



OAK TREE HOUSING ASSOCIATION LTD

SPRING NEWSLETTER 2015

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TRY THIS

AFFORDABLE WARMTH £75 FOR 75'S



Inverclyde's Community Health & Care Partnership (CHCP) has provided funding to i.HEAT to alleviate fuel poverty in Inverclyde.

One element of the funding is to help households who have a member aged 75 years or over and if the household meets one of the 2 conditions then a payment of £75 will be made. Funding for 800 households is available across Inverclyde (this includes tenants and owner-occupiers).

This funding will only be allocated through an i.HEAT home visit. The household needs to be either

- a. in fuel poverty (10% of income on energy costs) or
- b. in fuel fear (selectively rationing their energy to reduce costs)

If this is the case then iHEAT will arrange for a cheque for £75 to be issued directly to the Customer. This funding is being offered in conjunction with ongoing i.HEAT support to encourage the

Customer to use their energy over the winter period.

Please note that funding is limited and will be on a first come – first served basis.

The Association has written to all the tenants where we believe either the tenant or the joint tenant is aged 75 or over. A number of tenants have been in touch and we have made a number of referrals to iHEAT so far. We are contacting the tenants who haven't yet been in touch as we want to make sure as many of our tenants as possible benefit from this money.

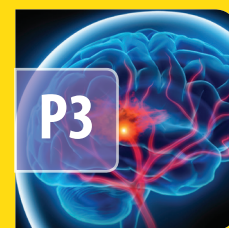
If you or someone in your household is over 75 and we haven't written to you or telephoned you about this, please get in touch as soon as possible. We relied on the information that we hold in our files to identify tenants but we might not always have accurate dates of birth on our system and we might have missed you.

TWITTER, TWEET, RE-TWEET, FOLLOWING, HASHTAG AND TRENDING

You may be a seasoned "tweeter" or you may be a novice, but why not check out our new Oak Tree twitter page. You won't only find out what we are up to but if you "follow" us you will also get up-to-date news about Inverclyde and beyond.

Find and follow us at: @OakTreeHA

TAKE A LOOK INSIDE



STROKE AWARENESS
Act fast



CENTRAL HEATING
Repair



VOID SCRUTINY
What a new tenant should expect

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

GETTING TO KNOW YOU

Staff in the Housing Services section have been working on the new Rent Setting Policy and preparing for Universal Credit which we now believe will affect residents in Inverclyde from October 2015 onwards.

The most accurate way for us to know whether or not your rent has been set in line with the Rent Policy is to visit your home to check what size your house is and what attributes it has.

We know how many bedrooms all our properties have but there are other features that we need accurate information on such as:-

- **Are the bedrooms doubles or singles?**
- **Is the kitchen large enough for a small table?**
- **Is there an additional wc?**
- **Is there a driveway or garage?**

Some visits have already been carried out and we don't need to visit everyone. For example some developments have houses or flats that have the same layout and are the same size so we can visit one property but use the information over a range of properties.

What we have found, however, is that visiting our tenants more regularly gives us the opportunity to update our information on your household – perhaps there is a new baby, or children have grown up and left home.

We also get the opportunity to meet you and find out if there are problems with the house or your tenancy and you get the chance to ask us any questions that you might not have yet phoned about or called into the office to discuss.

We can also speak to you about Universal Credit if we think you are

likely to be affected and give you more personalised advice on how it will impact on you. We can offer advice and if it's needed we can

- 1. Help you set up a bank account**
- 2. Help you access the internet and learn how to go "online"**
- 3. Help you with budgeting advice and set up a payment plan**

If we do call on you, there is no need to worry. It is simply to go over the information detailed above and for us to make sure that everything is going well with your property and the service we provide.

HOUSE EXCHANGE

The Inverclyde Common Housing Register (ICHR) has recently joined forces with www.houseexchange.org.uk the United Kingdom's fastest growing mutual exchange provider.

If you are a tenant of any of the ICHR landlords and are looking for a mutual exchange you will need to register on the new service **House Exchange**.

House Exchange is an easy to use website and matches your property to other likeminded individuals who are also looking to mutual exchange.

The unique '3 Way Matching Tool' on House Exchange will help you identify even more suitable swaps, further increasing your chances of finding a move.

