



# OAK TREE HOUSING ASSOCIATION LTD

**SUMMER NEWSLETTER 2018**

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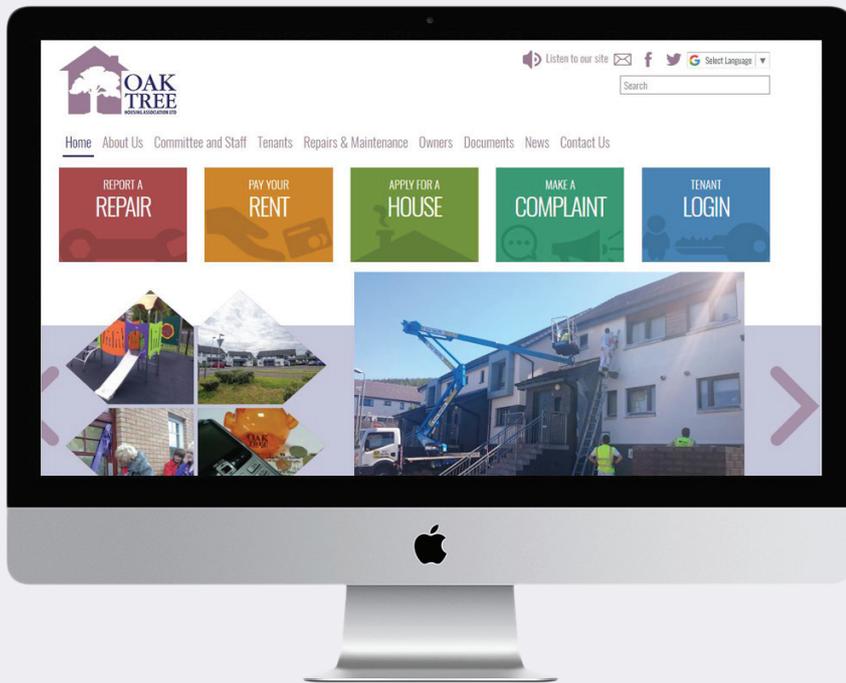


TRY THIS

## FORWARD THROUGH TECHNOLOGY

### New website

Our social media and website project team have been **busy bees** recently. Our **new website** went live at the end of March 2018. Several customers have told us that they like it. It seems to be colourful and easy to get around. Feedback so far has all been very positive which makes us very happy. If you have anything to add (good or bad!) we are always keen to take it on board.



### New Portal

Our new website has led to some disruption with our tenant portal, but there is good news on this front. During June, we will be looking for tenants to help us test a bigger and better portal. This will give tenants direct access to do more stuff.

You will be able to :

- View key information about your tenancy and access correspondence, documents and agreements

cont...

## FRIENDS WITH FACEBOOK



Facebook hasn't had great press coverage lately but OTHA has found it a useful way of contacting our tenants and keeping them up to date with what's going on. It was particularly useful earlier this year when we had to close the office due to the snow and also when we had problems with our telephone lines.

cont...

## TAKE A LOOK INSIDE



**GDPR DATA PROTECTION**



**SCOTCASH FINANCE**

The Association is regulated with:  
The Scottish Housing Regulator No. HCB137  
Financial Conduct Authority No. 2232(S)  
VAT Registration No. 156 9197 67  
Charity number SC045300

## cont... FORWARD THROUGH TECHNOLOGY

- See your rent account and pay your rent on line
- Make changes to your household, dependants and marital status
- Apply for a change to your tenancy
- Report a repair using an easy to use repairs picker
- Check progress on repairs and message us about them
- Apply for alterations
- Give us your feedback on live consultations and surveys

This is only the start of opening access to online services. In our next phase of development later in the year, you should be able to **book appointments** yourself when reporting your

repairs. We will also increase the areas where you can **fill in forms on line** and submit them direct to OTHA.

The new portal will open up two other exciting areas. We will be able to finally deliver on **paper free communication**. When you choose this option, we will double check our email is getting to you, and set you as “paper free”. You will get our communications faster and we will save on mail costs which gives us more to spend on something more useful to our tenants.

The new portal will allow more mobile working, using tablets to access our housing management software, we can do more for you when out and about in our areas and our tenants’ homes. It’s all good!

## cont... FRIENDS WITH FACEBOOK

We set up a Facebook Group for the Community Artworks Project and it was an ideal way of letting the residents in that area know about the sessions taking place and promoting the finished artwork.

We used Facebook to allow people to vote for their favourite garden last year and to get quick feedback.

The more of our tenants who view our Facebook page and participate in discussions or leave comments then the more useful this will be.

