



Dear Customer,

**Factoring Invoices for the period July 2021 to December 2021
Factoring Newsletter March 2022**

[West Station Roof Survey & Dormer Repairs](#)

Works are progressing with the properties where approvals were obtained. The project should be completed by end of April 2022. John Stephens, Maintenance Officer, is looking after the project and can be contacted for any enquiries.

[41 & 43 Kelly Street](#)

We are pleased to advise that the refurbishment works to the closes is now complete. Owners will be billed their proportionate share of the costs once final accounts have been received.

Should you have any queries regarding the project or costs, please contact Joanna O'Rourke, Senior Maintenance Officer (Planned).

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

Winter pruning works are continuing prior to the new cutting season starting in April. 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](#)

We are currently working on our latest stock condition data. On completion of this exercise we will publish our upcoming 5 year plan to inform customers of any proposed works in their areas.



OAK TREE HOUSING ASSOCIATION LTD, 41 HIGH STREET, GREENOCK, PA15 1NR

Tel: Enquiries - 01475 807000 Direct Repairs - 01475 807001 Fax No: 01475 807022

www.oaktreeha.org.uk e-mail: info@oaktreeha.org.uk Registered with the Scottish Housing Regulator No. HCB137

Property Factor Registration Number PF000264; Financial Conduct Authority No. 2232 (S); VAT Registration No. 156 9197 67

Oak Tree Housing Association Ltd is a registered society under the Co-operative and Community Benefit Societies Act 2014

Registered Charity Number SC045300





Smart Meter Update

Although there has been some delays with staff having to isolate due to testing positive for Covid-19, Energy Assets are continuing to work their way through their programme.

It is their intention to have those closes identified with a smart meter replacement completed by the end of May 2022.

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 has agreed to continue sending out invoices for the following services during this period; repairs, landscaping, common works and factoring. This decision has been made due to these costs having been incurred by Oak Tree and we feel it's important not to delay recharging these costs on to our customers.



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However, we are 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.

Payment methods: we are asking customers to please use online banking to pay wherever possible. We are phasing out the use of cheques with cheques no longer being accepted as payment after 31st December 2021, unless in exceptional circumstances.

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 staff are working remotely and therefore we are encouraging payment by online banking where possible. When emailing or phoning to leave a message please include the details noted below:



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Contact Details:

When emailing or phoning please provide the following details:

- Full name
- Address
- Contact telephone number
- Invoice Number
- Reference Number
- Request; i.e. I wish to pay my factoring invoice, query on factoring invoice, etc.

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.



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