The Inverclyde Common Housing Register has subscribed to House Exchange on your behalf therefore you won't have to pay a penny to use the service. Registration to House Exchange is quick and easy, all you need to do is fill in the online registration form and select the ICHR logo once you have clicked submit on the first page of registration.

If you need assistance registering with House Exchange please contact a member of the Inverclyde Common Housing Register team on 01475 807011 or by using the contact facility on the ICHR website.



STROKE AWARENESS



Facial weakness Arm weakness Speech problems Time to call 999

As you may know the Association achieved the Gold Healthy Working Lives Award a few years ago and continues to strive to maintain this award.

The aim of the award scheme is to develop health promotion and safety themes in the workplace.

Each year the Association joins in a national campaign to highlight awareness of certain health campaigns. This year we have chosen Stroke Awareness.

The Stroke Association came into our offices on 18 February and gave a talk about stroke as well as taking people's blood pressures. High blood pressure is the single biggest stroke risk, so we were delighted to be able to find out what our blood pressures were.

This year the Stroke Association will be raising awareness of stroke ... in purple style!

Their, 'Make May Purple for Stroke' is going to be about encouraging you and others to take part in something that is purple and fun! To sign up for more information, go to: <http://www.stroke.org.uk/strokemonth>

Some information about stroke in Scotland

There are over 120,000 people in Scotland living with the effects of stroke. Most people affected are over 65, but anyone can have a stroke, including children and babies.

A stroke is a brain attack. It happens when the blood supply to part of the brain is cut off causing brain damage. As the brain controls

everything we do, a stroke can affect our movement, language, sight, our thinking and our emotions. Although everyone's experience of a stroke is different, some of the effects are more common than others.

Recognising the Signs of a stroke: FAST

For many people a stroke happens suddenly and without warning. The effects on your body are immediate. You could be standing brushing your teeth in the morning and by the afternoon, you may be unable to walk.

The main symptoms of stroke can be remembered with the acronym **FAST: Face-Arm-Speech-Time**.

Face: Can the person smile? Has their mouth or eye drooped?

Arm: Can the person raise both arms?

Speech: Can the person speak clearly and understand what you say?

Time: If you see any one of these three signs, it's time to call 999.

What is a stroke?

There are two main types of stroke. The most common type of stroke (about 85% of cases) is caused by a blockage such as when a blood clot forms in a main artery to the brain.

Less commonly, (about 15% of cases) strokes are caused by bleeding in or around the brain. This type of stroke is called a haemorrhagic stroke such as a blood vessel bursting within the brain.

A mini stroke or transient ischaemic attack (TIA) happens when your brain's blood supply is interrupted for a very brief time.

The symptoms of a TIA are very similar to a stroke (such as weakness on one side of your body, problems speaking or loss of sight) but they are temporary – usually lasting a few minutes or hours. You should still treat a TIA as a medical emergency because your chances of having a stroke are significantly increased. So you should not ignore signs of a TIA – get medical help straightaway.

How Can you Prevent a Stroke?

Not enough people know it is preventable and there are things we can ALL do to significantly lower our risk of having a stroke. By watching what we drink, taking exercise and eating less salt in our diet we will be reducing the chances of having a stroke.

Smoking doubles the risk of having a stroke, so if you can, quit smoking and you'll be making a vast difference to your health.

Watch your blood pressure too. High blood pressure is the single biggest stroke risk, but as it shows no symptoms, you must get it checked by your GP.

Call the confidential Stroke Helpline on 0303 3033 100.

Website: stroke.org.uk

Email: info@stroke.org.uk

Textphone: 18001 0303 3033 100

Info on Life after stroke grants: www.stroke.org.uk/about-us/life-after-stroke-grant

OTHA RENT & SERVICE CHARGES

We recently wrote to all tenants to ask for their views on firmed up proposals for changes to the rent setting policy and on how we implement the changes going forward. The consultation on changes to how rents are set have been going on since November 2014 and we are now reaching the end of the consultation process. A number of meetings and interviews were held in February & March in addition to the survey.

Between 61-66% of tenants responding supported the areas chosen as high demand areas.

