

OAK TREE NEWS

THE OFFICIAL NEWSLETTER OF OAK TREE HOUSING ASSOCIATION

OAK
TREE
HOUSING ASSOCIATION LTD

AUTUMN 2026



Welcome to Our Autumn Newsletter

As we move into autumn, I am pleased to welcome you to the latest edition of Oak Tree Housing Association's newsletter. Inside, you will find updates about our services, our performance and the work taking place across your homes and communities.

Our Annual General Meeting was held in August, giving members an opportunity to hear about the progress made over the past year. We are also actively recruiting new Management Committee members and hope to welcome successful applicants during October. If you are interested in becoming involved with Oak Tree, we would be delighted to hear from you.

We are continuing to develop our new Customer Hub, which we expect to introduce towards the end of the year. This forms part of our Customer First approach and is intended to make it easier for customers to contact us, access services and have their enquiries dealt with as efficiently as possible. We will provide further information as this work progresses.

This edition includes important information about changes to housing law. From 6th October 2026, new damp and mould requirement, often

referred to as Awaab's Law will introduce clear timescales for landlords to investigate reports of damp and mould, provide tenants with their findings and begin any necessary repairs.

We are also progressing our new Business Plan for 2027-2032. This will set out our priorities and ambitions for the next five years, and it is important that these reflect the needs and views of our tenants and communities. We would therefore appreciate your input and will share details of how you can get involved and have your say.

You can also read about our performance, customer service standards, landscaping work, complaints arrangements and how we protect your personal information. I hope you find this edition useful and informative, and I thank you for your continued engagement with Oak Tree.

Sean Connor
Chief Executive



Office closure

Our Office will be closed on Friday 25th and Monday 28th September 2026 for the September Weekend Holiday. Information on our Emergency Repairs Service that will still operate during this period, can be found here <https://www.oaktreeha.org.uk/reportarepair/>

**Fri 25th &
Mon 28th
Sept 2026**

**INSIDE
THIS ISSUE**

AGM
UPDATE –
PAGE 4

AWAAB'S
LAW –
PAGE 7

BUSINESS
PLAN –
PAGE 18

OUR NEXT
CONVERSATION
CAFÉ – PAGE 19

Celebrating 25 Years Together

Our 25th Anniversary celebrations have been in full swing and it's been great to see so many residents, community members and schools getting involved along the way.



Gala Day

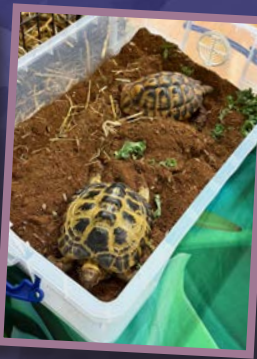
One of the highlights so far has been our recent Gala Day, which took place in Greenock Sports Centre on the 12th of August and was a fantastic success. We had inflatables, face painting, live animals, entertainment, games, crafts, food and a raffle, all for free for our community to enjoy!



We also held our 'Oak Tree Mascot' competition at the event, giving children the opportunity to get creative and design our mascot. Congratulations to our winner, John Forsyth, alongside all the other brilliant entries!



It was great to see so many familiar faces at the event celebrating this milestone with us. Thank you to our staff who organised the event, our contractors for their kind raffle prize donations, and our community for enjoying the day alongside us.



'Homes of the Future' Competition

We have also worked alongside local primary schools for our 'Homes of the Future' competition, encouraging pupils to get creative and share their ideas for what homes might look like in years to come. We loved the imagination and innovation in all the entries, which made it very difficult to choose our winners! Thank you to everyone who took part and congratulations again too our winning entries.



Throwback Thursdays

Our 'Throwback Thursday' social media posts have provided a trip down memory lane, looking back at how our homes and communities have changed over the past 25 years.

The response from our tenants has been fantastic, with many of you sharing your own memories and stories with us.

Keep your eyes peeled for further activities still to take place as we continue to celebrate our anniversary year. Thank you to everyone who has taken part and helped make the celebrations so special.

AGM Highlights:

Members Hear About a Year of Progress at Oak Tree

Oak Tree Housing Association held its 2026 Annual General Meeting on 11th August 2026 in a hybrid format, welcoming members in person and online. The meeting gave members the opportunity to hear about the Association's work over the past year, approve key business items and take part in the life of the Association.

