

# Newsletter

Summer 2021



## Covid-19 Update

### AN UPDATE ON TENANT SERVICES

We hope you're staying safe and well.

We want to reassure you that though a number of our services have been affected by the Pandemic, due to the recent lifting of restrictions during April and May 2021, our staff are now able to address areas of our work that we were unable to carry out over the course of the last few months.

### GETTING IN TOUCH

In following the Government guidance, our office currently remains closed to tenants and customers, with office staff working from home where possible. While our office may be closed, we are still working standard hours and are available for all our tenants and customers.

Please therefore contact us if you need advice or assistance. We cannot at this time meet you in person, but we can talk face-to-face using smart phones or online. You can get in touch with us:

Mon & Thurs 9-5  
Tue 9-6  
Wed 12-5  
Fri 9-4  
by calling 01475 807000  
or email [info@oaktreeha.org.uk](mailto:info@oaktreeha.org.uk)

You can also use the OTHA app to stay in touch. This provides lots of options including checking and paying your rent, reporting essential repairs and updating the information we hold on you. Download it from the **App Store** or **Google Play**.

You'll need your tenancy number to set up an account but, if you don't know it, call us, we're happy to help.

### HOUSING SERVICES

Our housing team are available should you want to discuss your OTHA tenancy, your rent payments or neighbourhood issues. If you're having difficulties paying your rent, it's important you contact our housing team as soon as you know there's a problem.

We can talk to you about paying your rent arrears in instalments, benefits you may be entitled to and arrange support for you from our benefits and money advice support services.

### INSPECTIONS

At present we are only able to undertake common inspections and Maintenance Officers are unable to visit your home until restrictions are fully lifted. We will utilise our contractors and smart phones as appropriate.

Gas safety inspections continue and our forced access procedure has been re-instated. Please contact our contractor direct to re-arrange an alternative date if the one provided to you is unsuitable.

It is essential that we carry out this annual service for the safety of all residents.

### REPAIRS AND MAINTENANCE

Our reactive repairs service has been fully re-instated, however, timescales may be difficult to achieve, in some non-emergency repairs, if there is a high demand for the service. You will be advised accordingly when reporting your repair to us.

### HELP US AND YOURSELF TO STAY SAFE

Our staff will follow Covid guidelines when, in due course, we expect staff to be able to visit our tenants and customers again in their own homes, for essential or for emergency work.

Please help protect them and yourself by wearing a mask and adhering to social distancing measures when they visit. More information will follow about staff, tenants and customer safety, prior to any home visit by our staff.

***Thank you for your on-going support, it's very much appreciated and please stay safe.***



01475 807000



[info@oaktreeha.org.uk](mailto:info@oaktreeha.org.uk)



Oak Tree  
Housing Association



@OakTreeHA



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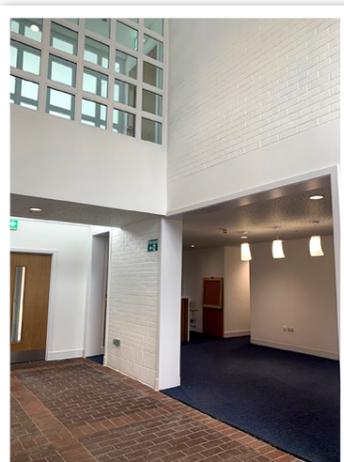


You may recall from our previous Newsletters where we advised about our new office premises at **40 West Stewart Street**. We had expected the relocation to have taken place at the end of 2020/21, but this was delayed due to the Pandemic. We are now pleased to advise that we are able to look at starting to move to our new premises (subject to COVID-19 restrictions) around late June/July 2021.

Our new office is fully equipped to allow us to continue to deliver on all our tenants and customer's needs, including an open and bright reception area, and 5 spacious interview rooms for meeting customers within. The entrance is also fully adapted for customers with accessibility needs. A larger Committee room will allow us to hold meetings within the office.

However, given that we now expect an element of home-working for staff to continue in the future, OTHA will now take the opportunity to rethink the purpose, function and layout of the new office space and align this with our other strategic priorities, including wider action and potentially expanding our services. We are going to explore the feasibility of converting part of the building into a local service hub for the community, with tenants and customers becoming involved, to shape these discussions.

Unfortunately, due to COVID-19 safety requirements, we remain closed to the public at this time so, unfortunately, you will have to wait before you can see first-hand what our new office looks like. We are very much looking forward, though, to welcoming all tenants and customers to our new office, when COVID-19 passes. In the meantime, we thought that you would like to see some of the recent pictures of our new premises:



## Safe At Home

The major causes of domestic fires are cooking, candles, smoking, heating and use of electrical gadgets. Fire can start suddenly and spread quickly, damaging your home and belongings and putting lives in danger. There are a few simple steps that you can take to prevent a fire from starting:



- **Don't leave chip/food pans unattended.**
- **Be careful not to overload electrical sockets.**
- **Use chargers for devices (e.g. mobile phones, laptops etc) supplied by the manufacturer of the device. Cheap replacements have an increased risk of catching fire. Unplug chargers when not in use – always unplug them overnight.**
- **Close living room and kitchen doors at night. In the event of a fire this will help to hold back smoke and flames giving you vital time to escape or call for help.**
- **Never dry washing in front of an open fire.**
- **Keep matches out of reach of children.**
- **Keep portable heaters away from curtains and furniture. Only use the type with safety cut-out which will turn them off if they should fall over.**
- **Ensure your furniture is fire retardant, and keep combustibles away from any heat source.**
- **Keep an eye on lit candles – they should be on a stable surface, away from flammable items e.g. curtains, and kept out of reach of children.**

### What's your plan?

Even with care, fires can happen. They can spread quickly, so you need to have a plan of how you would get out of your home, and make sure that everyone who lives there, as well as any visitors, are aware of it.

