



OAK TREE

HOUSING ASSOCIATION LTD

**SPRING
NEWSLETTER
2017**

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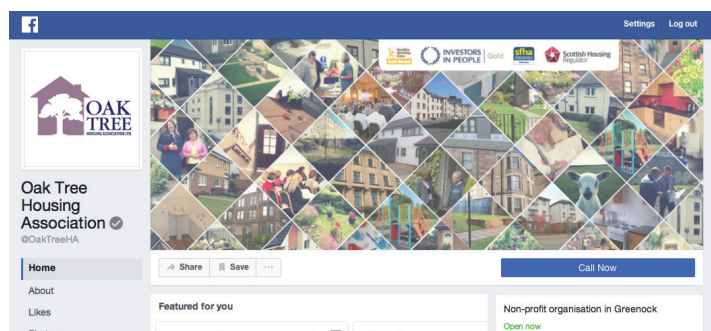


TRY THIS



Find us on Facebook

www.facebook.com/oaktreeha



We invited tenants to give their views on what social media platform they would like to see Oak Tree Housing Association use to connect and engage with our tenants. With this we are happy to announce that Facebook was the preferred choice and since closing our survey we have launched our very own Facebook page. Here you will find a range of information that can help you to keep up to speed on what's going on at Oak Tree. You will also be able to contact the association through Facebook. Please note that this facility will only be available during office opening times.

You can like and share our page by visiting www.facebook.com/oaktreeha by searching "Oak Tree Housing Association" on Facebook or by scanning the QR code.



WIN £25 LOVE2SHOP VOUCHERS

PLEASE SEE OUR FB PAGE FOR DETAILS
OF HOW TO ENTER OUR COMPETITION

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The Association is regulated with:
The Scottish Housing Regulator
No. HCB137 Financial Conduct
Authority No. 2232(S)
VAT Registration No. 156 9197 67
Charity number SC045300

Rent Increase

A hand is shown placing a coin on a stack of coins. In the background, there is a red silhouette of a house. The coins are stacked in a row, increasing in height from left to right.

Thank you to everyone who responded to our rent increase consultation. We got 161 responses which really helped our Management Committee know how tenants' felt about the range of increases.

- **73% of tenants voted for no increase or the minimum level of 2.0%.**
- **24% voted for 2.5% increase with a increase in service to provide a small repairs service for tenants.**
- **only 6% went for the highest level of increase 3.0%.**

The overall level of increase agreed was 2.0% in line with the feedback given. Some tenants will have increases either higher or lower depending if their rent is still being adjusted.



WEDNESDAY WALKABOUTS

Our team will soon be out in your area inviting you to join them on their regular inspections to discuss issues affecting your neighbourhood or to chat about OTHA's services in general. The full programme of walkabouts will take place from April to August.

If you want to speak to your housing team and don't want to wait for a walkabout to happen in your area, give us a phone. We can arrange to fit our inspection around you and pop out earlier.

Fresh Ideas for Hooking Up

We are about to start working out our programme of activities for meeting up with our tenants and hearing what you all think. The Customer Engagement Policy lays out a timetable each year to tie in with important policy or service reviews at key points in the year. This year we are looking for ideas as how to engage with more tenants to help us review the things we do to get your feedback.

Cloch Housing association recently had a cinema day where families got the chance to see a film and talk about their service before the film. We have been thinking about having some sessions at Funworld for families so we can catch up with the mums and dads while their kids are enjoying themselves. Some other ideas are taking families to a climbing wall, or sports facility. We also thought about having an open day in our new development in Garvald Street to give tenants the chance to see a newbuild or possibly a tour of our stock in a mini bus for those that are curious about other houses owned by OTHA.

We have tried bingo nights, cooking for fun, buffet meals, fun days and galas to try and reach out to meet more of our tenants and make talking to OTHA a bit more fun. We are happy to hear any ideas that you may have to try in your area or for all tenants.

