

Newsletter



Celebrating 25 Years of Oak Tree Housing Association

Oak Tree Housing Association – Celebrating 25 Years in Our Community

On 11th April this year, Oak Tree Housing Association officially marks its 25th Anniversary – a significant milestone for our organisation and for the communities we serve.

Since 2001, Oak Tree has grown and evolved, but our core purpose has remained the same: providing quality homes and delivering services that support and strengthen our local community. Over the past 25 years, we have worked alongside tenants, partners and local organisations to improve homes, invest in neighbourhoods and create opportunities for people to thrive.

This anniversary is not just about looking back – it is about celebrating the people who have made Oak Tree what it is today.

Throughout the year, we will be hosting a series of events and activities to mark the occasion. These will provide opportunities for tenants, customers, staff and partners to come together, reflect on our journey and look ahead to the future.

We would love you to be part of it.

We are inviting tenants to share:

- Stories about your time with Oak Tree
- Photographs from over the years
- Memories of your home or community
- Examples of how Oak Tree has made a difference to you or your family

Whether you have been with us since the beginning or joined more recently, your experiences are part of our story.

Get Involved!

If you would like to get involved, please contact **Julie McEwan, Director of Housing**, by email at jmcewan@oaktreeha.org.uk or by calling **01475 807000**.

We look forward to celebrating this important milestone together and thanking everyone who has been a part of and contributed to 25 years of Oak Tree Housing Association.



Conversation Café - 29th April 2026



Our next Conversation Café date has been saved to have our first Customer Focus Group meeting. If you are coming along to this café, you will have already contacted Ellie Butcher, Community Engagement Officer to join this valuable group. The first meeting takes place on Wednesday 29th April 2026 in our offices – Please save the date.

We would love our tenants to work with a small group of staff to improve services, policies and the overall customer

experience. The tasks will be practical, grounded in lived experience and designed to influence change.

There will be tea, coffee & sandwiches and if you need help with transport please let us know and we will assist you.

Join Our New Focus Group: Help Shape the Future of Our Services

We're setting up our new Customer Focus Group, and we'd love for you to be part of it!

This group of tenants will work alongside our teams to share insight, give feedback and explore how we can continue improving the services we deliver. Your insight and lived experience are invaluable, and we'd love for you to be involved.

Why get involved?

- Have your voice heard and help shape how our services develop.
- Make a positive impact for your neighbours and community.
- Develop new skills and gain experience.
- Help us understand what matters most to you as a customer. Meet staff, ask questions and have a real say in how services are delivered.

We welcome involvement from tenants of all ages, backgrounds and experiences. No experience is needed, just your honest views, enthusiasm and willingness to get involved.

If you're interested, please contact Ellie Butcher, our Community Engagement Officer, on 01475 807000 or via info@oaktreeha.org.uk.

Let's shape the future of our services together.



Spring Across Oak Tree

As we move into spring and start to see the evenings stretch out a little longer, there's always a noticeable lift in the mood across our communities. Lighter mornings and brighter days make a real difference whether it's getting out for a walk, spending time with family, or simply enjoying a bit more daylight at home.

For us at Oak Tree, spring is also a time of momentum. It's when many of our planned works get underway and when we focus on improving our homes and neighbourhoods after the challenges winter can bring. I know how important it is that your home is safe, comfortable and well maintained, and that remains our priority.

Thank you for the role you play in making our communities what they are and for continuing to engage with us. Your views matter and help guide our work. As we head into the months ahead, I hope the longer days bring a renewed sense of positivity and opportunity for you and those around you.

Sean Connor

Chief Executive



Planned and Cyclical Maintenance Works

The Association's 2026/27 planned maintenance programme is due to commence in May. Our contractors will be in contact with tenants included in this year's planned maintenance programme to arrange for survey and installation dates. We do not wish tenants to miss out, so, if you are contacted by our contractor, please confirm access availability to allow the programmed works to be undertaken.

2026/27 programme.

Component	Total Properties
Kitchen Replacement	274
Boiler Replacement	194
Window replacements	19
Non-Common Decoration	52
Common Close Decoration (subject to consultation with owners).	25
Lift Replacements	3
Common Close Fan Servicing	44
Close Carpets Replacement	5

What we expect from our Contractors

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

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



What we expect from tenants

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

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



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

Can I install a CCTV camera or Ring doorbell?