During the meeting, members approved the minutes from the 2025 AGM and received the Chairperson's Report for 2025/26. The report highlighted continued financial strength, investment in homes, progress with the Customer First approach and new Customer Hub, digital improvements, environmental services, and strong partnership working across Inverclyde. Members also heard about Oak Tree's ongoing focus on good governance, value for money and supporting tenants and communities.

The AGM also covered donations to local charities, the adoption of the 2025/26 Annual Accounts and Audited Report, and the re-appointment of TC Alexander Sloan as external auditors.

Members were updated on the Management Committee, with Nance Smith, Olive Yiga and Ayo Oni elected unopposed. They join existing Committee Members, Sandra McMenamin, Margaret McKay, June Glancy, Ronny Lee and Kirsty Wilson. Further information about our Committee including how to join the Management Committee can be found on our website - <https://www.oaktreeha.org.uk/our-management-committee/>

Thanks were recorded for outgoing members Jim McEleny, Willie Wilson, Veronica Rasmussen and David Robinson for all their support, time and dedication to Oak Tree Housing Association.

The evening closed with thanks to Members, the Management



Committee, staff, partners and the Administration team. Following the formal business, attendees enjoyed a prize draw, followed by a buffet and refreshments.

If you would like to attend next year's AGM, you need to be a Share Member. Please contact us and we will send you an Application Form, which should be returned with the £1 membership fee.

We look forward to welcoming more members at next year's AGM.



CHANGES TO HOUSING LAW: WHAT THIS COULD MEAN FOR YOU

New housing law changes are due to come into effect in Scotland during 2026. Some of these changes may affect tenants' rights and the way social landlords provide services, including support for people experiencing domestic abuse, requests to keep pets, succession rights and how some rent notices can be sent.

Support if you are experiencing domestic abuse

From 1 August 2026, social landlords will be expected to make sure appropriate support is available where there is reason to believe a tenant has experienced, is experiencing, or may be at risk of domestic abuse.

Domestic abuse can include physical or psychological harm, whether as a single incident or a pattern of behaviour. If you are worried about your safety or someone else's, contact your landlord or a specialist support service. New rights are being introduced for victims, alongside a new eviction ground, ground 15A, for perpetrators.

Other changes coming from 1 August 2026

Keeping a pet in your home

From 1 August 2026, Scottish Secure Tenants will have the right to ask for written permission to keep a pet. Landlords must consider requests fairly and must not refuse permission without a reasonable reason.

If you apply for permission, your landlord will need to reply in writing within one month. The reply should tell you whether permission has been granted, whether any conditions apply, or why permission has been refused. If no reply is sent within the required time, permission will be treated as having been given.

Succession rights after a tenant dies

Succession is the process where someone may be able to take over a tenancy after a tenant dies. From 1 August 2026, the rules will change for deaths that happen on or after that date.

The person applying to succeed to the tenancy will normally need to have lived in the home as their only or main home for at least 6 months before the tenant's death. This is a reduction from the previous 12-month period.

Your landlord still needs to have been told that the person was living in the home before the six-month qualifying period began. This means it is important to keep your household details up to date.

If someone qualifies to take over the tenancy but decides not to, they may have the right to stay in the home for up to 6 months from the date they tell the landlord they are declining the tenancy.

If you think succession may affect your household, contact your Housing Officer for advice. They can explain what information is needed and what the rules mean for your circumstances.

Receiving some notices by email

From 1 August 2026, some notices about rent or other charges may be sent electronically, such as by email, but only if both the tenant and landlord have agreed this in writing.

This change only applies to notices about increases in rent or other charges. Other important legal notices, such as Notices of Proceedings, cannot be sent to tenants electronically under this change.

What happens next?

If any of these changes may affect you, or if you have questions about your tenancy, please contact us for advice on **01475 807000** or **info@oaktreeha.org.uk**

Keeping Our Policies Up to Date

At Oak Tree Housing Association, we're committed to being open, transparent, and accountable in everything we do. That's why we regularly review our policies to make sure they remain up to date, relevant, aligned with current legislation, regulatory requirements and best practice standards to meet the needs of our tenants and communities.

