

Factoring Newsletter October 2015

Factoring Increase

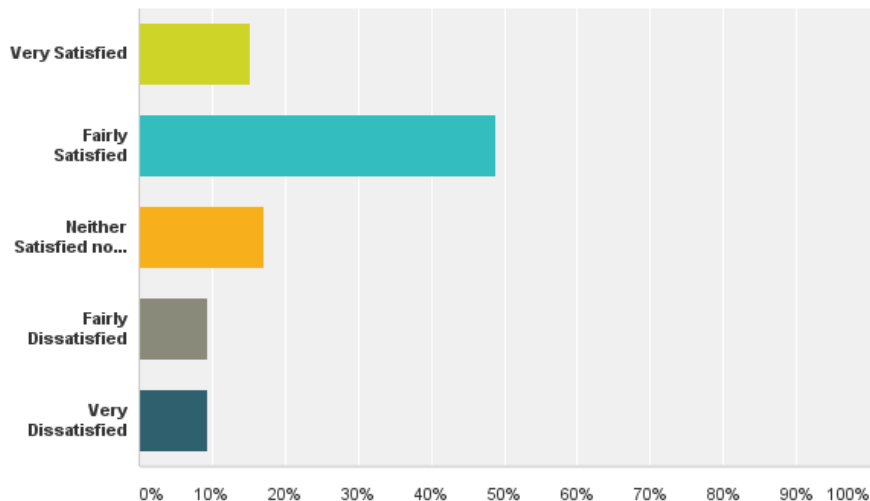
For your information, the factoring fee increased from £121.15 to £123.08, per annum, with effect from 1st July 2015. The increase is in line with the decision taken by the Association's Finance Committee in May 2011, which agreed to increase the factoring fee on the 1st July every year, using the Retail Price Index for the preceding December. You will note this increase when you next receive your bills for the period July to December 2015- which are due to be sent out in March 2016.

Results of Factoring Survey April-June 2015

Thank you to everybody who completed our factoring survey. Your feedback is very useful in telling us about what you think of our service and issues in your neighbourhood. Overall, most people were very or fairly satisfied with the factoring service provided by OTHA.

Q1 Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by Oak Tree Housing Association Ltd?

Answered: 170 Skipped: 9



43 people said they may be interested in working with us in the future to improve services. We will be holding your names on file, in order to contact you when there is an issue up for review or something we want to get your views on. Individual comments or queries have been responded to by the housing management or maintenance staff as appropriate.

The full survey results are on our website for you to view.