

**NEWS****COLD WATER STORAGE TANKS CONDITION SURVEYS**

We have now completed the first stage of the CWST surveys with Envirocure. We are currently reviewing the results and obtaining costs for remedial works. If there is any work identified in the common area of your home we will write to in due course to explain what this means for you.

**ROOF INSPECTIONS, GUTTER CLEARING & FALL ARREST SAFETY SYSTEMS**

Clark Grant have completed the November / December roof inspections with the 'hotspot' March visit to be carried out over the coming weeks. The Roof Anchor Co. is in the process of carrying out the cyclical annual safety inspections of the installed fall arrest safety systems.

**INVESTMENT WORKS UPDATE**

Anderston - Stonework Repairs: The project is on programme for a July finish with areas of scaffold removed to facilitate the ground level repair works. The elevation rebuild works are ongoing interim monthly updates will continue to be issued.

St Vincent Terrace - Lifts Works are scheduled to start Mid March 2016 on a rolling phased basis due complete in October.

The GW Property Services Team is currently reviewing key areas for planned investment over for 2016/17 and beyond. These works will include for example a wider role out of stonework repairs currently being undertaken at Anderston, and Modernisation works in the lifts at St Vincent Terrace, Blythswood Court and Hyndland. We will write to you with more details as we develop the works programme.

We are aware and respect that investment works can be expensive and difficult to manage if not foreseen. If you do not already make payment into a Linked Investment Account fund then we would be pleased to discuss setting this up to assist you. This account will be held separate from your Factoring Account.

**ANNUAL INFORMATION STATEMENT**

We have included your Annual Information Statement, detailing information held on our computer system for you. If you can please check your details and contact us with any required changes. A revised written statement of services will be issued within the next month.

**INCREASE IN CHARGES**

<b>Management Fee</b>	As noted in our Annual Statement of Services we shall be increasing our Management Fee from £144 to £148 (residential and commercial) per annum. This charge will take effect from 1 April 2016.		
<b>Sale of Property Fee</b>	Sale of Property Fee will increase from £62.50 + VAT to £65.00 + VAT		
<b>Insurance Premium</b>	we shall be increasing our Insurance premiums from the 1 April 2016 the increase charges are		
	Residential:	£86.00 to £97.00	
	Commercial Single Unit:	£186.00 to £200.00	Double Unit: £372.00 to £400.00

**INVOICE AND ACCOUNT BALANCES**

All services and repairs for your property are noted on your invoice. The Invoice total is followed by the account balance. If your account balance is in credit, the sum of money will be prefixed by a minus sign. 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. We hope the 'New Look' invoices are easier to understand, any feedback is appreciated.

**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, 18 March 2016**. 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.

**DATA PROTECTION DETAILS**

If you wish to setup a password on your factoring account please contact Louise Ross directly on 0141-331 6674. Louise will be happy to do this for you to ensure that it is only you the Homeowner who is given account information.

**OWNERS CONTACT DETAILS**

We like to hold telephone numbers and emergency contact details for all residents. If you have not already done so, please contact Louise Ross on 0141-331 6674 and she will update our system accordingly.

**FACTORING SERVICES INVOICES BY EMAIL**

If you wish to receive your factoring invoice by email, please email us at [factoring@glasgowwestha.co.uk](mailto:factoring@glasgowwestha.co.uk).

We are always looking to enhance our factoring invoices and level of information that we send to all our Homeowners. If you can think of any way we can enhance our invoices / statements we would be delighted to hear from you.

**INFORMATION**

FACTORING CHARGES:		
This invoice covers :		For the period:
1	Management Fee and Insurance (charged in advance)	1 April 2016 – 30 June 2016
2	Cleaning / Back Court services (retrospective)	1 October 2015 – 31 December 2015
3	Repairs (retrospective)	1 October 2015 – 31 December 2015

**INSURANCE**

Building Insurance is now held with 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](mailto:Amanda.Shades-Mackenzie@brucestevenson.co.uk)

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.

**SERVICE QUALITY GUARANTEE / COMMENTS AND COMPLAINTS POLICY / 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. There may also be times when you would like to tell us that you are happy with the service you have received.

**Your comments, suggestions and complaints are important to us, as they help us 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. We aim to provide a first class service to all who use our services. If 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. We have a 2 stage formal complaints procedure in place to fairly deal with all complaints. Having followed the 2stage process of our complaints procedure if you are still dissatisfied with our response you may take your complaint to the Homeowner Housing Panel; the details of which are included in our complaints Guidance Leaflet which is available on our website / on request.

**PAYMENT METHODS**

**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\*\*

**Standing Order** GW can advise you of monthly costs to ease the payment period. Contact Aubin Mweze on 0141-331 6643

**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:

**Account:** 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 Iain Nicholl on 0141-331 6654

**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 have any queries regarding your factoring account please contact the following:

Louise Ross / Caroline Mills on: 0141-331 6674 For Account or Payment Enquiries: 0141-331 6663

Email: [factoring@glasgowwestha.co.uk](mailto:factoring@glasgowwestha.co.uk)

**SURGERIES**

Factoring Surgeries will be held at:

St Vincent Terrace, Concierge Office: Wednesday, 16 March 2016 11am – 12noon

Hyndland Concierge Office: Wednesday, 16 March 2016 3pm – 4pm

**\*\*\* This invoice is due to be paid within 14days. \*\*\***

Property Factors Act Registration Number: GWEn PF000329 GWHA PF000328