Service Improvement Groups

Before Christmas, we asked if tenants might be happy to join a short life group to meet a few times to discuss service issues. For example:

- **Repairs – to help us set standards for our new repairs contract when they are appointed**
- **Customer service – to help us set general service standards and monitor how we match up to them**
- **Social media – to help us set up content for a Facebook page**
- **Value for money – to help us review our expenditure in the light of what tenants get for their rent money**

We got a very small number of volunteers despite offering to pay all expenses and a ex gratia payment of £10 per meeting to everyone who joins in. We really want to expand the pool of people who are willing to come to a few meetings to talk about these service areas. We haven't set these groups up yet, but will be doing so shortly. Let us know if you might be interested in being involved or even if you just want to chat through what might be involved. These meetings will be fun and informative – you won't be expected to commit to any more than suits you and your circumstances, but involving you in our services makes them better. Please help us!

Contact Kate Dahlstrom or any member of our team for more information.





Weekly Friendship & Activity Group



Come along for fun activities, a cuppa & blether.
For people with early stage/mild dementia and their friends/family.

**Every Friday 1.30pm to 3pm at Westburn Church,
9 Nelson Street, Greenock, PA15 1TP.**

Dementia Advisor – Tracy Gilmour
Email – tgilmour@alzscot.org Phone – 01475 261 102



Dementia café

**Come along each month for a cuppa & blether, 1.30–3pm
at Your Voice, 12/14 Clyde Square, Greenock, PA15 1NB.**

Alzheimer Scotland's Dementia Advisor and Post Diagnostic Link Worker and the Inverclyde Carer Centre's Outreach Worker will be available to provide information and advice.

Monday 13th February
Monday 13th March
Monday 10th April
Monday 8th May
Monday 29th May
Monday 10th July

Monday 14th August
Monday 11th September
Monday 9th October
Monday 13th November
Monday 11th December

Dementia Advisor – Tracy Gilmour
Email – tgilmour@alzscot.org Phone – 01475 261 102

In partnership



Football Memories

**Your local Football Memories
group for people with
dementia, their friends and
family. There will be a series
of dementia talks at the same
time for family members/
friends.**

Match Days

Venue: Cappielow, Sinclair Street, Greenock, PA15 2TY

Date: Wed 1 March / Wed 5 April / Wed 3 May
Wed 31 May / Wed 5 July

Time: 1.30pm to 3.30pm

**For further information or to book a place please contact
Tracy Gilmour on 01475 261 102 / TGilmour@Alzscot.org**

Our Community Groups are there to be enjoyed by anyone living with dementia or experiencing difficulties with their memory, including their families and friends.

All are welcome; people who can attend independently and/or for those unable to do so should come with a companion who can take responsibility for them and share the experiences of the group.

We are unable to provide transport, therefore it is your responsibility to get to and from this community activity, safely.

Alzheimer Scotland - Action on Dementia is a company limited by guarantee, registered in Scotland 149069. Recognised as a charity by the Office of the Scottish Charity Regulator, no. SC02231522 Drumshugh Gardens, Edinburgh EH3 7RN. 0131 243 1453. www.alzscot.org

LADYBIRDS



Love Our Ladybirds, for FREE!

The UK has over 40 different species of Ladybird, all needing different habitats to live, eat and hibernate in. Scotland has 15 of these bright beetles, some are thought to be thriving, whilst others are decreasing due to a lack of suitable summer and winter habitats, loss of food plants and predation from the invasive Harlequin Ladybird.



Central Scotland Green Network Trust is tackling this by putting together a Love Our Ladybird gardening pack so that Housing Associations can help their tenants make their gardens more biodiversity friendly. We have 2000 packs to give away which include a poster, leaflet showing the different types of Ladybirds found in central Scotland, wildflower seeds, pencils, stickers, games and all sorts of advice on how to improve gardens for ladybirds.



