

# FACTORING NEWS



## Reactive Repairs Service

Oak Tree Housing Association are delighted to announce that we have appointed a new Reactive Maintenance Contractor. Novus Property Solutions will commence service on the 9<sup>th</sup> October undertaking our reactive repairs service. All close and communal repairs will undertaken by Novus in their livery marked vans and each member of the workforce will carry identification.

To report a close or communal repair please contact Oak Tree's repair line on 01475 807001

Repair response times are as follows:-

Emergency - 4 hours

Urgent – 2 days

Routine – 10 days



---

## Open Space Maintenance Service

Oak Tree Housing Association are also delighted to advise we have appointed McDermott Contract Services Ltd (MCS) to undertake our open space maintenance. The contract with MCS commenced on 1<sup>st</sup> August 2017 and is for a period of 2-years.

The work involved in this contract includes the following: - Litter Picking; Weed and Moss Control; Grass Cutting and Shrub Maintenance.

There are a variety of common landscaped areas included within the contract as well as common gardens. Should you have any queries as to exactly what is and isn't included then please feel free to contact Sean Marshall, Senior Development Officer, on 01475 807000 or at [info@oaktreeha.org.uk](mailto:info@oaktreeha.org.uk)

The works are subject to monthly inspection by HG Couper Landscape Consultant, a consultant tasked with monitoring quality on the Associations behalf. Staff members also check the quality of work as they go about their day to day activities. Any areas identified as being in an unsatisfactory condition are brought to the Contractor's attention and thereafter remedied. If you believe that proper standards are not being met in a specific area then please let us know in order that we can investigate.



## INSURANCE

Oak Tree Housing Association recently appointed Bruce Stevenson as our new insurance broker. In the unfortunate event of you needing to make a claim against the association's insurance please follow the procedure stated below.

### **Factored Owners Claims Process**

In the event of any damage or incident which could result in damage to the buildings, fixtures/ fittings of your property, please call Bruce Stevenson Insurance Brokers on 0131 553 2293 in order to speak with a member of the Claims Department. The dedicated claims handler will offer advice in relation to what will / will not be covered under the terms of your policy and provide guidance in relation to what information you must supply in support of the claim.

It is important to remember that this policy covers the buildings including fixtures/fittings only, any damage to contents such as furniture, carpets and floor coverings should be reported to your contents insurer.

Under the terms of the policy, there will be an excess applicable which each individual is responsible for upon making a claim, the amount of the excess will be confirmed by the Claims Department, (in general £100 excess applies to the policy, however for subsistence claims £1,000 excess is applicable).

It is important to note that you should take all reasonable steps to stop the source of any damage, this may require calling an emergency tradesman such as a plumber, as it is your responsibility to minimise the potential of damage spreading within your own property or to neighbouring properties.

In general, if a claim is accepted, you will be expected to provide:

- ✦ Images of the damage sustained
- ✦ Two estimates for the works required to put the property back to the condition prior to damage occurring
- ✦ Crime reference number/emergency services details if they have been involved
- ✦ Invoices for any emergency works you have had to instruct

Bruce Stevenson Claims Department can provide assistance/guidance in relation to sourcing local, reputable contractors if required.

### **Correspondence Address:**

**Bruce Stevenson Insurance Brokers**

**Claims Department**

**76 Coburg Street**

**Edinburgh**

**EH6 6HJ**

**Tel; 0131 553 2293**

**Fax; 0131 554 8324**

**Team Mailbox: [claims@brucestevenson.co.uk](mailto:claims@brucestevenson.co.uk)**