

## Welcome to Issue No. 5 of the Oakray Oracle.

As we emerge from a long grey winter, spring and sunnier days are hopefully just around the corner. Oakrays focus remains to improve and exceed in the services we deliver for our clients and residents, and in this issue we update/introduce everyone to our newest division **Oakray Renewables Ltd.**

In 2023 as part of the Oakray vision for the future the Trust and Board decided to expand our renewable service deliverables into the **private homeowner marketplace.**

Oakray Renewables emerged and our adventure into the wider renewables and home owner marketplace began. Oakray Renewables is based at our Enfield HQ with a satellite office in Wiltshire. Head of Oakray Renewables, Ian Dunstone, is supported by Gavin Hogg, Head of Commercial Renewables and Donna Tyrelli Head of Domestic Solar and their administration and delivery team.

For those based at Enfield you may have noticed we currently have scaffolding in place as Oakray Renewables are in the process of fitting out our Head Office with **295 Solar PV panels**, generating 104,280 kWh (approx 32 houses) of electricity with payback within 3 years, providing Carbon Savings of 45,360g/yr (374g/kWh) in the first year. This will provide us with the energy required for onsite building consumption and electric vehicle charging, all in line with **Oakrays Carbon Reduction Plan.**

For further updates please follow [@Oakrayrenewables](#) on facebook/instagram or visit [www.oakrayrenewables.co.uk](http://www.oakrayrenewables.co.uk) to find out more. If you are interested in installing Solar PV/batteries or any other renewable energy solutions at home, please take a moment to catch up with either Ian, Gavin or Donna, or complete the form online at [www.oakrayrenewables.co.uk](http://www.oakrayrenewables.co.uk), they will guide you through the process and provide any advice you may need, they are also currently offering an Oakray friends/family discount of 20%.

**@ Oakrayrenewables.co.uk**



## In Brief

### Talk to Us

If you have news you want to share (personal or professional) please send an email to Pia or David in the BD & Bid dept at [newsletter@oakrays.co.uk](mailto:newsletter@oakrays.co.uk)

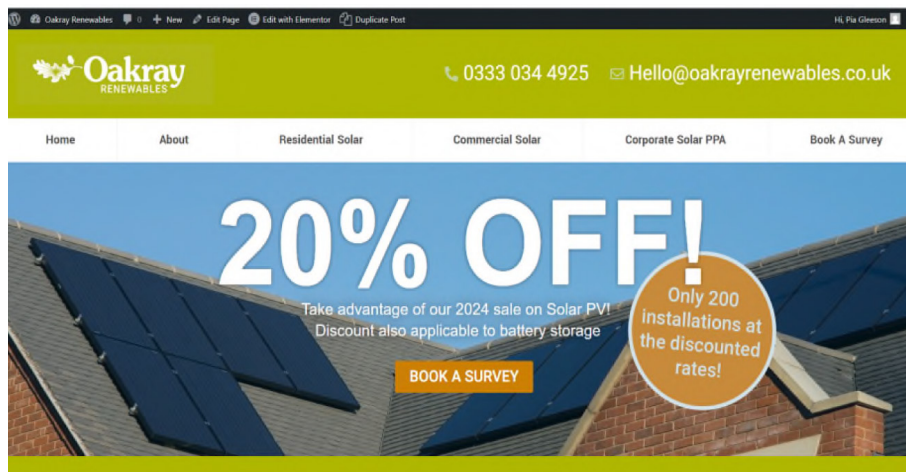
### Social Value & Safeguarding

Please dont forget to email over your social value updates or safeguarding concerns to the following email address:

[Social.value@oakrays.co.uk](mailto:Social.value@oakrays.co.uk)  
[Safeguarding@oakrays.co.uk](mailto:Safeguarding@oakrays.co.uk)

### Issue 6

Oakray  
Electrical Fire & Security



Oakray RENEWABLES

0333 034 4925 | [Hello@oakrayrenewables.co.uk](mailto:Hello@oakrayrenewables.co.uk)

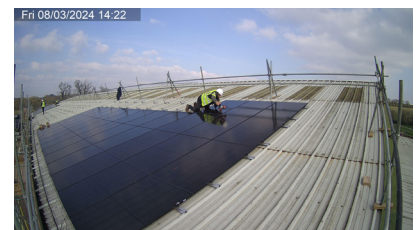
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# 20% OFF!

Take advantage of our 2024 sale on Solar PV!  
Discount also applicable to battery storage

BOOK A SURVEY

Only 200 installations at the discounted rates!



# HR Updates



**WELCOME**  
to the following new members of staff

Zaigham Hashmi - Accounts  
Jemish Malaviya - Access Control  
Tommy Johnston - Access Control  
Sharnae Semper - Cust Service/Help Desk  
Maya Tatham - Cust Service/Help Desk  
Adam Karby-Michael - Electrical  
Andrew Doyle - Electrical  
Billy Boyea - Electrical  
Daniel Etienne - Electrical  
Gurinder Singh - Electrical  
Macadis Saddiq - Electrical  
Osman Tas - Electrical  
Robbie Witter - Electrical  
Theo Zararis - Electrical  
Ciaran Doss - Install  
Daniel Hall - Install  
Dean Allen - Projects  
Andonis Avraam - Renewables  
Paul Baker - Service  
Shaun Roberts - Heating Engineer, Service  
Liam Reid, Electrical



**We pride ourselves in delivering the best  
for our clients.**

Please make sure you complete all allocated  
training and ensure  
**a copy of your certificate is  
sent to HR**  
**Be the best that you can  
and we will support you**



Please ensure all completed  
appraisals are sent to HR by  
**31st October 2024.**



**ONLINE BOOKING**

## Oakray Residents Portal

The residents portal continues to be well-received offering to Oakray's customers and is now in use for all Domestic Heating contracts.

