

Newsletter

Autumn 2023



Annual General Meeting (AGM)

This year we held our AGM on Tuesday 15th August 2023 at 7:00pm in the Tontine Hotel. Thank you to all our members who attended to enable the meeting to go ahead safely. Members heard an informative Chairperson's Report of the Association's activities for the last year, adopted the 2022/23 Annual Accounts and Audited Report, noted the appointment of Auditor, election of Committee

Members followed by the opportunity to take part in a general Question and Answer session.

We were delighted once again to offer our "Live Hub" where staff from the Reactive Repairs; Planned Maintenance; Housing Services and Finance Team, were available to answer any queries members may have and provide real-time information.

Following the AGM formal business matters, members who attended (or submitted a



proxy form) were entered into a draw for Tesco vouchers—congratulations to all the winners! A buffet and tea/coffee was then enjoyed by all.

Thanks again to all who attended.



Upcoming Public Holidays

September Holiday

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

Christmas

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

New Year

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

Management Committee Update

The Management Committee is made up of 15 members, elected on a 3 year cycle. Prior to the AGM there were 13 Committee Members. One third of Committee along with any co-optees and casual vacancies are required to stand down in line with our rules and need to seek re-election if they wish to remain on the Management Committee.

Are your household details up to date?

It is always best practice for us to know who is living with you and for you and your household, this is important too, particularly when it comes to succession as it shows that dependants/ carers have lived in your home for over 12 months. You can check your details on the Myhome Portal or contact the office.



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 find out more about membership of Oak Tree Housing Association, or you would like an application form, please contact our office on 01475 807000 or email us at info@oaktreeha.org.uk.

New Consultation Café Invite

Fish Suppers and Tesco Vouchers

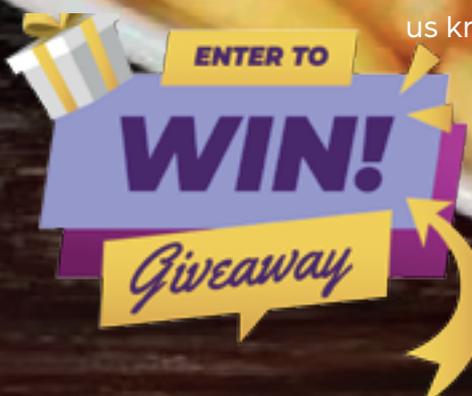
Please come and join us for a Tuesday Treat at our Consultation Café – Save the Date

Why not come along to our Consultation Café on Tuesday 24th October 2023 from 4:00pm until 6:00pm and join us for a Tuesday Treat.

We would love to hear any thoughts or questions, listen to your feedback and treat you to a "Fish or Sausage Supper" there will also be a "Tesco Voucher" prize draw for those attending.

This event will be a "general" session, we are happy to talk about any aspect of your tenancy. We will have plenty of staff members available who can help with any queries you have.

Places are likely to become limited, therefore to be part of this Tuesday Treat/ Consultation Café and come along to this event all we ask is that you let us know in advance by giving us a call on **01475 807000** or email us at info@oaktreeha.org.uk. If you need help with transport please let us know and we will try and assist.



Planned Maintenance Programme 2023/24

The Association's 2023/24 planned maintenance programme is due to commence in the Autumn. There are 162 kitchens, 123 Heating systems, 10 External doors along with close decoration and non-common decoration works to be carried out. We will be in touch with the tenants affected by these works shortly to arrange for surveys to be carried out.

GUTTER CLEANING TENEMENT BLOCKS

The Association will commence with its gutter cleaning programme of our tenemental blocks in the Autumn and have appointed R F Watters to carry out these works. Most of these works will be carried out from elevated platforms, however operatives may have to enter the common areas of the buildings to access the roofs.



ROOF ANCHOR TESTING

The Association has appointed Patterson Safety Anchors Ltd to service the roof anchors of the tenemental blocks. Operatives will be working within the common areas and lofts of the buildings. These works are essential to allow for any roofing works which requires to be carried out, can be done safely and in some cases reduce the need for scaffolding.