We are planning to make more use of Facebook this year as part of our move towards doing more communication online. This fits with improving our website and developing a new My Home Portal. The combination of all of these things will make it easier to contact us and let us know your views.

The Facebook page is monitored regularly. You can use it to contact us but please remember that it isn’t suitable for urgent matters. If you have an urgent enquiry or an emergency you should telephone us or pop in to our office in the first instance to make sure that the matter is dealt with quickly.



‘the power of social media, this photo had 12 likes, 3 comments and 9 people shared it on their own page which meant it “reached” 1351 people – “wow”’

## REALITY CHECK



Good news if you care about where your rent money goes! OTHA has joined a new benchmarking group. **The Haymarket Group** is a group of landlords in Scotland that compares costs and performance based on a Sector Scorecard. This gives us the chance to really look at whether OTHA delivers value for the rent you pay. We hope that by looking at how well each part of the service measures up to other similar landlords, we can get a good picture of where we could improve the value you get for every pound you pay in rent.

If you are interested in joining a working group to hold us to account by looking at the results of the benchmarking, we would be delighted to have you on board. Work on this will take place in the second part of the year. This is when we are starting to draw up next year’s budget so it couldn’t be better timed. We can look at the big budget stuff (like major repairs, planned maintenance) and the smaller budgets (like office overheads, training) wherever your interests lie.

# MAINTENANCE UPDATE

## Appointment System

Since December we have been offering 2 hour appointment slots for repairs. We would be happy to hear how this is working for you. These are bookable when you report your repair. We continue to work with our main contractor Novus to improve our service to you.



## Staffing ~ Maintenance Section

Through our recent recruitment drive we are delighted to announce that our Temporary Senior Maintenance Officer, Christie Bain, was successful in securing the permanent Senior Maintenance Officer (Planned) position. Christie has been replaced on a temporary basis by Gordon Smart who will fulfil the role of Senior Maintenance Officer (Reactive).

Christie will be taking over from Sean Marshall, Senior Development Officer, who will be returning to development duties due to our increased activity in new build development.

We would also like to welcome Claire Scott to the team as Repairs Assistant (Supervisor). This is a newly created post to complement the existing team. Claire started with us on 30th April 2018 and is a welcome addition to the team.

We also welcome to our Team Karis McAlinden who took up the post of Repairs Assistant (Part Time) during March.

## Going on holiday over the summer period?

- Make sure you have someone who can regularly check your home for problems and consider giving a key to a neighbour for emergency use.
- Let us and your neighbours know your contact details.
- Ask us for advice on how to turn off your water supply.
- Let us know your mobile number so we can contact you and send you helpful text messages.

## Gas Service

The Maintenance Section also looks after the gas service program. This service is essential to ensuring all our properties with a gas heating appliance are checked on an annual basis to ensure it is operating safely. Smoke and carbon monoxide detectors are also checked during this service.

Please ensure that you contact the service contractor, James Frew (Gas Sure) to allow access for this important safety check when they contact you, or arrange an alternative appointment if it is not suitable when they do contact you.

This check must be done within every 12 month period and the Association will take steps to force an entry if access is not given. The cost associated with this will also be recharged to you.



# CHANGES TO THE DATA PROTECTION ACT

The General Data Protection Regulation (GDPR) is a new, European-wide law that replaces the Data Protection Act 1998. The GDPR places greater obligations on how we handle your personal data and it aims to give you more rights and control over how your personal data is handled. The Act comes into effect on 25 May 2018.



Oak Tree Housing Association Ltd is the Data Controller of the information we hold about our customers and is registered with the Information Commissioners Office, registration number: **Z6295637**.

## What information does the GDPR apply to?

- **Personal data** is information which relates to a living person who can be identified from the information itself, or by linking it with other information. For example, it could be your name and address.
- **Processing personal data** is the name given to anything that we do with your personal data that we hold. For example, entering your details into our computer systems or storing a completed form in a filing cabinet.

## How are we preparing for the new Act?

Over the last few months we have been reviewing what data we hold, how we store it, and what basis we have for processing it. In addition, we will be reviewing and updating our policies, procedures and privacy statement.

## We need your help

We are committed to keeping your personal details accurate. You are required to let us know of any changes to the information that you give us to ensure that we are holding accurate data. We need to know for example whether you have the same people living with you or whether there have been any additions to your household such as a new baby, partner, friend etc.

## Keeping you Informed

We will publish a revised Fair Processing Notice (information we provide to people about how we process their personal data) to ensure it complies with the GDPR.

