

**HOME OWNER HYBRID CONFERENCE:  
THURSDAY 6<sup>th</sup> OCTOBER 2022**

Thank you to the 14 Homeowners that attended our recent hybrid conference. Feedback indicated the topics were interesting, presentations were clear and staff were knowledgeable and friendly. It was a good opportunity to meet and engage with Homeowners and demonstrate virtual engagement. The Factoring and Technical team discussed:-

- ✓ Core Services & Delegated Authority
- ✓ Factoring Surgeries
- ✓ Complaints Handling Procedure
- ✓ Service Achievements over 2020/21
- ✓ Common Area Investment/Planned Service Procurement

**FACTORING HYBRID SURGERIES:  
“You Said.... We did.....”**

Following consultation at our recent conference, Homeowners indicated they would like our surgeries to be reinstated. These surgeries give Homeowners an opportunity to meet with members of the Factoring Team and discuss any issues or queries that Homeowners have.

Surgeries will now be held bi-annually, and we ask you to contact the Factoring Team in advance agree an appointment time with you. Appointments can be in person at our office at 5 Royal Crescent, Glasgow, or virtually, by Microsoft Teams. The date and time of the first surgery is on page 3 of this document.

**COMMON REPAIRS/BILLING**

Our Property Maintenance contactor City Building have recently installed a new computer system and as a result of this there have been some administrative errors that have become apparent. If you have reported any repairs in the last 3 months and they have not been completed, please contact us as a matter of urgency on 0141 331 6650. With effect from 01 October 2022, all repairs, except emergencies, should be reported directly to GWHG on 0141 331 6652, through our website or by emailing us at: [factoring@glasgowwestha.co.uk](mailto:factoring@glasgowwestha.co.uk). As a direct result we have been unable to upload common repairs and charges to your quarterly invoice. We are working with our software developer to resolve this issue.

**GARDEN GRANT**

Calling all Gardeners!!! Are you looking to do some work in your backcourt area? Our Garden Grants can help brighten up your backcourt. Small grants are available which can help with the purchase of plants, pots and tools. Please contact our Estates Department directly on 0141-428 3247 or email [estates@glasgowwestha.co.uk](mailto:estates@glasgowwestha.co.uk) if this is of interest to you.

## **PLANNED MAINTENANCE AND CYCLICAL PROGRAMMES:**

### **ROOF & GUTTER MAINTENANCE**

David Mitchell Plastering & Building are currently carrying out the winter phase of roof and gutter cleaning and have delegated authority for minor repairs to be undertaken during visits. We will receive details of these repairs in the weeks to come.

### **COMMUNAL ELECTRICAL SAFETY CHECKS**

We are pleased to confirm that all common Electrical Installation Condition Reports (EICR's) are now completed. There is still a portion of remedial works to complete at some blocks, which our contractor, GD Chalmers, are working through currently. Remedial works are priced on a block by block basis and we shall engage with Homeowners on any costs above our delegated authority, prior to instruction. EICR costs will be charged out via routine quarterly invoicing.

### **COLD WATER STORAGE TANKS**

HBE have now been appointed for cold water storage tank servicing. We anticipate the works to start imminently and we await their proposed program. As per usual procedure, any remedials that are highlighted following routine services shall be instructed within our delegated authority. We shall engage with Homeowners where any cost is above this.

### **CLOSE AND WINDOW REDECORATION PROGRAMME**

It is anticipated that we shall appoint a contractor for this work and have them start surveying and measuring closes prior to Christmas. As there is still a portion of common electrical remedial works required in some closes, we shall press ahead for completion of this prior to starting any painter works. Once we have closes measured and priced, we will start engaging with Homeowners on how to proceed, and this is likely to include a vote on colour preferences.

### **STONework PROGRAMME**

Measured building surveys have been carried out on approximately half of our stock identified for stonework and we have appointed our Consultant Design Team. Our aim is to have all the blocks in current program surveyed by the Design Team in order to produce a detailed scope of works for each block. We are currently in the process of doing this for blocks on Byres Road, which will be the first phase of stonework repairs.

**INFORMATION**

<b>FACTORING CHARGES:</b>		
This invoice covers :		For the period:
1	Management Fee and Insurance (charged in advance)	01/01/2023 – 31/03/2023
2	Cleaning / Back Court services (retrospective)	Up and to date of invoice
3	Repairs (retrospective)	Up and to date of invoice

<b>FACTORING HYBRID SURGERIES:</b>	
<b>By appointment only:</b> 5 Royal Crescent / MS Teams	
13 December 2022	4pm – 6pm

**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 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: **50153 301521**. Should you wish to intimate an insurance claim, excess is applied at the rate of £100 (residential) and £100 (shops). Should you hold your own Block Buildings Insurance policy, please contact us and submit a copy of the policy to GWEn. If the Deed of conditions allows multiple polices over one block, GWEn 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, 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 Homeowners 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 01 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 two 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 issued on request.

**PAYMENT METHODS:**

Your Quarterly Factoring Invoice should be paid within 14 days (if payment has not reached your account within 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 for you. 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 can also make payment by phone using your Debit or Credit Card. Please 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 Wednesday, 21<sup>st</sup> December 2022.

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