### If a fire breaks out in your home:

- **Close the door of the room where the fire is.**
- **Get everyone out of the house if possible. If you live in a flat with access to a communal stairwell the Scottish Fire and Rescue Service (SFRS) advise a 'stay put' policy if the fire is not in your home as you may get trapped in the stairwell.**
- **If you need to break a window, the safest way is to break the glass in the bottom corner.**
- **Call the fire brigade – don't assume that someone else has.**
- **Warn your neighbours and do NOT go back into your property.**

### Looking after your smoke alarm:

- **Check your smoke alarm weekly to make sure that it's working.**
- **If your alarm bleeps intermittently, this indicates a battery low fault or an alarm memory fault, which needs attention. A continuous beeping is an activation that requires immediate action to stay safe.**
- **Never disconnect the alarm if it goes off by mistake.**
- **Vacuum the grill area of the smoke alarm every 12 months.**
- **Never cover smoke alarms.**
- **Report any issues to the Association.**

### Look after your neighbours:

- **If you live in a flat, it is very important that nothing is left in the common areas that could:-**
- **Start a fire or be set alight**
- **Block or hinder escape routes**
- **Our staff regularly check the closes and common areas and you may be asked to move items that are considered a fire risk themselves or will stop people being able to get out of the block safely and quickly.**

If you are concerned about items being left in your close, please contact a member of the Housing team.

## John Munro Obituary



The Association's staff were sad to hear of John's passing. John had worked on the Association's properties dating back to when they were under ownership of Scottish Special Housing Association, which is well over 30 years ago.

Over the years, John continued to work as a joiner on our properties throughout various TUPE transfers with our maintenance contractors up until his passing.

John had a wealth of knowledge and experience of our properties, built up over the years, and was very popular with both our tenants and staff.

John will be sorely missed.

## Laminate Flooring

Laminate flooring can cause problems when we need to carry out repairs in your home. It is easy to pull up carpets if we need to get to the floorboards, but laminate flooring is normally nailed or glued to the floor and the skirting board.

Not all laminate flooring can be used after it has been taken up. If your repair requires laminate flooring to be removed, you must arrange for this to be taken up before we inspect or carry out the repairs which affect it. If you don't and we have to take it up for you, *you will have to pay the costs.*

*We will not be responsible for any damage to your laminate flooring (or any other floor coverings) should we be required to remove this to carry out your repair. You should also consider whether laminate flooring is appropriate for your home as it could be noisy for your neighbours. Proper under floor*



## Covid 19 - Ongoing Impact on Repairs Service

During the last few months many of our services have been restarted and we look forward to this continuing as the Government continues to ease restrictions.

This however doesn't mean that everything is back to where it was before the pandemic. We are being advised by contractors that there are mounting problems obtaining construction supplies with many basic items such as some timber products, silicone and cement products being in very short supply.

Our contractors will continue to do their best to source materials but it may well be the case our normal timescales are disrupted as a result of material shortages. We thank you for your continued understanding as we move out of the pandemic.

## Landscape Maintenance



**John O'Conner (Grounds Maintenance)** commenced their Summer Landscaping Programme towards the end of March. This work includes grass cutting, shrub bed maintenance, pruning and weed spraying. The contractor will carry out this work on a fortnightly basis up to the end of October.

The original contract was interrupted by Covid-19 lockdown, however, we are pleased to confirm that the Landscape Maintenance Contract has been extended and John O'Conner will continue to carry out their summer and winter programmes until 31st March 2022.

## Planned & Cyclical Updates



### West Station Aerial Survey Update

In the winter newsletter we let you know that we were carrying out a procurement exercise via the Scotland Excel framework and can now advise that Pendrich Height Services have been awarded the contract. The high level repairs will include roof coverings, flashings, roof vents, dormer windows, chimneys and general removal of vegetation and debris.

We need to carry out full consultation with all owners in the 51 blocks in order to notify them of costs and seek agreement to proceed with the work. Due to the nature of the work, Pendrich Height Services will be providing the Association with risk assessments and will also provide detailed information as to how they will carry out these works to ensure safety at all times for residents, visitors and for their own operatives.

A works programme will be agreed with the contractor and the Association will then be in a position to advise all residents of timescales for this work.

## Heat, Smoke & Carbon Monoxide Detection Update



**Smoke alarms** - in every circulation space on each storey, such as hallways and landings

**Smoke alarms** - installed in the room most frequently used for general daytime living purposes

**Heat alarms** - installed in every kitchen

All smoke and heat alarms should be interlinked

**Carbon monoxide alarms** - to be fitted where there is a fuel burning appliance or a fire

This applies to **ALL** homeowners and landlords.

The Scottish Government has introduced a new fire and smoke alarm standard and the Association is required to legally comply with this standard for all its properties.

J Frew were appointed to carry out this programme of works and by mid-May they had completed upgrades to 1622 properties (approximately 95% of the required number). In order to capture the remaining properties both J Frew and Oak Tree will be making a determined effort to arrange access for the upgrades to comply with legislation and to improve the safety of occupants.

If you've not been able to provide access please assist J Frew and the Association and arrange to have the necessary works carried out in your home.

## Specialist Equipment Servicing



The Association currently has agreements with a number of specialist contractors to carry out servicing and repairs to specialist equipment in our properties, for example automatic door openers, specialist bathing equipment, emergency lighting and fire safety equipment.

As we seek to improve customer service and achieve improved value for money the Association has appointed M-Four to provide a consultancy service and establish a single point of contact for the management of servicing and repair work, at all times ensuring compliance with legislation.

A condition assessment of the equipment has been completed, M-Four will now provide Oak Tree with a management plan which will allow a more streamlined service delivery programme. Initially the Association will continue to utilise existing specialist contractors to provide servicing within agreed timescales, this will be followed by a controlled transition period to allow M-Four to manage the works.

## OTHA Engagement Plan 9 April 2021 to 31 March 2022

### Landlord name

Oak Tree Housing Association Ltd

### Publication date

09 April 2021

### Regulatory status

Compliant

The RSL meets regulatory requirements, including the Standards of Governance and Financial Management.

COVID-19 has significantly impacted the services provided by social landlords in 2020 and will continue to influence how services are provided in 2021. We will continue to monitor, assess and report upon how each landlord is responding and we will keep our regulatory engagement under review so that we can continue to respond to the challenges of COVID-19.

We don't require any further assurance from Oak Tree at this point in time other than the annual regulatory returns required from all RSLs.

### Regulatory returns

Oak Tree must provide us with the following annual regulatory returns and alert us to notifiable events as appropriate:

- Annual Assurance Statement;
- audited financial statements and external auditor's management letter;
- loan portfolio return;
- five year financial projections; and
- Annual Return on the Charter.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.