COMMON FAN SERVICING

The Association's common fan servicing programme is due to commence within selected tenemental blocks. We have appointed 'The Ventilation Experts' to carry out these works. Engineers will access the loft of affected common closes to service the fan and will also require access to the tenants' flats within the affected buildings to clean the fan outlets within the bathrooms and kitchens. Engineers will carry identification at all times and will arrange an appointment directly with you.



Common Causes of Blocked Drains and Prevention

BABY/WET WIPES AND SANITARY PRODUCTS

Please refrain from flushing baby/wet wipes and all forms of sanitary products down the toilet as they do not break down and cause blockages when there is a build up of wipes and sanitary products at a bend in the sewer pipes. This can cause sewage water to back up to your toilet or bath which would be very unpleasant.

We would recommend disposing of baby/wet wipes and sanitary products in your rubbish bin.

HAIR

Human or dog hair does not mix well with drains especially when combined with soap, soap scum and soapy residues. Hair doesn't degrade in drains and can build into a full-blown blockage that floods your shower or bath.

We would recommend investing in a quality hair strainer or hair trap that catches hair before it enters the drains. This is crucial to prevent future blockages.

FOOD

When it comes to the kitchen sink, food is the number 1 culprit for drain blockages. Blocked sinks often flood and regurgitate food.



Above: Flooded sink

We would advise investing in a decent kitchen sink strainer to prevent food from entering the drain in the first place.

To avoid blockages in your kitchen sink, don't flush the following foods down the drain:

- Cooking oil and fat
- Burnt food
- Dairy
- Flour or grain
- Eggshells

- Rice
- Potato
- Pasta

Generally, anything tough and starchy shouldn't go down the drain.

How to unblock drain from food?

To unblock your kitchen drain, firstly, try to flush it with hot and boiling water. This might cause the sink to flood, in which case you'll need to remove the standing water before continuing.

If that doesn't work, detach the trap U-bend from under the sink and clean it.

RECURRING DRAIN BLOCKAGES

We have noticed an increase in blocked drains being reported and the main issue being traced to a build up of baby/wet wipes being discovered further down the sewage line.

Where it is possible to identify the property that the wipes have come from, if for example it is a standalone home, then we will recharge the cost to unblock the drains to that individual property because the blockage could have been prevented and is not a repair such as a broken or collapsed pipe.

If we are unable to trace the source of the blockage as the drain is common then we will have no alternative but to charge everyone in the block or those properties that share the drain. This is because unblocking drains due to wipes being flushed down the toilet is not a repair that the Association is responsible for and cannot continue to bear the cost of these repeated blockages.

We would appreciate if you will help us by not flushing your used baby/wet wipes down the toilet.



Fire Raising in common Properties

Thankfully the problem of fire raising hasn't been common in our properties but there have been occasions when bin stores have been set on fire and vandalised and other residents in Inverclyde have had fires set in their close.

The Association will remove bulk items within closes when they are aware of them but the responsibility is on tenants and residents not to leave items in the first place.

If you see items left in your close which could be a fire risk (or could obstruct an escape route) then please report it to the Association as soon as you are aware of them. If you know who is responsible then please let us know so that we can recharge the person concerned.

You must not leave items in the close that could be a fire risk themselves or could block the doorway or stairs or corridors.

If you want advice on how to dispose of bulk items, please contact a member of the Housing Services team.



Tenancy Support HoME (Help on Managing Everything)

HoME: Help on Managing Everything



Don't suffer in silence our new Project Officer can help.

Lynsey MacDonald our new Project Officer is employed by Linkliving and is working with us 2 days per week.

Lynsey will adapt to the individual needs of the tenants, focusing on intensive housing management tasks which enable tenants to better manage and maintain their home.

If you feel you are struggling or feeling overwhelmed with managing your tenancy Lynsey can help.

