



Dear Customer,

**Factoring Invoices for the period January 2021 to June 2021
Factoring Newsletter September 2021**

COVID-19

Please note that due to COVID-19 all Oak Tree Housing Association staff are working remotely. This has resulted in invoices being posted out up to 1 week after being generated, however please note that the 28 day payment terms will not start until you receive your invoice.

West Station Roof Survey & Dormer Repairs

In our last newsletter we wrote to advise you that we were consulting with owners in relation to these works.

The contract is now on site and works are progressing on a close by close basis. The Project Officer for this contract is Robert McGuire. Please contact him if you have any queries in relation to this contract.

We have also written to owners to update where works could not progress where majority approval was not obtained in the owners' meetings. This means that works cannot progress in these closes and it is likely that future repairs will incur higher costs if carried out on an individual basis.

Subsequently some owners have been in touch, and in some cases, we have been able to add these closes to the contract after reaching a majority decision following another meeting.

41 & 43 Kelly Street

Our contractor, CBS, is on site with this contract where there is extensive works to be carried out on the common fabric of the buildings.

Robert is also managing this contract and can be contacted for any general queries that you may have.



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

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Registered Charity Number SC045300





Landscaping Contract – John O'Connor

As detailed in our Action Plan on the previous newsletter, following the last factoring survey, we are pleased to advise that all landscape drawings for open space and back court areas are now published on our website for your perusal.

We have also provided our landscaping specification and our contractor's weekly scheduled route.

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.

Smart Meter Update

We also advised that we would review our procedure on common landlord supplies where electricity is charged for door entry, close lighting etc.

Our Housing Services team carry out estate inspections every quarter and will now incorporate meter readings for the common meter as part of their inspection. These readings will then be passed to the electricity supplier to allow accurate billing for the consumption used. Although, this may be superseded by proposed action by SSE in some closes.

SSE supply the electricity for common supplies for the bulk of the closes that we manage. SSE have contacted us recently to advise that they have commissioned a company called Energy Assets to change the metered landlord supplies they have with the Association to smart meters.

The project is due to commence on Monday 18th October 2021. It is estimated that they will carry out around 5 closes a day, therefore, the project will run for around 6-7 weeks.

The works will involve switching off the landlords supply for around 15-20 minutes which will turn off supplies to door entries, TV amps, lights and lifts etc. The engineer will check that all equipment reactivates when the supply is re-energised, however, if any issues arise they will report these directly to our office. We have been advised that there will be no interruption to the supply to any individual home.



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All affected residents will be contacted as a matter of course in advance where smart meters will be replaced in their close.

Energy Assets undertake a lot of this type of work and seem well versed in the issues that can arise. By undertaking this work, it will remedy past issues with estimated charges to owners.

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.

Staffing Update

The Association is pleased to advise that we have recently appointed Joanna O'Rourke as Senior Maintenance Officer and John Stephens as Maintenance Officer within the Planned/Cyclical Maintenance section.

Both officers will deliver our planned and cyclical programmes and will consult with owners where required e.g. common window replacement and close painting.

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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