates and all properties trying to catch up with grass cutting as quickly as possible, they have taken on additional seasonal staff alongside their own workforce to try and speed up this process. Please can we thank you all for your patience and understanding during these difficult times and promise O'Conner's will be with you soon.

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 de-scale 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 contractor's 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 our website.

Annual General Meeting (AGM) Update



The Association is due to hold its AGM for Members in early August. Unfortunately due to the restrictions on gatherings it's looking very likely that we are unable to have the AGM as planned.

We have provisionally set a new date of **22nd September 2020**. However, it may well be that the gathering restrictions due to COVID 19, still remain and that we will be unable to take it forward then either. We are currently discussing this with our Solicitors and with the Scottish Federation of Housing Associations (SFHA), regarding alternative methods being suggested, such as holding a virtual meeting or the use of proxies that our Rules might allow.

Please put the **22nd September 2020** in your diary, as we will probably require to arrange a virtual meeting, likely to be via Zoom and would love as many Members as possible to attend.

WE WILL KEEP YOU UPDATED AS MATTERS PROGRESS.



We keep a note of our customers who have told us in the past that they would like correspondence in large print and we do our best to provide information in our usual print size and a second version in larger print.

If you or a member of your household would like large print versions of correspondence – such as this newsletter – please let us know.

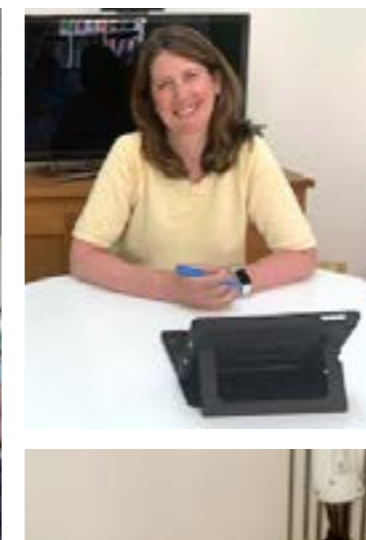
If you have other requirements, perhaps a different colour of paper or a particular typeface, please tell us and we will do our best to comply.

Housing Services Team *working from home*

Along with everyone else in Oak Tree, the Housing Services team have been working from home. Normally we are a social bunch and we get on well together so this has taken a bit of getting used to.

We have our mobile phones and everyone has access to either a Tablet, a Laptop or a PC and we are finding new ways of working but still making sure we are in contact with the customers who need us. We also keep in touch with each other to help us provide the best service we can to you. We are missing getting out and about and speaking to people and we hope it's not too long before we get back to face to face work again.

Here are some photos of the team working from their new home "office" environments.



Data Protection – GDPR 2 years on

The General Data Protection Regulation (GDPR) has now been in place for just over 2 years. It came into effect on 25 May 2018. About the same time, the UK Data Protection Act 2018 was brought out – this brings the GDPR into UK legislation and will apply after Brexit. The GDPR places obligations on how we handle your personal data and it gives you rights and control over how your personal data is handled.

What information does the GDPR apply to?

- Personal data is information which relates to a living person who can be identified from the information itself, or by linking it with other information. For example, it could be your name and address.
- Processing personal data is the name given to anything that we do with your personal data that we hold. For example, entering your details into our computer systems or storing a completed form in a filing cabinet.

What have we done to comply with the Act?

Over the last two years we have been reviewing what data we hold, how we store it, and what basis we have for processing it. We have revised our policies and procedures and our employees have undergone training so that they know how to keep your personal data secure and how to help you exercise your rights. You can find out more about what we do with your data and your rights in relation to it in our privacy statement, which you can find on our website at www.oaktreeha.org.uk/GDPR#privacynotice

We need your help

GDPR requires us to keep your personal details accurate. To help us do this you must let us know of any changes to the information that you give us, to ensure that we are holding accurate data. We need to know for example whether you have the same people living with you or whether there have been any changes to your household.