Please contact Emilie Wadsworth at CSGNT on emilie.wadsworth@csngt.org.uk or 07715 051951 if you would like to receive a pack. Please respond by Tuesday 4th April 2017. The packs will be assigned on a first come first served basis.

For more information on the campaign, and downloadable resources, see www.csngt.org.uk/activities/love-our-ladybirds



SIGN LANGUAGE APP

New App available for British Sign Language

The Association was delighted to learn about a new service that is free to use and might benefit our customers. If you want more information or help installing the App please let us know.

contactSCOTLAND-BSL new Android App now available

If you have an Android phone you can Register and download our new App



Simple 3 step process:

1. Register

2. Confirm email & 'Activate'

3. Download & use

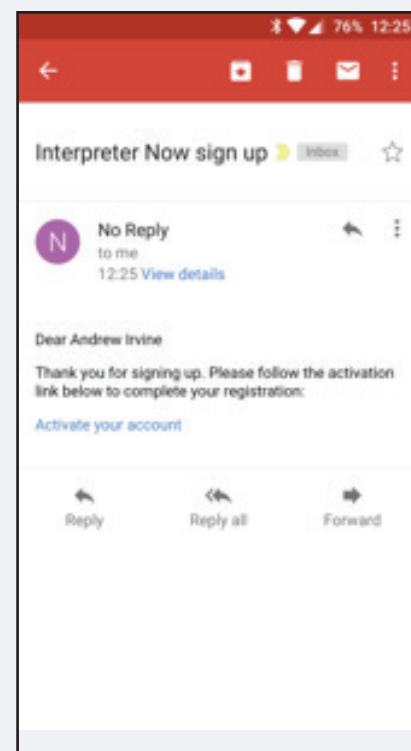
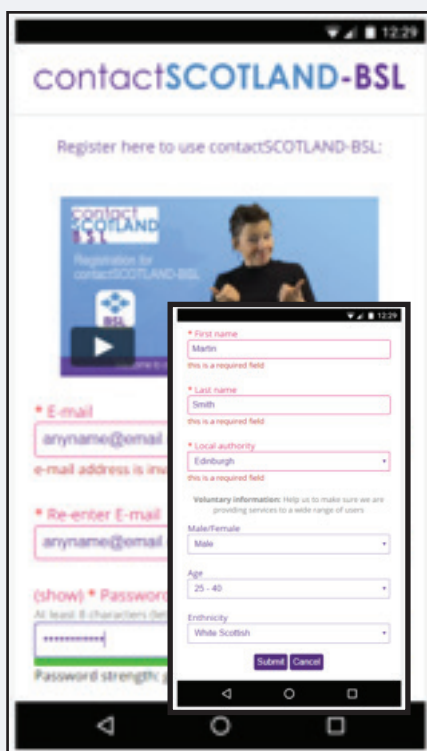
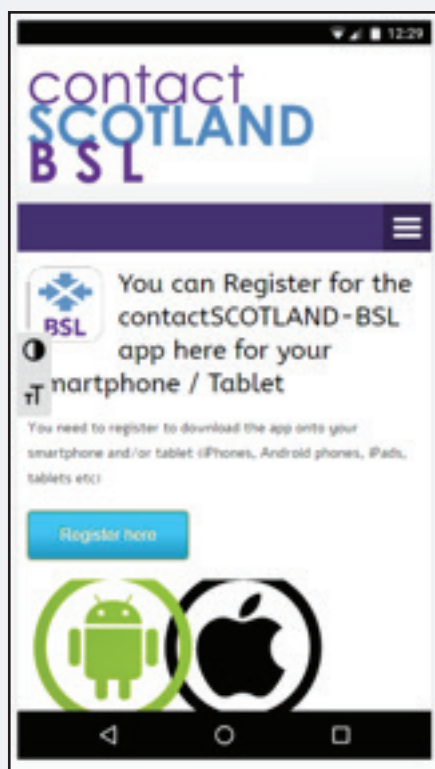
Your Username is your email address, You create your own Password