In line with our established policy review timetable, a number of our policies have recently been renewed and approved. Regular reviews help us to maintain high standards of governance, transparency and service delivery while ensuring we continue to meet the needs of our customers, colleagues and stakeholders every day.

All approved policies are available to view on our website at [https://www.oaktreeha.org.uk/](https://www.oaktreeha.org.uk/governance-hr-documents/#Policies)

[governance-hr-documents/#Policies](https://www.oaktreeha.org.uk/governance-hr-documents/#Policies) in the Policies section. We encourage everyone to take the opportunity to familiarise themselves with the documents and understand how they support our work and decision-making.

We believe that listening to our tenants and stakeholders helps us improve. We always welcome feedback, comments, and suggestions on our policies and the way we work. Your views are important to us and help ensure that our services continue to reflect the needs and expectations of the people we serve.

Thank you for your continued support and engagement with Oak Tree Housing Association. We look forward to hearing your views and working together to deliver the best possible outcomes for our community.

View our policies online: www.oaktreeha.org.uk



Damp, Mould and Condensation

From 6th October 2026, new rules known as Awaab's Law will strengthen protection for tenants affected by damp and mould. Once we are notified of a problem, we must arrange for someone to investigate within 10 working days and provide you with a written summary within three working days of completing the investigation. If substantial damp or mould is found, the necessary work must begin within five working days and will normally be completed within a further 20 working days.

If you notice damp, mould or condensation in your home, please report it to our Property Team as soon as possible. We will investigate the underlying cause and take appropriate action to help prevent the problem returning. Please also tell us if anyone in your household has a health condition that may make them particularly vulnerable, or if you need information in another language or accessible format.

Alterations To Your Home

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

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

reasons for refusal within one month of receipt of your written application.

If you have carried out an alteration without permission and does not meet our approval, you will be asked to remove the alteration. The Association are also entitled to restore the house to its previous condition during, or at the end of, your tenancy with the costs being your responsibility. If you are unhappy about our refusal, you have the right to make application to the Sheriff. You can appeal against the refusal or the conditions we have given.

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



Condensation and Mould Growth Advice

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

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

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

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

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

Condensation

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

Why are you getting Condensation?

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

When is it a problem?

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

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

How do you know it is Condensation?

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

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

What can you do about it?

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

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

It is important that your heating system is checked regularly so that it works efficiently

Try to leave some background heat on through the day in cold weather. Most dwellings take quite a long time to warm up, and it may cost you more if you try to heat it up quickly in the evenings

If you can't afford to spend more on fuel due to high quarterly bills, ask your fuel supplier about their budget schemes, which help spread the cost of fuel.

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

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

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

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

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

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

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

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

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

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

First steps against mould

Treat any mould you may already have in your home then do what you can to reduce condensation. This will restrict new mould growth.

Do not disturb mould by brushing or vacuuming, this can increase the risk of respiratory problems.

Wipe off mould growth immediately with water. Do not use washing up liquid.

To kill and remove mould growth, wipe down affected areas with a fungicidal wash or

spray. This is available from hardware, DIY stores and supermarkets. Choose a product which carries a Health & Safety Executive "approval number". Always follow the instructions carefully. **Do not use bleach.**

Dry – Clean clothes affected by mildew and shampoo carpets.

After treatment, redecorate using a good fungicidal paint to help prevent mould recurring. This paint is not effective if overlaid with ordinary paint or wallpaper.

Electrical Installation Inspections

The Association staff would like to thank those tenants who co-operated and provided access to allow statutory Electrician Inspections. The inspection and certification process is a legal requirement, and the Association must undertake these works every 5 years to meet our statutory responsibilities.

If you are contacted by our contractors, Cranford Electrical or Alwurk Electrical Ltd regarding an appointment, we would appreciate your assistance in providing access.



OAK TREE HOUSING ASSOCIATION'S ADAPTATION SERVICE

The Association would like to remind its tenants of the adaptation service it provides to support the housing needs of people with disabilities.

We work closely with the Inverclyde Centre for Independent Living (ICIL) who have trained Occupational Therapists (OT's) who can assess the particular needs of individuals to determine what adaptations are best suited to allow them to continue living in their home in the degree of comfort they would normally expect from modern day living.