You must ask our permission (using the Alterations Request Form which you can request from your Housing or Maintenance Officer by contacting our offices on 01475 807000 or email us info@oaktreeha.org.uk) before you fix or mount CCTV cameras (including ring doorbells) to the property.

If we grant permission, it will be on the condition that you comply with the UK General Data Protection Regulations and the Data Protection Act (2018).



What are my legal responsibilities?

You must point your CCTV camera away from their neighbours' homes and gardens, shared spaces or public streets as this could breach data protection regulations. If your CCTV system only captures images within the boundary of your home and garden, you will be exempt from data protection legislation.

If your CCTV system captures images and audio recordings outside the boundary of your home and garden, for example from neighbours' homes or gardens, shared spaces such as corridors or communal gardens, or public areas, data protection law means that you need to follow certain rules.

- 1 tell people that you are using recording equipment by putting up signage.
- 2 in most circumstances, provide some of the recording if asked by a person whose images have been captured.
- 3 regularly or automatically delete footage.
- 4 in most circumstances, delete recordings of people if they ask; and
- 5 stop recording a person if they object to being recorded, but only if it is possible to do so. For example, if you can point the camera in a different direction but still use it for the same purposes, eg keeping your property safe.

What can you do if I am unhappy about someone using domestic CCTV to record me?

- 1 Contact the person – if you are concerned about talking to them in person, try writing them a letter.
- 2 Ask why they are using CCTV – people usually install domestic CCTV cameras and smart doorbells to monitor and protect personal property. They can make the user and their family feel safe. If you understand why they are recording, it may put your mind at ease.
- 3 Explain your concerns – the CCTV user may not understand why you are worried about being recorded. If you explain your reasons, they may change the position of the camera.
- 4 Ask to see what they are recording – the footage captured by the camera may not be as intrusive as you think. Seeing an example of what the camera records may make you feel less concerned.

I am concerned about the installation of CCTV but do not wish to engage with my neighbour directly – what can I do?

You could use a mediation service if you don't want to raise the matter with your neighbour directly

– your Housing Officer can sign post you to a mediation service. If you feel that your neighbour is filming you inappropriately or to cause you harm, you should contact the police. However, it is unlikely that the police will consider using CCTV recordings solely as harassment without any other misconduct by the person.

Can Oak Tree Housing Association do anything as my landlord if I am concerned about the installation of CCTV and what is recorded?

We can advise tenants of their responsibilities to comply with legislation, but we do not have the powers to enforce this.

Further Advice and Information

The Information Commissioners Office provides useful information and guidance on the use of domestic CCTV systems, the potential repercussions of not respecting the privacy of others, and the rights of those being filmed by domestic CCTV systems.

If you think a user of domestic CCTV is not following the rules, you can complain to the Information Commissioners Office.

Fire Safety: Keeping Our Homes and Communities Safe

Over recent months, there have been a few fire incidents within our housing stock. Thankfully, no one was injured. However, these incidents are a reminder of how quickly fires can start and how important it is for all of us to take fire safety seriously.

As your landlord, Oak Tree Housing Association has a legal duty to keep our buildings safe. This includes maintaining fire alarms, emergency lighting, smoke detection systems and other fire safety measures. We regularly carry out fire risk assessments and ensure that safety equipment is inspected and kept in good working order. These responsibilities are set out in fire safety legislation and are reinforced through the Scottish Social Housing Charter, which places tenant safety at the heart of our services.

While we are responsible for maintaining building safety systems, fire prevention is a shared responsibility. Everyone has a role to play in reducing risks within their home and in communal areas.

How You Can Help Keep Everyone Safe

Please take a moment to follow these important safety steps:

- **Test your smoke alarms weekly** and report any faults to us immediately.
- **Keep common areas clear**, including stairwells, landings and exits. Items left in these spaces can block escape routes and increase fire risk.
- **Never wedge open fire doors.** Fire doors are designed to slow the spread of fire and smoke and protect lives.
- **Avoid overloading electrical sockets** and switch off appliances when they are not in use.
- **Dispose of cigarettes safely** and never smoke in bed.
- **Report any fire safety concerns** to us as soon as possible so we can address them promptly.

Fire safety remains a key priority across the social housing sector, and we are committed to protecting our tenants, visitors and emergency services personnel at all times.