The HoME project uses a person centred approach to help you :

- Improve the condition of your tenancy/ maintain your property
- Help you address rent arrears if you are struggling
- Deal with housing issues that could potentially result in eviction

- Help you connect with other services if support is required

If you think the HoME would work for you, please contact a member of the Housing Services Team to make a referral.



A day in the life of a Clerical Assistant



To say that no two days are ever the same is most definitely an understatement for a Clerical Assistant. It's a busy, fast paced job and the ability to multitask is a must!

Our team starts bright and early each day preparing the office for opening on time. This involves checking the card machines for the previous day's payments, checking the post box for out of hours mail and passing on any messages and emails received whilst the office was closed.

Once the door opens and the phones lines are active it's anyone's guess as to what the day holds. We're the first point of contact by phone, email and in person for tenants, owners, applicants, contractors, committee members, agencies, salespeople and other housing associations (to name but a few) and it's our job to ascertain the nature of the query and answer it appropriately or escalate it to the right staff member if necessary. The role can often be challenging, but never boring!

A typical day for our Clerical Assistants involves a lot of customer facing work such as answering the Associations busy telephone lines and staffing the reception desk. We get queries on a daily basis on a variety of matters relating to peoples tenancies, accounts, repairs, the Association's planned works, landscaping issues and the various ways in which Oak Tree can assist our tenants through external agencies. For any queries which we are unable to answer, we ensure the person is connected through to the right staff member.

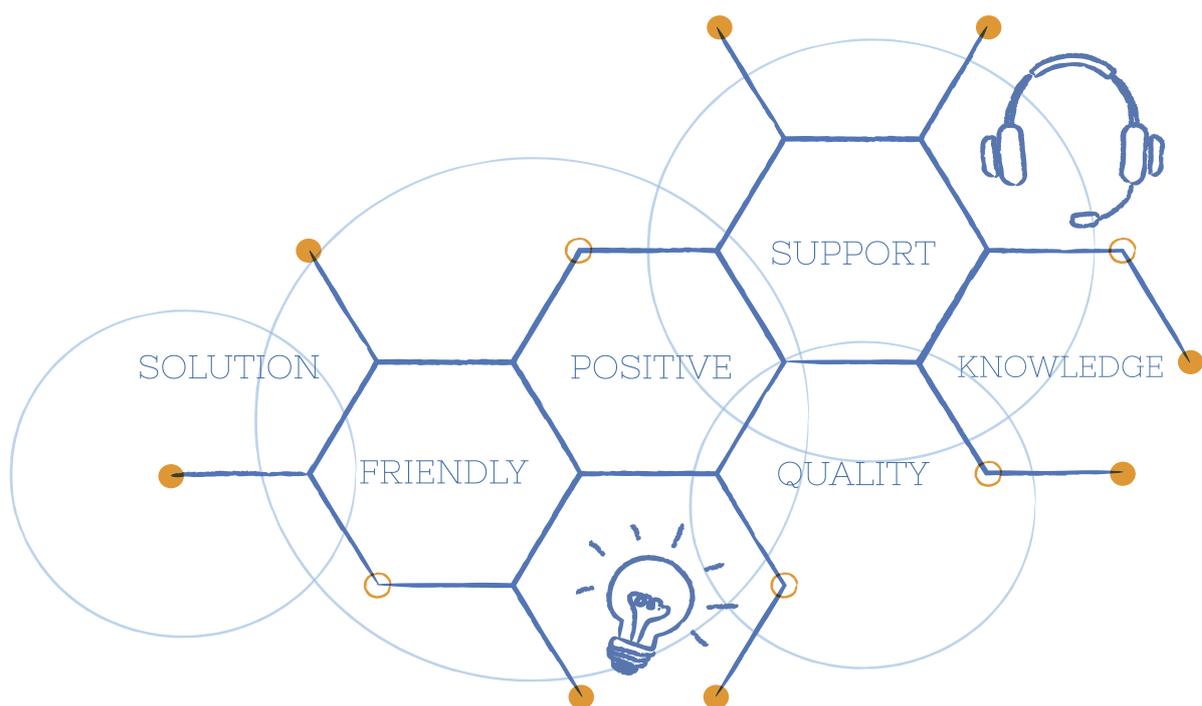
We take rent, factoring and landscaping payments, answer general queries on matters concerning housing and being rehoused via the Inverclyde Common Housing Register, signpost tenants and members of the public to various external agencies, issue keys to our contractors who are attending repairs or void properties and assist members of the public looking for information.

