

Newsletter

Autumn 2025



Drone Update

The Association Takes to the Skies with Drone Technology

Oak Tree Housing Association (OTHA) has taken a bold step into the future by introducing drone technology to enhance the way it inspects and maintains its homes. Since early 2025, drones have been used to carry out detailed surveys of roofs, gutters, and other areas that are typically hard to access, streamlining maintenance processes and improving the speed and accuracy of repairs.

The implementation follows extensive consultation with tenants and customers and the development of robust internal policies and procedures. Several staff members have also completed accredited training to operate drones safely and effectively. This technology now plays a central role in the Association's approach to property maintenance.

Andy MacDonald, Maintenance Officer, said:

"The drone has enabled us to carry out both pre- and post-

inspections on high-level areas like gutters and roofs—places we couldn't properly check from ground level before. These inspections have reduced our need for scaffolding and significantly cut down on labour and time, providing detailed results in hours rather than days."

In a recent deployment following Storm Eowyn, drones were used to inspect 74 roofs across tenement and flatted properties. This led to the identification of 187 roof repairs many of which would have gone unnoticed from the ground. The rapid response is expected to have prevented internal damage to several homes.

John Stephens, Maintenance Officer, added:

"By identifying damage early, we've been able to act quickly and avoid more serious issues like water ingress. In the past, these problems might not have been flagged until visible damage occurred inside a tenant's home."

The drones are also supporting wider operational improvements.

John Stephens continued:

"We've started using drones to help monitor the performance of our in-house landscaping team. This allows us to spot and address areas that need attention much earlier."

Suk Hopper, Director of Property, commented:

"This innovation supports our commitment to delivering a proactive, value-for-money service for our tenants. Drones have significantly improved how we assess the condition of our buildings, allowing us to plan and prioritise maintenance with greater accuracy and efficiency."

"We recently upskilled further staff from our Property, Landscaping and Housing and Communities' sections to become qualified Drone pilots. Their training took place at the end of August."

The Association remains committed to exploring new technologies that enhance the quality, safety, and sustainability of the homes it provides across Inverclyde.

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Would you prefer to go Paperless?

If the answer is "Yes" please see Page 13

Conversation Café - 12th November 2025 At 10am



Please come and join us on Wednesday 12th November at 10am at our Conversation Café – Save the Date.

Come along and meet the Housing and Communities Team. At this event you will have the opportunity to meet all the staff, they will introduce themselves and explain which area/patch they work on. They will also explain their role and what their day looks like. We will also be looking for feedback on how we can improve our services. There will also be a "Tesco Voucher" prize draw for those attending.

Places are likely to become limited, therefore to be part of this Conversation 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.



HALLOWEEN HOMES COMPETITION

OUR **HALLOWEEN HOMES COMPETITION**
IS BACK FOR ANOTHER YEAR!

NOMINATE YOURSELF OR A NEIGHBOUR
AND SHARE YOUR **PUMPKIN CARVING
SKILLS** OR **HALLOWEEN DECORATIONS**
WITH US. STAFF WILL ALSO BE
SUBMITTING ENTRIES THEY SEE WHILE
OUT AND ABOUT.

SUBMIT YOUR ENTRIES BY PHONING
01475 807000 OR EMAILING
INFO@OAKTREEHA.ORG.UK



Landscape & Ground Maintenance

We're excited to share some great news from our Landscaping Team! Our team has been equipped with new vans, making it easier for them to serve our tenants with efficiency and quality. Keep an eye out for the fresh look on the road with Oak Tree logos on the sides as they continue keeping our spaces well maintained.

At the end of July we had our Conversation Café where tenants joined our Landscaping Team to learn the basics of planting herbs. The session was a great mix of hands-on learning and community connection.

Our team demonstrated –

- How to plant and care for herbs like basil, mint, parsley and coriander

- The benefits of fresh herbs for cooking, health and sustainability
- The value of having a skilled in-house landscaping team, not only for ground keeping but building strong ties with our tenants putting you first

It was inspiring to see tenants and staff working side by side, learning, sharing and growing together..... literally!

Remember to check the website www.oaktreeha.org.uk for our fortnightly landscaping programme



Tenant Champion

We are delighted for Oak Tree tenant, Michael Doherty, who recently won the Community Champion of the Year award at the Greenock Telegraph Community Champion Awards.