The percentage of tenants agreeing or strongly agreeing with the different proposals on how the changes should be implemented are shown below:

- **The changes either up or down will be implemented over several years - 79%**

- **Rents will be reset when properties become empty - 75%**
- **There are likely to be higher or lower annual increases in areas where the rents are going up or down - 61%**
- **There should be a limit to the maximum increase for any property with an existing tenant affected by these changes - 86%**

There were a number of useful comments including:

Tenants who think the rent should be much the same no matter what the differences in the property, size or areas may be.

Different views on how long it should take to introduce this type of change. One person thought there should be a fixed period and not be open ended.

Issues with affordability or the reasonableness of any increase were raised by several tenants.

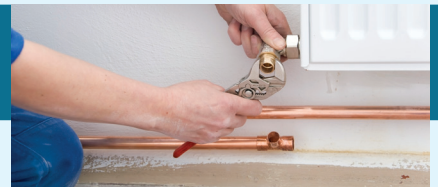
A number of tenants asked for a home visit to find out what the changes in the rent setting policy would mean for them. As we had a number of these requests we are working through these over a few weeks, but please contact your housing officer if you think we have missed your request.

Thank you to everyone who responded to our survey. The Management Committee took the feedback into account when setting the rent increase for 2015/6 and many tenants had no increase in their rent this year as a result. The final decision on the changes to the Rent Policy will take place on 30th March 2015.

The results of the consultation have been:

Policy Change	Percentage of survey responses which agreed or strongly agreed
Rents in all areas will be set under the same policy	85%
The premium charged for a property being new build has been halved	62%
Small reduction in rent where there is no drying green available	83%
Houses and main door flats to have a higher rent than flats	71%
A charge for multi-use rooms	45%
Removal of the service charge for the common electricity supply to flats	71%

CENTRAL HEATING SYSTEM ISSUES



- **Do you find that you are continually having problems with your central heating system?** If yes, when telephoning our repair line, please advise us of the ongoing issues with your heating system. This will alert Oak Tree Housing staff to advise our gas contractor, Gas Sure (James Frew) that there appears to be an underlying problem with your central heating system. The association can then ask that a more thorough examination of your heating system to be carried out or, alternatively, we can ask that a different engineer is assigned to look at the heating system in order that we can get a second opinion on any faults with your boiler.
- Annual Gas Servicing – on occasions our gas contractor may not be able to show for an annual gas servicing

appointment. This may be due to the gas engineers being pulled away from servicing jobs in order that they can deal with a large number of incidences where tenants are left without central heating / hot water. Whilst we apologise for any inconvenience that this may cause you I hope that you can appreciate that there are often circumstances out with the contractor's control. I can advise however that the association has asked our contractor / gas engineer contact you as soon as they realise that they won't be able to meet the specified appointment time. If acceptable to you then the servicing could be carried out that evening, or, alternatively they should arrange another mutually convenient appointment with you.

- For your information we do not carry out any gas servicing works

to central heating systems in our shared ownership properties.

- Finally, if you have had an annual gas service where the gas supply has been capped, due to there being no gas / power at the time of the service, then, if wishing for the gas meter to be uncapped and an annual service carried out then this must be done during normal office hours. As you can no doubt appreciate the out of hours service is there to try and repair central heating systems that have broken down, (within a four hour response time), and not to carry out annual gas service visits.

If you have any issues with your annual gas servicing / central heating system then please contact the association and we will do our best to resolve any issue that you may have.

SPECIAL GENERAL MEETING

We held a Special General Meeting on 16th February 2015 to seek Members approval for the Association to update its rules and to adopt Charity Status.

Our Chairperson Jackie McKelvie explained to members the Committees rationale on seeking to become a Charity and our Group Depute Director Anne Culley gave a presentation to Members on the proposed new rules.

We are delighted to advise you that our Members voted in favour of updating our rules and for the Association to become a charity.

Some formal procedures still have to be gone through with the Scottish Housing Regulator, Financial Conduct Authority and the Office of the Scottish Charity Regulator. We will therefore update you further in our next Newsletter.

Thanks to our Members who attended on the night.



2015/16 PLANNED MAINTENANCE PROJECTS

The table below shows where works are planned next year.
Please contact Sean Marshall for further details if required.