1. Register at
<http://contactscotland-bsl.org/reg/>

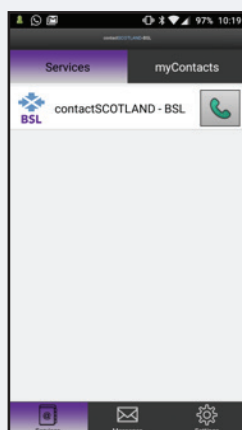
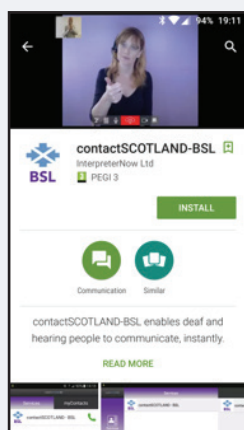
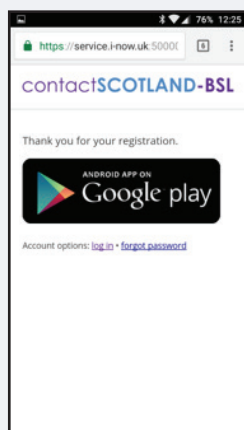
Fill in your details

2. You will receive email to
'ACTIVATE'

BSL video showing what to do



3. You will then be able to download the App



You can now uninstall the InterpreterNow app if you want!



BREAKING NEWS

Changes ahead for 18-21 year olds.

Inverclyde is now a Universal Credit Full Service area and therefore from 1 April 2017, any 18-21 year olds making a new claim for Universal Credit or those with a break in entitlement to Universal Credit will not have automatic entitlement to help with housing costs.

There are a number of exemptions to protect vulnerable claimants and it applies only to people who are 'job seekers', not those who are working a minimum of 16 hours a week or apprentices.

Examples of some of the exemptions are where the tenant:

- is responsible for a child or a qualifying young person;
- was a care leaver before reaching the age of 18;
- receives the care component of disability living allowance at the middle or highest rate or the daily living component of personal independence payment

There are other exemptions and if you are a tenant aged between 18 and 21 and are worried about how this might affect you then please contact us as soon as possible.

If you or a member of your household are this age and were thinking of taking on a tenancy in the future then please get in touch for more information. This will not only affect Oak Tree Housing Association, it will apply to any property.



JOB CENTRE PLUS

jobcentreplus

Department for
Work and Pensions

Greenock Jobcentre is now open for telephone enquiries from 8.00 am until 6.30 pm. Their details are as follows:-

**99 Dalrymple Street
Greenock
Inverclyde
United Kingdom
PA15 1QL
Telephone: 0345 604 3719
Textphone: 0345 608 8551**

You can use the 0845 code to call these 0345 numbers. Check with your phone company which code is cheaper for you.

UC Universal Credit

Universal Credit is now affecting lots of our tenants since Inverclyde went into Full Service on 23 November 2016.

Before this date we had 44 tenants affected and by the end of February 2017 we had 136. If you are of working age and you are making a new claim or have had a change in your circumstances then this will affect you.

It is very important that you are prepared for this change as it is going to mean a radical change in the way you receive your money and how your rent is paid.

You must make and maintain your application online. This means you will need an email address and have access to a computer, tablet or smart phone.

You will receive just 1 monthly payment, paid into a bank account in the same way as a monthly salary.

Housing Benefit will no longer be paid to the Association. You will need to pay your rent from the monthly payment.

When you are making a claim on line, as well as an email address, you will need to have the following information with you before you start:

- Your postcode
- Your National Insurance number
- Details of the bank, building society or credit union account you want Universal Credit paid into
- Your tenancy agreement and details of your rent charge (known as Housing Costs)
- Details of your savings or other capital
- Details of your income
- Details of any income that's not from work, eg from an insurance plan
- Details of any other benefits you're getting
- Details of any children, including their Child Benefit numbers

UNIVERSAL CREDIT FULL SERVICE

When you make a claim for Universal Credit you will need to wait up to 6 weeks for your first payment and payments will be made each month after that.

