



**Dear Customer,**

**Factoring Invoices for the period January 2023 to June 2023  
Factoring Newsletter September 2023**

### **Re-Active Maintenance Framework**

Following a tender process Oak Tree has appointed various contractors to carry out individual elements of our Re-active repair service.

You may see different contractors carrying out joiner, electrical, roofing and door entry repairs in the coming weeks.

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 of this year.

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 07918581040.

### **Planned Maintenance Works**

Our current Planned Maintenance programme will run until 31<sup>st</sup> March 2024. This may include close decoration, common re-wiring 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](mailto: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](mailto:finfitteam@yahoo.co.uk)  
Website: [www.financialfitness.btck.co.uk](http://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](mailto: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.