By working together and following simple precautions, we can help keep our homes, neighbours and communities safe.

Thank you for your continued cooperation.



Saying Goodbye - A Smooth Move-Out Guide

When your tenancy ends, we ask that you leave your home clean, tidy, and completely clear of all personal belongings. This isn't just a helpful gesture—it's a key part of your tenancy agreement, and it helps us prepare the property quickly for the next person who will call it home.

What Does This Mean in Practice?

Please make sure you remove **all personal items**, including:

- Furniture and appliances
- Clothing and personal effects
- Rubbish and recycling
- Items stored in cupboards, lofts, sheds, or on balconies
- Anything left in communal areas

Once everything is cleared, we also ask that you give the property a thorough clean. This includes:

- Vacuuming floors and stairs
- Wiping down kitchen worktops, cabinets, and appliances
- Removing limescale from bathroom sinks, showers, and toilets
- Leaving all rooms fresh and hygienic
- Tidying any private gardens or outdoor spaces

The goal is simple: to hand the property back in a condition similar to when you first received the keys.

Why This Matters

A property that is left clear and clean can be inspected, repaired, and re-let without delay. That means less waiting time for a new tenant and a smoother process all round. It also shows consideration for your neighbours, your community, and the family who will move in after you.

What Happens If Items Are Left Behind?

If belongings or rubbish are left behind, or if the property is not left in a clean condition, we may need to arrange for clearance and cleaning ourselves. The cost of this work will be recharged to your rent account. These charges can be significant, depending on the amount of work required, and are fully enforceable under your tenancy agreement.

Avoiding these charges is easy: take a little extra time to clear and clean before you hand back the keys.

A Fresh Start for Everyone

By leaving your home in good order, you're not just avoiding charges—you're helping us provide a great home for someone else. It's a simple act of kindness that makes a real difference.

If you have any questions about ending your tenancy, clearing your home, or what to expect during the move-out process, please contact your Housing Officer. We're here to help.



Out of Hours Repairs - What to Expect When You Call

We understand that repairs don't always happen during office hours. That's why Oak Tree Housing Association provides an Out of Hours (OOH) emergency repairs service for urgent issues that cannot wait until the next working day.

When you call our Out of Hours number, your call will be handled by our approved repairs contractor. They have upgraded their systems and are now using an AI-supported call handling system to help direct your repair request quickly and efficiently. This system helps ensure your call is prioritised correctly and passed to the appropriate emergency operative without delay.

What Happens When You Call?

- Your call will be answered, and you will be asked a series of questions about the issue.
- The system helps identify whether the repair qualifies as an emergency.
- If it is an emergency, the relevant tradesmen will be instructed to attend.
- If the issue is not considered an emergency, you will be advised to contact our office during normal working hours so the repair can be logged and progressed appropriately.

The AI-supported system does not replace human decision-making. It is there to assist call handlers in gathering accurate information and making sure emergency repairs are dealt with as quickly as possible.

Tips When Calling

To help us assist you quickly:

- Clearly explain what is happening and when it started.
- Provide accurate contact details and ensure someone is present to allow access if required.
- If safe to do so, take steps to minimise damage (for example, turning off the water supply during a leak).
- Our priority is always your safety and the protection of your home. The use of technology in our Out of Hours service is designed to improve response times and ensure emergency repairs are managed effectively.

You can access our out of hours repairs service by phoning the office 01475 807000 or the direct repair line on 01475 807001, selecting Option 1 (Emergency Repairs) and then selecting Option 1 again which will transfer you through directly to James Frew.

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

This information is also available on our website www.oaktreeha.org.uk

Thank you for your cooperation in helping us deliver a safe and responsive service.



Electrical Installation Inspections

The Association staff would like to thank those tenants who co-operated and provided access to allow statutory Electrician Inspections. The inspection and certification process is a legal requirement, and the Association must undertake these works every 5 years to meet our statutory responsibilities.

If you are contacted by our contractor, Alwurk Electrical regarding an appointment, we would appreciate your assistance in providing access.



THANK YOU

Rent Consultation Exercise 2026

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

In December 2025 we sent all our tenants information and a survey form by post and for those tenants that we have a mobile number or email address for, we sent an electronic version of the survey. We held 2 separate meetings at different times of the day in our office and there was also an option to join via zoom. These meetings gave us the opportunity to speak to tenants in more detail.

