

NEWS**FACTORING MANAGEMENT FEE**

A review of the cost of providing the factoring service was carried out as required by the PFA and the Management Fee for 2017/18 has been set at £168 + VAT to reflect this. Staff time has increased noticeably over the last few years, particularly managing debt recovery, dealing with Property Factors Act compliance and replying to correspondence from owners. The Board are aware that this is a higher increase than previous years and would take this opportunity to remind you that if you pay by monthly direct debit, you will receive a £20 credit to your account.

ANNUAL INFORMATION SHEET

We have included your Annual Information Sheet with your invoice, detailing information held on our computer system for you. Please check that all your details are correct, if there are any errors we ask that you inform us as soon as possible

GUTTER CLEANING

We are currently assessing the tender returns for the new contract and hope to be in a position to award the contract shortly, with initial gutter clearance scheduled for March 2017.

LIGHTNING PROTECTION & ROOF ANCHOR TESTING

Cyclical Testing of our fall protection systems is currently underway with the initial testing run due to be completed by the mid-February. Lightning Protection Systems at St Vincent Terrace and Blythswood Court were tested November 2016

COMMON AREA ASBESTOS SURVEYS

We are in process of procuring common areas asbestos surveys. These should have minimal impact on residents. We will write to you with further details in due course

BIN CHUTES

We have now received tender returns for the refurbishment of the bin chutes at both Blythswood Court and St Vincent Terrace. Owner consultation meetings took place in early February 2017 with an anticipated prompt contract award and site start with the aim of returning the chutes to operation by April.

STONEMWORK PHASE 4

The final rebuild works 47 Beltane Street are progressing well the revised programme completing in March 2017. Works to the electrical utilities associated with this project are scheduled to follow the removal of the scaffolding. Details will be provided in due course. Working in conjunction with GCC we have secured £126,800.00 Grant Funding to date.

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 **Wednesday 15th March 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.

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.

EMAIL CORRESPONDANCE – GO PAPERLESS!

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

ANNUAL GAS SERVICING FOR OWNERS

Please contact Laura if you would like further details on this initiative and the commitment required from you.

OVERFLOWS

If you are aware of an overflow running at your property please contact us at the earliest opportunity so we can identify the cause. We will notify you if the overflow is identified as coming from your property and it will be your responsibility to repair. Overflows can be damaging to the building fabric if allowed to run for too long. They also have the potential to cause slip hazards in rear courts and your cooperation is essential to address this.

BULK WASTE

Glasgow City Council provide a special collection service for bulky items of domestic waste. This service is provided to all households in Glasgow and is free of charge for most items, however, some types of materials are chargeable, or for health and safety reasons cannot be collected.

It is an individual residents responsibility to arrange the removal of their bulk refuse and this can be done by calling tel. No. 0141 287 9700 or on line via the council website.

Collections of bulky waste items will be uplifted within 28 days so please ensure they do not obstruct roads or pathways while awaiting collection.

PIGEON – PEST CONTROL

The control of pigeons can be a sensitive matter with conflicting opinions regarding them being wildlife, while others see them as a pest. Over recent years there has been an increase in the number of feral (wild) pigeons that have thrived by learning to roost and breed in the urban environment making use of ledges / window sills, pipe work etc. In the urban environment they can survive on food scraps, bread, cakes and birdseed given to them by the public. Problems can arise when people actively feed them and they become attracted to these properties.

Pigeons and their droppings cause damage to buildings and machinery, Carry insect pests & disease which may be transmitted to humans, Create smell, and increase risk of walkways become slippery and dangerous.

In areas where there is waste food or where pigeons are being fed, rats and mice may also be encouraged. The feeding of pigeons could be prejudicial to health or cause a nuisance to others. **Please do not feed the pigeons and ensure you dispose of food waste appropriately.**

INFORMATION

FACTORING CHARGES:			FACTORING SURGERIES:	
This invoice covers :		For the period:	Hyndland - Concierge Office	
1	Management Fee and Insurance (charged in advance)	01/04/17-30-06/17	15 th March 2017	11am – 12noon
			Flat 1/6, 56 Blythwood Court	
2	Cleaning / Back Court services (retrospective)	01/10/16-31/12/16	15 th March 2017	2.30pm – 3.30pm
3	Repairs (retrospective)	01/10/16-31/12/16		

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**.