

# Newsletter

## Spring 2025



### Welcome to the Oak Tree Housing Association Spring Newsletter 2025

As we move into the brighter days of spring, we are pleased to bring you the latest updates from Oak Tree Housing Association. In this edition, we share important information on our tenant satisfaction survey results, upcoming projects, and key developments that impact our tenants and the wider community.

We're also excited to introduce new initiatives, including the permanent move of our landscaping team in-house, enhancing our outdoor maintenance services. Additionally, we have embraced drone technology to improve the efficiency of our roof inspections, ensuring quicker response times for essential repairs.

With warmer months ahead, now is the perfect time to prepare your gardens and outdoor spaces. Don't forget to renew your brown bin collection permit with Inverclyde Council to keep your garden waste disposal on track.

We hope you find this newsletter informative and useful. As always, we appreciate your feedback and look forward to working together to make Oak Tree an even better place to live.

If you have any questions or require any assistance, please don't hesitate to get in touch.

Best wishes,

The Oak Tree Housing Association Team

## Contents

Tenant Satisfaction Results	P2	Planned & Cyclical Maintenance	P9
Rent Consultation Exercise Jan 25	P3	Customer Care Statistics	P10
Conversation Cafe	P4	Customer Care Prize Winners	P10
Winter Warmer Cafes	P4	Legionella and Asbestos Precautions	P11
Ravensraig Tenants & Residents Assoc.	P5	Electrical Installation Inspections	P11
Managed Migration	P5	Over 60's Christmas Party	P12
Get ready for Summer – Brown Bin	P5	Update: Repairs– Storm	P12
Dog Fouling – Scoop the Poop	P6	Public Holidays 2025/26	P13
Doorbell Cameras / CCTV	P6	Staffing Update	P14
Alterations to your Home	P7	Christmas Decorations Comp. Winners	P15
Drone Surveys	P7	Zero Tolerance Policy	P16
Reporting a Repair	P8	Ways to Contact us	P16

# Tenants Satisfaction Results



Between September and December 2024, we carried out our Tenants Satisfaction Survey and 1,107 tenants completed the survey, representing 63.2% of all available tenants. These tenants took the time to tell us what they think of us as a landlord and give us ideas on how we could improve.

This large-scale survey is carried out every 3 years by an independent company. The survey was carried out by carrying out face to face and telephone questionnaires supplemented by an online survey.

Some survey questions are standard across Scotland with all housing associations and local authorities reporting their results to the Scottish Housing Regulator.

The table below shows the results for these standard questions compared to the last time we surveyed our tenants in 2021 and the social Scottish housing average.

Measure	% tenants very and fairly satisfied 2021	% tenants very and fairly satisfied 2024	Social housing average (2024)
Survey method	Telephone	Telephone, face to face and online	Mixed methods
Satisfaction with Association's overall service	85.5%	<b>89.3%</b>	87.7%
Satisfaction with being kept informed about services and decisions	93.3%	<b>90.6%</b>	92.1%
Satisfaction with opportunities to participate in decision making	93.1%	<b>83.5%</b>	89.1%
Satisfaction with quality of home	77.5%	<b>85.1%</b>	85.1%
Satisfaction with repairs in last year	81.8%	<b>85.7%</b>	87.3%
Satisfaction with contribution of Association to management of neighbourhood	82.1%	<b>81.2%</b>	85.7%
Rating of rent as very good or fairly good value for money	78.0%	<b>81.0%</b>	81.9%

In terms of the Association communicating information, four methods are particularly popular with our tenants i.e. letters (35.0% of all tenant preferences), e-mail (20.5%), newsletters (18.6%) and text messages (13.6%).

Social media platforms and our website came low on everyone's list of preferences which is important information for us to be aware of when promoting or designing future services.

When Oak Tree Housing needs to inform you about its services or decisions, how would you prefer that they did this?			
Informed using	% All responses	Informed using	% All responses
Letters	35.0%	Phone	3.2%
Email	20.5%	Social Media	1.8%
Newsletters	18.6%	Facebook	0.6%
Text message	13.6%	Other/comment	0.3%
Website	6.4%		

We are working on an Action Plan to take forward a number of areas that we can improve upon and the comments made on individual items will be analysed and used to improve our services. Thank you to everyone who took part in the survey, your comments really help us.