The GDPR says that the information we provide to people about how we process their personal data must be:

- concise, transparent, intelligible and easily accessible;
- written in clear and plain language, particularly if addressed to a child, and
- free of charge.

## Newsletters

Oak Tree news is sent to all of our tenants to give them information about services and changes that might affect them. It might be counted as marketing under the GDPR. We think we have a legitimate reason to send you the newsletter. If you don't want to receive it, we are happy to remove you from the mailing list, just let us know.



# STOP – WHO GOES THERE!

We deal with our customers in a variety of ways – face to face, on the telephone and by letter and email. A lot of our staff have worked with Oak Tree Housing Association for a long time and have got to know our customers very well. You may be familiar with your Housing Officer for example and know them by name. We need to make sure, however, that when we are speaking to you that we are speaking to the right person. In particular, when we are providing information about your rent account, repairs or your housing application. These are all personal matters which are private to you.

When you contact the Association by telephone or by calling into the office you will already be asked for your name and address.

We may also ask you to confirm some additional details for security purposes. This is to make sure it is you we are speaking to. For example, we may ask for :-

- **Postcode**
- **Date of Birth**
- **Telephone number**
- **How you pay your rent? (e.g. direct debit, housing benefit)**
- **National Insurance Number**

If you want to make a specific arrangement with us which would allow someone else to deal with your tenancy or your application on your behalf then we are happy to put an arrangement in place.

We can also put a password of your choice on your account that we would ask you for when we speak to you.

## STAFF NEWS



***Brian Robertson has joined the Association as a Maintenance Officer***



***Christie Bain, temporary Senior Maintenance Officer for Reactive Maintenance moves to Senior Maintenance Officer (Planned & Cyclical) to allow Sean Marshall to concentrate on Development projects***



***Brian Dobbie has joined the Association on a temporary basis as Maintenance Officer***



***Karis McAlinden has been promoted to Repairs Assistant (part-time). Congratulations Karis!***



***Lauren Mortimer has joined the Administration Department, on Reception, on a temporary basis***



***Claire Scott joined the Maintenance Team as Repairs Assistant (Supervisor)***

Louise Carlin, Senior Officer (job share) with ICHR has moved to a new post at Cloch Housing Association. We wish her good luck in her new role!

# COMMUNITY ARTS PROJECTS

We were delighted to be involved with the ArtWorks project which was a joint venture with Cloch Housing Association. The ArtWorks project set out to meet and engage with local housing association tenants in Strone, Maukinhill, Pennyfern and Bowfarm areas of Greenock.

The idea behind the project was to use art to talk to tenants who might otherwise not get their voice heard by the housing associations. The fund paid for a Community Development Worker, Lisa Lees, to work with Cloch Housing Association and Oak Tree Housing Association to bring art and chat to these communities. It also funded Duncan and Sam, two artists who were employed by local community art company, Rig Arts. The 6 months work included taster sessions for residents to try out new arty skills – they tried out mosaics, zen colouring, costume making and printing.

The project meant that 143 local people talked to us about what they like in their local community and what they would like to happen in the future. A video was also made of residents talking about their experiences of living in these Greenock Communities.

The final part of the project will be the production of Art Master Plans for all the areas, suggesting ways of building on the success of the six month project.

An exhibition of some of the art work produced was held in the Auchmountain Community Resource Centre and it was great to see the work.

The project was funded by the European Social Fund and the Aspiring Communities Fund,





One of the success stories was also the Window Wanderland event that took place in Maple Road on Saturday 17 March 2018.

This project only ran for a few weeks and residents met in one of the flats in Maple Road and worked on pieces of art that were then displayed in some of the windows that evening. With the lights on, the street looked amazing – especially since it was done in such a short space of time. Here are some photos from the both events.



# Tenant Engagement Calendar

Event	Timescale and Lead	Purpose
<b>Tenants feedback into independent tenant satisfaction survey design</b>	September 2018 Led by Kate Dahlstrom	Tenant input into how the independent satisfaction survey is delivered and content of the survey.
<b>Summer events at Fun World – bi-weekly events targeted at younger tenants &amp; tenants with children</b>	July - August 2018 over 3 weeks Led by Kate Dahlstrom	Discuss customer care monitoring; Promote portal/paper free communication; Open feedback on all services Recruitment of tenants for groups to work on value for money; Other areas for discussion identified below
<b>Wednesday Walkabouts in various estates including: Bow Farm, Pennyfern, Fancy Farm, Wemyss Bay, Midton, Tower Drive, Wren Road, Branchton</b>	June to August Led by housing Officers and Assistants	Garden competitions to encourage better garden maintenance. Discussion of estate issues including landscaping, dog fouling, and any other neighbourhood concerns. Joint estate inspections with staff and tenants. Area based discussions and review of survey responses from customers to identify main concerns and potential areas for action in asset management priority areas.
<b>Landscaping scrutiny</b>	July – August 2018 Led by Christie Bain	Review of landscaping service with tenant/owner volunteers and identify improvements.
<b>Repairs service group</b>	July-August 2018 Led by Sukhdeep Hopper	Consultation on repairs service.
<b>New tenant event</b>	November Led by Kate Dahlstrom	Informal coffee and cake with new tenants to promote tenant involvement with OTHA
<b>Review of customer complaints</b>	Quarterly Led by Kate Dahlstrom	Complaints are reviewed quarterly, & a report published quarterly on website



