

NEWS

COLD WATER STORAGE TANKS CONDITION SURVEYS

We have included your share of the costs for the Cold Water Tank Survey in the enclosed May 2016 Invoice. Ongoing review of the existing cold water storage tanks have identified remedial works and we will keep you informed of proposed procurement timescales and what it specifically it means for you in due course.

ROOF INSPECTIONS, GUTTER CLEARING & FALL ARREST SAFETY SYSTEMS

The pre-winter roof inspections and gutter clearance works were completed with the Spring 'hotspot' visit to be carried out over the coming weeks. The Roof Anchor Co. have completed the Annual safety inspections of the installed fall arrest safety systems. These will be invoiced August 2016.

INVESTMENT WORKS UPDATEAnderston - Stonework Repairs

Scaffold has now been removed in Dorset Street and works are complete excluding ground floor areas. The works to Beltane Street and Elderslie St are ongoing with works due to conclude in the Autumn.

St Vincent Terrace – Lifts

Works are now on site at 70/72 St Vincent Terrace and are progressing well with projected completion June 2016 with completion of the overall project comprising 3 lift concluded Autumn 2016.

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 for further details please review the GW Written Statement of Services.

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 in Anderston and Byres Road, and Modernisation works in the lifts at St Vincent Terrace, Blythwood Court and Hyndland. We will write to you with more details as we develop the works programme.

OPPORTUNITY FOR OWNERS - GAS SERVICING AND MAINTENANCE CONTRACT.

GW carries out Annual Safety 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 Ali Dowlatshah on 0141 331 6667 if you would like further details on this initiative and the commitment required from you.

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, 17 June 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.

OWNERS CONTACT DETAILS / GW SERVICE PREFERENCES

We like to hold telephone numbers and emergency contact details for all service users. If you have not already done so, please get in touch. If you wish to receive your factoring invoice by email, please let us know.

We are always looking to enhance our factoring invoices and level of information that we send to all our Homeowners. If you have a can suggest an enhancement to our invoices / statements we would be delighted to hear from you.

ANNUAL STATEMENT

We have included your Annual Statement of your Factoring Account detailing all transactions on your factoring account. Please contact our Corporate Team on 0141-331 6663 if you think your statement is incorrect.

ANNUAL OWNERS CONFERENCE

We delighted to announce an Owners Conference in October 2016. This is a pilot initiative to give you the opportunity to come along and meet our Factoring Staff, to discuss key issues relevant to you as owners and if appropriate invite guest speakers. Before firming up the details we would like your feedback to help shape the event.

What would you like addressed on the night? What day of week / time of day would be preferable, what location? Is this initiative relevant to you? Would you like to take part in organising it? All feedback is valued and will be accommodated so far as reasonably practicable. Please let us know your thoughts. Details of the event will be confirmed in our July Newsletter and on our website.

INFORMATION

FACTORING CHARGES:		
This invoice covers :		For the period:
1	Management Fee and Insurance (charged in advance)	1 July 2016 – 30 September 2016
2	Cleaning / Back Court services (retrospective)	1 January 2016 – 31 March 2016
3	Repairs (retrospective)	1 January 2016 – 31 March 2016

FACTORING SURGERIES:		
St Vincent Terrace - Concierge Office		
22 June 2016	11am – 12noon	
Hyndland - Concierge Office		
22 June 2016	3pm – 4pm	

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 Homeowner Housing Panel. Details of our 2 stage formal complaint resolution process and information on the HOHP are available on our website / on request in our complaint Guidance Information Sheet.

DATA PROTECTION / PASSWORD

We can set up a password on your factoring account to provide an additional level of data protection to ensure that it is only you the Homeowner who is given account information. If you wish to set this up please let us know.

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 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 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**