# Rent Consultation Exercise 2025

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 2024 we sent all our tenant's 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 3.9% based on the RPI figure of October 2024 plus 0.5%.

A total of 208 responses were received. This is a 13% response rate which is slightly lower than last 2 years. Out of the 208 responses only 100 tenants made comments on the survey.

We asked if tenants felt they had received enough information about the rent increase and 72.6 % said they had and 51% said they agreed with the increase of 3.9% with 49% disagreeing.

We are always keen to capture feedback and we asked for tenants' comments on the rent increase. A total of 100 comments were received. There were some common themes, and the comments were grouped into the same themes as in 2024 so a comparison could be made.

Theme	2025	2024
Overall rise in cost of living	13	29
Fair increase	17	19
Too high	22	59
General comment	19	24
Planned maintenance comments	11	9
Dissatisfied with service - complaint	0	0
Repairs service	10	19
More information needed	0	0
Enquiry - follow up	7	1
Compliment	1	2
Total	100	112

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.





## Conversation Café



Our  
Conversation  
Cafe will take  
place on :

**Wed. 23  
April  
2025 at  
2.00pm**

Please come and join us on Wednesday 23rd April at our Conversation Café – Save the Date.

Following the Association purchasing a drone and recently carrying out consultation on the drone policy, we would love to hear more of your views/feedback on this. 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](mailto:info@oaktreeha.org.uk). If you need help with transport please let us know and we will try and assist.

## Winter Warmer Cafés

Throughout January to March, we hosted a series of ‘Winter Warmer Cafés’ thanks to funding we received from Inverclyde Council’s Warm Hands of Friendship fund. The Cafés took place in Branchton Community Centre and Broomhill Gardens and Community Hub and provided a chance to connect with others in the community in a warm, friendly and safe environment.

Those who attended the cafés received soup, hot rolls, tea, coffee and access to various winter warmer items such as blankets, hats and gloves, all for free. The winter months can be a difficult time for many of us, so it was great to connect with others in our community and offer hot food and warming items to give a helping hand.

Thank you to everyone who came along to help make our Winter Warmer Cafés a great success and we are looking forward to doing something similar again next year.



# Ravenscraig Tenants & Residents Association

Oak Tree Housing Association encourages bringing neighbours together, sharing ideas and working to make our area the best it can be. We have been working with residents of the Bunston Grove estate to create the Ravenscraig Tenants and Residents Association, alongside Link Housing Association and Larkfield Housing Association.

The Tenants and Residents Association is formed of residents from both Oak Tree and Larkfield Housing Association properties, and the newly appointed Committee will meet regularly to discuss any issues within the estate and how these can be resolved. The group will be supported by housing staff and we're looking forward to seeing the positive impact they will have on the area. If you are a resident in the Bunston Grove estate and would like to become a member of the Ravenscraig Tenants and Residents Association or find out more information, please contact our office.



## Don't Miss Rent Payments after Managed Migration

### We're Here to Help!

As part of the ongoing managed migration process, which is the change from Housing Benefit to Universal Credit, we want to remind all tenants about the importance of keeping up with rent payments. We understand that the benefit is now paid differently, and the first month's rent will be sent directly to you. Please note that this amount will need to be paid forward to the housing association to cover your rent.

If you've recently moved or are in the process of migrating, and are unsure how this will affect your payments, don't worry. We're here to help and support you. If you're having any difficulty managing your rent, please reach out to us. We can help set up a payment plan or connect you with other resources that may be available.

It's important to stay on top of your rent to avoid any issues, and we want to make sure the transition is as smooth as possible for you. Our team is ready to assist you in any way we can.

If you need assistance, please contact us as soon as possible. We're committed to helping our tenants during this time.

## Spring is Here – Looking Forward to Summer!

As the days grow longer and the temperatures begin to rise, we welcome the arrival of spring and look ahead to summer. It's the perfect time to start preparing your gardens, getting outdoor spaces ready for relaxation, and enjoying the fresh air after the colder months.

With the changing season, don't forget to renew your brown bin collection permit with Inverclyde Council to ensure your garden waste is collected regularly.