Michael works incredibly hard to keep his neighbourhood clean and tidy and is always helping his neighbours in whatever way he can. His support does not go unnoticed by those around him, and we're delighted that his dedication to creating a positive community environment has been acknowledged.

Congratulations again Michael from all of us at Oak Tree Housing Association!



Annual General Meeting (AGM)



This year we held our AGM on Tuesday 12th August 2025 at 7:00pm in the Tontine Hotel. For the first time, our AGM was offered as a hybrid meeting with Members able to join in person and remotely. Thank you to all our members who attended (in person and remotely) to enable the meeting to go ahead. Members heard an informative Chairperson's Report of the Association's activities for the last year, adopted the 2024/25 Annual Accounts and Audited Report, noted the re-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, Landscaping and also the 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.

Management Committee Update

The Management Committee is made up of 15 members, elected on a 3 year cycle. Prior to the AGM there were 12 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.

This meant there were 8 places to be filled at the 2025 AGM. 5 Members intimated they wished to stand for re-election and there were 5 existing Members. This therefore resulted in the number of members standing for election at the AGM being less than the number of vacant places, the Chairperson declared them elected without a vote in accordance with the Rules.

This now gives us 10 elected Management Committee members for 2025/26 with spaces remaining available.

We are actively seeking interested parties to join our Management Committee. If you would like to find out more please feel free to call into the office at West Stewart Street; email info@oaktreeha.org.uk, phone **01475 807000** or use the contact us form on www.oaktreeha.org.uk



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

Management Committee Minutes - Website



The Oak Tree Housing Association Management Committee are our governing body.

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 Sean Connor or Kirsty Davis either at the OTHA office, 40 West Stewart Street, Greenock, PA15 1SH; by telephone n 01475 807000, via email info@oaktreeha.org.uk; or use the "Contact Us" page of the Oak Tree website www.oaktreeha.org.uk.

Important Reminder: Protecting Your Privacy

We take your privacy and data protection seriously. Due to strict data protection regulations, we are unable to discuss tenancy details with anyone other than the tenant.

If you would like someone else, such as a family member or friend, to speak on your behalf regarding tenancy matters, we will require a signed mandate from you. This document allows us to share relevant information with the designated person.

If you have any questions or need to provide a mandate, please contact our office. We're here to support you!

Thank you for helping us ensure your privacy is protected.





Oak Tree Housing Association Ltd

Engagement plan

From 26 June 2025 to 31 March 2026

Regulatory status

Compliant

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

We don't currently require any further assurance from Oak Tree Housing Association Ltd (Oak Tree) 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:

Dean Reynolds

Tel: 07769 287 740

Email: dean.reynolds@shr.gov.scot

Landlord Performance 2024/25

The Scottish Housing Regulator (SHR) has recently published its National Report on the Scottish Social Housing Charter for 2024/25.

The report shows how social landlords have performed against the Charter. A suite of performance information alongside the National Report including individual landlord reports has also been published along with an online interactive comparison tool and all of the statistical information landlords provided under the Charter.

You can check our Oak Tree's performance for 2024/25 against the Charter on the Scottish Housing Regulators <https://www.housingregulator.gov.scot/landlord-performance/landlords/oak-tree-housing-association-ltd/>





Scottish Housing Regulator

Complaints and Serious Concerns – Information for tenants and service users of social landlords

The Scottish Housing Regulator (SHR) can consider a serious concern you may have about a registered social landlord. A "serious concern" may be where a social landlord regularly and repeatedly fails to achieve the regulatory requirements for social housing; and this failure affects a group of social landlord tenants. A group of tenants or an individual acting on behalf of a group of the social landlord tenants, such as a representative of a registered tenants' organisation, can also report a serious concern to the Scottish Housing Regulator.

What is a serious concern?

When your social landlord:

- has acted in a way which puts tenants' interests at risk and this affects, or could affect, a group of tenants or all tenants; or repeatedly fails to achieve outcomes in the Social Housing Charter or outcomes agreed with tenants; or
- has not reported its performance annually to its tenants or has reported it inaccurately; or
- does not meet the SHR standards for how an RSL should govern itself and manage its finances; or
- has not met any targets the SHR have set it.

