



Dear Thinking Fuel Member,

**RE: Exciting Changes to Thinking Fuel Community Oil Buying**

I am writing to you to inform you of some exciting and important news about improvements we are making to the Thinking Fuel Scheme. The scheme has been running for over three years and during this time we have been collating member feedback, ideas, suggestions and solutions to maintain and improve the level of service we provide.

With this in mind and to coincide with the recent merging of Norfolk Rural Community Council with West Norfolk VCA to create Community Action Norfolk, we are increasing the size of the scheme and opening a **second** ordering date each month to commence from **June 2015**.

**How this will affect you:**

- There will be a second date each month on which to order.
- Time from order to delivery will be shorter.

**Oil Ordering Dates**

Oil orders are to be placed by telephone on the **1<sup>st</sup> working day of the month** and/or the **3<sup>rd</sup> Monday of the month**. Please see the enclosed calendar for revised dates. You will be reminded of the date to order by email before each order deadline. Winter ordering dates will also be communicated by email closer to the time so please ensure you have provided us with an up to date email address.

**Placement of Order**

The procedure for placing orders will remain the same. Please call **01603 881888** on either ordering date to have your order included in the syndicate. Any questions/queries about your oil delivery should be addressed directly to Affinity.

**Delivery timescale**

Your order will be delivered within a maximum of 10 working days from the order deadline – a quicker delivery time than you have had previously. Affinity will also still be able to place emergency oil orders for members outside of the syndicate dates.

**Payment Terms**

We are encouraging members to pay by Direct Debit. Under this system, no money will be taken until your oil has been delivered and you have received the invoice. Payment is then taken 21 days from the invoice date. Members who have a Direct Debit can also order by email.

*Please note that the Direct Debit Guarantee provides strict safeguards, including your entitlement to a full and immediate refund in the unlikely event that an error is made by AF Affinity. You may also cancel the Direct Debit at any time by contacting your bank.*

***On this basis, we would recommend that you pay Affinity by this method. Each time you have oil delivered you will receive an invoice by post from AF Affinity to advise you how much money will be taken and when. Monies will only be drawn against an invoice and there is no monthly charge for paying this way.***



If you wish to set up a Direct Debit, please complete the enclosed Direct Debit form, making sure to write your **name and address on the back** and return to Affinity in the provided pre-paid envelope.

For members without a Direct Debit, payment will be taken up front at the time of ordering by Debit or Credit card (Credit Card transactions are subject to a 2% Service Charge) The payment taken will be based on our daily price for that day. Once we have the syndicate price and your oil has been delivered, a credit will be arranged back to your card 2 weeks from the invoice date.

#### **June Oil Order**

If you wish to place an order for heating oil in June, please call **01603 881888** on **Monday 1<sup>st</sup> June** or **Monday 15<sup>th</sup> June** between 9.00am and 5.00pm. If you have provided us with an email address, please look out for the reminder email that you will receive from Affinity prior to these dates. Expected last delivery dates for these orders will be Friday 12<sup>th</sup> June and Friday 26<sup>th</sup> June respectively.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Louis Clabburn', written over a horizontal line.

Louis Clabburn  
AF Affinity Ltd General Manager

**Enc. Order Date Calendar & Useful Tips, Direct Debit Mandate Form, SAE**

## Order Date Calendar 2015

On the order dates listed below, please call us on **01603 881888** between 9am and 5pm to place an order. Winter order dates will be confirmed by email closer to the time so please ensure we have an up to date email address for you. Please keep this calendar for your records.

*The last delivery date for each order is **estimated** and may be subject to change.*

ORDER DATE	EXPECTED LAST DELIVERY DATE
Monday 1 <sup>st</sup> June	Friday 12 <sup>th</sup> June
Monday 15 <sup>th</sup> June	Friday 26 <sup>th</sup> June
Wednesday 1 <sup>st</sup> July	Tuesday 14 <sup>th</sup> July
Monday 20 <sup>th</sup> July	Friday 31 <sup>st</sup> July
Monday 3 <sup>rd</sup> August	Friday 14 <sup>th</sup> August
Monday 17 <sup>th</sup> August	Friday 28 <sup>th</sup> August
Tuesday 1 <sup>st</sup> September	Monday 14 <sup>th</sup> September
Monday 21 <sup>st</sup> September	Friday 2 <sup>nd</sup> October
Thursday 1 <sup>st</sup> October	Wednesday 14 <sup>th</sup> October
Monday 19 <sup>th</sup> October	Friday 30 <sup>th</sup> October

## Useful Tips

To help the scheme run smoothly please be aware of the following:

- The minimum order quantity for heating oil is 500lts.
- Check the amount in your tank regularly.
- Please ensure any delivery instructions are given at the time of ordering, for example if your tank is locked or you need a telephone call the day before delivery.
- Ensure that all necessary vehicular access is clear to your premises.
- Regularly check the condition of your oil tank. All our suppliers reserve the right to refuse delivery to tanks that are damaged or have not been adequately maintained. Failed deliveries may incur a charge of up to £50.
- Notify us of any changes in address or contact details.



# Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form including official use box using a ball point pen and send it to:

AF Affinity Limited  
Honingham Thorpe  
Colton  
Norwich  
Norfolk  
NR9 5BZ

Service user number

6	9	8	1	6	5
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FOR AF Affinity Limited OFFICIAL USE ONLY  
This is not part of the instruction to your bank or building society.

Name(s) of account holder(s)


Bank/building society account number

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Branch sort code

--	--	--	--	--	--

Name and full postal address of your bank or building society

To: The Manager	Bank/building society
Address	
Postcode	

**Instruction to your bank or building society**

Please pay AF Affinity Limited Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with AF Affinity Limited and, if so, details will be passed electronically to my bank/building society.

Signature(s)

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Date

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Reference

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Banks and building societies may not accept Direct Debit Instructions for some types of account

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This guarantee should be detached and retained by the payer.

## The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
  - If there are any changes to the amount, date or frequency of your Direct Debit AF Affinity Limited will notify you at least 10 working days in advance of your account being debited or as otherwise agreed. If you request AF Affinity Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by AF Affinity Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
  - If you receive a refund you are not entitled to, you must pay it back when AF Affinity Limited asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.