

**NEWS****GUTTER CLEANING**

Contractor David Mitchell has begun the Autumn / Winter cycle of gutter clean and roof inspections. Please observe any requests for access or direction they give you while carrying out these works. The appropriate charge for 17/18 Spring Clearance has been applied to your November factoring invoice.

**LIFTS AT BLYTHSWOOD COURT**

Contractor Tender submissions for the modernisation 6 lifts at Blythwood Court are currently being evaluated. Owners will be contacted shortly with details of a meeting to discuss the works and to ingather votes in relation to progressing with these essential works.

**PAYMENT BY DIRECT DEBIT**

If you choose to pay via Direct Debit your factoring account will be automatically credited with £20.00 on receipt of your first payment. Please call Aubin on 0141 331 6663 if you are interested in this initiative.

**EARLY PAYMENT REWARD**

Would you like money back on your Factoring Bill? 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 13<sup>th</sup> December 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. The incentives are applied annually to your factoring account and will appear in your May Invoice if you have met eligibility criteria.

**OUT OF HOURS EMERGENCY CALL OUTS**

As a Home Owner you are responsible for addressing Emergency Repairs within your home. There has been an increase recently in the number of owners calling the Emergency Out of Hours Contractors used by GWEn to complete private repairs. In the event of a **Common Repair Emergency - out of hours** please call the main switchboard and follow the instruction on the recorded message. If you are experiencing a leak from a flat above, please contact your neighbour in the 1st instance to allow them to take action. Please be aware that you will be billed the full value of any call-out where deemed your responsibility or that the call should not have been made.

**ASSISTANCE WITH FACTORING CHARGES**

If you are an owner-occupier you may be able to get some help towards housing costs such as mortgage payments, known as Support for Mortgages (SMI) and/or factors fees if you are in receipt of Income Support (IS), income-based JSA, income-related ESA, Universal Credit (UC) or Pension Credit.

You must satisfy certain conditions to qualify for assistance - to check entitlement call 0345 608 8545 if you received IS, ESA or JSA or call 0345 606 0265 if receive Pension Credit. UC claimants may request this through their journal.

**ENERGEY EFFICENCY**

Home Energy Scotland provide advice and support on all issued relating to energy efficiency in the home. The Warmer Homes Scotland Scheme is designed to help vulnerable people make their homes warmer and more comfortable by installing a range of energy saving measures including wall/loft insulation, draught proofing, central heating and renewable. For more information call 0808 808 2282 or visit [homeenergyscotland.org](http://homeenergyscotland.org)

**DEEDS OF CONDITIONS REVIEW**

We are working with our legal team to carry out an audit of all Deeds of Conditions for our factored stock. This will entail a comprehensive audit of % apportionment of common repairs and owner responsibilities to ensure that our homeowners are charged correctly for repairs carried out to the common areas within their development. Should your property be affected, we will write to you directly early next year to inform you of our findings.

**OWNERS ESTATES ISSUES**

If you have any estate issues or queries please contact Laura on 0141 331 6674. Laura will liaise with the estates team on your behalf and provide feedback.

## INFORMATION

FACTORING CHARGES:		
This invoice covers :		For the period:
1	Management Fee and Insurance (charged in advance)	01/01/2018 – 31/03/2017
2	Cleaning / Back Court services (retrospective)	01/07/2017-30/09/2017
3	Repairs (retrospective)	01/07/2017-30/09/2017

FACTORING SURGERIES:	
Hyndland - Concierge Office	
Thursday, 7 December 2017	11am – 12noon
Flat 1/6, 56 Blythswood Court	
Thursday 7 December 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](mailto: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 finance team 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](mailto: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](mailto:factoring@glasgowwestha.co.uk)