Customer Care Performance against Targets

Target Area	Task Targets	Target Times (Annual %)	Method of Measuring Performance	Performance July-Sept 2019	Performance Oct-Dec 2019	Performance Jan-Mar 2020
Answering Incoming Telephone Calls	Within 20 seconds	100%	Export of data from telephone system	97.32%	97.26%	96.31%
Return Telephone Call	By end of next working day	100%	Checking Complaints register & Customer Care survey for non-compliance	100%	1 complaint received	100%
Email Response	5 working days	100%	As above	100%	100%	100%
Social Media Response	5 working days	100%	Facebook in-box & comments	100%	100%	100%
Check New Housing Application, Point & Process	10 working days	100%	ICHR Housing Connections Software	1 application outwith target (Average 2.2 days)	29 applications outwith target (Average 4.58 days)	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)	100%	100%	100%
Appointments Kept/ Attended on Time	Within 5 mins of agreed time	100%	Survey carried out twice per month (rotating days)	100%	100%	100%
Acknowledgement or Fully Respond to Written Enquiry	5 working days	95%	Incoming mail register	95%	95%	95%
Behavioural Code of Committee, Staff & Contractors/Agents	Adherence to Code	100%	Based on complaints received via Complaints Handling Procedure	5 Complaints received	1 Complaint received	2 Complaints received
Behavioural Code of Customers	Adherence to Code	100%	Managers reporting incidents	1 incident in office	100%	1 incident



Contact Telephone Calls During Office Closure

When the office first closed to the public our Housing Services team telephoned all our tenants where we understood there was a member of the household aged 70 or over. We also called a number of tenants who we thought may need a bit of support. This was a piece of work that the team enjoyed doing, we got very positive feedback from the tenants we spoke to and it was a good way to get to know people that we might not have spoken to for quite a while.

The best news was that most people were coping OK and had friends, family or neighbours who were helping them. For those that needed a bit of help, we were able to pass their details onto other agencies who could provide practical support. We followed these calls up again a few weeks later with help from our admin colleagues and again it was lovely to have a chat and find out if we could help.

In a world that is increasingly moving towards digital and on-line services, it was a timely reminder that there is a need for personal contact. We are always looking for ways to improve our customer service and that means looking at all our customers needs. Any feedback or comments you have on how you felt the Association responded to this crisis would be very welcome. We want to make sure we use this experience wisely and use lessons learned for the future.

Technology - Helping Us to Help You

During lockdown, our lives have all been disrupted. With OTHA's office being closed, we are doing our best to keep in touch.

Our portal is an easy way for you to check your balance, send an enquiry, make a complaint or see your documents. Many new portal users are seeing the benefits during lockdown. Just like your online banking, the portal makes your life easier. You can access it from your smart phone or any tablet or home computer. We are happy to help you set up a user account or you can have a go yourself. You just need your tenant reference number and a few of your personal details including the email we hold on file for you. Go to our website www.oaktreeha.org.uk and click Tenant Login.



Our new live chat on our main website is going great guns. It's an easy way to speak to us directly during the office closure. Lots of you are using it and finding it a friendly way of asking a question or raising an enquiry. You are talking to a member of our admin team not a bot.

We have purchased Zoom. This is a useful tool to speak to people virtually through the internet. You may have already used it yourself to talk to your family or friends from the safety of your own home. We should be able to offer appointments on zoom so that we can talk "face to face" with you. It really helps to see the face of the person you are talking to and we all need more contact with other humans at this time.

Lockdown has meant our office and switchboard system are closed. Most people would rather have direct contact by phone than leaving messages on a voicemail. However good our team is at picking up messages and redirecting them to answer your enquiry, it is a frustrating way of doing things. Our dedicated admin team have introduced a mailbox alert so they know immediately when a message comes in. This speeds up our response. But we still look for ways to improve.

Lockdown could go on for some while yet. We are looking at buying a soft phone system, which is a piece of software to make calls over the internet. This could mean that our staff could field your calls from home rather than taking messages. This could really help if lockdown continues.



Complaints

Complaints Round Up 2019 - 2020

During last year, OTHA resolved 147 stage 1 service complaints & 53 stage 2. Stage 1 are the simpler complaints raised or 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 3.2 days to resolve stage 1 complaints & 14.9 days to resolve stage 2. Some took much longer while complex investigations involving other parties were undertaken. The outcome of complaints is shown.

