

NEWS**GUTTER CLEANING**

We have now completed our first phase of cyclical gutter cleaning and maintenance with contractor David Adamson's Plastering & Building. We will now look to carry out any additional repairs which have been highlighted during the contractor's visits.

ASBESTOS SURVEYS

The final tender documents are being prepared and will be issued shortly for common area asbestos surveys. It is anticipated the return submissions will be in October/November 2017.

ACCESS FOR INSPECTIONS

We require access to homes for various reasons including but not restricted to Water Tank testing, cyclical maintenance & major repairs. Failure to allow access can create a serious health risk to you, and all your neighbours and may result in GW obtaining a Court Order, the cost of which may be recoverable from you

LIFTS AT BLYTHSWOOD COURT & HYNDLAND

The first stage of the tender process will be issued by the end of the month. The tender for the modernisation works at Blythwood Court will be returned in November 2017 with the modernisation works at Prince Albert Road will follow around March 2018.

ST VINCENT TERRACE BIRD NETTING

We are currently undertaking the installation of Bird Netting to the drying decks at St Vincent Terrace to prevent birds gaining access. The works are being carried out by Pest Protection Services (Scotland) Ltd. The project is progressing well and we appreciate resident's cooperation in clearing the decks in advance of the contractor attending.

BLYTHSWOOD COURT HEATING

We are currently undertaking a feasibility study into the installation of a new heating system at Blythwood Court. Four options are being given consideration and a consultation is scheduled for 23rd August 2017 with residents to discuss the options.

ANDERSTON STONEMWORK

The works have now reached Practical Completion with CBC Stone carrying out minor defects repairs over the coming months. We will provide further information of on-going works and final repairs in due course.

SELF INSURANCE

The Tenement Scotland Act states a legal obligation for you home to have adequate buildings insurance. If you choose to self-insure, you will need to send us copies of your policy within 14 days of renewal, after this time you will be added onto the common Block Insurance Policy and you will be charged accordingly to ensure cover is in place. If you fail to provide the certificate GW will only credit back the charge from date the copy of the policy was received by us.

PAYMENT BY DIRECT DEBIT

Make your factoring payments easier! 23% of factored properties currently use Direct Debit to help manage their factoring account and with your help we can improve this figure. As an incentive, if you put this payment method in place with our Finance Team your factoring account will be automatically credited with £20.00 on

receipt of your first payment. Please call Aubin on 0141 331 6663 if this interests you.

GW OWNERS PORTAL

Our new Online Customer Portal is now live! You can sign up via the link on www.gwha.org.uk or call Angie Brown during office hours on 0141 331 6650. Once activated your portal account allows you to: review factoring account statements and balances, Report & track repairs, Provide feedback, keep your personal information up-to-date.

GAS SERVICING & MAINTENANCE

Glasgow West Housing Association instruct Annual Safety for our properties checks in all properties with Gas Central Heating. As you will be aware, it is important to have your gas appliances serviced annually for the safety of your family and neighbours. GW would be pleased to extend the opportunity of adding individual owners into our existing contract, the cost of which would be recovered through your factoring invoice. You would have access to Gas Safe Registered Engineers if there was a fault in your central heating system and a full annual service and safety check would be carried out. Please contact Laura if you would like further details on this initiative and the commitment required from you.

OWNERS FOCUS GROUP

We are in the process of setting up an owners Focus Group. The group will meet in June and November each year at GW's office 5 Royal Crescent at 5pm. This will give you the opportunity to have your say in the delivery of factoring services. If you would like register to join the group please contact Laura on 0141 331 6674.

OWNERS CONFERENCE

We have included in this pack your invitation to our Second Owners Conference taking place at The Meeting Place, Glasgow West Housing Association on 5th October 2017. An Agenda has also been included which sets out the order of business on the night. GW hope that as many owners as possible can attend our meeting and would respectfully ask that you confirm attendance in advance. There will be a short surgery prior to the meeting commencing which gives you the opportunity to highlight any matters specific to you.

INSURANCE REBUILD SURVEYS

Insurance Re-build Surveys have been carried out to ensure full level of appropriate rebuild cover is in place on the policy. A charge of £16.51 for this survey has been applied to your August factoring bill in August. Once payment has been received a copy of the survey for your block will be made available on your request. Please note if you are self-insured you will still incur this cost.