WORKS	ADDRESSES		PROPOSED SITE START
Flat Entrance Doors	6 & 8 Murdieston Street		May-15
Kitchens & Bathrooms	Kitchens Overton 69 & 71 Dempster Street 10 Princes Street 124 West Blackhall Street	Bathrooms 69 & 71 Dempster Street Bowfarm Ph 1A 23-29 Nelson Street	Aug-15
Heating	Fancy Farm 62-68 Kelly Street	McKelvie Court 3-7 Hope Street	Jun-15
Painterwork (Contract 1)	Bow Farm Ph 3 Brambling Road Grieve Road (new build) Osprey Road Redpoll Place Sandpiper Lane (cottages) Sisken Close Wheatear Close Wren Road Dornoch Grove	Golspie Drive Kirkwall Road Stromness Place Pennyfern Cottages 76 Belville Street Greenbank Mews 181-187 Inverkip Road 27 Mearns Street 5 Plover Lane 10 Sandpiper Lane	Apr-15
Painterwork (Contract 2)	3 Argyle Street 53 West Blackhall Street 67-71 Dempster Street 97 Holmscroft Street 3-7 Hope Street 46 & 52 Inverkip Street 152 Inverkip Road John Campbell Court Union Street	62-68 Kelly Street 6 & 8 Murdieston Street Muriel Blue Court 20, 22, 24, 25, 27, 30, 35 & 37 Nelson Street 1, 1A, 3, 5, 7, 13 & 15 Newton Street 71 & 73 Nicolson Street 2 & 4 South Street	Aug-15
Re-Wires	Fancy Farm	6 & 8 Murdieston Street (flats and common electrics)	Feb-16
Common Fan Servicing	23, 25, 27 & 29 Nelson Street	10 Princes Street	Oct-15

CUSTOMER CARE

Target Area	Task Targets	Within Target Times (annual %)	Comments April 2014 – June 2014	Comments July 2014 – Sep 2014
Customer				
Check new housing application, point and process	10 working days	95%	99%	99.8%
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%	97.2%	97.6%
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 in office reception area. Customer shouting at staff. Abusive and threatening. Letter from HM advising not to attend our office for 1yr, contact must now therefore be in writing.	One incident – tenant shouting and swearing at staff member. Tenant advised not acceptable; if further incidences of being verbally aggressive, the Association will refuse to deal in person or by telephone and will insist all communication is made in writing.

*Jan 2014 – March 2014 statistic was 95.4%

*April 2014 – June 2014 statistic was 97.2%

CUSTOMER CARE WINNERS

Name	Month
J Williamson	February 2015
Name withheld	January 2015
W. Callander	December 2014

Congratulations to all our winners who received a

£10
Tesco Voucher.

PEST CONTROL

Every year we receive many calls from our tenants requesting help and advice on dealing with many annoying insects and pests. Below is some information on how pest control can be resolved.



Ants & Other Insects

Garden Ants, although not classified by Environmental Health as a public health threat, they are a nuisance and can be difficult to get rid of.

Garden Ants usually nest outdoors in grass, under slabs and in flower decks. Although they do live outdoors they can and do find their way indoors through gaps in brickwork, at windows and doors etc. in search of foods. Removing any spillages of foodstuffs and ensuring that sweet foods, in particular, are stored securely in containers will help discourage ants from entering your home.

You can treat areas affected by ants and other crawling insects but you have to be thorough in your methods. You should apply a residual insecticide for crawling insects that can be bought fairly cheaply at DIY stores and garden centres. It is however very important that you read the instructions carefully before applying any insecticide. Generally speaking insecticide should be applied at the entrance to any nest and/or at areas where you find ants entering your home. You should also apply the insecticide where waste and other service pipes enter and leave the building.

The same advice and information can be applied when dealing with spider mite or any other crawling insects such as cockroaches and the dermestex beetle.



Wasps & Bees

If you discover a wasp's nest you should not disturb the nest in any way, as you may provoke an attacking swarm of wasps. Most wasp nests are however located in isolated areas of buildings such as in the eaves of a roof.



If you discover a wasp's nest, then please contact Oak Tree Housing Association and we will arrange for Inverclyde Council's Environmental Services to deal with the problem.

If you discover a bee's nest, then these cannot be disturbed in anyway. If a bee's nest is causing a serious nuisance then only a registered Bee Keeper can remove it. Fortunately, an instance of bee's nest being discovered in our properties is very rare.

Birds

We occasionally receive reports of other creatures setting up home in our buildings. Squirrels and birds in loft areas are a fairly common scenario.