If you have a disability and believe you might benefit from the Association's adaptation service or you know of a family member or a friend who might also benefit from an adaptation, then please contact the ICIL on **01475 714350** to arrange for an OT to visit and assess requirements.



If the OT considers an adaptation will be of benefit, then he or she will make the necessary referral to the Association. The Association will then review the request and if appropriate, ensure the work is added to its adaptations programme and have the work carried out as soon as practicably possible. Subject to available funding, adaptations will be categorised in accordance with the OT's recommendations.

The following is a list of typical adaptations that can be undertaken to aid and assist individuals with their particular disabilities. This list is not exhaustive and other adaptations may be considered. It should however be noted that there are cases where it will not be appropriate for the Association to carry out or consent to an adaptation.

Typical Adaptations Work

- Over bath showers
- Level access showers
- Wet floor areas
- Handrails (internal and external)
- Access ramps



Scottish Housing
Regulator

Oak Tree Housing Association Ltd

Engagement plan

from 1 April 2026 to 31 March 2027

Regulatory status

Compliant

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

We don't require any further assurance from Oak Tree Housing Association Ltd (Oak Tree) other than the annual regulatory returns required from all RSLs.

Regulatory returns

Oak Tree must provide us with the following annual regulatory returns and alert us to notifiable events as appropriate:

- Annual Assurance Statement;
- audited financial statements and external auditor's management letter;
- loan portfolio return;
- five year financial projections; and
- Annual Return on the Charter.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.

Our lead officer for Oak Tree Housing Association Ltd is:

Dean Reynolds
Regulation Manager

Tel: **07769 287 740**

Email: **dean.reynolds@shr.gov.scot**

Landlord Performance 2025/26

The Scottish Housing Regulator (SHR) has recently published its National Report on the Scottish Social Housing Charter for 2025/26.

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

You can check our Oak Tree's performance for 2025/26 against the Charter on the Scottish Housing Regulators <https://www.housingregulator.gov.scot/landlord-performance/landlords/oak-tree-housing-association-ltd/>



Customer Care Prize Winners

We value feedback from our customers and, to help us continue improving, we hold Customer Care Days twice a month. If you visit the office on one of these days, you may receive a text or email inviting you to complete our Customer Care Survey about your experience.

As a thank you for taking part, you'll be entered into our monthly prize draw to win a **£10 Tesco Gift Card**. Our winners are listed opposite:

Customer Care Prize Draw Winners

Date	Name
April 2026	Name Withheld
May 2026	Brian Wright
June 2026	David Windmill



Scottish Housing Regulator

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



Scottish Housing
Regulator

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

What is a serious concern?

When your social landlord:

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

Examples of a serious concern

(Please note these examples are not exhaustive)

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

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

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

Customer Care Statistics

Quarter 1 Apr–Jun 2026

Answer incoming telephone calls 

96.6%

Target 95% – to answer all incoming telephone calls within 20 seconds. Monitored through the export of data from our telephone system.

Return telephone call 

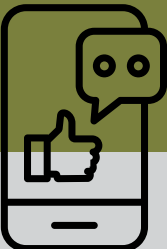
99%

Target 100% – to return all telephone calls by the end of the next working day. Monitored through checking complaints, call back register and customer care surveys.

Email response 

100%

Target 100% – to reply to all emailed correspondence within 5 working days. Monitored through checking complaints register and customer care surveys.

Social Media response 

100%

Target 100% – to reply to all messages within 5 working days. Monitored through checking Facebook inbox and comments.

Time to wait for an appointment to see specific member of staff 

100%

Target 95% – same or next working day. Monitored through survey carried out twice per month (rotating days)

Appointments kept/attended on time 

100%

Target 100% – to see all visitors within 5 mins of agreed time. Monitored through survey carried out twice per month (rotating days)

Acknowledge or fully respond to a written enquiry 

100%

Target 100% – within 5 working days. Monitored through our incoming mail register

Behavioural Code of Committee, Staff and Contractors/ Agents 

1 incident

Target 100% – adherence to code. Monitored through any complaints received via our complaints handling procedure.

Behavioural Code of Customers 

0 incidents

Target 100% – adherence to code. Monitored through Managers reporting any incidents.