Examples of a serious concern

(please note these examples are not exhaustive)

- fails to consult with tenants on a rent increase; or
- regularly fails to do gas safety checks when it should; or
- regularly does not do repairs when it should; or
- does not allow tenants to apply for another house; or
- does not respond formally to complaints.

Further information can be found on the SHR [website](https://www.housingregulator.gov.scot/for-tenants/read-our-factsheets-for-tenants/complaints-and-serious-concerns-information-for-tenants-and-service-users-of-social-landlords/)

<https://www.housingregulator.gov.scot/for-tenants/read-our-factsheets-for-tenants/complaints-and-serious-concerns-information-for-tenants-and-service-users-of-social-landlords/>

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





Bringing the Community Together A Fantastic Oak Tree Event

We're delighted to share the success of our recent customer gala day, which took place on Saturday 2nd August at our premises on 40 West Stewart Street.

The event was designed to celebrate our tenants and foster stronger community connections, and it certainly delivered!

With a wonderful mix of activities, entertainment and opportunities to engage with staff and local partners, the day was full of energy, conversation and community spirit.

We would like to thank all our contractors and local partners who helped make the event the success it was. We received generous donations towards the day alongside raffle prizes from:

MCN Scotland Ltd

Alwurk Electric Ltd

Allied Surveyors Scotland

WH Kirkwood

Bell Group

Alliance Group Management

RF Watters

Right Way Credit Union

Inverclyde Leisure

Beauty by Louise



Community Together Oak Tree Gala Day!

Some of the activities we had on the day included:

Ice Cream Van provided by Bay Ices

Carnival-style games, with some activities and tables provided by Branchton Community Centre

Decorate your own fairy door, with fairy doors created by The Inverclyde Shed

Live entertainment from Dolly Dimple

Face painting and balloon making by Infinity Face Painting and Balloons

Beat the Goalie with Morton in the Community

Hot rolls provided by Scotts Takeaway

Stalls from Inclusive Communities Inverclyde, Inverclyde's Antisocial Behaviour Team and Right Way Credit Union

Police Scotland who attended with a police vehicle

Scottish Fire and Rescue Service who attended with a fire engine

Thank you to the Oak Tree team who worked incredibly hard organising the event, staff, volunteers, our Management Committee and of course our customers for coming along and making the day the success it was.

We're already looking forward to next year!



Damp, Mould and Condensation

Every newsletter the Association publishes an article on how to prevent damp, mould and condensation appearing in your property.

All our Maintenance Officers have received training and will be able to advise you on what steps you can take yourself to alleviate any issues in your home. They will also advise on where the Association is required to undertake remedial works i.e. if there is a leaking pipe that requires to be sealed.

We appreciate that it can be very difficult at this time of year with the seasonal drop in temperature to achieve the balance between heat and ventilation.

Please read the information below for advice and assistance.

Please contact our maintenance team if you have any concerns regarding your property we will arrange for one of our maintenance team to visit and inspect your home within 5 working days.

Condensation and Mould Growth Advice

It is important to note that there are different types of dampness, and each have different solutions. The types of dampness you might find in your home are:

Condensation – Condensation is water vapour held in the air. The problem occurs where lots of moisture is being produced, for example in the kitchen and bathroom, which settles on cold surfaces and may result in mould. There is a misconception that condensation only occurs in older properties. This is not true and can happen in new properties as well.

Rising Damp – Rising Damp is caused by moisture rising up the wall from the ground below. This only occurs on ground floor walls and can usually be identified by a tidemark up to 1 metre above the ground. The usual remedy is to install or repair the damp proof course.

Rain Penetration – This is caused by an outside defect in the wall or roof, which allows moisture to come through. You will notice this type of damp is worse in wet weather. You should contact our Maintenance Team on Tel: 01475 807001 to report signs of rain penetration.

Plumbing Problems – A small leak over a period of time will lead to a patch of dampness close to the source of the leak. Fixing the leak should solve the problem. You should contact our Maintenance Team on: 01475 807001 to report any plumbing problems.

Condensation – If your home is damp or you find patches of mould on walls, furnishings or clothes, condensation may be the cause. The following Advice will help you solve the problem.

Why are you getting Condensation?