Event	Timescale and Lead	Purpose
<b>Value for money meetings, survey and scrutiny group to feed into the rent increase consultation</b>	October to December 2018 Led by Kate Dahlstrom & Alana Durnin	To help with the budget setting process in Autumn 2018 and the rent increase decision for 2019/20. To consider OTHA's performance against what we spend using the Sector Scorecard produced by the Haymarket group.
<b>Survey of factored owners</b>	November 2018 Led by Kate Dahlstrom	Annual review of factoring customers' satisfaction and service improvements.
<b>Owner site meetings for repairs issues:</b>	Led by Sukhdeep Hopper As required	Discuss repairs and landscaping issues and agree resolution
<b>ARC report review group meeting</b>	September - October 2018 Led by Kate Dahlstrom	Feedback to help design the ARC report due in October 2018 & determine content. Discussed at Fun World summer event
<b>Tenants portal and paper free promotion &amp; feedback</b>	July – August 2018 at Funworld events & October – November on line survey Led by Kate Dahlstrom	Promote our new tenants portal & paper free communication and review the response from customers
<b>Review registration of Registered Tenants Organisations</b>	March 2019 Led by Kate Dahlstrom	Scottish Government annual return
<b>Review of Allocations Policy</b>	May-September 2018 Led by Tracey Dargan	General policy review
<b>Review of Estate Management Policy</b>	July - September 2018 Led by Hazel Aitken	General policy review

# CUSTOMER CARE

Target Area	Task Targets	Within Target Times (annual %)	Comments July 2017 – September 2017	Comments October 2017 – December 2017
Check new housing application, point and process	10 working days	100%	100% Applications activated in 10 working days. (Average time 1.30 days)	100% - within 2 days
Time to wait for an appointment to see specific member of staff (within OTHA area or at office/ Excludes Applicant Surgeries)	Same or next working day	95%	Survey carried out twice per month (rotating days) 100%	Survey carried out twice per month (rotating days) 100%
Appointments kept/ attended on time	Within 15 minutes of agreed time	100%	Survey carried out twice per month (rotating days) 100%	Survey carried out twice per month (rotating days) 100%
Acknowledge or fully respond to a written enquiry	5 working days	95%	96.2%	93.2%
Behavioural code of Committee, Staff and Contractors/Agents	Adherence to Code	100%	100% based on complaints received via the complaints handling procedure	100% based on complaints received via the complaints handling procedure.
Behavioural code of Customers	Adherence to Code	100%	1 incident – Unacceptable behaviour, language and confrontational manner both on telephone and in person. Letter sent to tenant from Housing Manager.	100% - No incidents

## CUSTOMER CARE WINNERS

Name	Month
October 2017	L O'Neill
November 2017	J McBain
December 2017	R Burke
January 2018	S Emmott
February 2018	A Thomson
March 2018	D Hoey



**WELL DONE TO ALL OUR WINNERS WHO WILL EACH RECEIVE A**

**£10 TESCO VOUCHER**



**Scotcash is a not-for-profit, social enterprise that was founded in January 2007 with help from Glasgow City Council and Glasgow Housing Association. Its main aim is to provide financial products and services to those who have difficulty accessing mainstream sources, such as banks and building societies.**

Scotcash has now expanded into Inverclyde as part of the I:DEAS project and a Scotcash staff member is working from the Inverclyde Community Hub at 75-81 Cathcart Street, Greenock.

Our Housing Manager, Hazel Aitken met Sharon McPherson, Scotcash's Chief Executive Officer recently to find out more about Scotcash and how Oak Tree's tenants could benefit from this service.

**Q. What is the I:DEAS project and how did Scotcash get involved?**

A. I:DEAS stands for "Inverclyde Delivering Effective Advice and Support". It is a project which is funded by the National Lottery, the Scottish Government and the European Social Fund. It brings together a number of organisations who can provide a comprehensive service to residents across Inverclyde. Partners include Financial Fitness, Barnardos, Future Skills and of course Scotcash.