Type & Outcome	Number of Complaints
Stage 1	147
Refuted	80
Upheld - Contractor service failure	43
Upheld - OTHA service failure	24
Stage 2	53
Refuted	34
Upheld - Contractor service failure	7
Upheld - OTHA service failure	12
Grand Total	200

The issues raised in complaints varied throughout the year. Here are some of the main issues:

- We had various problems with the outgoing repairs contractor's service and some with the new contractor. These have been raised at meetings and in toolbox talks as required. The contract with Novus was terminated.
- Lift repair timescales – There were several complaints about lifts including a lift being out of order during the holiday period when the office was closed. The CEO, Nick Jardine visited residents to apologise in person. We have changed our service provider & contractual arrangements including communication with senior staff out of hours in case of lift breakdown.
- Some issues with the web portal were raised – showing wrong account balance and concerns about privacy. These were easily rectified and concerns addressed.
- ICHR service – there were some teething problems with changes in service as the ICHR team was disbanded and each association took responsibility for dealing with the service in-house.
- There was one complaint about a privacy breach and procedures were tightened and an apology given.
- One complaint about the common TV aerial not supporting SkyQ and another about the TV aerial being the new tenant's responsibility in a main door property. We have not changed anything, but be happy to hear your views.

- There were several complaints about handling of anti-social complaints. We have improved our information to tenants so they understand the limits on the service we can offer.
- Defects and planned maintenance issues regarding contractor issues came up in several cases and the individual issues were dealt with.
- Landscaping issues – various matters including the removal of wrong tree. We have raised these with the contractor and arranged a system to identify all trees that we maintain.
- Letting issues were raised including the condition of the property at the time of let, issues about viewing during the repair period being unsafe & delay in property being ready.
- The attitude or behaviour of staff came up in a number of cases and we regret that in some, we agreed the staff member had acted in a manner that did not meet our standards. Appropriate action was taken.
- Void repairs – issues with buzzing for access and delays in works. We worked with the contractor to improve matters.
- One tenant was faced with no access to close after replacement of controlled entry while the tenant was on holiday. Procedures were strengthened to make sure this did not happen in future.
- Poor quality of buffet at AGM.
- Many complaints about outstanding defects in new developments – our team have been working hard to resolve these individual problems.
- Allpay cards being sent to the wrong address. We changed our procedure to stop this happening again.
- Delays in door repairs and new door installation. Both contractor & OTHA were at fault in some cases so we have improved follow up.
- Issues with roof tiles at Wren Road.
- Smoke vent sounding in one development overnight and no one attending to address the problem. Our call out procedure has been improved.
- Petition re central heating installation - we have worked hard to resolve the issue.



We would like to hear from you about how we handle complaints. It is important that we treat your concerns seriously and use your complaints to improve how we provide your service. We will be carrying out a survey of everyone who has submitted a stage 2 complaint to see how they found the process. Whether or not you got the outcome you wanted, we want to know how we handled your concern.

If you want to make any comments now, contact **Kate Dahlstrom** using the normal methods – email info@oaktreeha.org.uk, phone leaving a message **01475 807 000**, or use our chat or message through the website or portal.

Joining the Team...

We are pleased to welcome Jimmy Stevenson to Oak Tree. Jimmy joins us as a Maintenance Officer and brings with him a wealth of knowledge and experience.

Jimmy will work predominantly on our planned maintenance programmes and landscaping services.



500 Users on My Home Portal

The Association is delighted with the success so far of the 'My Home' portal which was launched in June 2018. In June 2020 we reached the milestone of 500 Users. We picked a winner at random and congratulations to Craig McDonald who received a £25 Voucher.

To can register via our website www.oaktreeha.org.uk and by clicking on the blue 'Tenant Login' button.

You will need to have an email address and a note of your 6 digit tenant number. If you don't have this to hand, please contact us and we will help. We can also register you direct (provided we have details of your email address).

24 Hour On-line Service

The portal is available online 24/7, 365 days a year and the following main services are available:

- View your rent account statement
- Make a rent payment
- View recent repairs
- Report a repair
- View the details we hold for you

Additional items that you can benefit from are:

- Make changes to your contact details and household
- Contact us to arrange a callback or appointment
- Join our paper free service to receive documents by email
- Apply to keep a pet
- Apply to make an alteration to your home
- Get advice and information on your tenancy
- Register a comment, complaint or compliment
- Register a neighbourhood complaint
- Participate in online surveys and consultations

We want to keep developing and improving the Portal further. We will be launching the Owners version of the Portal for our Factoring and Landscaping customers in the near future. Any suggestions or feedback would be very welcome.



Inverclyde Common Housing Register Update



Although the ICHR has been delivering a reduced service over the past few months, we have still been working behind the scenes to keep your applications up to date and to keep you informed with any changes. The ICHR landlords have not been able to advertise any properties due to Government guidance regarding the Coronavirus. If you had previously placed a bid for a property, the landlord will be in contact with you as soon as normal services resume.