Should you suspect that you have such a case then please contact the association. We will endeavour to seal off access points to the affected areas and make good any damage caused.

If you have any questions on Pest / Vermin control then do not hesitate to contact the association and we will give advice on what steps can be taken to deal with a particular problem.

WEB PORTAL & TEXT MESSAGING



HOUSING SOFTWARE

The Association uses a computer software package called SDM and we are working towards adding features to improve our service.

Web Portal

This will be a feature added to our existing website which would allow our customers to view their rent account and repairs accounts by "logging" into the website. If you are familiar with on-line banking or checking your phone bill or utility bills on-line then you should find it very easy to use. You will be able to:-

- **View recent transactions and check your balance**
- **Print online statements**
- **View recent repairs history**
- **View outstanding repairs**

- **Place repair requests**
- **Make online payments**
- **Update your details**
- **Request a meeting**

Customers can request a login and password that we will issue to you. It is hoped that this will be available from 1 April 2015 and if you would like a login and password please let us know. We are keeping a list of interested customers and will be in touch with you as soon as possible after 1 April so you can get access to your accounts.

Text Messaging

At the moment we use text messages as a way of contacting tenants and have tended to mainly use this method when we want to contact you about your rent account.

We want to develop this service further and allow you to reply from your mobile. There are a number of ways we could use texting – here are just a few examples:-

- **To let you know that your repair order has been raised**
- **To remind you that your gas service is due**
- **To confirm that an appointment has been made**
- **To ask you if you were happy with your repair**

The success of this relies on us having an up-to-date mobile number for you. You may find that if you are contacting the Association in future we will ask you to confirm your number.

The Association would welcome any comments that you may have on what we believe will be improvements to our service. We are always looking for ways to improve the way we contact our customers.

ALLOCATIONS POLICY



The Inverclyde Common Housing Register is reviewing its Allocations Policy in light of changes to the Housing (Scotland) Act in 2014.

We are also purchasing a new software system and plan that this will be live later in the year. We will be consulting with applicants, tenants and community organisations with any proposed changes.

TWITTER

The ICHR has joined the Twitter masses, make sure you follow us @ **InverclydeCHR** and be the first to see our up and coming properties.

We will be tweeting updates to you about properties, outcome reports, news items and anything else we think you will be interested in.

Scan on the QR code to follow us @**InverclydeCHR**.



VOID SCRUTINY GIVING GREAT FEEDBACK

In our last newsletter, we told you how we were getting good feedback so far on our void standard from tenants taking part in void scrutiny events! As tenants, those taking part are uniquely placed to tell us what a new tenant should expect from the standard of their new home.

Small groups of tenants have been looking in detail at properties just ready to let:

- **To get detailed feedback on the new void standard**
- **To review the differences between voids in different areas where the standard may differ**
- **To measure our success against holding the contractor to the new void standard in respect of cleanliness, quality of work**
- **To see if our new void standard meets our tenants' expectations**
- **To drive improvement in our void standard**
- **To help us identify why some areas, house types, flats are low demand**

Hazel Aitken, Housing Manager who is leading the events, has said the comments from people who have seen more than one empty property have been particularly useful.

The scrutiny events have been carried out in a range of types and age of property. So far the properties visited have been:

83 Holmscroft Street 0/1

21 Kirkwall Road

12 Tasker Street

8 Murray Street

6 Stonehaven Road

Comments on ways in which the standard has been met:

- **Level of work completed - didn't realise so much was done**
- **New tenant can move in straight away, property in good condition**
- **All work carried out before the tenant gets the keys. This saves arranging access for tradesmen after the tenant moves in**
- **Any damage is recharged to the tenant**
- **Bathroom and kitchen good size**
- **Cupboard space**
- **Left a good standard**
- **How neat and clean the property has been left**
- **Happy with all works carried out**
- **Emphasis on health and safety important**
- **Lights switches and sockets etc good for health and safety**
- **High level of inspection and delivery**
- **Nice large kitchen**
- **Property being structurally sound is more important than decor**