Scotcash have an excellent track record of providing affordable loans across Scotland and were delighted to be asked to be part of this project. Scotcash are concerned that residents in Inverclyde are turning to doorstep lenders and high street rent-to-own retailers who charge very high interest rates. Illegal money lending is also a concern.

**Q. Where are you based and how would our tenants contact you?**

A. We are working from the Inverclyde Community Hub at 75-81 Cathcart Street in Greenock. We can be contacted by telephone on either 01475 715299 (I:DEAS) or direct on 0141 276 0525.

**Q. Is it only loans that you offer to tenants?**

A. Not at all, we can help people set up basic bank accounts, open savings accounts and assist with Money Advice if that is what is needed.

**Q. Can you tell us more about the loans that you offer?**

A. Scotcash can offer small loans that can be repaid weekly, four weekly, or monthly at an affordable rate. The minimum amount is £50. An example is a loan of £500 repaid over a year at £12.99 a week for 52 weeks. Compared to other lenders this could save a customer up to £230.

**Q. Will everyone who applies qualify for a loan?**

A. Unfortunately not all applications are successful. Scotcash is a responsible lender and it may be that a loan is not the correct product for the customer at that moment in time. Our loans are based on affordability and the person's ability to make manageable repayments. If it is the case that a customer does not qualify, we would do our best to help with advice and support that may help in other ways.

**Q. How can Oak Tree HA help?**

A. Oak Tree staff can refer tenants to the I:DEAS project and as part of that process tenants can access the whole range of services available.

If you want to know more about Scotcash, please contact your Housing Officer or use the contact details in this article to speak to a member of their staff.



**You can also visit their website at [www.Scotcash.net](http://www.Scotcash.net) to find out more.**

## Spring 2018 Update



Universal Credit continues to be a large part of our work and will continue to do so for some time. There has been some positive news for new claimants however and these should make the move to Universal Credit smoother and with less financial hardship for our tenants.

### **Changes to the Waiting Time for Universal Credit**

People making a new claim for Universal Credit who had not been receiving benefits were having to wait 6 weeks for their first payment. People moving from existing benefits to Universal Credit were waiting for 5 weeks.

The government has removed the 7 day waiting period for new claims so now everyone making a Universal Credit claim will wait 5 weeks.

### **Changes to Advance Payments**

People making a claim for Universal Credit can apply for an advance payment at the start of the claim. This used to be up to 50% of the expected first payment but this has changed to up to 100%.

If this is something you choose to apply for, it is important that you need to be aware that:

1. This money will be paid back by taking money from your monthly payments and it will be repaid over 12 months. The higher the advance the more will be deducted.
2. You need to make a payment to your rent account from this advance. It is not just for your living costs while you wait for your payment.

### **Transition to UC Housing Payment.**

From 11 April 2018, claimants who were previously receiving Housing Benefit and start to make a claim for Universal Credit due to a change in circumstances will have an additional two weeks Housing Benefit entitlement from the date Universal Credit is claimed.

### **Direct Payments to Landlord**

You can now request your Housing Costs payments to be paid direct to Oak Tree if you want.

If you are already receiving Universal Credit and you have received at least one payment, you can request this change on your Journal at any time.

If you are making a new claim for Universal Credit, you will need to wait until you have received at least one payment before you can request it. Again you would do this by asking on your Journal.

It may seem ideal to have your payments sent to us direct but you do need to be aware of the following:-

- There can be a delay of up to six weeks before the payment is made to the Association and this could mean your account is showing an arrear and the Association will be expecting you to make additional payments to bring your account into advance.
- You will still need to report any changes to your Housing Costs on your Journal – regardless of whether or not you receive the money.

Over the next year we will be working hard to speak to tenants who we think may be affected by Universal Credit in the future.

Eventually everyone of working age who is entitled to benefits will move onto Universal Credit.