At the same time as all of this there is the "back office" work which can often be unseen however is just as varied and can include processing all incoming and outgoing mail, data entry, banking, typing, scanning and filing documents, preparing for meetings, providing general admin assistance to all within the Association and taking minutes of meetings.

Did we mention it's a varied role? Collectively our Admin team has over 75 years of housing experience however still can be surprised by what the day holds!

Customer Care Statistics for the period April -June 2023

Target Area	Task Targets	Target Times (annual %)	Method of measuring performance	Performance Q1 Apr – Jun 2023
Answer incoming telephone calls	Within 20 secs	100%	Export of data from telephone system	96.15%
Return telephone call	By end of next working day	100%	Checking complaints register and Customer Care survey for non-compliance	100%
Email response	5 working days	100%	As above	100%
Social Media response	5 working days	100%	Facebook inbox & comments	100%
Time to wait for an appointment to see specific member of staff	Same or next working day	95%	Survey carried out twice per month (rotating days)	N/A – no survey
Appointments kept/attended on time	Within 5 mins of agreed time	100%	Survey carried out twice per month (rotating days)	N/A – no survey
Acknowledge or fully respond to a written enquiry	5 working days	95%	Incoming mail register	100%
Behavioural code of Committee, Staff and Contractors/Agents	Adherence to Code	100%	Based on complaints received via Complaints Handling Procedure	2 incidents
Behavioural code of Customers	Adherence to Code	100%	Managers reporting incidents	0 incidents



OTHA Engagement Calendar 2023-24

Event	Timescale and Lead	Purpose
Maple Road Phase 2 Consultation	July to September 2023 Led by Housing Services team with input from Property.	To involve the tenants in the remaining blocks of flats and the tenants and owners in the Pennyfern cottages following demolition of the numbers 7 to 29 Maple Road to discuss any improvements or suggestions to improve the appearance of the cleared area and the remaining properties.
General consultation with tenants/owners on planned & cyclical programme.	September/October 2023. Led by Suk Hopper supported by Senior Maintenance Officer (Planned)	To update tenants/owners on 5-year plan.
Tenants/owners consultation on specific planned & cyclical maintenance projects	To tie in with timing of contracts. Led by Senior Maintenance Officer (Planned)	To identify kitchen choices, close finishes etc., including post completion surveys.
Planned Maintenance	From August 2023 as part of annual inspection programme (likely to be June to September 2022) Led by DoP supported by Senior Maintenance Officer (Planned)	Capturing tenants' views of replacement of items inspected as part of the inspection. Views collected during inspection process and reported as part of results analysis to inform decisions taken re deferral or progression of works.
Consultation Cafes	Led by Housing Team but involving all sections as appropriate	Held 4 times a year with invite included in preceding newsletter. Topics chosen in advance and promoted in newsletter.
CX Feedback	All sections	Continued use of software for a variety of purposes. Useful for ongoing surveys, short targeted surveys and large scale surveys.
Review of Tenants Handbook	All sections	Full review of Tenants Handbook. Working party of staff to be put in place and tenant consultation to take place and the results being fed back to the working group
Promotion of My Oak Tree Portal	Ongoing Led by Housing Services	Regular social media posts, promotion at sign up and standard letters. Refreshed information for tenants and owners.
Garden Competition/ Estate Walkabouts	June to August 2023 Led by Housing Services team	Garden competitions to encourage better garden maintenance. Discussion of estate issues including landscaping, dog fouling, and any other neighbourhood concerns
New tenant survey – ongoing	Ongoing Led by Housing Services team	Surveys being issued electronically one month after date of entry and results being monitored to ensure good service is being maintained and to pick up any areas where dissatisfaction is recorded.
Review of customer complaints	Quarterly & Annually Led by Management Team	Complaints are reviewed quarterly, & a report published quarterly on website. Annual report also published
Repairs Satisfaction Surveys	Ongoing Led by Suk Hopper and supported by Peter MacDonald	To obtain tenant feedback on the reactive repairs service and to make service improvements where dissatisfaction is noted.
Survey of landscaped owners	February 2024 Led by Senior Maintenance Officer (Planned)	Annual review of factoring customers' satisfaction and service improvements.
ARC report	October 2023 Led by Management Team	Survey carried out October 2022 and feedback received in that report should be issued with either newsletters or Annual Report instead of separately. Feedback requested when issuing report.
Policy Review	Various as per policy review timetable	Asbestos Policy
Tenant and Owners Consultation – Drone	August 2023 Led by Suk Hopper and supported by Peter MacDonald	A new drone policy is to be implemented and the draft policy will be published for tenant and owners' consultation.