The Association charges rent in advance so it is very important that we speak to you as soon as we know that you are going to be claiming Universal Credit to avoid arrears building up on your account.

We can make an agreement with you so that you can pay extra each month so that you do not fall into arrears and your account becomes in advance.

If you are looking for work, you will have a Work Coach based in either Greenock or Port Glasgow Jobcentre and they will help you with what is called your "Claimant Commitment". If you do not comply with some or all of the items detailed in your Claimant Commitment, you may find that your payments are reduced or stopped.

You might also need these details for people who live in your home, eg your partner. It should take 20 to 40 minutes to complete your claim.



It is very important that you enter the correct amount of Housing Costs because if you make a mistake with this figure it will mean you might not get paid enough to cover your rent and you then need to enter a change on-line to correct it.

Your monthly rent charge is the same as your Housing Costs. You may have been claiming Housing Benefit and it was being paid to the Association direct. This will no longer be the case so you need to make sure that you get paid the correct amount so you can pay the rent to the Association.

Every tenant is sent a letter every year telling them what the monthly rent for their property will be from 1st April. If you do not have this information, let us know and we will make sure you have your rent details before you make a claim for Universal Credit.

We are here to help and we can refer you to agencies that can help you set up an email address and get access to a computer or tablet. We will also help you in our office if we can. Our interview space is limited but we can make an appointment with one of our Housing Services team who will do their best to assist.

You will also need a Username and Password when you make a claim.

UNIVERSAL CREDIT FULL SERVICE



The **username** must be at least **6 characters** no more than 30 characters made from **letters** and **numbers**

THE PASSWORD MUST HAVE:

1 capital letter
1 lower case letter
1 number
8 characters

1

You should keep a note of your username and password and keep it handy so you can refer to it easily.

2

You will also be asked for an answer to a Security Question. This might be where you were born or your mother's maiden name etc.

3

You will need to remember how you typed in the answer as you will need to enter the answer exactly when you sign in online

If you want the Association to store your username and password on your tenant account then we are happy to do so and will ask you to complete a form which will be scanned to your account

You might find it easier to use this tear off slip but make sure you do not put your name and security question answer on it in case someone else finds it and uses your details.



Universal Credit Details

User name:.....

Password:.....

E-mail:

GETTING READY FOR GARVALD STREET

The Association is looking forward to taking delivery of 45 new houses in the Garvald Street area in the East end of Greenock.

The properties are long awaited and we are confident that they will be very popular. We are hoping that they will start coming off site from April 2017.

The houses and flats will be advertised shortly by the Inverclyde Common Housing Register at www.inverclyde.chr.org.uk and in our office window.

If you are not already registered and you want to make an application then please contact us for advice and assistance.

The number and size of properties are as follows:-

Size	Type	Number
1 bedroom	Main door flat	12
2 bedroom	Terraced House	5
2 bedroom	Semi-detached House	8
3 bedroom	Terraced House	18
4 bedroom	Terraced House	2
Total		45



Here is a photo of the team who will be letting the houses. They are from left to right (or short to tall!) Catherine, Laurina, Morag and Adam.

SPRINGTIME MAZE

HELP THE BUTTERFLY FIND THE FLOWER!



PLANNED AND CYCLICAL MAINTENANCE WORKS

After a full stock condition survey carried out by David Adamson & Partners, the Association carries out annual in-house inspections by our Clerk of Works/Maintenance Officers to confirm that the works identified are needed at that time.

The Association works to a rule of thumb on postponing works where our inspections show that less than 30% of the properties or common areas which we have inspected are in need of attention. For example, in a close comprising 8 properties, if 6 out of 8 kitchens (75%) are in good condition then we will postpone these works.