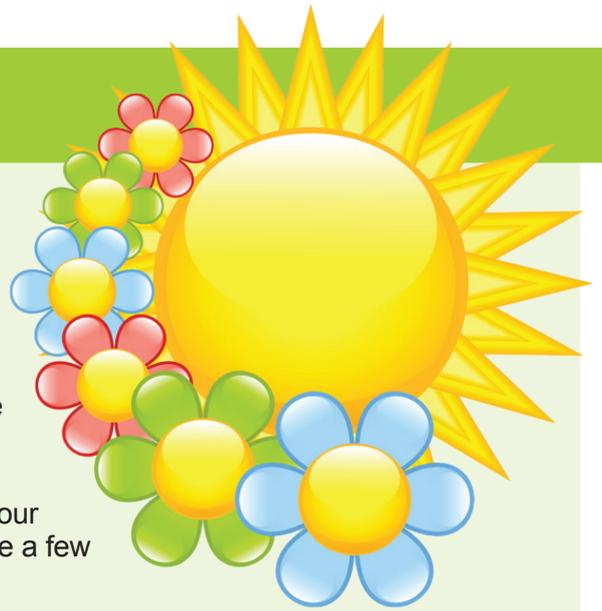
Our Housing Services staff will be able to answer any questions you have about Universal Credit and how you might be affected.

# SPRING HAS SPRUNG

**It's that time of the year again when the grass, shrubs, flowers – and weeds (!) get a sprint on 😊**

We have seen an increase in the number of keen gardeners amongst our tenants and we are looking forward to seeing the gardens take shape again this year. Our staff judge their favourite gardens on our estate walkabouts, but we are also very happy to take nominations from you.

If you would like to nominate yourself, a friend or a neighbour for our garden competition then please complete and return the slip. Here a few photos of previous winners to inspire you.



## Oak Tree Housing Association Garden Competition 2018 - Nomination

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Comments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(e.g. reason for nomination)

# PLANNED AND CYCLICAL MAINTENANCE WORKS

The Association will carry out works to ensure our properties remain in the best possible condition and meet and exceed the standards set by the Scottish Government.

We operate a comprehensive investment programme where major elements (kitchens, bathrooms etc) are replaced at the end of their life cycle. Our current programme for replacement is based on full stock condition survey. However, OTHA will also carry out annual inspections to confirm that the works identified in the programme are in fact needed at that time.

The Association works to a rule of thumb on postponing works where our inspections show that less than 30% of the properties or common areas which we have inspected are in need of attention. For example, in a close comprising 8 properties, if 6 out of 8 kitchens (75%) are in good condition then we will postpone these works.

After considering these annual inspections we have identified the programme of works for 2018/19. The works we will carry out are shown in the table.



Roofing	Close No/Property No
Grieve Road	164, 172, 176, 178, 182, 184, 186, 192, 196, 202, 220, 224, 234, 238, 240, 242, 244, 246, 250, 260, 272, 290, 298 & 302
Window Replacements	
Holmscroft Street	81 & 83
Kenmore Drive	24
Door Entry Replacements	
Hope Street	1C & 9
Lynedoch Street	68
Murdieston Street	6 & 8
Newton Street	21, 23 & 25
Prospecthill View	1, 2, 3, 4, 5, 6 & 7
South Street	8, 10, 12 & 14
Kitchen, Heating & Bathroom Replacements	
Kelly Street	41 & 43
South Street	6A
Kitchen Replacements	
Branchton Road	13, 15, 17, 21, 23, 31, 39, 45, 49, 73, 75, 80, 81, 85, 88, 89, 91, 99, 100, 101, 107
Burns Road	205
Cupar Drive	2, 7, 9, 11, 13, 15, 16, 18, 20, 22, 24 & 30
Denholm Gardens	1, 7, 22, 23 & 25
Forfar Road	8, 12, 25, 28, 34, 36, 38, 44, 46, 47, 59, 62, 64, 66, 67 & 69
Gateside Gardens	25
Hope Street	1C
Kelly Street	55, 56, 57, 58, 59, 60, 61 & 63
Newton Street	21, 23 & 25
Rothsay Road	4, 6, 18, 22, 28 & 32
South Street	9 & 23D
Stonehaven Road	2, 6 & 11
Bathroom Replacements	
Dempster Street	67

<b>Heating</b>	
Belville Street	76
Holmscroft Street	94 (James Watt Court)
Inverkip Street	32
Kelly Street	49, 51 & 53
South Street	7A & 7B
<b>Kitchens &amp; Heating</b>	
Houston Street	2
Wellington Street	109
<b>Bathroom &amp; Heating</b>	
Neil Street	20, 22, 24, 26 & 28
<b>Re-Wires</b>	
Hope Street	1C
<b>Painterwork</b>	
Grieve Road	164, 172, 176, 178, 182, 184, 186, 192, 196, 202, 220, 224, 234, 238, 240, 242, 244, 246, 250, 260, 272, 290, 298 & 302
Inverkip Street	48, 48A & 50
Kelly Street	37 & 39
Kirn Drive	11, 13 & 19
Leven Road	7
MacMillan Drive	7 & 9
Sir Michael Court	1-8 & 9-16
South Street	32
Wellington Street	69, 71, 73, 75 & 77
<b>Common Fan Servicing</b>	
Dempster Street	67
Hope Street	1C
Kelly Street	41 & 43
Common Fan Servicing	Close No/Property No
Nelson Street	17, 19 & 21
Newton Street	21, 23 & 25
South Street	6A, 8, 10, 12 & 14
<b>Common Close Carpets</b>	
Inverkip Road	181, 183, 185 & 187
Inverkip Street	32

Exact start dates for the works have yet to be agreed, however, residents will be contacted in due course.