We look forward to brighter days ahead and hope all our tenants have a wonderful start to Spring!!





# Dog Fouling

## Scoop the Poop!

Dog fouling has been a growing problem for the Association over the recent years and we know that there are many dog owners who look after their local area by cleaning up after their dog. However, there are a minority of dog owners who continue to allow their dogs to foul in the back courts and common areas and do not clean up afterwards.

The message is simple, if you have a dog "You need to scoop the poop". If your dog fouls anywhere it is your duty to clean it up immediately. Dog fouling is not only unhygienic and unsightly, but it can also make common garden areas unsafe for young children to play.

The Association is continuing to tackle this problem and works in partnership with Inverclyde Council Enforcement Officers who have the powers to issue Fixed Penalty Notices.

If you have a dog and have not notified the Association of this, please contact our offices or email us on [info@oaktreeha.org.uk](mailto:info@oaktreeha.org.uk) and we can send you our dog registration form to complete.

We also keep a supply of poop bags in the office, please feel free to request some if calling in to see us.



## Doorbell Cameras/CCTV

Video doorbells and CCTV cameras have become increasingly popular. If you're considering installing one—or already have one—Oak Tree Housing Association requires you to request permission and complete an application form. Failure to do so may put you in breach of your tenancy agreement.

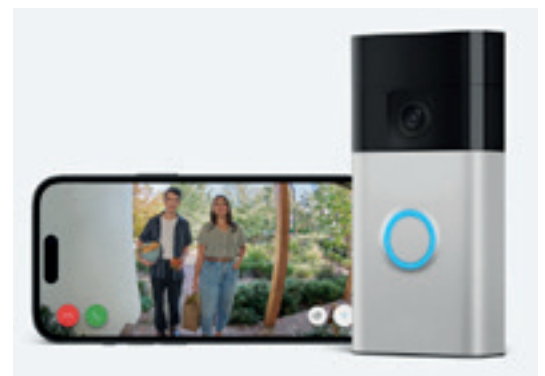
We allow tenants to install these devices, provided they follow our conditions:

- ✓ Use them only to see who is at your door or to protect your vehicle.
- ✓ Ensure they do not invade others' privacy.
- ✓ Comply with UK Data Protection Law.

Misuse— You may be investigated if you are found to be using it incorrectly; for example, if it is pointed at your neighbour's property or any communal space.

You will be required to provide images of what your camera captures and apply privacy masking where necessary. For CCTV you must place relevant signage on your windows & door.

To request more information or an application form, please contact our office on **807000** or [info@oaktreeha.org.uk](mailto:info@oaktreeha.org.uk).



# 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. **Carrying 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 which 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 appeal through our complaints procedure. 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.



## Drone Surveys – Enhancing Roof Inspections with Technology



At Oak Tree Housing Association, we are committed to adopting innovative solutions to improve our service delivery. Following our recent tenant consultation, we are pleased to announce that we have integrated drone technology into our maintenance operations for both reactive and planned inspections.

Following the impact of Storm Eowyn in January, we utilised our new drone technology to conduct high-resolution roof inspections on tenemental properties where damages were not visible from street level. This has allowed us to assess the extent of necessary repairs quickly and efficiently, without the need for scaffolding or expensive manual inspections.

By using drones, we can identify maintenance issues early, improve response times, and reduce the costs associated with traditional roof inspections. We will continue to refine our approach, ensuring that our tenants benefit from a more effective and proactive maintenance service.

If you would like to learn more about our drone usage and provide feedback, we invite you to join our Conversation Café in April, as highlighted earlier in this newsletter.

# Reporting a Repair

There are various ways you can contact the Association to report a repair: telephone, e-mail, through the tenants portal or in person at our office.

As you are aware each repair type can be broken down into categories and timescales, below is a short reminder of these:



**Emergency Repairs:** Out of Hours and During Office hours.

Emergency repairs will be attended to within 4 hours

If follow-up works are required, the emergency repair will be made safe and a further repair raised in the urgent or routine categories



**Urgent Repair:** Completed within 2 working days



**Routine Repair:** Completed within 7 working days



**Complex Repair:** Completed within 28 working days



**Heating Repairs:** The timescales for heating repairs are the same as above. In the event of emergency works requiring parts to be ordered, a follow up repair will be raised under the urgent or routine timescale.