After considering these annual inspections we have identified the following programme of works for 2017/18:

External Wall Insulation	
Overton	
Kitchen Replacements	Close No/Property No
Trafalgar Street	29 & 31
Bathroom Replacements	Close No/Property No
Newton Street	21, 23 & 25
Inverkip Road	152
Belville Street	76
Heating Replacements	Close No/Property No
Wellington Street	120
Murdieston Street	3
Kitchen & Bathroom Replacements	Close No/Property No
Hope Street	9
Lynedoch Street	68
Brae View	1, 5, 6, 8, 10, 12, 14, 16, 18, 20, 22, & 24
Murray Street	2, 4, 6 & 8
Nicol Drive	1, 2, 3, 4, 5, 6, 7, 9, 13, 15, 17, 19, 21 & 23
Nicol Street	6, 8, 10, 12 & 14
Paton Street	2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 16, 18, 20, 22, 24, 26, 28, 30, 32, 34, 36, 38 & 40
Rowan Street	1, 5, 7, 9, 11, 13 & 15
Tasker Street	1, 3, 5, 7, 9 & 11
Walker Street	3, 7, 8, 9, 10, 12 & 14
Bathroom & Heating Replacements	Close No/Property No
Ann Street	11 (Flat 1/2)
Bow Road	119
Gateside Gardens	25 (Flat 1/2)

The Association will be contacting residents in the above noted properties in due course to carry out 'march-ins' ahead of the works taking place.

PLANNED AND CYCLICAL MAINTENANCE WORKS

Grieve Road	202, 234, 242, 246 & 290
Holmscroft Street	83 (Flat 1/2)
Kelly Street	56 (Flats 1/1 & 1/2)
	58 (Flat 1/2)
	64 (Flat 0/1)
Leven Road	7
Nelson Street	23 (Flats 1/1 & 1/2)
	35 (Flat 0/1)
Newton Street	25 (Flat 1/2)
Patrick Street	28 (Flat 1/2)
Prospecthill View	15
South Street	4 (Flat 1/2)
	8 (Flat 0/1)
	14 (Flat 0/2)
	23 (Flat D)
South Street	8, 10, 12 & 14
Re-Wires	Close No
Finnart Street	46, 48 & 50 & Common Electrics
Painterwork	Close No
Wellington Street	106, 108 & 110
McKelvie Court	1 & 2
Dempster Street	78
Brachelston Street	11
West Blackhall Street	124
Holmscroft Street	81 & 83
Princes Street	10

HOW TENANTS CAN ASSIST US

Our contractors have reported that on recent planned maintenance works that some tenants have been aggressive and abusive resulting in tradesmen being reluctant to return to these properties fearing for their personal safety.

Section 3 of the Association's tenancy agreement: 'Respect for Others' states:

3.1 You, those living with you, and your visitors, must not harass or act in an anti-

social manner to, or pursue a course of anti-social conduct against, any person in the neighbourhood. Such people include residents, visitors, our employees, agents, contractors, those who come about the property on legitimate business, and those in your house.

3.2 'Anti-social' means causing or likely to cause alarm, distress, nuisance or annoyance to any person or causing the

PLANNED AND CYCLICAL MAINTENANCE WORKS

person alarm or distress. Conduct includes speech. A course of conduct must involve conduct on at least two occasions.

3.3 In particular you, those living with you, and your visitors must not harass or assault any person in the house, or neighbourhood, for whatever reason.'

We think it is reasonable to ask our customers to:

- Be polite, courteous, non-abusive and non-threatening at all times
- Treat our staff with respect
- Comply with all reasonable requests made by our staff
- Refrain from smoking when staff carry out home visits.
- Appreciate from time to time we may not be able to help, as some matters may be outwith our control.
- Understand that in the event of unacceptable behaviour towards our staff, service levels may be reduced to the person concerned.