We are also working with our software provider to make improvements to the online application form and Housing Register software. These improvements will make it easier for us to keep the housing register up to date. This means that you will receive an email annually asking you to let us know if you want to stay on the list. The improved software will also include changes made to our Allocations Policy in 2019. More information on this will be available on our website and social media when we go live with the new software. The new system went live on 1 July 2020. You do not have to do anything and your account will still look the same when you login.

The ICHR is excited that our newest partner, Sanctuary Scotland will be advertising their first new build properties in Inverclyde later in the year. Sanctuary are building around 100 new homes across Inverclyde. The sites include Dubbs Road, Lilybank and Broadstone in Port Glasgow and Mount Pleasant Street in Greenock. If you are interested in bidding for one of these properties please make sure you have an active, up to date application with the ICHR. If you have changed address since applying you must complete an online change of circumstances form to let us know, otherwise your bids will be bypassed.

Please be aware that all building works have been put on hold due to the Covid 19 pandemic and there will be delays with these properties being handed over. Check our website and social media for updates. Contact the ICHR by:

Telephone: **01475 807 011**
Email: info@inverclydechr.org.uk
Live chat: <https://www.inverclydechr.org.uk/my-cbl/property-search>
Facebook and Twitter: [@InverclydeCHR](https://www.facebook.com/InverclydeCHR)

Information for women experiencing domestic abuse

You are not alone. The lockdown does not prevent you from leaving your home to flee abuse if you need to, and even if you are unable to leave your home, there is support available.

Inverclyde Women's Aid are open for business as usual and you can make an appointment to speak to a member of staff, you can get support over the phone and refuge accommodation is also available. Please contact them on 01475 888505. There is a website <https://www.inverclydewomensaid.co.uk/> and a Facebook page which gives more information.

Scotland's Domestic Abuse and Forced Marriage services are also still available to support you digitally or over the phone on 0800 027 1234. This is a 24 hour helpline and can be used by anyone experiencing domestic abuse, or those who are concerned about someone else.

The police, the NHS, and all other support services you may need, have made it clear that domestic abuse is an absolute priority in this time of crisis, they are here to help.





HOME ENERGY SCOTLAND - here to help

Home Energy Scotland are an energy advice service funded by the Scottish Government. They provide free, impartial advice to help people to stay warm, make the best use of energy and save money on their bills. Many people will see their energy bills rise because of the current lockdown, and Home Energy Scotland are keen to speak to anyone who's worried about this.

How can they help during Covid-19

Their local advisors are all working from home and ready to take calls. They can help with:

- Clear advice on ways to save energy and reduce fuel bills while staying warm at home
- Practical help for people who find themselves without heating or hot water
- Support for households with prepayment meters who are worried about topping up during the lockdown
- The latest information about emergency measures from energy suppliers to make sure vulnerable people do not get cut off

How to get in touch: If you are, or someone you know is worried about energy bills, phone **0808 808 2282** to chat to a friendly advisor. Calls are free and they are available Monday to Friday 8am to 8pm and Saturday from 9am to 5pm. Alternatively, email adviceteam@sc.homeenergyscotland.org or request a call back on their website.

Home Fire Safety Checklist

With all of us spending more time at home due to Covid-19, there can be an increased risk of fire. Here are some steps to help you stay safe in these challenging times:

- Don't leave cooking unattended and don't cook if you're tired, under the influence of alcohol or drugs or on strong medication. If you smoke, smoke outside, at an open external door or window and never while under the influence
- Always use an appropriate ashtray.
- Using a laptop? Make sure it's placed on a hard surface to prevent overheating.
- Always turn computers and laptops off at night.
- Don't overload electrical sockets.
- Make sure all common areas and exits are kept clear of any combustible materials and don't leave any items in escape routes.
- With bin collections perhaps reduced at this time, it is important that flammable items like cardboard or paper are safely stored.

At night when you go to bed

- Ensure white goods such as washing machine, tumble dryer and dishwashers are switched off and are never used while sleeping or out.
- Switch off all electrical appliances not designed to be left on overnight.
- Don't leave chargeable items like phones and tablets charging overnight.
- Keep mobility aids and any methods of calling for help accessible for a cared for person.
- Before going to bed, check that all cigarettes and candles are extinguished.
- Make sure that main door keys are accessible and in a safe place.
- Close all the internal doors before going to bed.
- Make sure that you have working smoke alarms. Test them once per week.