Important Reminder: Protecting Your Privacy

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

If you would like someone else, such as a family member or friend, to speak on your behalf regarding tenancy

matters, we will require a signed mandate from you. This document allows us to share relevant information with the designated person.

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



Thank you for helping us ensure your privacy is protected.

Management Committee Minutes: Keeping You Informed

At Oak Tree Housing Association, openness and accountability are at the heart of everything we do. One of the ways we demonstrate this commitment is by making our Management Committee minutes available to tenants, customers, and stakeholders. <http://www.oaktreeha.org.uk/documents/#governanceandhr>

The Management Committee serves as Oak Tree's governing body, providing leadership and direction for the organisation. Committee members are responsible for approving strategy, policies, budgets, and the Business Plan, as well as overseeing risk management, financial health, and employer responsibilities.

While the day-to-day operation of the Association is delegated to the Executive Team, regular Management Committee meetings ensure that key decisions, performance, and governance matters are carefully reviewed. Formal minutes are taken at each meeting to record attendance, discussions, and decisions made.

We are committed to making our governance processes transparent and accessible. Management Committee minutes can be viewed through the Publications Scheme section of our website, helping customers gain a better understanding of how the Association

is managed and how strategic decisions are made.

We also welcome feedback on the information included in our minutes. Do they provide reassurance that the Management Committee and Executive Team are effectively overseeing the organisation? Is the level of detail useful and informative? Your views help us continue to improve how we communicate with our communities.

Although Oak Tree promotes an open approach to communication, there are occasions when confidentiality must be maintained. Personal information relating to customers and employees, for example, is protected and not included within published records.

If you would like to discuss the content of the Management Committee minutes or are interested in observing a Management Committee meeting, please contact the Oak Tree team. We are always pleased to hear from you and to support greater understanding of the work we do on behalf of our customers and communities.

Find out more: <https://www.oaktreeha.org.uk/governance-hr-documents/>

Our Summer Conversation Café: Meet the Planned & Cyclical and Landscaping Teams

Thank you to everyone who joined us at our most recent Conversation Café and helped make it such a successful event.

Residents had the opportunity to meet members of our Planned & Cyclical and Landscaping teams, asking questions and finding out more about the work taking place within homes and communities. There was also the chance to get hands-on with some herb planting and meet our Energy Advisors.

A big thank you to our residents for coming along and getting involved, and to all the staff who helped organise and deliver the event. We'd also like to thank our contractor, Sidey, for generously donating gift vouchers for the prize draw! Congratulations to our winners, and we look forward to seeing you at our next Conversation Café.



Landscaping News

Although grass growth begins to slow as temperatures drop, our teams will continue scheduled grass cutting throughout the autumn months. Regular cutting helps maintain healthy lawns, prevents overgrowth and keeps open spaces looking neat and well cared for.

Autumn is an ideal time for trimming many shrubs and hedges. Our teams will be carrying out seasonal pruning from late autumn into winter to:

- Maintain clear footpaths and access routes.
- Improve the appearance of landscaped areas.
- Encourage healthy growth for next year.
- Remove damaged or overgrown branches.

Falling leaves can quickly build up during autumn, creating slip hazards and blocking

drains. Our teams will be conducting leaf clearance across communal areas. Leaf collection activities will continue throughout the season as required.



New Team Member

We would like to welcome a new member to our team; Graham Steel has taken on the post of Squad Leader. Graham comes with a vast knowledge in landscaping and plenty of leadership experience, bringing value to our in-house team.



How Residents Can Help

Keeping personal items clear of communal / personal grassed areas on maintenance days. Check our website for fortnightly updates.

<https://www.oaktreeha.org.uk/updated-7-august---landscaping-proposed-timetable/>

If you are a dog owner, please remember to clean up after your dog. Dog fouling can become a health and safety issue for our team when they are working in garden areas.

[https://www.oaktreeha.org.uk](https://www.oaktreeha.org.uk/data/Dog_Fouling__The_Impact_2025_07_17_13_00_31_538.pdf)

[uk/data/Dog_Fouling__The_Impact_2025_07_17_13_00_31_538.pdf](https://www.oaktreeha.org.uk/data/Dog_Fouling__The_Impact_2025_07_17_13_00_31_538.pdf)

Disposing of garden waste responsibly.