## 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 you

The success of the planned maintenance programme not only depends on the Association but also on the co-operation of the residents whose homes will be having works carried out. As such, the Association believe that it's 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 Senior Maintenance Officer, Christie Bain, on 01475 807000 or at [info@oaktreeha.org.uk](mailto:info@oaktreeha.org.uk)**

# ETON MESS CHEESECAKE

**SERVES 8 – 10**

**PREP: 20 mins plus at least 4 hours chilling.**

**No cooking time**

## Ingredients

- 100g butter, plus extra for the tin
- 200g digestive biscuits
- 375g mascarpone
- 420g full-fat cream cheese
- 150g icing sugar, plus 2 tbsp for the strawberries
- 1 vanilla pod, seeds scraped, pod reserved
- 225ml double cream
- 600g strawberries, hulled, larger ones cut in half
- 1 tbsp balsamic vinegar
- 10 shop-bought mini meringues
- edible flowers to decorate (optional)

## Method

Butter a 20cm springform cake tin and line the base with baking parchment. Put the biscuits in a plastic bag and use a rolling pin to bash them into crumbs – or blitz in a food processor. Melt the butter, then stir it into the biscuit crumbs, mixing thoroughly. Tip into the tin, press down to create a firm layer and put in the fridge for 1 hr to set.

Using an electric whisk, beat the cheeses, sugar, vanilla seeds and a pinch of salt until thick and smooth. Pour in the double cream and whisk until only just combined. Spoon the filling onto the base, smooth the top and return to the fridge for at least 4 hrs or overnight.

Half an hour before serving, put the strawberries in a bowl with 2 tbsp icing sugar, the balsamic and scraped vanilla pod. Mix once, then leave the strawberries to soften slightly and release their juices. Push 1/4 of the strawberries through a sieve along with the juices to create a thick purée – or blitz in a food processor.

To serve, run a knife around the outside of the cheesecake, release it from the tin, then top with the strawberries dotted with the meringues, crushing some as you go. Drizzle over the purée and decorate with flowers, if using.



# PARMA PORK WITH POTATO SALAD

**Serves 2**

**PREP: 15 mins**

**COOK: 15 mins**

## Ingredients

- 175g new potatoes, scrubbed and thickly sliced
- 3 celery sticks, thickly sliced
- 3 tbsp bio yogurt
- 2 gherkins (about 85g each), sliced
- ¼ tsp caraway seeds
- ½ tsp Dijon mustard
- 2 x 100g pieces lean pork tenderloin
- 2 tsp chopped sage
- 2 slices Parma ham
- 1 tsp rapeseed oil
- 2 tsp balsamic vinegar
- 2 handfuls salad leaves

## Method

1. Bring a pan of water to the boil, add the potatoes and celery and cook for 8 mins. Meanwhile, mix the yogurt, gherkins, caraway and mustard in a bowl. When the potatoes and celery are cooked, drain and set aside for a few mins to cool a little.
2. Bash the pork pieces with a rolling pin to flatten them. Sprinkle over the sage and some pepper, then top each with a slice of Parma ham. Heat the oil in a non-stick pan, add the pork and cook for a couple of mins each side, turning carefully. Add the balsamic vinegar and let it sizzle in the pan.
3. Stir the potatoes and celery into the dressing and serve with the pork, with some salad leaves on the side



# SHAREHOLDING MEMBERS

## - A Date for your Diary

The Association's Annual General Meeting will take place at the TONTINE HOTEL, Union Street, Greenock on TUESDAY 19th JUNE 2018 at 7.00 PM. All Shareholding Members will be invited to attend the AGM.