### Our lead officer for Oak Tree Housing Association Ltd is:

**John Jellema**  
Buchanan House  
58 Port Dundas Road  
Glasgow  
G4 0HF  
0141 242 5888  
john.jellema@shr.gov.scot



**Scottish Housing Regulator**

## OTHA Donations

Throughout the past year, Oak Tree's management committee have donated a total of £1000 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:

# 1

### Inverclyde Foodbank

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.

# 2

### Inverclyde Woman's Aid

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.

# 3

### The 32nd Greenock & District Scout Group

The 32nd Greenock & District Scout Group is a diverse group of over 140 young people supported by around 30 adult volunteers. They aim to promote the development of young people physically, intellectually and socially, enabling them to be responsible citizens and members of their communities.

# 4

### Ardgowan Hospice

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.

# 5

### Man On! Inverclyde

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.

# 6

### Children in Poverty Inverclyde

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.

It's been a very busy few months for the Association as we look ahead to the future.



## Business Plan 2021–2024 – Launch

The business plan is our core strategic document and sets out our objectives and priorities for the next 3 years. We review and update our plan annually and our Business Plan was recently approved by our Management Committee.

We must however acknowledge the impact of the Pandemic on our thinking and approach at this time. It is hard to imagine what the “new normal” will look like, nor to fully understand the long-term impact of Covid-19 on our communities and its people. So, although this is a 3 year plan, we accept that we may struggle to see beyond the next 12-18 months of post-pandemic recovery.



## Our Vision

Our ambitions are summarised in our overall vision:

**“Building Better Futures”**

Given the many uncertainties in our operating context at this time and the decision taken towards the end of 2020–2021, that Cloch will no longer be an OTHA Subsidiary, we see these next 3 years for OTHA as a period of consolidation. During which, we will work to strengthen our organisation, continue to refine and improve our services, while at the same time, remaining alert to opportunities to expand our services to meet changing needs.



## Strategic Objectives (OTHA's Future Direction and Priorities)

We have recently renewed our strategic objectives as:

- To create homes and communities where people want to live.
- To deliver high-quality homes and services.
- To work with partners to enhance our effectiveness.
- To develop a skilled, professional and committed staff team.
- To embed an innovative and forward-thinking culture.
- To safeguard our future viability and sustainability.



**Our Values** – Shared ethos that is part of OTHA's culture and that guides policy, action, and behaviour on the part of all the Management Committee and staff members.

Our approach to delivering the 6 objectives above, is driven by our values. These are:

### Leadership

Accepting accountability and balancing vision with execution, leading by example and encouraging and developing the staff team to be the best they can be.

### Customer Focus

When developing and providing our services, our tenants' and other customers' needs come first.

### Team working

By working together we develop our flexibility and resilience to ensure we provide a best value service to our tenants and customers.

### Communication

Our communication is effective, accurate, up-to-date and easy to understand.

### Respect

We treat our tenants, other customers and each other with respect and dignity at all times.

### Integrity

Openness, honesty, transparency and trust are at the core of all that we do.

We have identified 10 inter-connecting, strategic priorities for the next 3 years. We set these out below:

- Quality of our homes
- Tenancy sustainability
- Wider Action
- New Office
- Wellbeing
- Organisational culture
- Governance
- Value for Money
- Communication
- Preparing for Growth

For more information on our Business Plan, please contact the office.

# Wider Action UPDATE

We are delighted to have been busy getting involved in more and more Wider Action projects.

In our December issue we told you about our Crisis Intervention Officer and the return of the Energy Activators (sounds like a film title!). We also have exciting new projects with Pathways to Construction and a Community Recovery Fund.

## Crisis Intervention Officer

Sam Campbell had been working with us since August 2020 and the project finished at the end of May 2021. Sam has now returned to her post with the Financial Fitness Team but we hope to keep in touch with her and use our good working relationship to strengthen the connections we already have with the Team.

As well as providing advice and signposting to other agencies, Sam was also able to send vouchers direct to tenants to allow them to top up their gas or electric meters. We only had a small fund of around £5,000 so we had to restrict the numbers of vouchers and direct referrals were made to Sam by the housing team. We know that lots of tenants benefited from this direct help and we were delighted to receive the following message from one of our tenants:-

Samantha, that's very helpful so please pass my appreciation on to everyone involved. As an Oaktree tenant of 25 years it is comforting to know that my landlord is understanding of the need to support my community in times of financial and emotional crisis. Also it's important that these efforts are publically recognised and I'm more than happy to endorse this scheme. Again thank you for your help.

We hope to be able to access more funding for vouchers in the future and continue to help tenants in this way. If you would like to be added to the referral list, please contact a member of the Housing team to discuss it further.

## Energy Activators



Jonathan Moore



Chris Auld

In a joint project with the Wise Group and Cloch and Larkfield Housing Associations, we have welcomed Jonathan Moore and Chris Auld – two Energy Activators who started work in January/February 2021.

The Energy Activators will provide energy related advice and support to tenants. This support includes:

- Advice on general electrical appliance running costs – assistance to make behavioral changes to reduce energy costs
- Support on the efficient operation of the central heating system
- Assistance to set up realistic budget plans and to agree repayment of any outstanding balance through any budget methods including pre-paid meters
- Support on Supplier schemes: Warm Home Discount, Priority Services (record and identify anyone who may need extra support or adapted services)
- Assistance to access Hardship Funding: ScottishPower; SSE; Charis & other streams of support
- Support to access energy crisis funding for both prepaid and non-prepaid meters

The Energy Activators will be carrying a range of community-based work that includes energy awareness workshops and energy cafés in local hubs.

Call to speak to one of our Housing team in the first instance on 01475 807000 or email [info@oaktreeha.org.uk](mailto:info@oaktreeha.org.uk) and we will do our best to help.



## City and Guilds Training Opportunity

Part of this Energy Activators project is to create a legacy that has long lasting benefits for our tenants. There will be the opportunity for tenants to attend training courses that will result in a City and Guilds qualification if successful. If this is something that interests you please get in touch for more information.

## Pathways to Construction

This is a new type of project for us and we are so pleased to be involved in this. We received funding from the Scottish Government's Investing in Communities Fund, the only award made within Inverclyde. Through this project we are working alongside Community Links Scotland and The Trust to provide up to 19 local young people aged from 17-24, with practical experience and skills within construction on a 6 month waged contract. This will be complimented by the provision of formal, accredited training and employability skills support that will hopefully help them secure employment in the future.