Important information about Free TV Licences for over 75s



The BBC has decided that, because of coronavirus and the challenges to the UK, changes to over 75 licences will not now happen until 1 August 2020. This means that current free licences will remain valid until then. If you are receiving Pension Credit and you are ready to apply for your free licence now, you can still do this.

If you have already applied for your new licence and sent information about your Pension Credit, TV Licensing will be processing your application and have advised they will be in touch with you before the new policy starts. If you are not receiving Pension Credit, you do not need to do anything just yet. TV Licensing have advised they will write to you in plenty of time before the policy changes to let you know what you will need to do. Go to: <https://www.tvlicensing.co.uk>



Branchton Community Centre

Oak Tree Housing Association has always been proud to be associated with the Branchton Community Centre and never more so than during recent times.

The team at the centre have been doing some fantastic work. Below are just some of the initiatives they have been involved in

- Delivering 15,000 meals in 10 weeks to vulnerable people in Inverclyde
- Zoom Bingo sessions
- Children making cards to enclose with the meals to cheer folk up
- Arts, Crafts and Activity packs to keep children and adults busy and help with home learning
- Created a Community Growing Space
- Man-on Inverclyde – a peer support group for men in Inverclyde to support their mental health

The meals project started with staff offering some essential items to people in their local area next to the centre. This led to the idea of making a sandwich lunch for some people and then this turned into delivering hot meals. Staff and volunteers source food, cook it, pack it and deliver it to over 350 people from Wemyss Bay to Port Glasgow. The service also offers free essential items such as groceries and toiletries. Another important aspect of the work is the ability of the 13 delivery drivers to make contact every day with vulnerable people and to check that all is okay. You can find them on Facebook <https://www.facebook.com/BranchtonCC>

The Kilmacolm and Port Glasgow Show organisation recently awarded them their Champion Group award and we agree that they are indeed Champions!

The Branchton Community Centre was awarded funding through Oak Tree Housing Association's Supporting Communities Application for community organisations that are delivering an additional response to support local communities through this Covid-19 pandemic. Branchton received £11,520.

In addition Oak Tree have been providing background support to Branchton to access additional funding to enhance their current response to Covid-19, to ensure that all Branchton's staff and volunteers can focus on frontline delivery.

If you want to get involved with the Community Centre in any way, their telephone number is 01475 638481.

