

**OFFICE CLOSURE – COVID19**

Our office remains closed over this unprecedented time and our staff are continuing to work remotely, however, we are able to offer appointments on a Monday, Wednesday and Friday for any critical matter(s) that cannot be resolved by telephone or email. In line with Government advice our quarterly factoring surgeries have been suspended and we apologise in advance for any inconvenience this may cause. We are keeping this under frequent review and will continue to provide updates online via our website: [www.gwha.org.uk](http://www.gwha.org.uk); Twitter: GlasgowWest4 and Facebook: GlasgowWestHA

For all enquires and payments or if you anticipate having difficulty paying your latest factoring invoice please leave a message on our main switch board number 0141-331 6650, and a member of the team will return your call within one working day. Alternatively email [factoring@glasgowwestha.co.uk](mailto:factoring@glasgowwestha.co.uk). We are currently unable to accept payment by cheque: please refer to one of our other payment methods.

**WRITTEN STATEMENT OF SERVICES REVIEW**

**PROPERTY FACTOR CODE OF CONDUCT:** The Code of Conduct for Property Factors (CoC) was introduced in accordance with the Property Factors (Scotland) Act 2011, effective from 01 October 2012. Following presentation to the Scottish Parliament in January 2021, the revised CoC for Property Factors is due to take effect from 16 August 2021. We now enclose our revised Written Statement of Services along with our summary of changes documents for your information, a copy of which can be found on our [website](#). We further enclose our revised Complaints Handling Procedure for your retention, in compliance with the requirements of the Code.

**ANNUAL INFORMATION SHEET:** Our Annual Information Statement: is enclosed and gives an overview of the information we hold in our records about you. Please check that all your details are correct, and if there are any changes please inform us as soon as possible.

**BLOCK BUILDING INSURANCE REVIEW**

A tender for renewal of building insurance provision has recently been undertaken, with Avid Insurance appointed from 1 June 2021 for a period up to 5 years. A rise of 15% was expected in premiums in light of recent claims performance and the impact of COVID/Brexit on the construction industry however after the successful tender exercise premium increases will equate to c.9%. This price increase is reflected in your enclosed July invoice.

**PRIME SECURITY COSTS**

Prime Security have been supplementing your concierge service at Blythwood Court and St Vincent Terrace sites, since October 2020 by completing Safety Patrols and monitoring of CCTV between 7pm – 7am during the weekend period. This represents an additional cost to the service and should have been invoiced to you on a quarterly basis starting from your Dec 2020 invoice. Due to an administration oversight this cost did not feature on this or any subsequent invoices and for this we apologise. On your invoice you will see 2 lines, the first line 'Prime Secure 20/21' is for backdated costs covering the period 1/10/20 to 31/3/21. The second line 'Prime Secure – Quarterly Charge' is for the costs covering the current period April – June 2021. Going forward on future invoices you will see a single line per month of charges indicating your share of these costs.

**PLANNED MAINTENANCE AND CYCLICAL PROGRAMMES**

**Gutter Cleaning & Roof Inspection:** David Mitchell Plastering & Building are nearing completion of the 1<sup>st</sup> Phase they have delegated authority for minor repairs to be undertaken during visits. We will receive details of these repairs in the weeks to come.

**Close and Window Redecoration:** We are in the early planning stages of the cyclical redecoration programme and visiting all properties in order to assess the condition of the communal areas this information will help shape the scope of works before we commence owner consultation.

**Electrical Test and Inspection:** We are currently in the procurement stage of our cyclical electrical project, which involves the testing and certifying of the communal electrical systems. Should your block fall be included within this programme we will be writing to you with further details.

**GLASGOW CITY COUNCIL – BULKY WASTE SERVICE CHANGES**

Effective from 5<sup>th</sup> of July Glasgow City Council Bulky Waste Uplift service moved to a pre-payment on demand service with collection within 28 days. More information is available in their website ([www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste)).