Comments on ways in which the standard: has been not met

- **Surprised that asbestos checks needed. Thought this would have been dealt with previously when heating etc replaced**
- **What changes would they like to see?**
- **Improve decoration standard - perhaps paint doors**
- **Regarding decoration - each property should be considered independently, if smoke damage covered the decoration, but other than that leave it to tenants own taste as money may be wasted**
- **Follow up visits in new build houses important**
- **Not keen on the open plan frontage of the house as lack of privacy between neighbour's front door. If you don't get on with your neighbour it would be very awkward**
- **Nothing - standard met**
- **More work being done in the garden and fencing**
- **Outside of the property is unsafe (advised that commitment made to new tenant to do it in the spring)**
- **If decor very bad - Association painting the walls instead of giving an allowance.**

Other comments given:

VOID SCRUTINY GIVING GREAT FEEDBACK



Noted that there was dog poo on the street and recycling bins out. They had a discussion about the dog fouling initiative that has been ongoing and discussed how to report problems to the council via their website.

Discussion took place about whether or not to paint new doors. Tenant wouldn't want doors painted.

Liked the porch and patio doors in this property.

Initially thought that decorations allowances should be more routinely given but after discussion felt it was not necessary as tenants

would be happy with the house and do the work themselves.

More money could be spent on fencing as young families want to spend any money they have inside their home.

Suggestion that decoration very bad then Association should paint the room but also appreciated that the rates the Association would need to pay their contractor would be more expensive than a tenant paying someone to do it for them. One tenant keen to get involved in another visit but it would need to be nearby.

Thanks very much to those tenants taking part.

Marianne Wilson, Elizabeth Sweeney, Wilma Bonnar, Sara Crawley, Bernadette Bonner, Mr Arthur Nash, Donald Hardie, George Barr, Mr Hardie, Mr A Nash, Wilma Bonner, Sara Crawley, & Mr Gary Bradley.

We are still doing more visits to empty properties as the feedback has been so useful. We would love to have your input to help us improve. If you would like to take part, contact Hazel Aitken. There will be a follow up meeting to discuss the results and agree any changes in our standard going forward. This is now likely to take place in April.

EQUALITY ACADEMY



In our winter Newsletter you may have read the article regarding the Glasgow Centre for Inclusive Living and the fact that the OTHA Group which incorporates Oak Tree Housing Association and Cloch Housing Association had agreed on an Internship in conjunction with GCIL to work with us for 13 weeks, regarding our Social Media requirements and that Richard Browning was appointed as our Intern.

I am delighted to let you know that following the end of this Internship, OTHA & CHA have appointed Richard Browning to a two year fixed term post, to continue in his efforts with us to establish more of a social media presence for both Associations, in addition to carrying out some other internal work related to media matters.



For more information about the GCIL Equality Academy please go to :-www.gcilequalityacademy.org.uk

EQUAL OPPORTUNITY POLICY REVIEW

The Association are currently reviewing our Equal Opportunity Policy. Oak Tree Housing Association promotes equal opportunity as a strategic organisational value.

This is closely linked to our organisational commitment to promote social justice.

Our reviewed equal opportunity policy will set out the framework of principles that we incorporate

throughout all of our services. This includes employment and housing services. This process is known as mainstreaming of equal opportunity into practice.

Our policy objectives will describe the core activities that we will incorporate throughout all of our services, including employment practices.

We review this policy every three years, or earlier if required, due

to changes in law or relevant guidance.

When we review this policy, we do this in consultation with staff, tenants and other service users through our Tenant Participation Strategy.

We will therefore be working with all our stakeholders and anyone else who is interested, regarding this policy review, over the coming months.

STAFFING NEWS

Gillian McKay who was our temporary Housing Administration Assistant, left our employment on 9th January 2015.

Alana Montgomery has now joined the Association as our new temporary Housing Administration Assistant to work with us until 31st March 2016.



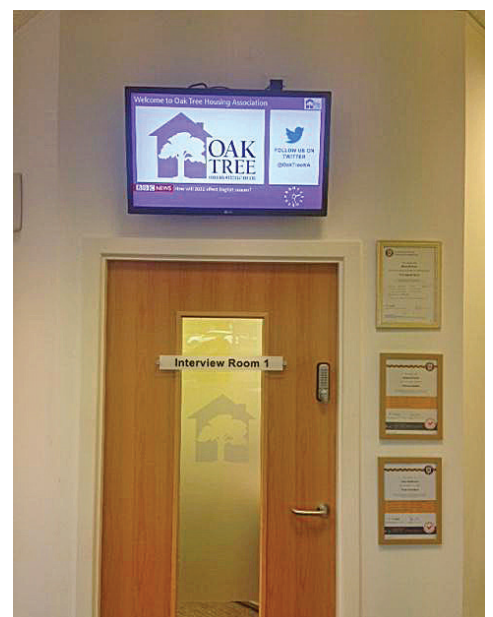
Alana

HEALTHY WORKING LIVES



Staff recently enjoyed a walk around the Inverclyde area as part of our continuing commitment to our Healthy Working Lives programme