Scottish Housing Regulator

Engagement plan from 31 March 2023 to 31 March 2024

Landlord name

Oak Tree Housing Association Ltd

Publication date

31 March 2023

Regulatory status

Compliant

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

Why we are engaging with Oak Tree Housing Association Ltd (Oak Tree)

We are engaging with Oak Tree about its **governance** and **development plans**.

Oak Tree has experienced a high turnover of members of its governing body and is currently undertaking a recruitment exercise to identify new members. Given the level of turnover, we will engage with Oak Tree about its recruitment exercise and to get assurance that it has an effective induction programme in place in line with our Regulatory Standards of Governance and Financial Management (the Regulatory Standards).

We will also engage with Oak Tree to get assurance that it has a robust succession planning process in place to maintain an appropriate and effective composition of governing body members and to ensure the governing body's ongoing sustainability in line with the Regulatory Standards.

Oak Tree has experienced difficulties with a new build development of 15 homes for social rent following the liquidation of the original contractor. Oak Tree has put in place a plan involving external support to complete the development by June 2024.

What Oak Tree must do

Oak Tree must:

- provide us with updates on the recruitment process for governing body members;
- provide us with information relating to its governing body induction programme and succession planning; and
- provide us with the information we require in relation to its new build development.

What we will do

We will:

- consider the updates on the recruitment process for governing body members;
- review the information in relation to the induction programme and succession planning for the governing body and liaise as necessary;
- observe a meeting of the governing body;
- liaise as necessary regarding its new build development; and
- update our published engagement plan in the light of any material change to our planned engagement with Oak Tree.

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:

Dean Reynolds, Regulation Manager

0141 242 0276 dean.reynolds@shr.gov.scot

Management Committee Minutes - Website

The Oak Tree Housing Association Management Committee, are in overall charge of Oak Tree Housing Association (OTHA).

The Management Committee (MC) provides leadership and direction, approves strategy, policy and budgets, approves the Business Plan and oversees its delivery, oversees risks and financial well-being and fulfils the role of employer. Responsibility for the day-to-day operational management of OTHA is delegated to senior management known within Oak Tree as the Management Team (MT). Regular meetings take place to discuss a variety of reports and documents, which are required for the running of Oak Tree. These formal meetings have a minute taken to record in particular, who attended and what decisions were made. The MC minutes are available on our website, within our Publication Scheme shown here: <http://www.oaktreeha.org.uk/documents/#governanceandhr>

We are keen to hear what you think about these minutes, for example, do you obtain a good sense that the MC is providing an effective oversight at OTHA? Are you happy with the type and level of information that OTHA records in its minutes, to provide you with assurance that the MC and MT are doing a good job?

OTHA has a practice of open communication both internally and externally, about our work and decisions. Openness may sometimes though, be set alongside obligations to keep some types of information confidential. For example, personal information about service users and employees, must remain confidential.