Seasonality Calendar



VEGETABLES

JAN	J	F	M	A	M	J	J	A	S	O	N	D
FEB	J	F	M	A	M	J	J	A	S	O	N	D
MAR	J	F	M	A	M	J	J	A	S	O	N	D
APR	J	F	M	A	M	J	J	A	S	O	N	D
MAY	J	F	M	A	M	J	J	A	S	O	N	D
JUN	J	F	M	A	M	J	J	A	S	O	N	D
JUL	J	F	M	A	M	J	J	A	S	O	N	D
AUG	J	F	M	A	M	J	J	A	S	O	N	D
SEP	J	F	M	A	M	J	J	A	S	O	N	D
OCT	J	F	M	A	M	J	J	A	S	O	N	D
NOV	J	F	M	A	M	J	J	A	S	O	N	D
DEC	J	F	M	A	M	J	J	A	S	O	N	D
Asparagus	J	F	M	A	M	J	J	A	S	O	N	D
Baby Leeks	J	F	M	A	M	J	J	A	S	O	N	D
Beetroot	J	F	M	A	M	J	J	A	S	O	N	D
Broad Beans	J	F	M	A	M	J	J	A	S	O	N	D
Broccoli (Calabrese)	J	F	M	A	M	J	J	A	S	O	N	D
Broccoli (Purple)	J	F	M	A	M	J	J	A	S	O	N	D
Brussels Sprouts	J	F	M	A	M	J	J	A	S	O	N	D
Cabbage	J	F	M	A	M	J	J	A	S	O	N	D
Carrrots	J	F	M	A	M	J	J	A	S	O	N	D
Cauliflower	J	F	M	A	M	J	J	A	S	O	N	D
Celériac	J	F	M	A	M	J	J	A	S	O	N	D
Celery	J	F	M	A	M	J	J	A	S	O	N	D
Chard	J	F	M	A	M	J	J	A	S	O	N	D
Chillies	J	F	M	A	M	J	J	A	S	O	N	D
Courgettes	J	F	M	A	M	J	J	A	S	O	N	D
Cucumber	J	F	M	A	M	J	J	A	S	O	N	D
Endive	J	F	M	A	M	J	J	A	S	O	N	D
Herzereidish	J	F	M	A	M	J	J	A	S	O	N	D
Jerusalem Artichoke	J	F	M	A	M	J	J	A	S	O	N	D
Kale	J	F	M	A	M	J	J	A	S	O	N	D
Kohlrabi (Green)	J	F	M	A	M	J	J	A	S	O	N	D
Kohlrabi (Purple)	J	F	M	A	M	J	J	A	S	O	N	D
Leeks	J	F	M	A	M	J	J	A	S	O	N	D
Lettuce	J	F	M	A	M	J	J	A	S	O	N	D
Mangetout	J	F	M	A	M	J	J	A	S	O	N	D
Mushrooms (Cultivated)	J	F	M	A	M	J	J	A	S	O	N	D
New Potatoes	J	F	M	A	M	J	J	A	S	O	N	D
Oats & Other Grains	J	F	M	A	M	J	J	A	S	O	N	D
Onions	J	F	M	A	M	J	J	A	S	O	N	D
Pak Choi	J	F	M	A	M	J	J	A	S	O	N	D
Parsnips	J	F	M	A	M	J	J	A	S	O	N	D
Peas (Shell / Sugar)	J	F	M	A	M	J	J	A	S	O	N	D
Potatoes (Ware)	J	F	M	A	M	J	J	A	S	O	N	D
Pumpkin	J	F	M	A	M	J	J	A	S	O	N	D
Radish (Summer)	J	F	M	A	M	J	J	A	S	O	N	D
Radish (Winter)	J	F	M	A	M	J	J	A	S	O	N	D
Rocket	J	F	M	A	M	J	J	A	S	O	N	D
Romanesco	J	F	M	A	M	J	J	A	S	O	N	D
Runner Beans	J	F	M	A	M	J	J	A	S	O	N	D
Salsify	J	F	M	A	M	J	J	A	S	O	N	D
Shallots	J	F	M	A	M	J	J	A	S	O	N	D
Sea Kale	J	F	M	A	M	J	J	A	S	O	N	D
Spinach	J	F	M	A	M	J	J	A	S	O	N	D
Spring Greens	J	F	M	A	M	J	J	A	S	O	N	D
Summer Squash	J	F	M	A	M	J	J	A	S	O	N	D
Sweede	J	F	M	A	M	J	J	A	S	O	N	D
Turnips	J	F	M	A	M	J	J	A	S	O	N	D
Winter Salads	J	F	M	A	M	J	J	A	S	O	N	D
Winter Squash	J	F	M	A	M	J	J	A	S	O	N	D