The next phase of the residents portal's development will see the additional functionality of customers being able to track engineer's ETA for appointments, manage and view certification issued, track job progression and request new repairs. The IT Development Team will be working closely with the Operational Teams to design and configure these new features to ensure they are fit for purpose for both our customers and Oakray.



We are pleased to announce that oData Pro is now ready to be rolled out across the Brent contract. We will be starting with the Domestic & Commercial Heating Departments and for a period of time, to ensure continuity of service, we will be running oDataPro in parallel with oData 1.0. This is a significant moment for the phased launch of oDataPro as it is implemented on one of Oakray's biggest contracts, there will be many more staff now using the new platform and the IT Development Team are constantly looking for feedback from staff on the use and features on oDataPro so please be sure to pass this on.

The phased rollout and inclusion of further Oakray Contracts will be carried out over the coming months.

## HSQE



Welcome to the 5th Health, Safety, Quality & Environmental newsletter segment In our last newsletter we shared our anticipation for the ISO audit scheduled for February.

We are pleased to announce that we have successfully passed the ISO9001, ISO14001, ISO27001 and ISO45001 audit with no non-conformances and no observations. This accomplishment is a testament to our commitment to excellence and the high standards we uphold in our operations.

In addition to the ISO audit success, we are delighted to inform you that our NSI audit outcome was mutually impressive, with no observations and no non-conformances. This reflects our dedication to maintaining the highest quality and security standards across all of our business.

Our recent point of work risk assessment trial has now ended and we extend our sincere gratitude to our dedicated volunteers who contributed to this effort. Despite the app not meeting our engineer's needs, their valuable feedback has made us explore alternative routes to ensure the safety of our employees.

A special thanks to Paul Robertson and David Gough for their time and input for this trial. Your commitment is greatly appreciated!

Looking ahead, we are excited to share that the trial for the lone working safety device is set to start by the end of April. We are currently awaiting more volunteers to come forward to help us with decision making and our commitment to providing a safe working environment for our teams. Thank you to everyone for their continued support and dedication to build a safer and more resilient workplace

# Business Development Updates

FUSION21 Heating, Renewables & Electrical Framework  
Dartford West, Access Control



## Proudly Making a Difference

Thank you to everyone in helping us deliver social value benefits for the communities in which we work. Recent initiatives include:-

**North Paddington Youth Club.** Over the last 2 years Oakray have developed a strong partnership supporting the NPYC and helping the young people of Westminster. In February Oakray received a request to help sponsor Kimani Wilmott to represent the UK in the World Amateur K1 Kickboxing Championship in Thailand.

A talented kickboxer Kimani, needed Oakrays help to get to Thailand and compete, Oakray agreed to sponsor him. Before leaving for his trip Pia & Sandra met Kimani and his coach Lloyd Heaven who has been training Kimani since he was 8 years old, at NPYC to wish them both good luck in person.

We remained in touch throughout the competition and on Sunday 18th March Kimani won **GOLD** for the **UK at the World Amateur K1 Kickboxing Championship** and **GOLD** in the **UBF World Amateur Boxing Championship**.



**Ronnie Renney from NPYC says** " Without Oakrays help Kimani would not have been able to go. Thank you Oakray for all your help.

**Kimani Willmott says** " Thank you Oakray, this has honestly been the best week of my life, thank you so much for the opportunity and I can't wait to catch up when I'm back.



**Communities** are at the heart of everything Oakray deliver.

We encourage all staff to utilise their 1-day social value day and get involved in **volunteering** for a charity of their choice.

If you want to make a difference and help a charity of your choice by volunteering your time please contact the Social Value Team on

[social.value@oakrays.co.uk](mailto:social.value@oakrays.co.uk)



**Thank You** to everyone who took part in Red Nose Day 2024.

We raised **£66.27** for this worthwhile cause.



As part of our Social value offering, in February 24, Sandra & Abi attended Sovereign Network Homes event as part of Apprenticeship Week, this years theme was **Skills for Life**. Encouraging everyone to consider how apprenticeships can help individuals to develop the skills and knowledge required for a rewarding career, and employers to develop a workforce with future ready skills.



## Children's Book Project

### Can You Help ?

We have been asked by NPYC if we can help with providing used childrens book donations.

They are looking for books for aged +5-18 years old in reasonable condition for their homework/library room.

Old GCSE revision books would also be welcome. If you can help, please bring your donated books to the office and our SV Team will arrange for delivery.

**Thank You**



In addition to the newsletter email address [newsletter@oakrays.co.uk](mailto:newsletter@oakrays.co.uk) we have an **employee suggestion box** in the ground floor kitchen area at HQ where you can post your suggestions and ideas.



### Congratulations

Lisa Newland  
20 years on 02/02/2024

Paul Mulcare  
38 years on 11/02/2024



### Congratulations

to the Employees of the Month listed below:-

**January 2024**  
John Britchford

**February 2024**  
Muhammad Ali

**March 2024**  
Elaina Nicolaou  
Adam Karby-Michael



PROPERTY PERFORMANCE SPECIALISTS