Separately, we are pleased to confirm the launch of our own bulky waste management service in partnership with Total Homes. To make a service request please contact them directly on 0141 556 7085, or email [bulk@total-homes.com](mailto:bulk@total-homes.com). This pre-payment service typically has a 48hr turnaround for collection from your door. Total Homes will confirm the price of the uplift and explain what you need to do on the day of collection. You will be given a reference number and asked to contact our switchboard on 0141 331 6650. One of our Finance staff will call you back on the same day to take the payment required to confirm your uplift. A separate invoice will be issued upon receipt of payment. Check out our website for further details on the benefits of using Total Homes, and links to their own website [www.Total-homes.com](http://www.Total-homes.com) for details on how they manage the items they collect, and the community and environmental initiatives they undertake preventing items going direct to landfill.

Any items left in common areas, without uplift arrangements having been made through either GCC or Total Homes will be considered fly tipping. GWEn will instruct the removal of fly tipped items to ensure Health & Safety and amenity of your neighbourhoods. The charge for this will be retrospectively applied to factoring invoices with costs shared in line with the relevant property deeds of condition. Back-up evidence will be available upon request.

**FACTORING CHARGES:**

This invoice covers :		For the period:
1	Management Fee and Insurance (charged in advance)	01/10/2021 – 31/12/2021
2	Cleaning / Back Court services (retrospective)	Up and to date of invoice issue
3	Repairs (retrospective)	01/04/201 – 30/06/2021

**INSURANCE**

Block Buildings Insurance is administrated through Bruce Stevenson Insurance Brokers Limited. A summary of the Buildings Insurance Policy is now available on our website. If you do not have internet access please contact us and a copy will be sent to you. All claims should be reported directly on 0131-561 2411 or by email to [claims@brucestevenson.co.uk](mailto:claims@brucestevenson.co.uk). When you call please provide the following policy number to assist with your claim: 2021CP0000250. Should you wish to intimate an insurance claim, excess is applied at the rate of £100 (residential & commercial properties). Should you hold your own block buildings insurance policy, please contact us and submit a copy of the policy to GW. If the Deed of conditions allows multiple polices over one block, GW will only credit back the charge from the date we receive a copy of the policy. It is your responsibility to ensure that your property is adequately insured. The block buildings policy does not cover your house contents.

**UNOCCUPIED PROPERTIES – PLEASE NOTE INSURANCE CONDITIONS**

If your property is currently unoccupied as a result of Covid-19 restrictions and will remain unoccupied or disused for more than 60 days, we must remind you it is an insurance policy condition that it must be regularly inspected. For more information please contact Bruce Stevenson, Insurance Broker, (details as above) or visit our website.

**COMMENTS AND COMPLAINTS - LET US KNOW ABOUT IT**

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 your expectation; 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, which came into force on the 1 October 2012, provides the framework for the factoring service that we provide. In the event 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 you have further recourse to The First-Tier Tribunal for Scotland (Housing and Property Chamber). Details of our 2 stage formal complaint resolution process and information on The First-tier Tribunal for Scotland (Housing and Property Chamber) are outlined in our Complaints Handling Guide, available on our website. Alternatively, paper copies can be sent on request.

**PAYMENT METHODS**

Your Quarterly Factoring Invoice should be paid with 14 days (if payment has not reached your account with the 14 day period, you may be liable for a late payment fee).

**Direct Debit:** There is the facility to make regular payments by Direct Debit. Contact a member of our Corporate Team on 0141-331 6650 and this will be set up in a few minutes 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 have not requested a card please contact our Corporate Team on 0141-331 6650.

**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 Aubin Mweze, Corporate Administrator on 0141-331 6650.

**EARLY PAYMENT REWARD**

Would you like money back on your Factoring Invoice? We will apply a credit to your factoring account if all 4 quarterly invoices are paid within our 14 day timescale. The incentives are applied annually to your factoring account and will appear in your May quarterly invoice. To qualify this invoice must be paid by **Friday, 27<sup>th</sup> August 2021**

Homeowners (flat/townhouse)	£15.00 deduction from Management Fee
Single Commercial Units	£20.00 deduction from Building Insurance
Doubles Commercial Units	£40.00 deduction form Building Insurance