The co-ordinator is Robert Dowds and he can be spotted in various parts of the Association's stock supervising the trainees. Robert says: "teaching practical skills is so important for this young generation; through the project we are supporting them to learn valuable life skills that will not only help them move into employment, but will help them when they move into their house as they will also have skills to make their house a home." To date, the trainees have been developing skills in internal refurbishment works; plastering; painting & decoration; re-aligning doors and external hard landscape works.

We have had great feedback from tenants who have seen benefits in their area, the paths and bins at Maple Road for example. We have also had brilliant feedback from the trainees themselves. It's a great project that helps everyone and it has been fantastic to see the results of their hard work. Check out our Facebook page for some photos of their progress.

## Community Recovery Fund

Working again with Community Links, we have secured some Scottish Government funding to carry out a project in the West Station area. Our Housing Team came up with some ideas on how we could make a small amount of money stretch to provide some enhancements to our stock that would benefit the whole community.

The suggestions were to provide optional seating, planters with flowers and/or veg and bike storage. Our plan was to help bring people together to either sit outside and chat, make the area look nicer and encourage physical activity. All these are beneficial to our mental and physical health – something that has become so important recently.

We want to make this a joint project with our Pathways to Construction team and hope to also involve other local projects such as the In-work team and Parklea's Branching out project.

It was a slow process taking this forward as we are still working from home and until recently couldn't meet people inside or out. We surveyed two developments of flats in the West Station area to ask them what they would like to see in their development and to ask if they would like to help with the project.

We had a very good response and by mid May Robert Dowds and some of our staff met some residents on site and we are planning to have benches and planters in place as soon as we can. We will then move onto other areas of the West Station and are hoping by mid summer to have the place blooming!

**If you would like to get involved please let us know. We are very keen to have willing volunteers.**



## Data Protection – UK General Data Protection Regulation (GDPR)

The EU General Data Protection Regulation (GDPR) which came into effect on 25 May 2018 has now been replaced by the UK GDPR. This change happened on 1st January 2021 when the UK left the EU.

We also have the UK Data Protection Act 2018 which supplements the UK GDPR.

The EU GDPR placed obligations on how we handle your personal data and gave you rights and control over how your personal data is handled. This has not changed with the UK GDPR and DPA 2018.

### What information does the UK 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, your bank details or anything you tell us in relation to your health such as a disability.
- 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 year we have continued to review what data we hold, how we store it, and what basis we have for processing it. We are always reviewing 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 OTHA Customer Privacy Notice

### We Continue to need your help

UK 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 additions to your household such as a new baby, partner, friend etc.

## Public Holidays



Oak Tree Housing Association will be closed on the following dates for the Greenock Fair and September Holidays:

- Friday 2nd July 2021
- Monday 5th July 2021
- Friday 3rd September 2021
- Monday 6th September 2021

If you have an emergency repair during office closure periods, please call the office on **01475 807001**, listen to the message, you will then be connected to our Emergency Repairs Contractor. You can also visit our website [www.oaktreeha.org.uk](http://www.oaktreeha.org.uk) for further information on reporting emergency repairs out with office hours.

- The Association occasionally receives requests from households considering the use of CCTV to protect their property. We have a procedure for our staff to follow that gives guidance when dealing with requests and retrospective requests for the installation of CCTV.
- There are legislative requirements under the Data Protection Act 1998, that must be met by individuals and local authorities to ensure that individual's human rights and rights to privacy are not encroached when CCTV is used.
- The CCTV camera must capture images of the tenant's property only, for example anything in the curtilage of their property or their car parked on the street.
- It must not be viewing or monitoring any other properties. The CCTV camera must not be installed until permission has been given.
- Staff may need to consult external authorities such as the Police or Inverclyde Council for more advice or guidance.
- All tenants must apply for permission to install close circuit television under Section 5.21 "Alterations and Improvements" of the Scottish Secure Tenancy Agreement and the Section 5.20 of the Short Scottish Secure Tenancy Agreement.
- Alterations comprise any physical alteration, adaptation or improvement to a house or garden ground. In granting permission for an alteration the Association must ensure that the proposed alteration will not cause damage to the structure of the building, cause a potential hazard to themselves or neighbours or adversely affect neighbours' enjoyment of their home.
- The tenant should complete the Request to fit CCTV at an Oak Tree HA property form and this should be submitted prior to the system being installed.
- The decision whether to approve the request must be jointly agreed between the relevant member of staff in both the Housing Services or Maintenance Section. Generally the Maintenance Section will deal with the physical aspects of the request e.g. how it will be fixed to the building, where it will be sited, where signage will appear etc and the Housing Services section will be concerned with the impact that it will have on other residents and if the legislation or tenancy agreement is being breached.
- Approval will only be given if both staff members are in agreement.
- Permission will not be granted for tenement or flatted accommodation where a CCTV system would require permission to be granted by all other tenants or residents within the block and possibly neighbouring blocks
- Permission will not be granted for the erection of a CCTV camera inside a property. If we find out that a tenant has a CCTV camera(s) positioned internally which is viewing gardens, other properties or activities this will be reported to the Police.
- The tenant will be contacted to advise that the use of the camera has been noted, requesting that it is removed and advising that local Police have been notified of this activity. The situation will be monitored and if the camera(s) is not removed local Police will again be informed.
- We reserve the right to check the angle of the CCTV camera once it has been erected. OTHA will not view general footage, or get involved in decisions about the processing of data, captured by CCTV installed by a tenant. However, we may use 2 staff members (one on a phone to the other) viewing footage when the only 'data subject' in view of the camera is a staff member.
- Should the CCTV be moved, or subsequently forms part of a neighbour dispute, a complaint, or an allegation of harassment, then we reserve the right to withdraw permission and to require that the cameras are removed.

Cannabis is a Class 2 Drug and in Scotland it is illegal to:-

- Possess or use Cannabis
- Cultivate Cannabis
- Sell Cannabis

## 1. Cannabis Use

Unfortunately the Association has seen an increase in the number of complaints received from residents about the smell of cannabis from neighbouring properties.

This is particularly a problem in blocks of flats and it is often not clear which resident is either smoking cannabis themselves or allowing others who visit to smoke it. The complaints are not just confined to flats however, smoking cannabis in a private garden is also illegal and anti-social behaviour.

It is illegal to possess cannabis and use it – even within your own home. In addition to it being illegal, it is also a breach of tenancy.