HERBS & WILD FOOD

JAN	J	F	M	A	M	J	J	A	S	O	N	D
FEB	J	F	M	A	M	J	J	A	S	O	N	D
MAR	J	F	M	A	M	J	J	A	S	O	N	D
APR	J	F	M	A	M	J	J	A	S	O	N	D
MAY	J	F	M	A	M	J	J	A	S	O	N	D
JUN	J	F	M	A	M	J	J	A	S	O	N	D
JUL	J	F	M	A	M	J	J	A	S	O	N	D
AUG	J	F	M	A	M	J	J	A	S	O	N	D
SEP	J	F	M	A	M	J	J	A	S	O	N	D
OCT	J	F	M	A	M	J	J	A	S	O	N	D
NOV	J	F	M	A	M	J	J	A	S	O	N	D
DEC	J	F	M	A	M	J	J	A	S	O	N	D
Basil	J	F	M	A	M	J	J	A	S	O	N	D
Bishop's Weed	J	F	M	A	M	J	J	A	S	O	N	D
Blueberry	J	F	M	A	M	J	J	A	S	O	N	D
Brambles	J	F	M	A	M	J	J	A	S	O	N	D
Ceps	J	F	M	A	M	J	J	A	S	O	N	D
Chanterelles	J	F	M	A	M	J	J	A	S	O	N	D
Chestnuts	J	F	M	A	M	J	J	A	S	O	N	D
Chives	J	F	M	A	M	J	J	A	S	O	N	D
Common Sorrel	J	F	M	A	M	J	J	A	S	O	N	D
Coriander	J	F	M	A	M	J	J	A	S	O	N	D
Crab Apples	J	F	M	A	M	J	J	A	S	O	N	D
Dandelion	J	F	M	A	M	J	J	A	S	O	N	D
Dill	J	F	M	A	M	J	J	A	S	O	N	D
Dulse	J	F	M	A	M	J	J	A	S	O	N	D
Elderberries	J	F	M	A	M	J	J	A	S	O	N	D
Elderflowers	J	F	M	A	M	J	J	A	S	O	N	D
Fennel	J	F	M	A	M	J	J	A	S	O	N	D
Field Mushrooms	J	F	M	A	M	J	J	A	S	O	N	D
Garlic	J	F	M	A	M	J	J	A	S	O	N	D
Garlic Mustard	J	F	M	A	M	J	J	A	S	O	N	D
Good King Henry	J	F	M	A	M	J	J	A	S	O	N	D
Gorse Flowers	J	F	M	A	M	J	J	A	S	O	N	D
Hogweed	J	F	M	A	M	J	J	A	S	O	N	D
Juniper Berries	J	F	M	A	M	J	J	A	S	O	N	D
Kombu (Oarweed)	J	F	M	A	M	J	J	A	S	O	N	D
Lemon Balm	J	F	M	A	M	J	J	A	S	O	N	D
Lemon Verbena	J	F	M	A	M	J	J	A	S	O	N	D
Lovage	J	F	M	A	M	J	J	A	S	O	N	D
Marjoram	J	F	M	A	M	J	J	A	S	O	N	D
Nettles	J	F	M	A	M	J	J	A	S	O	N	D
Nori (Laver)	J	F	M	A	M	J	J	A	S	O	N	D
Oregano	J	F	M	A	M	J	J	A	S	O	N	D
Rose Hips	J	F	M	A	M	J	J	A	S	O	N	D
Rowan Berries	J	F	M	A	M	J	J	A	S	O	N	D
Samphire (Marsh)	J	F	M	A	M	J	J	A	S	O	N	D
Sea Buckthorn	J	F	M	A	M	J	J	A	S	O	N	D
Slees	J	F	M	A	M	J	J	A	S	O	N	D
Sweet Cicely	J	F	M	A	M	J	J	A	S	O	N	D
Tarragon	J	F	M	A	M	J	J	A	S	O	N	D
Vetch Flowers	J	F	M	A	M	J	J	A	S	O	N	D
Wild Garlic	J	F	M	A	M	J	J	A	S	O	N	D
Wood Hedghog	J	F	M	A	M	J	J	A	S	O	N	D
Wood Sorrel	J	F	M	A	M	J	J	A	S	O	N	D



MEAT & GAME

JAN	J	F	M	A	M	J	J	A	S	O	N	D
FEB	J	F	M	A	M	J	J	A	S	O	N	D
MAR	J	F	M	A	M	J	J	A	S	O	N	D
APR	J	F	M	A	M	J	J	A	S	O	N	D
MAY	J	F	M	A	M	J	J	A	S	O	N	D
JUN	J	F	M	A	M	J	J	A	S	O	N	D
JUL	J	F	M	A	M	J	J	A	S	O	N	D
AUG	J	F	M	A	M	J	J	A	S	O	N	D
SEP	J	F	M	A	M	J	J	A	S	O	N	D
OCT	J	F	M	A	M	J	J	A	S	O	N	D
NOV	J	F	M	A	M	J	J	A	S	O	N	D
DEC	J	F	M	A	M	J	J	A	S	O	N	D
Beef	J	F	M	A	M	J	J	A	S	O	N	D
Chicken	J	F	M	A	M	J	J	A	S	O	N	D
Common Snipe	J	F	M	A	M	J	J	A	S	O	N	D
Duck (Wild)	J	F	M	A	M	J	J	A	S	O	N	D
Goose	J	F	M	A	M	J	J	A	S	O	N	D
Grey Squirrel	J	F	M	A	M	J	J	A	S	O	N	D
Grouse	J	F	M	A	M	J	J	A	S	O	N	D
Guinea Fowl	J	F	M	A	M	J	J	A	S	O	N	D
Hare (Brown)	J	F	M	A	M	J	J	A	S	O	N	D
Hare (Mountain)	J	F	M	A	M	J	J	A	S	O	N	D
Lamb	J	F	M	A	M	J	J	A	S	O	N	D
Partridge	J	F	M	A	M	J	J	A	S	O	N	D
Pheasant	J	F	M	A	M	J	J	A	S	O	N	D
Pork	J	F	M	A	M	J	J	A	S	O	N	D
Parmligan	J	F	M	A	M	J	J	A	S	O	N	D
Rabbit (Wild)	J	F	M	A	M	J	J	A	S	O	N	D
Red Deer Hind	J	F	M	A	M	J	J	A	S	O	N	D
Red Deer Stag	J	F	M	A	M	J	J	A	S	O	N	D
Roe Deer Buck	J	F	M	A	M	J	J	A	S	O	N	D
Roe Deer Doe	J	F	M	A	M	J	J	A	S	O	N	D
Rose Veal	J	F	M	A	M	J	J	A	S	O	N	D
Sika Deer Hinds	J	F	M	A	M	J	J	A	S	O	N	D
Sika Deer Stags	J	F	M	A	M	J	J	A	S	O	N	D
Turkey	J	F	M	A	M	J	J	A	S	O	N	D
Venison (Farmed)	J	F	M	A	M	J	J	A	S	O	N	D
Woodcock	J	F	M	A	M	J	J	A	S	O	N	D
Woodpigeon	J	F	M	A	M	J	J	A	S	O	N	D



