

Community Bulk Oil Buying

FAQs

Who is Community First Oxfordshire?

We are a leading community development charity concentrating on helping rural communities stay vibrant and sustainable in Oxfordshire. We help support volunteer led actions across Oxfordshire, providing help and advice on a wide range of local, rural issues from Community Halls/buildings, local transport, affordable housing, to village shops and pubs. The bulk oil scheme is part of our work, helping rural communities benefit from cheaper fuel for their home, community building or business and helping CFO to continue its work in these areas.

Do you purchase the Oil?

No, we use an agricultural purchasing co-operative, Affinity, to negotiate the fuel price for our members. They source more than 80 million litres of fuel per year and uses this purchasing power, combined with insightful industry knowledge, to save our members money.

Who are Affinity?

They are the UK's largest agricultural buying group:

<http://www.angliafarmers.co.uk/>
<https://www.af-affinity.co.uk/fuel/>

How often do you purchase oil?

We place an oil order twice per month, with delivery a maximum of 10 days from the syndicate order date.

What is the role of the Volunteer Co-Ordinators

They can help with any day to day local issues. From helping those with no internet/computer facilities, reading meters, to reminding you when an oil order is due. They are there to support anyone who might need extra guidance or support in their local community. If your area does not currently have a local co-ordinator, Community First Oxfordshire will act as your co-ordinator instead and remind you when a fuel order is due.

Who can join the scheme?

Individuals, community buildings, companies, all can all join our scheme.

What happens if I can't wait for the next bulk order?

Your order will be normally delivered within a maximum of 10 working days from the order date. If you find you are running low and cannot wait for the next bulk order date, Affinity will be happy to place a one-off order for you at the best rate available on the day.

Can you quote me a price for my oil order?

It is only after we have collated all the orders and then taken this order to the market place, that we can advise you of the price that has been negotiated. This will be confirmed to you a few days after the oil order deadline.

Can you supply any other fuel for example LPG?

Affinity, as a specialised buying cooperative, has significant purchasing power which means that they can procure a wide range of goods and services at the best value for money. We can offer a total fuel package include LPG, bulk and bottled, AGA kerosene and coal.

How do I pay for the fuel?

As the fuel could be supplied by a variety of oil suppliers, we have simplified the process so that you just pay Affinity direct for all your fuel. The easiest way to do this is by direct debit which we would encourage all members to set up.

You will receive an invoice by email, showing the total fuel delivered and cost and Affinity will take payment for this invoice around the 24th of the month **following** delivery.

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 Affinity.

You may also cancel the Direct Debit at any time by contacting your bank.

If you are not in a position to set up a Direct Debit, you will need to provide Affinity with your Debit or Credit card details each time you place an order. Monies will be taken on placement of the order (the price per litre charged being the spot market price at that time). Adjustments to this amount will be automatically returned to you after the oil delivery. Credit card transactions will attract an additional 2% transaction fee.

Can I place an order to fill up my tank?

No. For the oil suppliers to make the best use of routing their vehicles, they do need a rough quantity of oil required and do not typically hold any spare on the tanker. If you would like your tank topped up, we suggest you over order slightly, you will only be charged for what is actually delivered into your tank.

I need prior notice of a delivery / access is difficult I need a small tanker

Please let us know any specific delivery instructions and where your tank is situated. If you need prior notice of delivery, the oil supplier will phone you the day prior to delivery. If access is difficult, please let us know so that we can ensure delivery is by a smaller tanker.

Can you recommend a boiler engineer?

We do have a list of local suppliers such as boiler engineers, tank suppliers etc that our members have recommended. Please contact us if you need any recommendation.

Who do I contact if I have a problem/query?

In the event of an issue with your oil delivery, please contact Affinity direct.

Any day to day, administration problems please contact Community First Oxfordshire.