Oak Tree Housing Association's Scottish Secure Tenancy Agreement contains the following clauses that relate to drug use:-

**Clause 2.3** You must not use or allow the house to be used for illegal or immoral purposes. This includes, but is not limited to, the following: having controlled drugs in the house; ..... You must not carry out any act in the house or in the neighbourhood which may lead to a criminal conviction against you or any member of the household or persons visiting the property.

**Clause 3.3** In particular you, those living with you, and your visitors must not:

- use your house, or allow it to be used, for illegal or immoral purposes;
- loiter or cause nuisance in any open space within the neighbourhood;
- use or sell unlawful drugs or sell alcohol.

**Clause 3.4** In addition, you, those living with you, and your visitors must not do the following in an anti-social way:

- use drugs or alcohol.

It is clear that taking illegal drugs is a breach of tenancy and if the Association can obtain sufficient evidence of the breach then legal action will be taken. It can be difficult to pinpoint which tenant is responsible when complaints are received about the smell of cannabis – particularly in a block of flats. The tenant may not wish to smoke in their own home so is using the common close or backcourt and because it is illegal to use cannabis they are less likely to admit to using it.

The Association will always pass on any information received to the Police and we strongly encourage neighbours to do the same if they have concerns about illegal drug use. You can call the Police on 101 or Crimestoppers on 0800 555 111.

## 2. Cannabis Cultivation

The Police in Inverclyde have been successful in finding several large scale Cannabis Cultivations. Production has stopped, the plants and equipment have been destroyed and charges are pending. The value of the drugs found in the last 6 months is around £1.4 Million.

There is a very serious and dangerous aspect to cannabis cultivation and it is very important that the public are aware of the danger.

To cultivate cannabis plants, large amounts of heat and light are needed and in many cases the criminals involved in this cultivation will tamper with the electricity supply. This is extremely dangerous and could result in a fire or an explosion. High power fans or extraction devices are often used to disguise the smell and these can overheat.

There is an increased chance of electric shocks and these can prove fatal and again increases the risk of fire or explosion.

Whilst it is often the case that industrial type premises are used for large scale cultivations, domestic premises are often used too. Even cultivation of a few plants in a house or flat is dangerous to the occupants and others as well as being illegal.

Some signs to watch out for are:-

- Strong smell
- Condensation on windows
- Windows closed in hot weather
- Noise from fans running
- Heat radiating from the property
- Flickering lights in the close or your own flat on a regular basis

If you have any concerns about a property then please either contact the Police or your Housing Officer to discuss your concerns. You can report it anonymously by using the Crimestoppers number 0800 555 111

## 3. Selling Cannabis

The Housing (Scotland) Act 2014 (the 2014 Act) provides for a new streamlined eviction process where there has been a criminal conviction punishable by imprisonment for antisocial or criminal behaviour within the previous 12 months, committed in or in the vicinity of the house by the tenant or someone residing in or visiting the house.

The above process would apply to a conviction for cultivating or selling drugs, including cannabis. The Association will always take eviction action against any tenant, someone residing or visiting the house, who is convicted of cultivating or selling drugs from the Association's property.

# Customer Consultation Exercise 2021

In January and February of each year, the Association traditionally carries out a consultation exercise on the proposed rent increase being considered from 1 April of that year.

In the past we had held a variety of meetings to discuss this face to face but as with lots of things in the past year, we had to find a way to do things differently.

We were also reviewing our Rent Policy, our Customer Care Policy and we wanted to seek our tenants views on possible changes to some of the Planned Maintenance cycles. This resulted in a bumper survey being sent by post and also electronically to everyone. We wouldn't normally cover all these items in one survey but it was unavoidable so thank you to everyone who took the time to respond.

We were using a new software system for the first time to carry out this survey and it was a learning process for us. We have found it very useful and we got a great response and we intend to use it for shorter surveys going forward.

## Here are some of the headline results

1

*We asked how you preferred to be contacted, tenants could choose how many methods they wished. We were pleased to see that the Live Chat feature was proving popular as that was a new feature we had only recently installed on our website.*

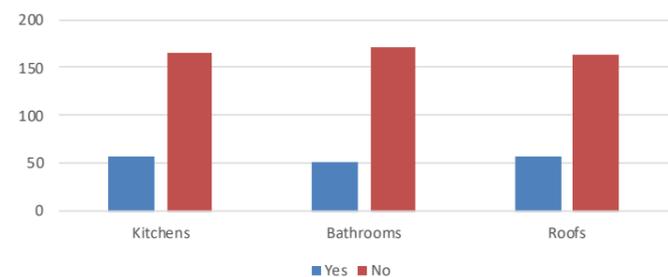
Preferred method of contact?



2

*We asked if tenants thought we should increase the cycles of when some items are due for replacement e.g. kitchens, bathrooms and roofs. The tenants who completed this survey thought we shouldn't but it was only a small sample and we will need to carry out more consultation on this particular area of work*

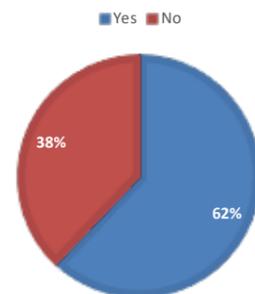
Increase the Planned Maintenance Cycles?



3

*Our rent increase this year was only 1% and we asked if tenants felt they had received enough information about the rent increase.*

ENOUGH INFORMATION ABOUT RENT INCREASE?