The rent increase for consultation was modelled as 4.6% based on the CPI figure of October 2025 plus 1.0%.

A total of 256 responses were received. This is a 16% response rate which is slightly higher than last year. Out of the 256 responses only 81 made comments on the survey.

From the results 86.9% of tenants advised that they found the rent increase either very affordable, fairly affordable or just about affordable.

13.1% of tenants advised that the increase was difficult or very difficult to afford and 49.1% of tenants advised they would like the increase spend on repair and maintenance.

We are always keen to capture feedback and we asked for tenants' comments on the rent increase. A total of 81 comments were received. There were some common themes, and the comments were grouped into the same themes as in 2025 so a comparison could be made.

Theme	2026	2025
Overall rise in cost of living	9	13
Fair increase	1	17
Too high	8	22
General comment	6	19
Planned maintenance comments	15	11
Dissatisfied with service - complaint	0	0
Repairs service	14	10
More information needed	0	0
Enquiry - follow up	2	7
Compliment	10	1
Car parking	1	0
Estate Management	11	0
Move to paperless	4	0
Total	81	100

Thank you to everyone who took the time to give us their views. Annual rent increases are a necessity to allow the Association to continue to maintain our services to our customers and remain financially viable.

Oak Tree Housing Association's Adaptation Service

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

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

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



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

Typical Adaptations Work

Over bath showers, Level access showers, Wet floor areas, Handrails (internal and external), Access ramps

Festive Film Night at the Waterfront Cinema

In collaboration with our contractor MCN Ltd., in December our tenants were treated to a private screening of the Christmas classic 'Elf', and what a great evening we had with you all!

Thank you to everyone who came along to help spread the festive cheer with us, to MCN Ltd. for supporting the event and the staff at the Waterfront Cinema for all their assistance. A representative from MCN Ltd. said:

"MCN were delighted to help fund a Christmas movie night for Oak Tree tenants and their families. We hope everyone who came along had a fantastic time and left feeling full of Christmas cheer!"



Staffing Update



A warm welcome to Robert Boyd, IT Manager

We welcomed Robert to the team in January 2026, when he joined as our new full-time, permanent, IT Manager. Robert has over 20 years' experience in IT across housing, public sector and regulated industries. We wish Robert every continued success in his new role.

A warm welcome to Donna Barrowman, Repairs Assistant.

We welcomed Donna to the team in January 2026, when she joined our repairs team, on a part-time, temporary basis, to assist with covering a period of maternity leave. Donna has over 30 years' experience in customer service with a proven track record of supporting day-to-day operations. We wish Donna every continued success during her time here at Oak Tree.



