



Dear Customer,

**Factoring Invoices for the period July 2023 to December 2023
Factoring Newsletter March 2024**

Re-Active Maintenance Framework

Following our successful tender process, you will have seen several new contractors carrying out reactive maintenance throughout Oak Tree's stock.

Although the contractors have changed, our repair reporting process and repair timescales have not.

Noted below is a reminder of our timescales and categories.

Emergency Repairs: Out of Hours and During Office hours.
Emergency repairs will be attended to within 4 hours

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

Urgent Repair: Completed within 2 working days

Routine Repair: Completed within 7 working days

Complex repair: Completed within 28 working days

If you have any concerns about the legitimacy of contractors working within the common areas, please contact the Association on Tel No: 01475 807001.

Landscaping Contract

As advised in March 2023's newsletter the 2-year pilot for our Landscaping Contract commenced in April 2023.

The programme is currently on-going and will continue throughout the year. Pruning of bushes, de-weeding of hard landscaped areas and litter-picking will continue beyond the end of the growing season from late October onwards.

If you have any enquiries please contact Robert Dowds in the first instance, on landscaping@oaktreeha.org.uk



Planned Maintenance Works

Our current Planned Maintenance programme will run until 31st March 2025. This may include close decoration and close-door replacement for some properties. Owners will be contacted directly prior to any works commencing if included in the programme.

Over the next few months our contractors will be carrying out gutter cleaning, roof anchor inspections and common fan servicing.

The charges for these works will be included in your Factoring Invoice for the period in which the works are carried out.

Financial Concerns

The Association is aware that due to circumstances out-with our customers' control, prompt payment of these invoices may not be possible, and we are therefore keen to alleviate these concerns where possible. If you have any concerns about paying your invoice, please email finance@oaktreeha.org.uk (including your invoice number and reference number in the subject line) and someone from the finance team will be in touch to discuss payment options. For example, we can arrange for the payment to be made over 6 months via Direct Debit. We appreciate these are difficult times and we don't want anyone to be worried about paying an invoice.

We also have a service run by our partners called Financial Fitness, and they are available to help with any financial worries you might have during this difficult time. Their contact details are:

Telephone: 01475 729239
Email: finfitteam@yahoo.co.uk
Website: <https://financial-fitness.uk>

Ways to Pay

On the reverse page of your invoice you will find details on ways to pay. Please note that Oak Tree are asking customers to please use online banking to pay wherever possible, with payment by cheque only being accepted in exceptional circumstances.

We are introducing a new way to pay within the next few weeks, where you can pay online using your debit/credit card. The payment link will appear in the owners' section of the website once it is live, so keep your eyes peeled. You will need your customer reference number to use this service, which can be found on your invoice.



Owners Portal

We are still working on getting the owners' portal up and running and we hope to have this live by the end of the year. We will keep you updated on progress in each factoring newsletter.

Queries

Should you have any queries regarding the factoring service, please email us at info@oaktreeha.org.uk and a member of staff will respond to you in line with our Customer Care Policy. We can also be contacted by phoning 01475 807000 and your enquiry will be passed to the relevant department.