FRUIT

JAN	J	F	M	A	M	J	J	A	S	O	N	D
FEB	J	F	M	A	M	J	J	A	S	O	N	D
MAR	J	F	M	A	M	J	J	A	S	O	N	D
APR	J	F	M	A	M	J	J	A	S	O	N	D
MAY	J	F	M	A	M	J	J	A	S	O	N	D
JUN	J	F	M	A	M	J	J	A	S	O	N	D
JUL	J	F	M	A	M	J	J	A	S	O	N	D
AUG	J	F	M	A	M	J	J	A	S	O	N	D
SEP	J	F	M	A	M	J	J	A	S	O	N	D

Financial Concerns

The Association has agreed to continue sending out invoices for the following services during this period; repairs, landscaping, common works and factoring. This decision has been made due to these costs having been incurred by Oak Tree and we feel it's important not to delay recharging these costs on to our customers. However, we are aware that due to circumstances out with our customers control, prompt payment of these invoices may not be possible, and we are therefore keen to alleviate these concerns where possible.

If you have any concerns about paying your invoice please email finance@oaktreeha.org.uk (including your invoice number and reference number in the subject line) and someone from the finance team will be in touch to discuss payment options.

For example we can arrange for the payment to be made over 6 months via Direct Debit. We appreciate these are difficult times and we don't want anyone to be worried about paying an invoice.



DEBT

Payment methods: we are asking customers to bear with us if you have chosen to pay your invoice by cheque. It takes longer to process a cheque while the office is closed. We need to collect the mail, process it and then bank the cheques. We would appreciate if people could use online banking to pay wherever possible, as our plan is to phase out the use of cheques as a payment method over the next 12 months.

Please contact us for details on how to do this. We also have a service run by our partners called Financial Fitness, and they are available to help with any financial worries you might have during this difficult time.



Telephone: 01475 729239
 Email: finfiteam@yahoo.co.uk
 Website: www.financialfitness.btck.co.uk

Nominate a Champion



The last few months have been very difficult for everyone. There have been articles in the newspaper, on TV and on social media of some amazing work done by volunteers to make sure that vulnerable people who can't leave their home or need help can get the essentials that they need.

One upside of this dreadful situation is that it has brought out the best in folk and we know that many communities have pulled together and helped each other.

We want you to nominate your "Champion". There isn't a prize or award, we just want to know a bit about them and why they are champions. It might be an organisation, a neighbour, a friend or even a shop. Anyone that you want to give some praise to. You can fill in the form below and post it into the office or you can email us at info@oaktreeha.org.uk or telephone the office and leave a message.

Your name _____

Your address _____

Your Champion _____

Why are they a champion? _____



How to Get in Touch



01475 807000
(please leave a message and we will contact you)



info@oaktreeha.org.uk



Oak Tree
 Housing Association



@OakTreeHA



Online Chat
www.oaktreeha.org.uk



PORTAL
www.oaktreeha.org.uk



WEBSITE
www.oaktreeha.org.uk



FACEBOOK
 QR Code



TWITTER
 QR Code



OTHA WEBSITE
 QR Code