A warm welcome to Tolu Falade, Senior Maintenance Officer

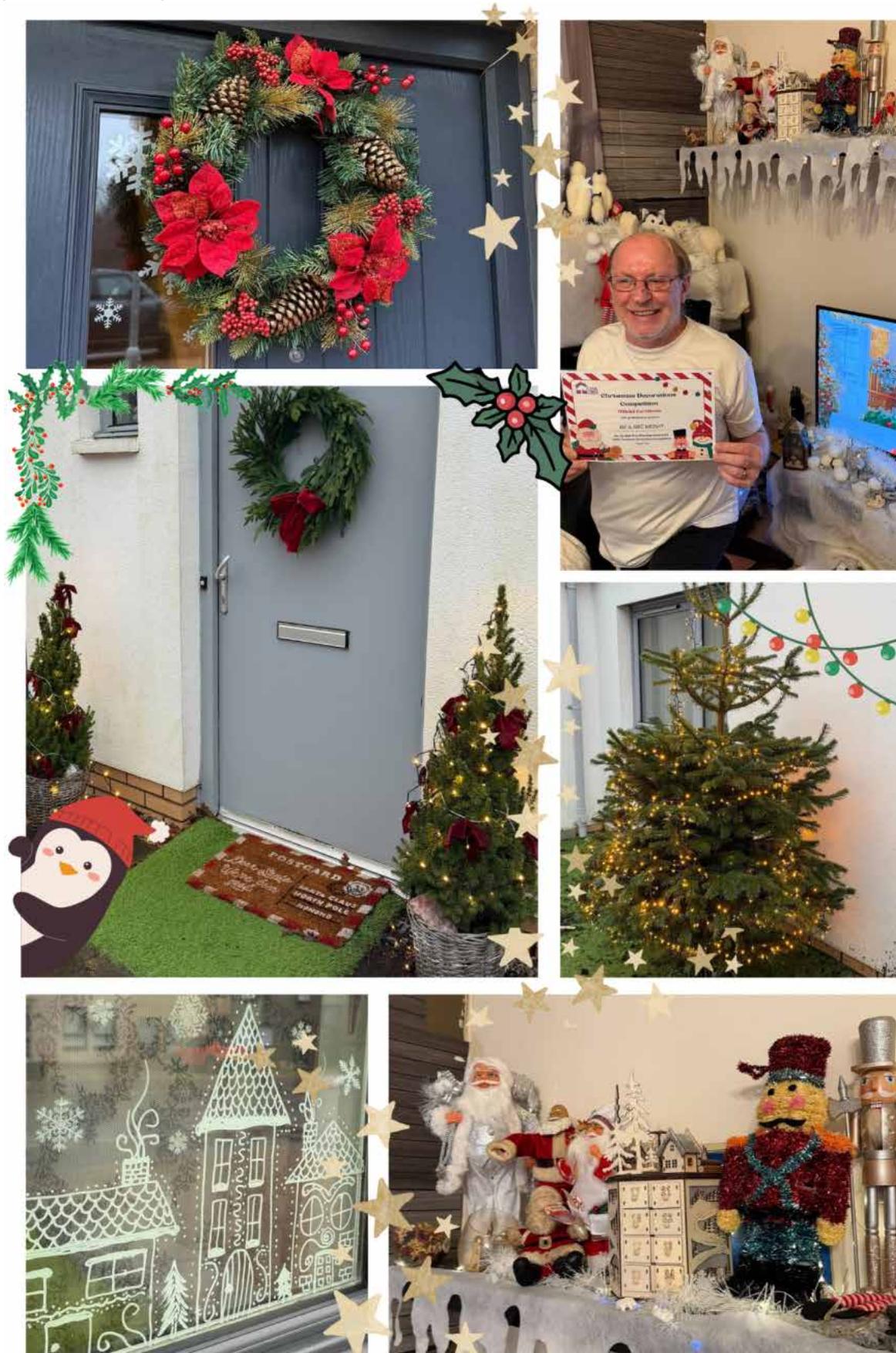
We welcomed Tolu to the team in February 2026, when he joined our property team to provide essential support in our reactive maintenance section, on a full-time, temporary basis, covering a period of planned staff absence. Tolu has over 14 years' experience in housing maintenance, asset management, architectural consultancy, construction project delivery, and customer support. We wish Tolu every continued success during his time here at Oak Tree.

Christmas Decorations Competition

Congratulations to the winners of our 2025 Christmas Decorations Competition! We had another great year of entries, and it was brilliant to see your festive creations.

The competition was supported by our contractor Sidey, who very generously provided Scotland Loves Local gift vouchers to distribute as prizes. Thank you to Sidey for supporting our community activities.

Our winners all received a certificate and gift voucher. Thank you to everyone who got involved and supported the competition!



Stay Vigilant: Quick Tips to Protect Yourself from Fraud

Fraud can affect anyone – but staying alert can help keep you, your home, and your neighbours safe. Here are some simple tips to help you stay protected.

Be Cautious with Unexpected Contact

If you receive a call, text, or email you weren't expecting, especially one asking for personal details or money:

- Stop and think before responding.
- Genuine organisations will **never** ask for passwords or bank details out of the blue.

Protect Your Personal Information

- Shred letters containing your name, address, or financial information.
- Use strong, unique passwords.
- Share information only when you're sure who you're dealing with.



Watch Out for Doorstep Scams

Fraudsters may pose as contractors or officials. Staff working on behalf of Oak Tree Housing Association will always carry valid ID and be happy to wait while you verify their identity. They will never pressure you to let them in.

If unsure, keep the door closed and call us directly.

Don't Be Rushed

Scammers often create urgency. If someone pushes you to make a quick decision, pause and check before acting.

Trust Your Instincts

If something doesn't feel right – it probably isn't. Speak to a neighbour, friend, or family member if you're unsure.

Report Any Concerns

If you notice suspicious behaviour or believe you've been targeted, please contact us. Your report could protect others in the community.

For serious scams, you can also report to Action Fraud: 0300 123 2040.