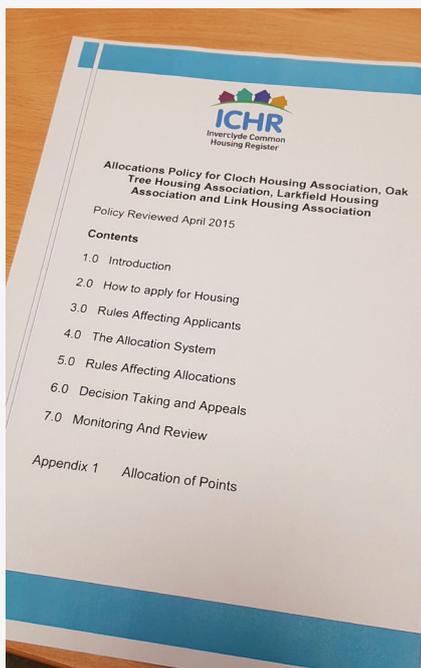
## OAK TREE MEMBERSHIP

Lifetime membership of the Association costs £1 and anyone 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 us on 807000.



# ICHR REVIEW OF ALLOCATIONS POLICY



The ICHR is carrying out a review of our Allocations Policy over the coming months. If you have any views or comments or would like to be involved in the review process please let us know. Our policy can be downloaded from our website <http://www.inverclydechr.org.uk/document-downloads> or we can provide a paper copy of this.

Solve each Magic Square Puzzle!  
The sum of every row, column and diagonal must be the same!

	7	
9		1
4		

	9	
3		
8		6

		2
1		
8	3	

		4
		3
6		8

		8
9		1
	7	

		6
3		7
		2

## CHANGE FOR THE BETTER.....



As part of our continued commitment to “change for the better” we have listened to your feedback and in response to your comments we have removed the Association’s “withheld telephone number” status for a trial period.

**When we phone you now the Oak Tree number “807000” will be displayed.**

We hope this helps and would be pleased to hear your thoughts.

# CUSTOMER CARE CHARTER

Following on from our Customer Care Charter update in our last newsletter – here is a handy infographic of our Customer Care Charter Service Standards

## If you phone us during office hours we will:



- answer your call within 20 seconds; give the name of the person you are speaking to;
- transfer your call to the relevant staff member or their voicemail; and
- call you back, if you have asked us to, by the next working day.

## If you write to us we will:

- send you a response within five working days; or
- if we cannot provide a full response at that time, tell you when you can expect to receive one.



## If you email us we will:

- email a response within five working days; or
- if we cannot provide a full response at that time, tell you when you can expect to receive one.



## If you contact us through social media we will:

- respond to your enquiry within five working days; or
- if we cannot provide a full response at that time, tell you when you can expect to receive one.



## In all our communications we will:

- use language that is easy to understand; and
- sign with our name and job title.



## If you visit us we will:

- do what we can to make sure you can get into our offices;
- treat you with respect and provide a high-quality service;
- see you within five minutes of your pre-arranged appointment time or, if you do not have an appointment, tell you approximately how long you will have to wait to speak to a member of staff;
- see you in a private room to keep the matter confidential;
- wear ID badges and give you our name and job title;
- arrange an interpretation service if English is not your first language; and
- provide an induction-loop system if you wear a hearing aid.



## If we visit your home we will:

- introduce ourselves and show our ID badges;
- arrive within 10 minutes of the appointment time or phone you if the appointment will be delayed or needs to be cancelled;
- treat you and your home with respect; and
- if you are not at home, leave a calling card telling you how to rearrange your appointment.



# CONTACT US

## There are many ways to contact us

Phone No: ~ 01475 807000 (General Enquiries)  
~ 01475 807001 (Repair Line)  
Email: ~ info@oaktreeha.org.uk  
Website: ~ www.oaktreeha.org.uk  
Text: ~ 07866 555 538  
Twitter ~ @OakTreeHA

Or call in to the office:

41 High Street, Greenock, PA15 1NR

### OFFICE OPENING HOURS

Monday 9:00am ~ 5:00pm  
Tuesday 9:00am ~ 6:00pm  
Wednesday 12noon ~ 5:00pm  
Thursday 9:00am ~ 5:00pm  
Friday 9:00am ~ 4:00pm

### Website



[www.oaktreeha.org.uk](http://www.oaktreeha.org.uk)

### Facebook



OakTreeHA

### Twitter



@OakTreeHA

## PUBLIC HOLIDAYS

Please note the office will be closed on the following dates:-

<b>Queen's Birthday Holiday</b>	Friday 25th May 2018
<b>May Weekend</b>	Monday 28th May 2018
<b>Greenock Fair</b>	Friday 29th June 2018 Monday 2nd July 2018
<b>September Weekend</b>	Friday 31st August 2018 Monday 3rd September 2018
<b>Christmas</b>	Tuesday 25th December 2018 Wednesday 26th December 2018 Thursday 27th December 2018
<b>New Year</b>	Tuesday 1st January 2019 Wednesday 2nd January 2019 Thursday 3rd January 2019