# Customer Services Target Monitoring

Target Area	Task Targets	Target Times (Annual %)	Method of Measuring Performance	Performance Oct - Dec 2020	Performance Jan - Mar 2021
Answering Incoming Telephone Calls	Within 20 seconds	100%	Export of data from telephone system	98%	98.9%
Return Telephone Call	By end of next working day	100%	Checking Complaints register & Customer Care survey for non-compliance	100% (see item 2)	100%
Email Response	5 working days	100%	As above	1 incident	100%
Social Media Response	5 working days	100%	Facebook in-box & comments	100%	100%
Check New Housing Application, Point & Process	10 working days	100%	ICHR Housing Connections Software	97.2%	91%
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 Office Closed	N/A Office Closed
Appointments Kept/ Attended on Time	Within 5 mins of agreed time	100%	Survey carried out twice per month (rotating days)	N/A Office Closed	N/A Office Closed
Acknowledgement or Fully Respond to Written Enquiry	5 working days	95%	Incoming mail register	98%	100%
Behavioural Code of Committee, Staff & Contractors/Agents	Adherence to Code	100%	Based on complaints received via Complaints Handling Procedure	100%	100%
Behavioural Code of Customers	Adherence to Code	100%	Managers reporting incidents	1 incident	3 incidents



- Did you know that in the event of a flood, fire, burglary or burst pipes, Oak Tree Housing Association are not responsible for replacing your damaged or stolen items? Find out more at [www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk)
- Paying no excess on your claim is just one of the benefits of Thistle Tenant Risks Home Contents Insurance. Find out more at [www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk)
- Do you have Home Contents Insurance? We've teamed up with Thistle Tenant Risks to offer home contents insurance to our customers. Find out more at [www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk)
- The Thistle Tenant Risks Home Contents Insurance can bring you peace of mind offering cover for theft, fire, vandalism, burst pipes and other household risks. Find out more at [www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk)
- Flexible regular Pay-As-You-Go payment options is one of the benefits of Thistle Tenant Risks Home Contents Insurance. Find out more at [www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk)

## 10 reasons to choose Thistle Tenant Risks Home Contents Insurance

- 1) Apply over the telephone or complete an application form.
- 2) You don't need to have special door or window locks (just a lockable front door).
- 3) Flexible payment options (fortnightly and monthly premiums include a transaction charge).
- 4) Covers theft, water damage, fire and many more household risks.
- 5) Covers tenants improvements (up to £2,000 or 20% of the sum insured, whichever is the greater).
- 6) Covers theft or attempted theft of contents in sheds, outbuildings and garages (up to £3,000).
- 7) Covers damage to external glazing for which you are responsible for.
- 8) Covers replacement and installation of locks for outside doors or windows and alarms, if keys are lost or stolen.
- 9) Loss or damage to food in a fridge/freezer (excludes damage caused if the electricity supplier deliberately cuts off the supply to your homes).
- 10) Tenant's liability - Up to 35% of the contents sum insured for damage to your landlord's fixtures and fittings which you are legally liable for as a tenant (excludes loss or damage whilst your home is unoccupied).

Ask your landlord for an application pack or to apply for cover today, call Thistle Tenant Risks on:

**0345 450 7286**

or visit: [www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk)

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Don't let lung cancer make itself at home

## PERSISTENT COUGH? UNUSUAL BREATHLESSNESS?

Signs and symptoms of lung cancer that people aged 40 and over should get checked include:

- A persistent new or different cough for 3 weeks or more, after testing negative for COVID-19
- Feeling breathless or more breathless than usual for no reason
- Persistent or recurring chest infection
- Coughing up blood
- Unexplained weight loss
- Loss of appetite
- Chest/ shoulder pain
- Fatigue in smoker or ex-smoker
- A (new) hoarse voice

NHS Greater Glasgow and Clyde backs new Scottish Government campaign urging people not to ignore potential symptoms. NHS Greater Glasgow and Clyde have highlighted the importance of getting potential lung cancer symptoms checked, as a bold national Detect Cancer Early campaign gets underway.

Those aged over 40 who have a new or different persistent cough, or unusual breathlessness, for three weeks or more are being urged to not let lung cancer 'settle in', by contacting their GP practice without delay.

The Scottish Government campaign has been developed in response to Public Health Scotland data that shows around 25 per cent fewer lung cancers are being diagnosed now compared to pre-COVID-19. This, coupled with the fear of a potential cancer diagnosis continues to stop people acting early, when there are more treatment options available and the chance of survival is higher.

Dr Nicola Steele, Consultant medical oncologist, Beatson West of Scotland Cancer Centre, said: "Diagnosing and treating cancer is a priority for the NHS, and this vital campaign drives home the importance of acting early if you have possible lung cancer symptoms. "GP practices are working differently due to the COVID-19 pandemic, with initial appointments carried out over the telephone or by video. Measures are in place to ensure your safety if a face-to-face appointment is needed for further examination or tests.

"Whilst lung cancer is the most common cancer in Scotland, with around 5,500 new cases diagnosed in every year, there's lots that can be done to treat it. So please don't delay contacting your GP practice if you are concerned."

For more information on lung cancer signs and symptoms, visit <https://www.getcheckedearly.org/>

## "Near Me" - Virtual Face to Face App



We are delighted to announce that Oak Tree are using the "Near Me" app so that you can now attend virtual face-to-face video call appointments should you wish to do so.

Getting to an appointment can be tiring or time consuming but many services are now offering appointments using a video call just like Skype or FaceTime this allows you to see a member of our team from the convenience of your home, workplace or chosen location. It has been designed to be easy to use with just a few simple steps to get you going you may be sent an appointment letter/text or email from us this will include details of your appointment and a web address to enter into your browser. You can use a desktop computer, tablet, laptop or smartphone just make sure it has a webcam, microphone, speakers or headphones and a reasonable internet connection.

This feature is by appointment only.

Please see page 20 for further information on this easy to use application





## Video Calling is convenient and easy to use...

Instead of travelling to your appointment, you will enter the online waiting area, using the link below. The service will see that you have arrived, and a provider will join your call when ready. There is no need to create an account. **Video calls are secure and your privacy is protected.**

### "How do I attend my video appointment?"

On your home computer or mobile device, go to:

**"<https://nhsattend.vc/sfha/otha>"**

### "What do I need to make a video call?"

- ✓ A device for making a video call, such as a smartphone, tablet, or computer with a webcam and speaker (often built into laptops).
- ✓ A reliable internet connection (wired, WiFi or mobile data). If you can watch a video online, you should be able to make a video call."
- ✓ A private, well-lit area for your consultation, where you will not be disturbed."
- ✓ Use the latest version of **Chrome, Safari, or Edge** for best video calling performance.

-  **Google Chrome**  
Windows, Android, MacOS
-  **Apple Safari**  
MacOS, iOS, iPadOS
-  **Microsoft Edge**  
Windows

### "What do I need to know?"

#### Is it secure / confidential?

You have your own private video room that only authorised providers can enter. No information you enter is stored. Calls are not recorded.

#### How much does a video call cost?

The video call is free except for your internet usage.

**Tip!** If you can, connect to a Wi-Fi network to avoid using your mobile data.

#### How much internet data will I use?

The video call doesn't use data while you are waiting for someone to join you. After the call connects, it uses a similar amount of data to **Skype** or **Facetime**.