Need Support or Have Questions?

If you need advice, want to report a concern, or require support, you can contact Oak Tree Housing Association: info@oaktreeha.org.uk T: 01475 807000

40 West Stewart Street, Greenock, www.oaktreeha.org.uk

MEMBERSHIP OF OAK TREE HA

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

If you would like to apply for Membership, please contact our office.



The Big Christmas Toy Event

We're delighted to share the success of our Big Christmas Toy Event. Thanks to the amazing generosity of our residents, contractors, local partners, management committee, staff and wider community, we were able to provide over 300 new and gently used toys to households within the area, helping to bring joy, comfort and a sense of celebration to families.

A huge thank you to everyone who donated to the event, your support and generosity was incredible. Thank you also to the team who put this event together and to everyone who helped spread the word.

Events like this remind us of what can be achieved when a community comes together with kindness and purpose. We're looking forward to continuing to grow our community contributions in the year ahead.



Scottish Housing Regulator Releases Updated Factsheet on Serious Concerns

The Scottish Housing Regulator (SHR) has published an updated factsheet (December 2025) designed to support tenants who wish to raise a Serious Concern about their landlord. The update follows feedback from tenants across Scotland, who asked for clearer and more accessible information on how to report concerns and what happens after a report is made.

The new factsheet provides:

- Guidance on what qualifies as a Serious Concern
- Step by step information on how to report issues to the SHR
- Details on how the SHR reviews and handles the concerns raised
- Improved explanations written in plain language to support tenant understanding



Scottish Housing
Regulator

Tenants can access the updated leaflet in several ways:

- Visit our website at www.oaktreeha.org.uk
- Scan the QR code opposite
- Find it directly on the Scottish Housing Regulator's website
- Collect a printed copy from our office at 40 West Stewart Street, Greenock, PA15 1SH

Zero Tolerance Policy - Customer Behaviour

At Oak Tree Housing Association, we are committed to providing the best possible service to our tenants and the wider community. Our staff work hard to support you, and we believe that everyone deserves to be treated with respect and dignity.

We want to remind all tenants and customers that we operate a zero-tolerance policy towards any form of abuse, threats, or aggressive behaviour directed at our staff—whether in person, over the phone, or online.

Unacceptable behaviour includes:

- X** Verbal abuse, shouting, or swearing
- X** Threats or intimidation
- X** Physical aggression or violence
- X** Discriminatory language
- X** Online harassment or abusive messages

We understand that some situations can be frustrating, but we ask that all interactions remain respectful and constructive. Any instances of abusive behaviour will not be tolerated and may result in service restrictions, termination of contact, or, where necessary, legal action.

We are here to help and will always do our best to assist you. If you are facing difficulties, we encourage open and respectful communication so that we can work together to find a solution.

Thank you for your understanding and cooperation in keeping our interactions safe and respectful for everyone



Customer Care Statistics

Performance Within Quarter 3- 2025/26

Target Area	Performance in Quarter 3
Answer incoming telephone calls	
Target 95% - to answer all incoming telephone calls within 20 seconds, monitored through the export of data from our telephone system.	97.48%
Email response	
Target 100% - to reply to all emailed correspondence within 5 working days, monitored through checking complaints register and customer care surveys.	100%
Time to wait for an appointment to see specific member of staff	
Target 95% - same or next working day, monitored through survey carried out twice per month (rotating days).	100%
Acknowledge or fully respond to a written enquiry	
Target 100% - within 5 working days, monitored through our incoming mail register.	100%
Behavioural code of Customers	
Target 100% - adherence to code, monitored through Managers reporting any incidents.	0 incidents

Target Area	Performance in Quarter 3
Return telephone call	
Target 100% - to return all telephone calls by the end of the next working day, monitored through checking complaints register and customer care surveys.	95.74%
Social Media reponse	
Target 100% - to reply to all messages within 5 working days, monitored through checking Facebook inbox and comments.	100%
Appointments kept/attended on time	
Target 100% - to see all visitors within 5 mins of agreed time, monitored through survey carried out twice per month (rotating days).	100%
Behavioural code of Committee, Staff and Contractors/Agents	
Target 100% - adherence to code, monitored through any complaints received via our complaints handling procedure.	1 incident

Looking Back at Our November Consultation Café

As we look ahead to Spring, we're also taking a moment to reflect on one of our favourite community events from late last year. In November, we hosted a Conversation Café themed "Meet the Housing and Communities Team."