Our heating contractor will offer temporary heating in circumstances where it is not possible to re-instate the heating at the time of their visit.

The temporary heating will be in the form of warm air blowers, which our contractor can carry within their vehicles.

This is a temporary measure only and it is hoped that parts will be sourced, and the repair completed at the earliest opportunity.

Unfortunately, Oak Tree does not have the facility to offer compensation in circumstances where temporary heating has been offered.

You can report all repairs to our repair-line on Telephone Number: 01475 807001.

The repair-line is open during office hours which are:

<b>Monday</b>	<b>9:00am – 5:00pm</b>
<b>Tuesday</b>	<b>9:00am – 6:00pm</b>
<b>Wednesday</b>	<b>12:00pm – 5:00pm</b>
<b>Thursday</b>	<b>9:00am – 5:00pm</b>
<b>Friday</b>	<b>9:00am – 4:00pm</b>

Out-with these times our emergency contractor for all repair types (James Frew), can be contacted on the same telephone number: **01475 807001** alternatively you can contact them direct on Tel: **01294 468113**.



# Planned and Cyclical Maintenance Works

The Association's 2025/26 planned maintenance programme is due to commence in April. 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.

## 2025/26 programme.

Component	Total Properties
Kitchen Replacement	163
Boiler Replacement	88
External doors	41
Non-Common Decoration	104
Common Close Decoration (subject to consultation with owners).	29
Lift Replacements	3
Common Close Fan Servicing	32
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

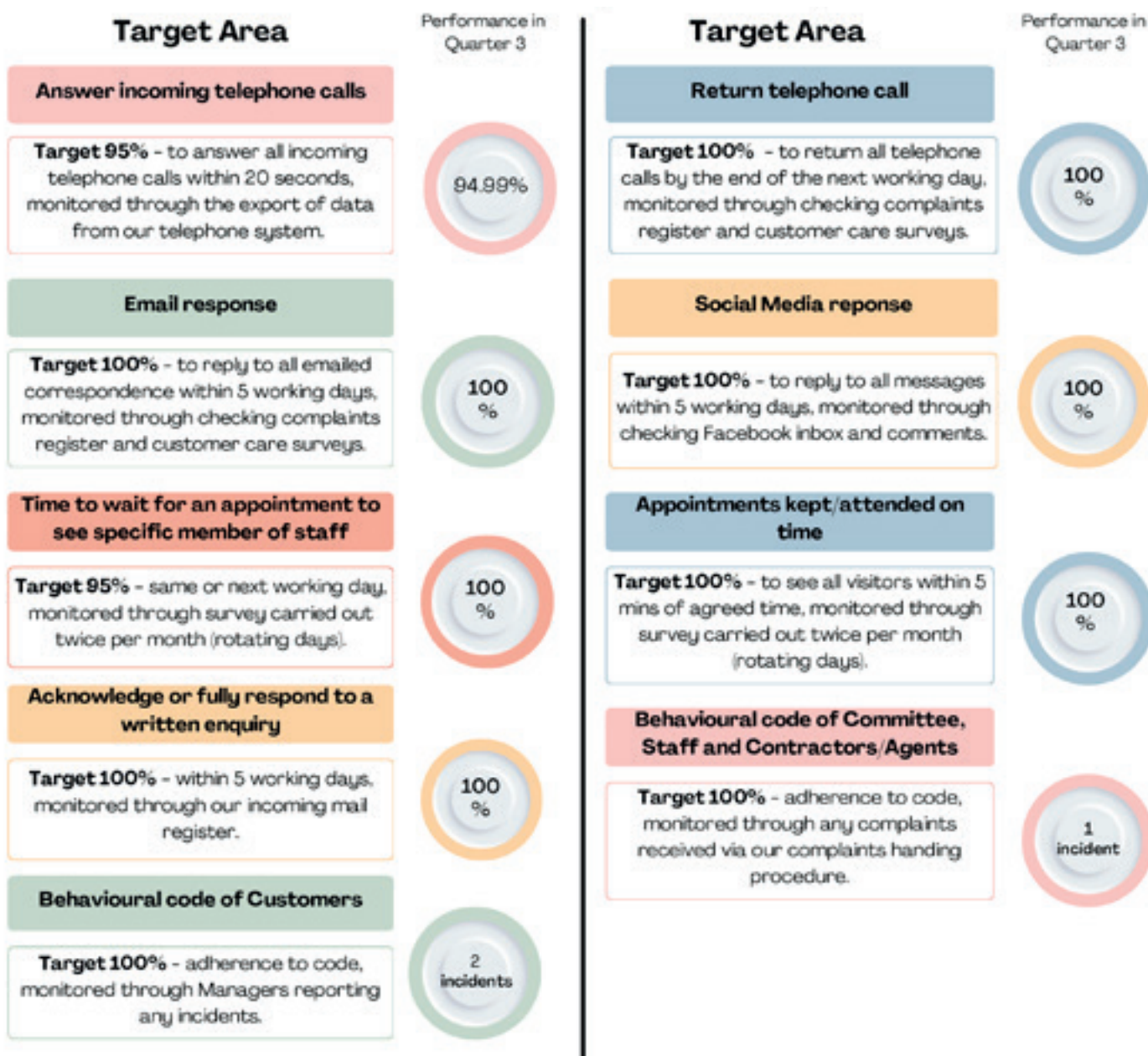
The success of the planned maintenance programme not only depends on the Association but also on the cooperation of the residents whose homes will be having works undertaken. As such, the Association believes that it is reasonable to expect our customers to: –