### "How do I make my video call?"

Open your web browser and type the service's web address into the address bar (not the search box).

When you're ready, click the **Start video call button**.



**Tip!** Make a test call before your appointment to check your setup.



The system will check that you have everything in place (internet, speaker, microphone, and video).



If asked, allow your browser to access your camera and microphone.

Enter your details, tick the box to agree to the *Terms and Conditions*, and start your call.

To end the call, click **End**

**Tip!** Many call issues can be fixed by clicking **Refresh**.

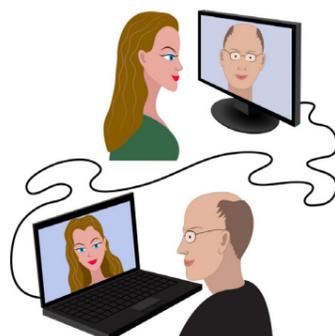


### "What do I do if something's not working?"

Visit: <https://nhs.attendanywhere.com/troubleshooting>

#### For More Information:

Visit: <https://nhs.attendanywhere.com/callers>



- **Move Your Body:** Physical activity can increase energy levels, boost your mood and self-esteem, and improve focus and sleep quality. There are lots of ways to add more movement to your day, such as walking, running, cycling, stretching and taking part in home workouts.
- **Get Outside:** Spending time outdoors can improve your mood and reduce feelings of anxiety and stress, making you feel more relaxed. The longer summer days make getting outside easier and vitamin D from sunlight is beneficial for your energy levels, bone health and muscle health. Going for a walk while you're outside is great exercise and also helps clear your mind, making it a great activity for your physical and mental health.
- **Drink Plenty of Water:** Make sure to drink plenty of water to stay hydrated, as there is a greater risk of dehydration in the summer months. Dehydration can lead to fatigue, headaches, dizziness and a decline in concentration.
- **Wear SPF:** Whenever you go outside, ensure you and your family are wearing sun cream with a high SPF to protect your skin from harmful sun rays.
- **Reduce Screen Time:** Spending a lot of time sitting down looking at screens can leave you feeling sluggish and unmotivated. The blue light from screens can also cause sleep problems if used too close to bedtime. Take some time away from any screens to participate in other activities.
- **Connect with Friends and Family:** Connecting with friends and family, whether in person or virtually, is a great way to boost your mood and improve any feelings of isolation or loneliness.
- **Eat a Healthy, Balanced Diet:** Eating a healthy, balanced diet is important for maintaining good overall health. Aim to eat at least 5 portions of fruit and vegetables every day, alongside a healthy amount of proteins, carbohydrates and fats. Below are two examples of healthy recipes:

#### Rainbow fruit lollies



**Prep:** 20 mins (plus overnight freezing)  
**Serves:** 6

Pack in the fruit with these fun rainbow lollies, with mango, banana, kiwi and berries.

#### Ingredients

- 100g mango, peeled, stoned and chopped
- 2 bananas
- 400g yogurt
- 2 kiwi fruit, peeled and roughly chopped
- 100g frozen raspberries
- 100g frozen blackberries

#### Method

##### Step 1:

Blitz the mango with 1/2 banana and 100g yogurt in a blender until smooth. Divide between six ice lolly moulds and insert a stick into each. Hold each stick upright in the mould and secure on both sides with tape. Freeze for 1 hr until set.

##### Step 2:

Repeat with another 1/2 banana, 100g more yogurt and the kiwi fruit, and pour that over the banana layer. Freeze for another 1 hr until set. Repeat with the raspberries, then the blackberries, freezing each layer before topping with the next. Cover and freeze the lollies overnight. Run under warm water to remove from the moulds. Will keep in the freezer for up to two months

#### Sticky chicken drumsticks & sesame rice salad



**Prep:** 10 mins  
**Cook:** 30 mins  
**Serves:** 2

This recipe makes a wonderful dinner or lunch on the go. Make sure to chill the rice and chicken as soon as they're cool, then pack into containers

#### Ingredients

- 4 chicken drumsticks
- 2 tbsp clear honey, plus 1 tsp
- 2 tbsp tamari (or soy sauce if not gluten free)
- 3 tbsp vegetable oil
- 2 tbsp sesame oil
- 120g basmati rice
- 70g kale, chopped
- juice 2 limes
- 100g radishes, halved
- 1 tbsp sesame seeds

#### Method

##### Step 1

Heat oven to 200C/180C fan/gas 6. Put the drumsticks in a roasting tin. Mix 2 tbsp honey, the tamari, 1 tbsp veg oil and 1 tbsp sesame oil in a bowl, then pour over the chicken – make sure each piece is covered. Roast for 25-30 mins.

##### Step 2

Meanwhile, cover the rice with 240ml water and bring to the boil. Cook for 8-10 mins until tender. Massage the kale with 1 tbsp veg oil for 5 mins until softening (this makes it less chewy). Drizzle over the lime juice, remaining sesame oil and honey, and season. Add the radishes and set aside.

##### Step 3

Fry the rice in the remaining veg oil in a non-stick pan to dry out. Add to the kale, and toss to combine.

##### Step 4

Serve the drumsticks with the salad and scatter over the sesame seeds.

## Common Scam Calls:



### Bank Scams

A cold caller says that they are from your bank and tries to obtain your account details, or ask you to transfer money to another bank account. They may say that money has been transferred overseas from your account or that your account has been compromised.



### Misleading Telesales

A cold caller tries to sell insurance for white goods, SKY equipment, TVs, or other appliances. They may tell you that the insurance is due to be renewed and could ask for your bank details to process the payment.



### Remote Access

A cold caller says that they are calling from your internet provider or Microsoft and asks you to download software or visit a website which will allow them to access your computer remotely.



### Home Repairs

A cold caller tells you that your plumbing or drainage cover needs renewed or that you need a new boiler. They could ask for your bank details to process the payment.



### Amazon Prime

A cold caller says that your Amazon Prime subscription is due for renewal or that there are issues with your account. They may ask for your bank details or ask you to allow them to access your computer remotely.



### Lottery / Prize Draw

A cold caller says that you have won a competition, prize draw or lottery. They may ask for your contact details and your bank details to pay a small 'processing fee'.