EARLY PAYMENT INCENTIVE

Committee have approved Early Payment Incentives for all owners who pay their factoring invoices promptly. The incentives are applied annually to your factoring account and will appear in your May Invoice. To qualify, all 4 quarterly factoring invoices must be paid with 14 days from date of invoice. This current invoice must be paid by **Friday 8th September 2017**. For homeowners a deduction £15.00 of management fee and Insurance will be applied and for Commercial owners there will be a deduction of 25% off building insurance.

INFORMATION

FACTORING CHARGES:		
This invoice covers :		For the period:
1	Management Fee and Insurance (charged in advance)	01/10/2017 – 31/12/2017
2	Cleaning / Back Court services (retrospective)	01/04/2017-30/06/2017
3	Repairs (retrospective)	01/04/2017-30/06/2017

FACTORING SURGERIES:	
Hyndland - Concierge Office	
Tuesday 12 th September 2017	11am – 12noon
Flat 1/6, 56 Blythswood Court	
Tuesday, 12 th September 2017	2.30pm – 3.30pm

INSURANCE

Block Buildings Insurance is administrated through Bruce Stevenson - Insurance Brokers, a Summary of Buildings Insurance is now available on our website. If you do not have internet access please contact GWEn and a copy will be sent to you. All claims should be reported directly on 0131-561 2411 by email to Amanda.Shades-Mackenzie@brucestevenson.co.uk. When you call please provide the following policy number to assist with your claim: 50153 301521. Should you hold your own block buildings insurance policy, please contact us and submit a copy of the policy to GW. GW will only credit back the charge from date the copy of the policy was received by us.

COMMENTS AND COMPLAINTS - LET US KNOW ABOUT IT

At Glasgow West we aim to provide a first class service to tenants, housing applicants, factored owners and others who use our services. There may be occasions, however, when our service falls short of our Service Quality Guarantee; or when you may have suggestions for improvement. Similarly you may wish to highlight a particular issue where you have been happy with the service you have received. Your comments, suggestions, and complaints are important to us as they help us shape and improve the services we provide. The Property Factors (Scotland) Act 2011 came into force on the 1 October 2012 which provides the framework of legislation in the Factoring Role that we provide to you. In the event that you are unhappy with any aspect of our Factoring Services please contact the office directly in the first instance and we will endeavour to resolve any issues you may have. If at the end of that process you are still dissatisfied with the outcome of your complaint you have further recourse to the Housing and Property Chamber. Details of our 2 stage formal complaint resolution process and information on the Housing and Property Chamber are available on our website / on request in our complaint Guidance Information Sheet.

INVOICE AND ACCOUNT BALANCES

All services and repairs for your property are noted on your invoice along with the account balance at the bottom. If the figure does not have a minus sign then the amount at the bottom of the invoice is the sum of money owed to GWEn.

PAYMENT METHODS - Your Quarterly Factoring Invoice should be paid with 14 days

Direct Debit: There is the facility to make regular payments by Direct Debit. This can be done quickly by contacting a member of our Corporate Team on 0141-331 6663 and takes only a few minutes to complete over the telephone. Please have the bank card for the account that you wish to use ready. Please note you must be a signatory to the account in question and if it is a joint account, it can only be used if either party can authorise payments.

***Upon receipt of your first Direct Debit payment, we will credit £20 to your Factoring Account**

Allpay Card: Should you wish to pay by All Pay and not have requested a card please contact Aubin Mweze on 0141-331 6663.

Internet: If you prefer to pay via Internet Banking. Our bank details are as follows:

Royal Bank of Scotland **Sort Code:** 83-21-08 **Account No:** 00152136

By Phone: You may use your Debit or Credit Card

Contact Jan Tullis on 0141-331 6663 or Roz Docherty on 0141-331 6655

GW Office Payment can also be made at the office by cheque only.

Your occupancy number should be written on the back of your cheque.

CONTACT

If you wish to highlight a common repair or have a general Factoring issue please call **0141-331 6674** or email factoring@glasgowwestha.co.uk For Account Enquiries or to make a payment please call the Finance Team on **0141-331 6663**.

EMAIL CORROSPONDANCE – GO PAPERLESS!

If you would like to receive your invoices and corospondance via email, please let us know by emailing factoring@glasgowwestha.co.uk