



## **Factoring Invoices for the period July 2025 to December 2025**

### **Re-Active Maintenance Repairs**

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

### **In-House Landscaping Works**

The programme is currently on-going and will continue throughout the year. Grass cutting programme is due to finish at the end of October. Summer hedge prunes and weed treatment were all carried out within the grass cutting period. We have an extensive winter programme that will start early November, leaf and litter picking will be on-going, addressing hard cuts of hedges and shrubs, preparing them for the start of spring to encourage new growth. Cutting back some woodland areas and dealing with some storm damaged trees.

If you have any enquiries please contact Robert Dowds in the first instance, [landscaping@oaktreeha.org.uk](mailto:landscaping@oaktreeha.org.uk)

### **Planned Maintenance Works**

Our current Planned Maintenance programme will run until 31<sup>st</sup> March 2026. 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.



### **Common Electrics**

Please note that SSE has a new invoice system which has resulted in them invoicing for a period and then crediting for the same period and invoicing again. For example, they will invoice for May to June, then credit this invoice and issue one from May to July.

The invoice you have received includes all credits, and no period has been invoiced twice.

### **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, 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: <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 looking to bring in call masking for payments over the phone, whereby customers would input their card details directly into their phone, rather than reading them out to the Oak Tree staff member. This change is required to meet Payment Card Industry Data Security Standards (PCI DSS). More information will be issued regarding this once we have tested the installed call masking software.

### **Data Cleansing**

We continue to work on ensuring our data is as accurate and up to date as possible. You may be asked to verify your identity and confirm your contact details when you call or visit us in the office. Please be assured that we will only ever collect what we need and will store it securely in line with our GDPR & Data protection Policy at all times.

### **Queries**

Should you have any queries regarding the factoring 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.