### Misleading Energy Marketing

A cold caller may tell you that you are eligible for green deal funding, grants or free insulation. They often ask you to pay for the products up front or take out a loan.



### Telephone Preference Service

A cold caller says that they are calling from the Telephone Preference Service and offers to block nuisance calls for a fee. They may ask for your personal and bank details.



### Accident Claims

A cold caller claims that you are due compensation after a recent accident. They may ask for personal and banking details in order to process your claim.



### Lead Generation

A cold caller says that they are carrying out a survey. The purpose of these surveys is to gather your personal data, to be passed on to other cold calling companies.

## Avoiding Scam Calls:

- ✓ Do not press 1 or follow any other instructions given in an automated message
- ✓ Never give a cold caller any personal information, even if they already have some of your details.
- ✓ Never agree to make any payments to a cold caller and never allow them to access your computer remotely
- ✓ Contact your bank immediately if you think you may have made a payment to a scammer or if you are worried that a fraudulent transaction has been made from your account.
- ✓ Use the phone number on your bank statement or a publicly listed number (don't use a number given to you by a cold caller). To ensure that you are disconnected from the cold caller, phone another number such as 123 before phoning your bank or call them from another phone.
- ✓ Don't agree to a home visit by a trader following a cold call.
- ✓ Never agree to a purchase or contract during a cold call – get at least two other quotes.

## Find Trusted Information

**Advice Direct Scotland** – 0808 164 6000 | [www.consumeradvice.scot](http://www.consumeradvice.scot)

**Age Scotland** – 0800 12 44 222 | [www.agescotland.org.uk](http://www.agescotland.org.uk)

**Citizens Advice Scotland** – 0800 028 1456 | [www.cas.org.uk](http://www.cas.org.uk)

**Neighbourhood Watch** – [www.neighbourhoodwatchscotland.co.uk](http://www.neighbourhoodwatchscotland.co.uk)

Report scam calls to **Advice Direct Scotland**. If you think you may have lost money in a scam, report it to **Police Scotland on 101**.



## General Advice for Avoiding Phone, email and Text Scams

### What to do if you receive cold calls or unsolicited emails/texts:

1. Do not press 1 or follow any other instructions given in an automated message
2. If you are speaking to a person, don't give them any personal information, don't agree to make any payments and never allow them to access your computer remotely
3. Don't click on any buttons or links in unsolicited emails, even if they look official
4. Contact your bank immediately if you think you may have made a payment to a scammer or if you are worried that a fraudulent transaction has been made from your account. Use the phone number on your bank statement or a publicly listed number (don't use a number given you by a cold caller). To ensure that you are disconnected from the cold caller, phone another number such as 123 before phoning your bank or call them from another phone.
5. Be wary when filling in online surveys or questionnaires through pop-up adverts on social media. These are used to generate leads for companies to cold call you.
6. If you agree to a home visit by a trader following a cold call or online survey, you may want to ask a trusted friend or family member to be there with you to provide a second opinion.
7. Never agree to a purchase or contract on the spot – get at least two other quotes from trusted companies.
8. Report scam calls and texts to Advice Direct Scotland <https://www.consumeradvice.scot/>
9. Report scam emails to the National Cyber Security Centre's Suspicious Email Reporting Service <https://www.ncsc.gov.uk/information/report-suspicious-emails>



## Inverclyde Libraries' Online Services for Adults

### BorrowBox



eBooks and eAudiobooks are available free of charge to all members of Inverclyde Libraries on BorrowBox.

You can read eBooks and listen to eAudio on many devices—eReaders, iPads, tablets, phones, MP3 players and computers.

The best and easiest way to enjoy our eBook and eAudiobooks is by using the BorrowBox mobile app. If you don't have the app yet you can download it at the Apple App Store, get it on Google Play Store or from the Amazon App store for Kindle Fire. Browse the site from the app and download directly to your device.

With bestselling fiction authors like James Patterson, Lee Child and Danielle Steel, popular biographies and autobiographies plus a whole host of lifestyle, health and wellbeing books to choose from there's something for everyone on BorrowBox.

### Read & Recommend

Our Read & Recommend group meet on our Facebook page. The group are invited to read and recommend books on a particular theme.



Themed collections of eBooks and eAudiobooks are available to borrow on BorrowBox although you can choose to read any book linked to the theme that you wish.

New themes are announced to the group every 3 weeks at 3pm on a Monday.



### Zoom Book Group

Our Zoom book group, meets every 3 weeks on a Wednesday from 2pm-3.30pm via Zoom.

The group chat about books which are available to borrow from our BorrowBox eBook and eAudiobook app.

Spaces are limited. Register to join the group by emailing [library.central@inverclyde.gov.uk](mailto:library.central@inverclyde.gov.uk)

### Techy Tea Break

Each week we share a video on our Facebook and Twitter pages with some useful advice to help you get the most out of your device. The videos are posted at the following times:

**Tuesday at 1pm for Apple devices**  
**Thursday at 1pm for Android devices**



The videos can also be viewed here: [www.inverclyde.gov.uk/community-life-and-leisure/inverclyde-libraries/learning/skills-for-mobile-devices](http://www.inverclyde.gov.uk/community-life-and-leisure/inverclyde-libraries/learning/skills-for-mobile-devices)

### Device Advice

Inverclyde Libraries can provide one-to-one digital support in a friendly and relaxed way. If you're having problems with your mobile device we can help! Call for Device Advice:

Monday 10am-11am - Call 01475 712322  
Thursday 2pm-3pm - Call 01475 712346

**If you would like more information about joining the library electronically or any of our online services please contact us on [library.central@inverclyde.gov.uk](mailto:library.central@inverclyde.gov.uk)**

**Follow Inverclyde Libraries on Facebook at [facebook.com/InverclydeLibraries](https://facebook.com/InverclydeLibraries) and on Twitter [@InverclydeLibs](https://twitter.com/InverclydeLibs) for regular posts and updates on our online services.**

## Summer Word Search

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



AUGUST  
BARBECUE  
BEACH  
BUNNY  
FAMILY  
FLIP FLOPS  
FUN  
HOT

ICE CREAM  
ICE POP  
JULY  
JUNE  
OCEAN  
PICNIC  
POOL  
RELAX

SHORTS  
SPRINKLER  
SUMMER  
SUNGLASSES  
SUNSCREEN  
SUNSHINE  
SWIMSUIT  
VACATION

