

FORMAL NOTICE:

REVIEW OF CHARGES – 2020/2021 and ANNUAL INFORMATION SHEET (AIS) UPDATE

The following changes will be effective 1st April 2020 – 31 March 2021

A review of charges were carried out involving a comparability exercise with local factors in our area. We also considered elements such as current inflation costs, Direct Debit and Early Payment Reward Incentives. All charges are subject to VAT.

Charge	2019/20	2020/21
Management Fee	£180.00	£184.00
Sale of Property Fee	£85.00 / £115.00	£125.00

Your AIS should be read in conjunction with our Written Statement of Services. The AIS outlines the information we hold in our records about you. In a change to previous years your AIS will now be issued in May each year to coincide with our financial reporting year and allow alignment with updates on insurance premiums each year. Your Cyclical and Major Repair “statements of account” will be issued in the same pack where these are relevant to you. These changes have been implemented with a view to reconciling and improving our communication with you. If you have any questions on these matters please give us a call and we will assist with any queries you may have.

HOMEOWNERS SURVEY

Please find enclosed with this pack a copy of our 2020 Homeowners Survey. We are keen to receive your feedback on the services we provide by 28th February. A pre-paid envelope is enclosed. Thank you for your time.

PROCUREMENT UPDATE - Environmental Services, Common Repairs, and Close Cleaning

Environmental Services: We are excited to announce appointment of ID Verde (effective 1st April 2020) as your new contractor for external maintenance. **Common Repairs:** We are pleased to confirm contract award to City Building and P&D Scotland for routine and emergency common repairs. **Cleaning:** We are in the final stages of procurement with bid submissions due by 12th February 2020, anticipated contract award early March. Watch out for banner alerts in our letters, detail on our website, posters in your close and formal announcement in the May Information Sheet. Contractors are appointed following evaluation of both price and quality tender submissions in line with underlying procedures and guidelines to ensure fair and competitive opportunity to provide your services.

PLANNED MAINTENANCE AND CYCLICAL PROGRAMMES

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

Gutter Cleaning

David Mitchell Plastering & Building Ltd have now completed the Winter phase of roof and gutter cleaning and maintenance and will be billed to you in your May invoice.

Asbestos Surveys

Life Environmental Services have completed 80% of the survey reports, with the remaining to be completed by March 2020. Copies of the survey report of the communal areas are available on request. In the instances where further works are required, we shall duly advise. We anticipate that the billing for the surveys shall be included within the August 2020 quarterly accounts.

Common Cold Water Storage Tank Maintenance

Integrated Water Services will be concluding routine maintenance to all properties which have a common water tank. Should your block require remedial works outwith our delegated authority, we will be commencing engagement to progress the proposed works in the next month.

Electrical & Paint Works

Pending the completion of the asbestos surveys, we shall be in a position to progress with the planned Electrical and Redecoration programme. We are currently exploring and consultant appointment and works procurement options. Once this has been further developed further detail will be made available for your review and feedback.

NEW YEAR, NEW OPPORTUNITY!

Join Glasgow West Housing Association Management Committee.

We invite you to register interest in becoming a member of GWhA, benefits include:

- You are eligible to vote at elections for the Management Committee*
- You will be able to vote on matters discussed at the Annual General Meeting*
- You will have a say in what services are provided and how GWhA is run.*

Should wish more information this is available on their website www.gwha.org.uk or contact Carol Nicol on 0141-331 6664.

FACTORING CHARGES:	
This invoice covers :	
For the period:	
1	Management Fee and Insurance (charged in advance)
2	Cleaning / Back Court services (retrospective)
3	Repairs (retrospective)

FACTORING SURGERIES:	
Hyndland - Concierge Office	
Tuesday 3 March 2020	10am – 11am
Flat 1/6, 56 Blythswood Court	
Wednesday 4 March 2020	10am – 11am

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. When you call please provide the following policy number to assist with your claim: 50153 301521. Should you wish to intimate an insurance claim excess is applied at the rate of £100 (residential) £250 (shops). **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.**

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 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 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 (if payment has not reached your account with the 14 day period, you may be liable to a late payment fee).

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.

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 **Friday, 28 February 2020**. For homeowners a deduction £15.00 of management fee and for commercial units £20 for single commercial units and £40 for double units will be applied. The incentives are applied annually to your factoring account and will appear in your May Invoice if you have met eligibility criteria

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