Air can only hold a certain amount of water vapour – the warmer it is the more it can hold. If it is cooled by contact with a cold surface such as a mirror, window or even a wall, the water vapour will turn into droplets of water – condensation. So the warmer you keep your home the less likely you are to get condensation.

When is it a problem?

Every home gets condensation at some time – usually when lots of moisture and steam are being produced, for instance at bath times, when a main meal is being cooked or when clothes are being washed.

It is quite normal to find your bedroom windows misted up in the morning after a cold night. There is nothing much you can do to stop this. But if your home never feels free of condensation read on.....

How do you know it is Condensation?

It is not always easy to tell but other kinds of damp, such as rain or plumbing leaks usually leave a tide mark. Condensation is usually found on north facing walls and in corners, in cupboards and under work surfaces – in fact wherever there is little air movement. If you are not sure what is causing the damp in your home, start by checking pipes, overflows and under sinks to see if there are any obvious leaks. Have a look outside too – you may be able to see if there are slates missing from the roof or cracked/leaking gutters or rainwater pipes.

If you live in a new or recently modernised house or flat, don't forget that it may not have dried out yet from the water remaining after the building work. It usually takes 9 to 18 months for this to happen, and you need to use more heat during that time.

What can you do about it?

The way you use your home affects the amount of condensation you get. This does not mean that you should alter your habits drastically – just bear in mind the following tips:

Heating

You will get less condensation if you keep your house warm most of the time. Insulation will help you do this. With fuel the price it is, try to remember the following too:

- It is important that your heating system is checked regularly so that it works efficiently
- Try to leave some background heat on through the day in cold weather. Most dwellings take quite a long time to warm up, and it may cost you more if you try to heat it up quickly in the evenings
- If you can't afford to spend more on fuel due to high quarterly bills, ask your fuel supplier about their budget schemes, which help spread the cost of fuel.

Ventilation – The more moisture produced in your home, the greater are the chances of condensation, unless there is adequate ventilation. Nobody likes draughts, but some ventilation is essential.

Windows – In winter open windows a little, only as long as they are misted up. If you fit draught stripping, leave a space for a small amount of air to get through.

Chimneys – Never block these up completely. If you are blocking up a fireplace, fit an air vent to allow ventilation.

Bottled gas and paraffin heaters – You will need to allow extra ventilation if you use one. Flueless heaters of this sort produce more than a pint of water for every pint of fuel they burn.

Drying Clothes – Drying clothes indoors, particularly on radiators, can increase condensation unless you open a window to allow air to circulate. If you have a tumble dryer which is not vented to the outside you will need to allow more ventilation when you use it.

Doors – Keep kitchen and bathroom doors shut, particularly when cooking, washing or bathing otherwise water vapour will spread right through the house and condensation will probably reach other rooms.

Extractor Fans – If you have an extractor fan use it when the windows get steamed up.

Kettles and Pans – Don't allow kettles and pans to boil away any longer than necessary.

Cupboards and Wardrobes – Don't overfill cupboards and wardrobes, always make sure that some air can circulate freely by fitting ventilators in doors and leaving a space at the back of the shelves.

Dehumidifiers – A dehumidifier can be expensive to run and will not solve the problem if the damp is caused by condensation. You will not reduce condensation dampness unless you take steps to balance the level of moisture, heat and ventilation in your home.

First steps against mould

- Treat any mould you may already have in your home then do what you can to reduce condensation. This will restrict new mould growth.
- Do not disturb mould by brushing or vacuuming, this can increase the risk of respiratory problems.
- Wipe off mould growth immediately with water. Do not use washing up liquid.
- To kill and remove mould growth, wipe down affected areas with a fungicidal wash or spray. This is available from hardware, DIY stores and supermarkets. Choose a product which carries a Health & Safety Executive "approval number". Always follow the instructions carefully. Do not use bleach.
- Dry – Clean clothes affected by mildew and shampoo carpets.
- After treatment, redecorate using a good fungicidal paint to help prevent mould recurring. This paint is not effective if overlaid with ordinary paint or wallpaper.

Condensation and Mould Growth Advice

Several houseplants can help reduce condensation and minimize the growth of mould in your home. Plants like Peace Lilies, Spider Plants, English Ivy, Boston Ferns, and Areca Palms are known for absorbing moisture from the air, thereby decreasing humidity and the risk of mould.

