

FACTORING INFORMATION SHEET: NEWS AND UPDATES
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ANNUAL INFORMATION SHEET

Our Annual Information Sheet is enclosed for your retention. The Information Sheet 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. The information sheet has been updated and now records when GWEN was appointed as factor.

REVIEW OF CHARGES - 2018/19

The following changes will be effective 1st April 2019 – 31st March 2020
To inform our review of charges we carried out a comparability exercise with local factors in our area. We also considered factors such as current inflation costs, Direct Debit and Early Payment Reward Incentives.
All charges are subject to VAT

	2018/19	2019/20
Management Fee	£174.00	£180.00
Sale of Property Fee	£75.00	£85.00
Sale of Property Fee: Late Notice Charge	£100.00	£115.00

INTRODUCTION OF LATE PAYMENT CHARGE / PAYMENT INCENTIVES

In line with Industry Standard Practice and recent changes to our Terms of Business, your account will be debited with a **£20 penalty** in respect of any Factoring Invoices that remain unpaid after the due date, which is 14 days from date of issue of invoice. The penalty for late payments applies to invoices issued after 1st April 2019.

Payment methods detailed on the following page can help ensure payment of invoices is made by the due date, and can help you avoid the **£20 penalty charge**, which over the course of a twelve month period, could amount to £80 in additional charges.

As an incentive, when you regularly pay your Quarterly Factoring Invoices, on or before the due date, there is an annual bonus of £15 for residential properties; and for commercial owners there will be a deduction of 25% off your common building insurance premium. The bonus / deduction will automatically be credited to your Factoring Account annually; where 4 consecutive invoices have been paid by the due date, and no debit balance is being carried forward. **To be qualify this invoice must be paid by Friday, 22 March 2019.**

GLASGOW WEST HOUSING ASSOCIATION - ANNIVERSARY WINNER

As part of their 40th Anniversary Celebrations this year, GWAHA donated £40 to one lucky prize draw winner who paid by Direct Debit. The draw took place on the 30th November 2018 and the Lucky winner was Mr Luke, from Belmont Street. Congratulations to Mr Luke!

ESTATE MANAGEMENT

In the interest of good estate management, we would like to remind all Home Owners carrying out major improvements to their property (kitchen or bathroom refurbishments), to clear all debris from the Common areas including the Back Court. Owners should make their own arrangements to have the debris removed. More information is available on the Glasgow City Council Website, <https://glasgow.gov.uk> by searching for "Bulky waste Collection" or by calling 0141 287 9700.

ROOF & GUTTER CLEANING / MAINTENANCE

The winter phase of the Roof & Gutter cleaning and maintenance contract has been completed. With, in some cases, the contractor undertaking a range of minor repairs at the time of their visit, which will be invoiced normally as a reactive repair. The charges for the inspection and gutter clearance works have been included within this invoice.

CYCLICAL FUND SCHEDULE OF WORKS / CONTRIBUTIONS

The cycle programme of works is being finalised and will be circulated when we have the programme approved. As part of the review, where applicable, we are reconciling the contributions made to the cyclical funds for your block and we will in touch with you explain any revised charges in due course.

COLD WATER STORAGE TANK REMEDIAL WORKS

Following a successful tender process, we have appointed Integrated Water Services to undertake the remedial works to the Cold Water Storage Tanks. The programme of works will be established shortly and you will receive a notification when the works will be undertaken within your building.

FACTORING SURGERIES

As always, we will be conducting our surgeries should you wish to meet the factoring staff and discuss any concerns you may have, however, we will now be reviewing this service due to the low attendance at previous surgeries.

INFORMATION

FACTORING CHARGES:	
This invoice covers :	
For the period:	
1	Management Fee and Insurance (charged in advance)
	01/04/2019 – 30/06/2019
2	Cleaning / Back Court services (retrospective)
	01/10/2018 – 31/12/2018
3	Repairs (retrospective)
	01/10/2018 – 31/12/2018

FACTORING SURGERIES:	
Flat 1/6, 56 Blythswood Court,	
Friday, 8 March 2019	10am – 11am
Hyndland - Concierge Office	
Monday, 11 March 2019	11am – 12noon

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 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
For Account Enquiries or to make a payment please call the Finance Team on **0141-331 6663**.

EMAIL CORRESPONDANCE – GO PAPERLESS! If you would like to receive your invoices and correspondence via email, please let us know by emailing factoring@glasgowwestha.co.uk