NO ACCESS ISSUES

If a tenant does not provide access as previously arranged then the contractor has no option but to proceed to the next property on his programme and to re-schedule when the programme allows. This leads to disruption and delays in the programme. Therefore, the Association cannot stress enough how important it is to provide access when

requested or to inform the contractor if there is an issue with access to allow alternative dates to be arranged.

Section 5.12 of the Association's Tenancy Agreement states:

'We have the right to come into your house to inspect it and its fixtures and fittings or carry out repairs or improvements to it, or adjoining property, during reasonable times of the day. We will give you at least 24 hours' notice in writing except in the case of an emergency.'

WHAT WE WILL DO FOR YOU

All of the Association's Staff, Committee and Consultants/Agents will adhere to the following behavioural principles at all times when representing the Association:

- Be friendly, courteous and welcoming
- Treat all customers with respect and dignity
- When in a customer's home, respect this fact
- Carry and always show identification when out of the Association's office on business
- All staff members will wear a name badge and will introduce themselves by name and position in the Association.
- Respect confidentiality and privacy
- Deal with requests from customers promptly
- Deal with customers objectively and do not be judgemental or prejudiced
- Observe the organisation's equalities policy
- Be sensitive, patient and understanding when dealing with customers
- Be dependable, for example, get back to customers within the agreed timescale
- Never use foul or abusive language or speak to a customer in a raised voice

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

HEALTHY RECIPES

MOROCCAN LAMB WITH APRICOTS, ALMONDS & MINT

Prep: 2 hours

Serves 4

Ingredients

- 2 tbsp olive oil
- 550g lean lamb, cubed
- 1 onion, chopped
- 2 garlic cloves, crushed
- 700ml lamb or chicken stock
- grated zest and juice 1 orange
- 1 cinnamon stick
- 1 tsp clear honey
- 175g ready-to-eat dried apricots
- 3 tbsp chopped fresh mint
- 25g ground almonds
- 25g toasted flaked almonds
- steamed broccoli and couscous, to serve

Method

1. Heat the oil in a large flameproof casserole. Add the lamb and cook over a medium-high heat for 3-4 minutes until evenly browned, stirring often. Remove the lamb to a plate, using a slotted spoon.
2. Stir the onion and garlic into the casserole and cook gently for 5 minutes until softened. Return the lamb to the pot. Add the stock, zest and juice, cinnamon, honey and salt and pepper. Bring to the boil then reduce the heat, cover and cook gently for 1 hour.
3. Add the apricots and two-thirds of the mint and cook for 30 minutes until the lamb is tender. Stir in the ground almonds to thicken the sauce. Serve with the remaining mint and toasted almonds scattered over the top.



RHUBARB CRUMBLE AND CUSTARD

Prep: 20 mins

Cook: 1 hour

Skill level: Easy

Serves 4

To make the rhubarb crumble:

Ingredients:

- 500g rhubarb, chopped into chunks the length of your thumb
- 100g golden caster sugar
- 3 tbsp port (optional)
- For the crumble topping
- 140g self-raising flour
- 85g butter, chilled
- 50g light brown muscovado sugar
- 50g chopped walnuts (optional)

Method:

1. Tip the rhubarb into a saucepan with the sugar and Port, if using. Cover and simmer on a very low heat for 15 mins, adding more sugar if you want. When soft (but still holding its shape) and sweet enough, pour the rhubarb into a medium baking dish.
2. Heat oven to 200C/180C fan/gas 6. To make the topping, rub the flour and butter together with your fingers until you have a soft, crumbly topping. Now add the sugar and nuts, mixing together with your hands. Scatter the topping over the rhubarb and bake for 30 mins or until golden brown on top. Serve piping hot with a big jug of thick vanilla custard.