Here's a more detailed look at some effective plants:

- Peace Lily (*Spathiphyllum*): These plants are excellent at absorbing moisture from the air and are known to improve air quality, reducing the risk of mould.
- Spider Plant (*Chlorophytum comosum*): Spider plants are easy to care for and can help absorb excess moisture, making them a good choice for rooms prone to condensation.
- English Ivy (*Hedera helix*): English ivy is a powerful air purifier, effectively removing mould spores and other pollutants from the air.
- Boston Fern (*Nephrolepis exaltata*): Boston ferns are well-suited for humid environments and can help absorb excess moisture, preventing mould growth.
- Areca Palm (*Dypsis lutescens*): Areca palms are known for their ability to absorb various pollutants from the air, including those that can contribute to mould.
- Other effective plants: Include Snake Plants (*Sansevieria trifasciata*), Aloe Vera, orchids, and certain types of palms like Bamboo Palms.

By strategically placing these plants in areas where condensation or mould is a concern, you can help create a healthier and more mould-resistant home environment. Remember that ventilation is also crucial for controlling moisture and preventing mould growth.

PLANTS THAT PREVENT AND REMOVE MOULD & MILDEW



ENGLISH IVY

A great choice for smaller bathrooms, it can help to remove airborne mould and other nasties.



PALM PLANTS

Palms are a great choice to help control humidity and keep mould at bay.



PEACE LILY

The Peace Lily is another mould-buster. They can easily absorb mould spores in the bathroom.



SNAKE PLANT

These low-maintenance ferns love a humid atmosphere, making them excellent choices for steamy bathrooms.



BOSTON FERN

These low-maintenance ferns love a humid atmosphere, making them excellent choices for steamy bathrooms.



SPIDER PLANT

These low-maintenance ferns love a humid atmosphere, making them excellent choices for steamy bathrooms.

Reminders: Risks Associated with Legionella & Asbestos

Precautions Against Legionella

The risk of contracting legionella in the domestic home is minimal. There are, however, some simple steps that you should take to avoid this happening.

- You should turn your shower on at least once a week or more.
- You should make sure that you dismantle, clean and descale your showerheads and shower hoses at least once every 3 months or earlier if scaling is evident.



Precautions Regarding Asbestos

Properties built after the mid-1980s are very unlikely to contain asbestos in the fabric of the building and properties built or refurbished after the 1990s are extremely unlikely to contain asbestos anywhere in the building. Asbestos cement, however, had been widely used as a cladding material and it can still be found in garages and sheds. Asbestos fibres are often present in the air, and it is very unlikely that the levels of asbestos fibres in a domestic home will be harmful, particularly given that asbestos materials in good condition do not usually pose a danger if they are not disturbed or damaged.

- If any of our maintenance contractor's suspect there is asbestos in your home, they will contact the Association to seek further advice before they take any action. If you do have asbestos materials in your home, extra care will be taken to ensure the release of fibres does not present a danger to you. If asbestos is discovered, you should refrain from carrying out DIY work where drilling or disturbance of the asbestos is required. Remember asbestos is not usually dangerous if it is not disturbed or damaged.
- Some small jobs can be undertaken if the right precautions are taken. Our information leaflet on asbestos gives advice on asbestos and this should be consulted before any work is undertaken. This leaflet can be obtained from the reception area of the Association's office at 40 West Stewart St.



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, Cranford Electrical or Alwurk Electrical regarding an appointment, we would appreciate your assistance in providing access.



Prefer Paperless

Did you know that you can receive your correspondence from us by email? Going paperless is better for the planet and helps keeps costs down. We want to make sure we are providing you with the best value for money. Please email info@oaktreeha.org.uk to make the switch.



Alterations To Your Home

Like many other tenants, you may wish to improve your home. We are happy to agree to you making changes, but you should always get our permission before making any changes to your home. Carry out alterations before approval is given is a breach of your tenancy.

Your tenancy agreement gives you the right to make alterations or improvements. If you make a request to us for permission to carry out alterations or improvements to your home this must be done in writing or by completing an alteration request form. We will reply to your written request within one month of receipt of the written application. In that reply we will tell you if we agree to the proposed alterations and if so, whether we attach any conditions. If we do not reply within one month, we are taken to have agreed to your request. If we refuse this kind of permission, we will let you know in writing our reasons for refusal within one month of receipt of your written application.

