

## FACTORING INFORMATION SHEET: NEWS AND UPDATES

### OWNERS RESPONSIBILITY – REPAIRS

Common block building repairs can be reported to us directly by phone or by email. It would be helpful at the time of reporting the defect that any photographs of the area/parts can also be sent to us. These photographs can be helpful as we carry out our inspections or instruct our contractor to carry out necessary works.

Should the repair be contained within your home this will be deemed as a private repair. GWEN do not have the authority to enforce the repair or carry out repairs on the homeowners behalf. We ask that you liaise with your neighbours to actively resolve any defect. If the repair is significant and may be causing a nuisance to your fellow neighbour or damage to the fabric of the building we ask you arrange for your own contractor to attend and rectify the defect as soon as possible. A good reference tool to help understand your responsibility as a homeowner can be found at <http://www.underoneroof.scot/>

### FACTORING DATABASE AUDIT

We are pleased to advise that we have reconciled the last quarter's common repairs (01/01/2019 – 31/03/2019). Where applicable, adjustments have now been applied to your factoring account. Should you wish an updated copy of your statement of account please contact the Factoring Team.

### SERVICE CHARGES

We have previously indicated we were undertaking a review of Common Window Cleaning, Close Cleaning, Landlord Electrical Supply and Environmental Services (Landscaping etc) charges to reflect share of apportionment of liability as noted in the Deed of Conditions for your block, however this has now been deferred until the next financial year period from 1<sup>st</sup> April 2020.

### PLANNED MAINTENANCE AND CYCLICAL PROGRAMMES

Our strategy for planned maintenance and cyclical programmes is now being rolled out across our stock.

#### Asbestos Surveys

Life Environmental Services are currently undertaking Asbestos Surveys within the common area of our stock. They will put posters up in the closes prior to the surveys and access is only required to the common areas. The surveys will be finished by October. This information will be used to plan the upcoming electrical and painter works across all blocks.

#### Common Water Tank Maintenance

Integrated Water Services will be completing our common water tank maintenance in all blocks over the coming months. This involves the cleaning and testing of the water within the storage tanks to ensure they are well maintained. They will also be placing posters in your block prior to attendance.

#### Electrical & Paint Works

Subject to review of asbestos survey reports we are in the process of consultant appointment and development of specification for common area electrical safety checks in line with owners' joint obligation to ensure property safety. Thereafter we will engage with owners in respect to undertaking common area paint work. Both these projects will be undertaken on a phased, priority needs basis. There will be an opportunity for resident participation in paint colour choices, when work is at that stage.

### WASTE DISPOSAL & COLLECTION – COMMERCIAL WASTE

Glasgow City Council recently notified all commercial properties in Glasgow, that they are changing how they deal with trade waste. From the 15 September 2018 you are no longer permitted to store your trade waste containers, bins or bags permanently on public spaces. Following recent inspections carried out by our estate management team we have identified a number of units that are still not following the correct process. Please contact Glasgow City Council on 0141-287 9700 for guidance on your trade waste

### PROCUREMENT UPDATE: ENVIRONMENTAL SERVICES & CLOSE CLEANING

Our Environmental Services Contract is currently going out to tender and we expect to appoint the successful contractor before the end of the year. We will keep you updated with our progress through this newsletter and on the website: [www.gwha.co.uk](http://www.gwha.co.uk).

We are keen to get your views on our close cleaning service and to help shape what future services may look like. This feedback will guide the specification for our close cleaning. If you would like to be a part of the evaluation process for either of these contracts please contact our Estates Team on 0141-428 3245 or email [khillhouse@glasgowwestha.co.uk](mailto:khillhouse@glasgowwestha.co.uk).

### EARLY PAYMENT REWARD

We continue to offer a credit to your account when all 4 quarterly factoring invoices are paid within 14 days.

For homeowners a total deduction of £15.00 off your Management Fee and Insurance will be applied, and for Commercial Owners there will be a deduction £20 for a Single Commercial Unit and £40 for Double Commercial Units. To qualify please ensure this invoice is paid by **Friday 20 September 2019**.

FACTORING CHARGES:		
This invoice covers :		For the period:
1	Management Fee and Insurance (charged in advance)	01/10/2019 – 31/12/2019
2	Cleaning / Back Court services (retrospective)	01/04/2019 – 30/06/2019
3	Repairs (retrospective)	01/04/2019 – 30/06/2019

FACTORING SURGERIES:		
<b>Hyndland - Concierge Office</b>		
Wednesday, 11 September 2019	10.00am – 11.00am	
<b>Flat 1/6, 56 Blythswood Court,</b>		
Thursday, 12 September 2019	10.00am – 11.00am	

## INSURANCE

Block Buildings Insurance is administrated through Bruce Stevenson - Insurance Brokers. 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 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 the date we receive a copy of the policy. It is your responsibility to ensure that your property is adequately insured.**

## 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 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, 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 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.

## PAYMENT BY DIRECT DEBIT

To ensure you do not miss your factoring payments, you can pay by Direct Debit. Not only will this make payments easier for you, GW will apply a £20 credit to your account on receipt of your first payment, Contact our Corporate Team directly on 0141-331 6663 and we will set up a Direct Debit Account for you over the phone.

## 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 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 have not requested a card please contact our Corporate Team 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 our Corporate Team on 0141-331 6663.

**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 report a common repair, or have a general property factoring enquiry including estate management issues, 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 Corporate Team on **0141-331 6663**.