To discuss our Management Committee Minutes content, or to request to attend a Management Committee meeting, in order to observe a meeting, please contact Nick Jardine, CEO or Kirsty Davis, Senior Compliance and Corporate Officer on 01475 807000; email info@oaktreeha.org.uk or in person at the West Stewart Street office.

Significant Performance Failures

As a tenant of a registered social landlord (RSL), you can report a significant performance failure (SPF) to the Scottish Housing Regulator (SHR). A group of tenants or an individual acting on behalf of tenants, such as a representative of a register tenants' organisation, can also report an SPF to the Scottish Housing Regulator.

What is a significant performance failure?

The SHR has set out in their Regulatory Framework what they mean by an SPF. An SPF is where a Landlord:

- Consistently and repeatedly fails to achieve outcomes in the Scottish Social Housing Charter or outcomes agreed locally with tenants; or
- Has not reported its performance annually to its tenants or the annual reported performance does not reflect actual performances; or
- Has materially failed to meet the Standards of Governance and Financial Management; and
- Has acted, or failed to take action in a way which puts tenants' interests at risk and this significantly affects a number of the landlord's tenants.

Examples

An SPF could happen where a Landlord is:

- Consistently not doing repairs when it should
- Not allowing tenants to apply for another house
- Putting tenants' safety at risk, for example because it is not doing gas safety checks when it should
- Not helping tenants to report anti-social behaviour
- Not reporting its performance in achieving the outcomes and standards in the Scottish Housing Charter to its tenants.

Further information can be found in the Related Information Section of the "Make a Complaint" page on our website :<https://www.oaktreeha.org.uk/make-a-complaint/>

<https://www.housingregulator.gov.scot/for-tenants/read-our-factsheets-for-tenants/significant-performance-failures-information-for-tenants-of-social-landlords>

Autumn Wordsearch



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

SCARF	APPLE
TREE	FALL
ACORN	PUMPKIN
HAY	SWEATER
BOOTS	RAKE
PIE	LEAF

Staffing Update



Congratulations to our new Housing Officer, Lyndsey Robinson

Lyndsey has worked with Oak Tree Housing Association since 2019 and following a competitive recruitment process, was promoted in July 2023. We wish Lyndsey every success in her new role and continued career at Oak Tree Housing.

Congratulations to our new Housing Assistant, Ellie Butcher

Ellie has worked with Oak Tree Housing Association since 2018 and following a competitive recruitment process, was promoted in August 2023. We wish Ellie every success in her new role and continued career at Oak Tree Housing.



Congratulations to our Temporary Housing Assistant, Christine McHarg.

Christine has worked with Oak Tree Housing Association since 2022 and following a competitive recruitment process, had her contract extended in August 2023, to cover a period of maternity leave. We wish Christine every continued success in her role at Oak Tree Housing.

Congratulations to our new Repairs Assistant, Jonathan Hughes

Oak Tree welcomed Jonathan in August 2023, when he joined the Property Team as our newest Repairs Assistant. We wish Jonathan every success in his new role.



Congratulations to our new Landscaping & Grounds Maintenance Assistants, Chris McEwan & Chris McLachlan.

Oak Tree welcomed both Chris's at the start of September 2023 when they joined our in-house Landscaping and Grounds Maintenance Team, fixed term until March 2025. We would like to wish them both, every success in their new roles.

Wise Group Relational Mentoring Service

The Wise Group have a new fully funded Relational Mentoring Service, the first of its kind in Scotland.

They use a holistic approach to support households either in or at risk of fuel poverty.

When you join this service, your personal mentor will call you within five days to arrange a meeting with you in your community, to get to know you, understand your needs and develop an action plan, exploring the support we can provide.

This could be in one or more of several areas:

- Employability
- Addiction
- Mental health and wellbeing
- Self-confidence
- General life skills



The mentors will offer you sustainable long-term support, tailored to your needs. A reliable friendly face who is there to support you in achieving your goals. Please contact a member of the Housing Services Team if you would like to be referred to this service.

