



Dear Customer,

**Factoring Invoices for the period January 2022 to June 2022
Factoring Newsletter September 2022**

[Landscaping Contract – John O'Connor](#)

Grass cutting and summer pruning works are continuing prior to the Winter pruning works starting in October. As we have a Liaison Officer with this contract, please direct any general enquiries or issues that you may have to Graham Spiers in the first instance, during office hours, on 01294 212481.

Should you remain unhappy and wish to escalate your enquiry, please contact John Stephens at our office in the first instance or Joanna O'Rourke in his absence.

[Planned Maintenance Programme](#)

Works are still continuing on the 5-year programme with only 2022/23 programme currently approved by committee. If you wish to enquire about works programmed for the above financial year, please contact the planned/cyclical maintenance team to enquire if any works are planned for your area.

Please contact John Stephens, Maintenance Officer.

[Smart Meter Update](#)

The programme of meter upgrades has now been completed.

Unfortunately, some of the properties could not be changed over as a result of circumstances out-with the contractor's control.

Please contact Peter MacDonald, Senior Maintenance Officer (Reactive), if you have any queries regarding this project.

[Estate Management](#)

Our Housing Officers have resumed their estate management visits following the easing of government restrictions.

Owner Portal

The Association are currently working on an online portal for owners and in order to prepare us for registering you on the portal we are asking you to provide an up-to-date mobile number and email address. We would be grateful if you could email these details to info@oaktreeha.org.uk and we will update our system. Please provide your address at the same time so that we can identify you.

The portal will allow you to view your bills and landscaping drawings. We will develop the portal further as time progresses and utilise the portal to update owners on regular news items. Once the portal is up and running, we will plan to move away from sending out written correspondence and utilise the portal and emails for all communication with owners. This will be a phased process and paper copies of any documents can still be provided upon request.

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: www.financialfitness.btck.co.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 as payment in exceptional circumstances.

Queries

Should you have any queries regarding the 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.