If you have any concerns or would like to contact the Landscaping Team, please email landscaping@oaktreeha.org.uk.

You can also call us on **01475 807000**.

Thank you from the Landscaping Team.

Our NEIGHBOURHOOD HEROES

Competition is Back!

Do you know someone who goes above and beyond to help others in your community?

Our Neighbourhood Heroes Competition is back for another year! This is your chance to recognise the individuals who make a real difference to the lives of their neighbours through acts of kindness, support and community spirit. This year's competition is kindly supported by our contractor Sidey, who have donated gift voucher prizes for all our winning entries.

If you know someone who deserves recognition, be sure to submit a nomination and help us shine a spotlight on the people who brighten up our neighbourhoods.

To enter, simply tell us about your neighbour and the positive impact they have made within your community. Entries are open from Monday 14th September – Friday 2nd October and can be made via:

Emailing us at info@oaktreeha.org.uk

Phoning us on **01475 807000**

Visiting our office at **40 West Stewart St, Greenock, PA15 1SH**

We look forward to hearing your nominations and celebrating our 2026 Neighbourhood Heroes!



Ravenscraig Tenants and Residents Association

The members of the Ravenscraig Tenants and Residents Association are continuing to make a positive impact within the Bunston Grove estate, with the group currently looking into initiatives to improve the area. They are also working alongside local councillors and staff from Oak Tree, Larkfield and Link Housing Associations to resolve any ongoing issues.

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 the group via email at enquiries@ravenscraigta.co.uk.





Our future, together

Help shape our Business Plan 2027–2032

We are developing our new five-year Business Plan and want your views to help shape our priorities.



What matters most to you?



- Quality homes



- Better services



- Strong communities



- A sustainable future



Have your say

Tell us what we are doing well, what we could improve and what matters most in your community.



Look out for our tenant survey, local events and other opportunities to get involved.



01475 807000

info@oaktreeha.org.uk

www.oaktreeha.org.uk

Your voice matters.

Get Involved

Conversation Café

11TH NOVEMBER 2026

Save the Date! Our next Conversation Café will take place on **Wednesday 11th November from 2pm – 3.30pm**. This informal café gives you the opportunity to chat with staff and others in your community, share your thoughts and find out more information on the topics that matter to you. More details on this upcoming café will be released soon, so keep your eyes peeled!



Save
THE
Date

Meet the Services Event

We're looking forward to hosting our upcoming 'Meet the Services' Event, bringing together a range of local organisations we work closely with that help support our residents and communities.

The event is a great opportunity to meet the people behind the services, find out what support is available, pick up useful information and ask any questions you may have.

Whether you're looking for advice or simply want to learn more about what's on offer in your area, we'd love for you to come along and get involved.

Date: Tuesday 13th October 2026
Time: 10am – 12pm
Venue: Broomhill Gardens and Community Hub, 46 Mearns St, Greenock, PA15 4QD

We look forward to seeing you there!

Membership of Oak Tree Housing Association

Lifetime membership of the Association costs just £1 and you can apply at any time. As a member, you would be invited to attend the Association's AGM where you would be entitled to vote for the Management Committee or stand for election to the Management Committee yourself.

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



JOIN
US!



Have Your Say Through Our Customer Focus Group

Our Customer Focus Group meets regularly, giving residents the opportunity to help shape and improve the services Oak Tree provides.

The group brings together residents and staff to discuss important topics, share feedback and explore ways we can make a positive difference. Over the coming months, the group will be focusing on our repairs service, looking at what works well and where improvements can be made to enhance customer experience. Any recommendations will be presented to our Executive Team and Management Committee, meaning your voice can have a big impact on service delivery.

Getting involved is a great way to have your voice heard and influence decisions that matter to you and your community.

If you'd like to find out more or are interested in joining the group, we'd love to hear from you. Please contact our Community Engagement Officer via **01475 807000** or **info@oaktreeha.org.uk**.

Ways to Contact us:

Telephone: 01475 807000 (main switchboard)
01475 807001 (repairline)

Email: info@oaktreeha.org.uk

Portal: www.my.oaktreeha.org.uk

Website: www.oaktreeha.org.uk

Facebook: @OakTreeHA
X: @OakTreeHA

INVESTORS IN PEOPLE®
We invest in people Silver

