



Dear Customer,

Factoring Invoices for the period 1st January 2026 to 30th June 2026

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 – Winter Programme

Our Winter Programme is currently underway, with the team continuing to carry out leaf and litter collection, moss treatments, and the hard pruning of hedges and shrubs. These works help prepare landscaped areas for spring and encourage healthy growth throughout the year.

The grass-cutting programme will commence in mid-March and continue through to mid-November. This programme will also include a summer pruning schedule for shrubs, along with herbicide treatments for weed control where required.

In-House Landscaping Works – Service Review

Following the permanent introduction of the Association's in-house landscaping service, a further review of the service has been undertaken across all factored areas.

As part of this exercise, the Association reviewed the amount of time required to carry out landscaping works within each development to ensure that charges accurately reflect the level of service being provided. This included assessing the frequency and time associated with maintaining the back courts, recognising that some areas require a greater level of maintenance and environmental upkeep than others.

The updated charges for therefore reflect the level of work being undertaken within your back court area together with operational costs associated with staffing, equipment, fuel, materials, vehicle costs and ongoing maintenance of landscaping equipment.



The in-house landscaping service continues to provide the Association with greater flexibility in responding to estate requirements, seasonal demands and customer feedback throughout the year. This has allowed the team to respond more efficiently to environmental issues as they arise, undertake additional maintenance activities where required and maintain closer oversight of service standards across the Association's areas.

The Association will continue to monitor the service throughout the year to ensure back courts are maintained to an appropriate standard and that landscaping resources are allocated in line with operational requirements across each development.

If you have any enquiries please contact Robert Dowds in the first instance, on landscaping@oaktreeha.org.uk

Planned Maintenance Works

Our current Planned Maintenance programme will run until 1st April 2027. 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

We continue to experience issues following the implementation of SSE's new invoicing system. As a result, invoices are sometimes issued for a specific period and then subsequently credited, with a replacement invoice raised covering the original period plus any additional charges. For example, an invoice may initially be issued for January and February, then credited and replaced with a new invoice covering January, February, and March.

Please be assured that the charges you have received have been reviewed to include all applicable credits, and no billing period has been charged more than once.

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: <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.

As part of our continued commitment to safeguarding customers' financial information, we have recently introduced call masking for telephone payments. This means customers will enter their card details using their telephone keypad, rather than providing them verbally to an Oak Tree staff member. Call masking is a widely recognised security measure that protects sensitive payment information by ensuring card details cannot be heard or accessed by staff. This enhancement helps us comply with the Payment Card Industry Data Security Standards (PCI DSS) and provides a more secure payment experience for our customers.

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 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.