If you have carried out an alteration without permission and does not meet our approval, you will be asked to remove the alteration. The Association are also entitled to restore the house to

its previous condition during, or at the end of, your tenancy with the costs being your responsibility. If you are unhappy about our refusal, you have the right to make application to the Sheriff. You can appeal against the refusal or the conditions we have given.

For further information or if you wish to apply for our permission, you should submit your request in writing or ask your Maintenance/Housing Officer for a copy of our alteration's application form.



Oak Tree 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



Customer Care Statistics

Performance Within Quarter 1- 2025/26



Customer Care

As part of our Customer Care, we run Customer Care Days twice per month. Customers who visit our office on these days will receive a text/email to complete our Customer Care Survey. As a thank you for completing our Survey, you will be entered into a prize draw for that month to win a £10 Tesco Giftcard. Our winners are as follows:

Customer Care Prize Draw Winners

Date	Name
January 2025	Name Withheld
February 2025	Name Withheld
March 2025	Name Withheld
April 2025	B. Halel Al-Leadro
May 2025	B. Wright
July 2025	Name Withheld

Discover how we put you first – scan to learn more!

We are committed to delivering exceptional service every step of the way. Our Customer Care Charter was created to give a clear and simple guide to the standards you can expect from us, and how we are always working to improve your experience.

Want to know more? It's easy!

Just scan the QR code below to view our Customer Care Charter in full. Whether you are curious about our standards, how we encourage your feedback, or the ways we support you, it's all there – just one scan away.



Life as a Community Engagement Officer - One year On

It's hard to believe a year has passed since I took on the role of Community Engagement Officer for Oak Tree Housing Association. The role is never the same two days in a row and that's one of the things that make it so rewarding.

At its core, this role is about people: listening, connecting and helping communities thrive. It's about building strong relationships between the Association, our tenants and local partners, making sure voices are heard and opportunities are created for communities to thrive.

Over the past year that's meant organising and attending various events, supporting tenant-led groups, working collaboratively with our partners, applying for funding, running competitions and exploring the opportunities available for our community. Partnerships with local organisations, charities and others in the community have also been key, bringing extra support and opportunities into our neighbourhoods.

Our Christmas Dinner and Gala Day events were great opportunities to celebrate our customers, and our Winter Warmer Cafes throughout January – March provided hot food, winter items and a warm space to meet others in the community during the winter months. We have supported a range of local charities and clubs with our community benefits funding and celebrated our tenant's outdoor spaces and decorations with our Garden and Halloween competitions.

We are continuing to grow the opportunities available for our tenants and the wider community, alongside continuing to build on our relationships. One of our next initiatives is to create a Customer Focus Group to help us improve the services we deliver. If you would like to get involved with the Association's activities or have any thoughts, ideas or suggestions of what you would like to see in your community, I would love to hear from you. Please contact Ellie Butcher on 01475 807000 or via info@oaktreeha.org.uk.



Violence and Aggression against Staff

Violence and aggression towards staff in housing associations is a significant concern and employers have a legal obligation to ensure their employees' safety. At Oak Tree Housing Association, we maintain a zero-tolerance policy for abuse directed at our staff and have empowered them to take necessary action when faced with unacceptable behaviour.

Our Unacceptable Actions policy applies to all interactions, including phone calls, face-to-face meetings, letters, emails, social media, and other digital platforms. If we or our contractors encounter aggressive behaviour, threats, or any form of discrimination or abuse from a customer, we may terminate the call, visit or appointment.

In cases where we anticipate potential problematic behaviour from a customer, we will ensure our staff are not sent alone to engage with them. This approach also serves to protect the customer, especially if their behaviour is influenced by physical or mental health conditions. Both staff and customers deserve to be heard, understood, and treated with respect, and we are committed to upholding this principle consistently and fairly. We recognise that challenging or distressing situations can lead individuals to behave out of character; however persistent unacceptable behaviour that disrupts our service to other customers cannot be tolerated.

Please keep in mind that the manner in which you communicate has a significant impact on the well-being of our staff.

For more information, feel free to request a copy of Unacceptable Actions Policy or visit our website www.oaktreeha.org.uk



Stay in Touch



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