SOLUS SCREEN



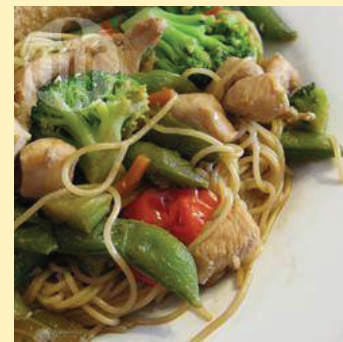
Next time you are in the office please have a look at the continually updated local information displayed on our new Solus Screen

CHINESE NOODLE CHICKEN

Ingredients

(Serves 4)

- 4 skinless, boneless chicken breast fillets
- 1 tablespoon vegetable oil
- 60g sliced onion
- 180g broccoli florets
- 2 carrots, julienned
- 200g mange-tout
- 350g Chinese noodles
- 60ml teriyaki sauce



Method

Prep: 5 mins > Cook: 15 mins > Ready in: 20 mins

1. In a large frying pan brown chicken in oil, stirring constantly until juices run clear.
2. Add the onion, broccoli, carrots and mange-tout. Cover pan and steam for 2 minutes.
3. Add the Chinese noodles and teriyaki sauce. Stir noodles into chicken/vegetable mixture, making sure they are coated with sauce. When the noodles wilt, serve.

RHUBARB CRUMBLE TART

Ingredients

(Serves 6)

For the Crumble:

- 200g plain flour
- 110g cold butter, cubed
- 75g soft brown sugar

For the Tart:

- 1 shortcrust pastry recipe for a 23cm tart (or pre-made pastry case)
- 400g rhubarb, chopped into chunks
- 100g caster sugar



Method

Prep: 20 mins > Cook: 30 mins

1. Preheat the oven to 190C/gas mark 5.
2. In a large mixing bowl, combine the flour, cubes of butter and sugar. Rub the butter into the flour using your fingertips until the mixture looks like fine breadcrumbs.
3. Arrange the rhubarb in the prepared pastry case and sprinkle the sugar over the rhubarb.
4. Scatter the crumble mixture over the rhubarb evenly but try not to make it too thick. If you have extra crumble – transfer it into a food bag and freeze to use another time.
5. Place on a baking tray and bake for 30 minutes, or until the top is golden.

SPOT THE DIFFERENCE

Can you find the 12 differences?



CONTACT US

Have you changed your phone number? Need to update your details? Report a repair? Pick up an application form? Discuss your rent? Request an alteration? Make a complaint? Discuss your property?

Please contact us:-

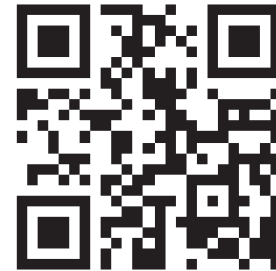
Phone No: ~ 01475 807000 (General Enquiries)
~ 01475 807001 (Repair Line)
Email: ~ info@oaktreeha.org.uk
Website: ~ www.oaktreeha.org.uk
Text: ~ 07866 555 538
Twitter ~ @OakTreeHA

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



PUBLIC HOLIDAYS 2015/2016

Good Friday	Friday 3rd April 2015
Easter Monday	Monday 6th April 2015
May Day	Monday 4th May 2015
Queen's Birthday Holiday	Friday 22nd May 2015
May Weekend	Monday 25th May 2015
Greenock Fair	Friday 3rd July 2015
	Monday 6th July 2015
September Weekend	Friday 4th September 2015
	Monday 7th September 2015
Christmas	Friday 25th December 2015
	Monday 28th December 2015
	Tuesday 29th December 2015
New Year	Friday 1st January 2016
	Monday 4th January 2016
	Tuesday 5th January 2016