To make the custard:

Ingredients:

- 600ml double cream
- 6 egg yolks
- 4 tbsp caster sugar
- 2 tsp cornflour
- ½ tsp vanilla extract

Method:

3. Heat the double cream until steaming but not boiling.
4. Meanwhile, mix together the egg yolks, caster sugar, cornflour and vanilla extract in a bowl.
5. Pour the cream onto the eggs, stirring continuously as you pour. Pour the whole lot back into the saucepan the cream came from and place over a medium heat. Stir until it thickens, about 10 mins, then pass through a sieve and serve.



CUSTOMER CARE

Target Area	Task Targets	Within Target Times (annual %)	Comments Jul 2016 – Sep 2016	Comments Oct 2016 – Dec 2016
Check new housing application, point and process	10 working days	95%	99.7%	100%
Time to wait for an appointment to see specific member of staff (within OTHA area or at office/Excludes Applicant Surgeries)	Same or next working day	95%	Survey carried out twice per month (rotating days) 100%	Survey carried out twice per month (rotating days) 100%
Appointments kept/attended on time	Within 15 minutes of agreed time	100%	Survey carried out twice per month (rotating days) 100%	Survey carried out twice per month (rotating days) 100%
Acknowledge or fully respond to a written enquiry	5 working days	95%	95.8%	96.2%
Behavioural code of Committee, Staff and Contractors/Agents	Adherence to Code	100%	100% based on complaints received via the complaints handling procedure.	100% based on complaints received via the complaints handling procedure
Behavioural code of Customers	Adherence to Code	100%	100% (No incidents)	100% (No incidents)

CHANGES IN THE HOUSING SERVICES TEAMS

From 1 April 2017, the teams in Housing Services are going to look a bit different as we are trying a more specialised way of working. The staff within the section as a whole haven't changed but instead of a team dealing with everything within one geographical patch, one team will be working on Rent Arrears and Universal Credit and the other team are working on Allocations and Estate Management complaints for all the properties.

So you can put a face to a name the teams are as follows



The Allocations Team, from left to right we have: Catherine Scott (temporary), Morag Sharp, Adam Thompson, Linda Smith and Laurina Mooney. Missing from the photo is Maxine Ferguson who job shares with Morag.



The Arrears Team, from left to right we have: Claire McLoone, Ann-Marie Mullan and Alana Montgomery. Our Senior Housing Officer, Julie McEwan is also pictured. Missing from the photo is Louise Ward who job share with each other.

CONTACT US

There are many ways to contact us

Phone No: 01475 807000 (General Enquiries)
01475 807001 (Repair Line)
Email: info@oaktreeha.org.uk
Website: www.oaktreeha.org.uk
Text: 07866 555 538
Twitter: @OakTreeHA

Or call in to the office:

41 High Street, Greenock, PA15 1NR

OFFICE OPENING HOURS

Monday 9:00am ~ 5:00pm
Tuesday 9:00am ~ 6:00pm
Wednesday 12noon ~ 5:00pm
Thursday 9:00am ~ 5:00pm
Friday 9:00am ~ 4:00pm



www.oaktreeha.org.uk



@OakTreeHA

OAK TREE OFFICE PUBLIC HOLIDAYS

Good Friday	Friday 14th April 2017
Easter Monday	Monday 17th April 2017
May Day	Monday 1st May 2017
Queens Birthday	Friday 26th May 2017
May Weekend	Monday 29th May 2017
Greenock Fair	Friday 30th June 2017
	Monday 3rd July 2017
September Weekend	Friday 1st September 2017
	Monday 4th September 2017
Christmas	Monday 25th December 2017
	Tuesday 26th December 2017
	Wednesday 27th December 2017
New Year	Monday 1st January 2018
	Tuesday 2nd January 2018
	Wednesday 3rd January 2018

CUSTOMER CARE WINNERS

Name	Month
N. McVicar	November
F. Molloy	December
C. Denny	January
W. McEachnie	February

*Congratulations to
all our winners who
received a*

£10
Tesco Voucher.