The session brought together residents and several of our local partner organisations for a morning of conversation, support and idea-sharing. Staff from our Housing & Communities team were joined by Financial Fitness, Inclusive Communities Inverclyde, Right Way Credit Union, Inverclyde Council's Antisocial Behaviour Team and our tenancy support worker.

It was a great opportunity for tenants to chat with the staff and organisations working behind the scenes in our neighbourhood, and on a chilly November morning, the hot rolls and refreshments went down well!



Christmas Donations to Local Organisations

At Christmas, we donated selection boxes and toys to Starter Packs Inverclyde, Inverclyde Women's Aid and Friends4Ever who all do fantastic work supporting people within our community.

It is always a privilege to work alongside groups who make such a positive impact, thank you for all the work you do.



Customer Care



We love hearing from our customers, and to help us keep improving, we host Customer Care Days twice per month. If you pop into the office on one of these days, you'll receive a quick text or email inviting you to complete our Customer Care Survey based on your experience. As a little thank-you for your time, you'll be entered into our monthly draw to win a £10 Tesco Gift Card. Our winners are listed below:

Customer Care Prize Draw Winners

November 2025	M. Falconer
December 2025	A. McCallum

Investors in People (IIP)

We are delighted to share the result of our recent IIP assessment. Following a detailed and independent review of our people practices, we are proud to confirm that we have retained Investors in People Silver accreditation.

During the assessment, colleagues took part in 1:2:1 interviews with our independent assessor and a full staff survey was conducted, providing honest and valuable feedback.

Following confirmation of the outcome, our IIP assessor provided us with a detailed report containing helpful recommendations that will support us as we work towards further improvement. Over the coming months, we will:

- Review the recommendations in detail.
- Create an action plan to strengthen our approach even further.
- Continue to involve colleagues in shaping the future of Oak Tree.

Achieving IIP Silver is a collective achievement, and every colleague played a part. We look forward to continuing this journey together and celebrating more progress in the future.



Public Holidays 2026/27



EASTER

GOOD FRIDAY - FRIDAY 3RD APRIL 2026
EASTER MONDAY - MONDAY 6TH APRIL 2026

MAY DAY

MONDAY 4TH MAY 2026



SPRING HOLIDAY

FRIDAY 22ND MAY 2026
MONDAY 25TH MAY 2026



GREENOCK FAIR

FRIDAY 3RD JULY 2026
MONDAY 6TH JULY 2026



SEPTEMBER WEEKEND

FRIDAY 25TH SEPTEMBER 2026
MONDAY 28TH SEPTEMBER 2026



CHRISTMAS

FRIDAY 25TH DECEMBER 2026
MONDAY 28TH DECEMBER 2026
TUESDAY 29TH DECEMBER 2026



NEW YEAR

FRIDAY 1ST JANUARY 2027
MONDAY 4TH JANUARY 2027
TUESDAY 5TH JANUARY 2027



STAY in TOUGH!



01475 807000



info@oaktreeha.org.uk



Oak Tree
Housing Association



@OakTreeHA



PORTAL
www.oaktreeha.org.uk



WEBSITE
www.oaktreeha.org.uk



FACEBOOK
QR Code



X
QR Code



OTHA WEBSITE
QR Code

Going Digital - Important Update About Your Newsletter

OUR NEWSLETTER IS GOING PAPERLESS



✔ Better for the Environment

✔ Faster & More Convenient

! Don't Miss Out!

UPDATE YOUR EMAIL ADDRESS TODAY!

Contact the office with your current email:

☎ Call us on: 01475 807000

✉ Or Email: info@oaktreeha.org.uk

Thank you for helping us go greener!

This edition of our newsletter will be the last one issued in paper format.

As part of Oak Tree's ongoing commitment to sustainability and reducing our environmental impact, future newsletters will be issued electronically by email. Moving away from printed copies will significantly reduce paper use, printing costs and distribution emissions, allowing us to invest more resources directly into our homes and services while also playing our part in protecting the environment.

Receiving the newsletter by email will also mean you get information more quickly and reliably, with direct links to updates, events and services.

To make sure you continue to receive our newsletter, please contact the office and provide us with your most up-to-date email address. You can do this by calling us or emailing the team directly.