



Dear Customer,

**Factoring Invoices for the period 1<sup>st</sup> April 2025 – 31<sup>st</sup> March 2026  
Factoring Newsletter May 2026**

**Landscape Contract – 1<sup>st</sup> April 2025 – 31<sup>st</sup> March 2026**

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 grass cutting, edging, shrub and hedge maintenance, hard standing areas, woodland areas, litter picking and weed control, together with tree maintenance and other environmental maintenance activities carried out throughout the year.

The review also considered differences in estate layouts, open space areas, planting levels, accessibility and seasonal maintenance requirements across developments, recognising that some areas require a greater level of maintenance and environmental upkeep than others.

The updated charges for 2025/26 therefore reflect the level of work being undertaken within your 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 communal areas are maintained to an appropriate standard and that landscaping resources are allocated in line with operational requirements across each development.

Should you require any further information or wish to discuss any of the points outlined above, please contact our Project Co-ordinator, Robert Dowds, at [rdowds@oaktreeha.org.uk](mailto:rdowds@oaktreeha.org.uk) or on 01475 807000.

OAK TREE HOUSING ASSOCIATION LTD, 40 WEST STEWART STREET, GREENOCK, PA15 1SH  
Tel: Enquiries - 01475 807000 Direct Repairs - 01475 807001 www.oaktreeha.org.uk e-mail: [info@oaktreeha.org.uk](mailto:info@oaktreeha.org.uk)  @OakTreeHA

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

Registered Charity Number SC045300



**INVESTORS IN PEOPLE**  
We invest in people Silver

## **Fortnightly grounds maintenance plans now available online**

We're pleased to let you know that from May 2026 onwards, the landscaping team will be sharing a fortnightly work plan outlining the areas they'll be working in across our estates.

This plan will help keep homeowners informed about upcoming ground maintenance activity.

You can view the latest plans on the news board section of our website [www.oaktreeha.org.uk](http://www.oaktreeha.org.uk) where it will be updated every two weeks with the proposed areas for:

Grass cutting  
Shrub maintenance  
Litter picking  
Bulk uplift and general estate tidying

The work plan is dependent on weather conditions and available staffing so changes may occasionally be necessary. We'll do our best to keep you informed of any significant updates.

## **Owners Portal**

We are working on getting the owners' portal up and running. This will mean you can login, view and pay your invoices online. This system also links to the Allpay payment system listed on our Ways to pay and we will keep you updated on progress in each factoring newsletter. Please email us with your email address on [info@oaktreeha.org.uk](mailto:info@oaktreeha.org.uk) to ensure that we have your up-to-date contact details.

## **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: <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 and cash payment in the office only being accepted in exceptional circumstances.

We are continuing to work on introducing a new way to pay, to ensure we comply with legislation around taking card details over the phone. To set this up we need to open an online account for every owner with our payment provider Allpay. We will send out separate correspondence on this in due course and keep you updated on when it will be live.

## **Queries**

I trust this information will be helpful to you, however, should you have any general queries regarding the landscaping service from April 2025 to March 2026, please email us at [\*\*landscaping@oaktreeha.org.uk\*\*](mailto:landscaping@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.