

NEWS

ROOF INSPECTIONS & GUTTER CLEARING

We apologise that there has been a slight delay in the charge for last years' service and the charge is now included in your November 2016 Factoring Invoice. The contractor that carried out works previous 2 years is no longer in business and GW are in the process of retendering this contract which includes approximately 243 roofs. We anticipate contractor appointment early 2017 and will advise of outcome in next newsletter. Please note that the charges associated with this service will be amended to reflect the outcome of this procurement exercise

INVESTMENT WORKS UPDATEAnderston - Stonework Repairs

The remaining two rebuild works at Kent Road and Beltane Street are progressing well the revised programme completing in February 2017. Works to the electrical utilities are scheduled to follow the removal of the scaffolding.

St Vincent Terrace – Lifts

The final lift at 30 St Vincent Terrace is programmed to be completed at the end of November with final testing all works will be completed at the beginning of December.

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.

NEW CONTACT DETAILS: HOME OWNERS HOUSING PANEL

As of 1 December, the existing HOHP will no longer exist and will become known as the Housing and Property Chamber. Address First-tier Tribunal for Scotland Housing & Property Chamber, Scottish Courts and Tribunals Service, 4th Floor, 1 Atlantic Quay, 45 Robertson Street, Glasgow, G2 8JB. Please visit www.housingandpropertychamber.scot

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 **Friday, 9 December 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.

ANNUAL OWNERS CONFERENCE

We were delighted to hold our 1st Home Owners conference in October with a positive turn out and interactive presentation and discussion on various topics including Major Works Projects and Estates Management Issues. We would like to thank all our attendees for making the night a success and hope to welcome even more owners at future events.

BLYTHSWOOD COURT AND ST VINCENT TERRACE CLEANING SERVICES

Cleaning at Blythswood Court and St Vincent Terrace will now be carried out internally by the concierge team. This will start on 25th November. This will not affect your factoring invoice. Our aim is to improve the quality of the common areas. Any feedback would be much appreciated and taken on board. If you can please contact Estate Co-ordinator, Andrew Todd on 0141-428 3247 or atodd@glasgowwestha.co.uk.

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.

HELP TO ADAPT

Are you over 60 years old? Would you benefit from a level access shower or similar adaptation in your home? A charity named 'Help to adapt' specialises in helping owners fund adaptations by using the equity in your home as well as providing advice every step of the way. For more information call Kelli on 0330 303 7801 or visit www.helptheadaptscotland.co.uk

WINTER INFORMATION – BURST PIPES

Extreme cold weather can cause water pipe work to split. This can be avoided by ensuring your central heating is consistent at 10°C (50°F) or above throughout the day and night. Maintaining an even temperature across your home on a timer is also more cost effective and better for environment than manual adjustments of the thermostat. In the event of a burst pipe please shut your water off, alert your neighbours and call a contractor as soon as possible.

INFORMATION

FACTORING CHARGES:			FACTORING SURGERIES:	
This invoice covers :		For the period:	Blythwood Court Surgery: Flat 1/6, 56 Blythwood Court	
1	Management Fee and Insurance (charged in advance)	1 January 2017 – 31 March 2017	7 December 2016	11am – 12noon
2	Cleaning / Back Court services (retrospective)	1 July 2016 – 30 September 2016	Hyndland - Concierge Office	
3	Repairs (retrospective)	1 July 2016 – 30 September 2016	7 December 2016	2.30pm – 3.30pm
4	Roof Inspections & Gutter Cleaning	Contract: 2015 -2016		

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.

OWN INSURANCE – If you choose to self-insure please send us copies of your policy annually to avoid being charged. We will only credit back to the date we receive a copy of your policy.

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**.