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

# Customer Care Statistics - 3rd Quarter

## Performance against Targets October 2024 – December 2024



## Customer Care Prize Winners

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:

Date	Name
October 2024	M. Sangar
November 2024	K. Shields
December 2024	B. Wright



# Legionella and Asbestos Precautions

## 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 contractors 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 Associations 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 regarding an appointment, we would appreciate your assistance in providing access.





## Over 60's Christmas Party

During the festive season, we were given the opportunity to host a Christmas Party for some of our tenants over the age of 60 years old.

Our partners CX Feedback joined us in hosting a fabulous celebration for our tenants alongside tenants of Cloch Housing Association on 11th December 2024 at Greenock Town Hall. The generosity offered by CX Feedback allowed us to provide an afternoon of food, fun and entertainment for over 200 residents, thanks to their staff setting aside some of their salary to give back to the community.



The Christmas Party was a great opportunity to get together with some of our tenants and to be involved in such a special event bringing the community together.



With a three course Christmas lunch, a raffle, carols sang by a local primary school choir and bingo called by Morton FC Manager, Dougie Imrie, it was an afternoon enjoyed by all.

Thank you to everyone who attended and helped make the event a huge success.

## Update: Repairs Resulting from Storm Éowyn

We wish to update our customers on the situation following on from the severe storm that hit Inverclyde on Friday, 24 January 2025.

The Association has received an unprecedented number of calls regarding storm damage. We understand the urgency of these issues and are working diligently to address each one.

The number of repairs reported has significantly increased our contractors' workload leading to longer times to complete repairs than would be normal. We are also experiencing further delays due to short-age of materials.

Given the volume of calls and the extent of the damage, we are prioritising repairs based on urgency and safety. Our Property team are focusing first on issues that pose immediate risks to health and safety such as structural damage and severe leaks. Fencing repairs will take longer as there is a huge demand with fencing contractors currently. We appreciate your patience as we work through these repairs.

If you have any questions or need further assistance, please do not hesitate to contact our repairs line. You can reach us at 01475 807001 or email at [repairs@oaktreehousing.org.uk](mailto:repairs@oaktreehousing.org.uk).

Thank you for your understanding and cooperation.

2025 / 2026



## PUBLIC HOLIDAYS



### EASTER

Friday 18th April  
Monday 21st April

### MAY DAY

Monday 5th May

### SPRING

Friday 23rd May  
Monday 26th May

### GREENOCK FAIR

Friday 4th July  
Monday 7th July

### SEPTEMBER WEEKEND

Friday 26th September  
Monday 29th September

### CHRISTMAS & NEW YEAR

Thursday 25th December  
Friday 26th December  
Monday 29th December

Thursday 1st January  
Friday 2nd January  
Monday 5th January





# Staffing Update



## A warm welcome to our newest Housing Admin Assistant, Audrey Hitchinson

Oak Tree welcomed Audrey in December 2024, when she joined our Housing team on a fixed term contract until September 2025. We wish Audrey every continued success in her new role.