- 1) 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
- 2) 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
- 3) 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
- 4) 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
- 5) 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

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 of 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

Exclusions and limits apply. A copy of the policy wording is available on request.

or visit: www.thistletenants-scotland.co.uk

Thistle Tenant Risks a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Limited is part of the PIB Group. For information about what we do with personal data please see our Privacy Policy [here](#).

THISTLE
TENANT RISKS



CRIME PREVENTION

WHAT YOU NEED TO KNOW ABOUT OWNING...

*Quads/ Dirt Bikes/ Mopeds/
Mini Motorbikes*

Unlawful or improper use could result in seizure of vehicle, fines being imposed and disqualify you from holding a driving licence.

For advice or to report a crime, Contact Police on 101 or 999 in an emergency or online at scotland.police.uk/contact-us/

You can report anonymously via Crimestoppers on 0800 555111 or at crimestoppers-uk.org



**POLICE
SCOTLAND**
Keeping people safe
POILEAS ALBA

Inverclyde
council

Seasonal Recipes

Crispy Balsamic Chicken

Serves: 4
Prep Time: 15 mins
Total Time: 1 hr
Calories per serving: 721

Ingredients

7 tbsp. extra-virgin olive oil, divided
1 tbsp. balsamic vinegar
1 tbsp. fresh thyme leaves
1 tbsp. freshly chopped rosemary
Salt

Freshly ground black pepper
4 bone-in, skin-on chicken thighs
10 whole peeled garlic cloves,
ends trimmed
1 lb. brussels sprouts, ends
trimmed and halved (or quartered,
if large)
2 tbsp. freshly grated Parmesan,
for serving



Directions

Step 1: Preheat oven to 220 oC. In a large bowl, whisk together 4 tablespoons of oil, balsamic vinegar, thyme, and rosemary and season generously with salt and pepper. Add chicken thighs and toss to coat.

Step 2: Heat a large oven-safe skillet over medium-high heat. Add 1 tablespoon of oil and sear chicken thighs skin-side down until crispy, 2 to 4 minutes per side. Transfer chicken to a plate.

Step 3: To skillet add remaining 2 tablespoons of oil. Add whole garlic cloves and brussels sprouts and season with salt and pepper. Cook over a medium heat until fragrant and deeply golden, around 10 minutes.

Step 4: Return chicken to skillet and nestle in brussels sprouts. Bake until chicken is cooked through and brussels sprouts are tender, around 15 minutes.

Step 5: Garnish with Parmesan before serving.

Pumpkin Bread

Prep Time: 15 mins
Total Time: 1 hr 15 mins
Ingredients
Cooking spray
240 g. plain flour
1 tsp. bicarbonate of soda
1 tsp. ground cinnamon
½ tsp. baking powder
½ tsp. salt

¼ tsp. ground ginger
¼ tsp. ground nutmeg
2 large eggs
250 g. granulated sugar
240 g. pumpkin puree
113 g unsalted butter, melted
60 ml. sour cream
1 tsp. pure vanilla extract
Cinnamon sugar, for sprinkling
(optional)



Directions

Step 1: Preheat oven to 180°C. Line an 8"x4" loaf pan with parchment, then grease with cooking spray.

Step 2: In a medium bowl, whisk flour, baking soda, cinnamon, baking powder, salt, ginger, and nutmeg.

Step 3: In a large bowl, using a handheld mixer on medium-high speed, beat eggs, granulated sugar, pumpkin puree, butter, sour cream, and vanilla until light and fluffy.

Step 4: Gradually add dry ingredients to egg mixture and beat on low speed until just combined. Transfer batter to prepared pan. Sprinkle with cinnamon-sugar (if using).

Step 5: Bake bread until a tester inserted into the centre comes out clean, 50 minutes to 1 hour. Transfer to a wire rack and let cool slightly.