## A warm welcome to our newest Lead Housekeeper, Lisa Watters

Oak Tree welcomed Lisa in February 2025, when she joined the team as Lead Housekeeper. We wish Lisa every success in her new role.



## Congratulations to our now former colleague, Eleanor Galacher who retired in January 2025.

After 21 years, Eleanor completed her last shift with Oak Tree and celebrated her retirement with colleagues.

On behalf of everyone at Oak Tree, we would like to thank Eleanor for her dedication and hard work over the last 21 years and give our best wishes for a long, happy, and well-earned retirement!



### WE SPEAK YOUR LANGUAGE

We believe language should never be a barrier. Translation services are available. Please speak to a member of staff if you require this service.

Telephone: 01475 807000  
Email: [info@oaktreeha.org.uk](mailto:info@oaktreeha.org.uk)

#### MÓWIMY W TWOIM JĘZYKU

Wierzymy, że język nigdy nie powinien stanowić bariery. Dostępne są usługi tłumaczeniowe. Jeśli potrzebujesz tej usługi, porozmawiaj z członkiem personelu.

Telefon: 01475 807000  
E-mail: [info@oaktreeha.org.uk](mailto:info@oaktreeha.org.uk)

#### 我们说您的语言

我們相信語言永遠不該成為障礙。提供翻譯服務。如果您需要此項服務，請與工作人員聯絡。

電話：01475 807000  
電子郵件：  
[info@oaktreeha.org.uk](mailto:info@oaktreeha.org.uk)

#### ਅਸੀਂ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਬੋਲਦੇ ਹਾਂ

ਸਾਡਾ ਮੰਨਣਾ ਹੈ ਕਿ ਭਾਸ਼ਾ ਕਦੇ ਵੀ ਰੁਕਾਵਟ ਨਹੀਂ ਹੋਣੀ ਚਾਹੀਦੀ। ਅਨੁਵਾਦ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਸੇਵਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨਾਲ ਗੱਲ ਕਰੋ।

ਟੈਲੀਫੋਨ: 01475 807000  
ਈਮੇਲ: [info@oaktreeha.org.uk](mailto:info@oaktreeha.org.uk)

#### ہم آپ کی زبان بولتے ہیں۔

کہیں بھی رکاوٹ نہیں ہونی چاہیے۔ ترجمے کی خدمات دستیاب ہیں۔ اگر آپ کو اس سروس کی ضرورت ہے تو براہ کرم عملے کے کسی رکن سے بات کریں۔

ٹیلی فون: 01475 807000  
ای میل: [info@oaktreeha.org.uk](mailto:info@oaktreeha.org.uk)

Oak Tree Housing Association Ltd.



### FROM OUR OFFICE TO YOUR HOME

Our team are here to support you, even if you're unable to visit our office. If you need any assistance with your tenancy, we can bring our services to your door. Contact us to request a home visit today.

Phone: 01475 807000  
Email: [info@oaktreeha.org.uk](mailto:info@oaktreeha.org.uk)

Oak Tree Housing Association, 40 West Stewart St, Greenock, PA15 1SH





# Christmas Decorations Competitions Winners

Congratulations to all the winners of our 2024 Christmas Decorations Competition! It was great to see so many homes decorated internally and externally over the festive period and our staff had a difficult job picking the winners. All of our winners received a certificate and a box of Christmas chocolates or biscuits. We can't wait to do it all again this year!





# 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:

- ✗ Verbal abuse, shouting, or swearing
- ✗ Threats or intimidation
- ✗ Physical aggression or violence
- ✗ Discriminatory language
- ✗ 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

## Stay in Touch



01475 807000



info@oaktreeha.org.uk



Oak Tree  
Housing Association



@OakTreeHA



PORTAL  
www.oaktreeha.org.uk



WEBSITE  
www.oaktreeha.org.uk



WEBSITE  
www.oaktreeha.org.uk



FACEBOOK  
QR Code



TWITTER  
QR Code