

## FACTORING INFORMATION SHEET: NEWS AND UPDATES

### OWNERS CONFERENCE 2018 – EARLY REMINDER

Our 3<sup>rd</sup> Owners Conference will be held again in October and we will confirm detail to you in your August Information Sheet. We hope you can make it, and in the interim ask you to let us know of any topics that would interest you.

### Written Statement of Services (Amendment)

You may be aware that the Scottish Government recently consulted on the Property Factors Code of Conduct and it is our intention to issue a revised WSOS once the outcome of the consultation is confirmed. In the meantime please note the addition of the following information to the WSOS under the heading "Communication Arrangements"

***"Where practical we will aim to respond to your queries within 5 working days.***

***In the event we need to carry out an investigation, we will acknowledge your correspondence within 3 working days, and we will endeavour to respond within 20 working days.***

***Our response may be verbal, or in writing (including email).***

***If we are unable to meet our target timescales, we will contact you to agree an extension."***

If you have any queries regarding our factoring services, please do not hesitate to contact us.

### GUTTER CLEANING

David Mitchell Plastering & Building have now completed the Spring phase of gutter cleaning/maintenance. This only includes addresses identified susceptible to foliage.

### HYNDLAND LIFT MODERNISATION

Residents in Hyndland will be invited along to consultation meetings to engage your views and comments for carrying out the Lift Modernisation Programme. Our Project Team will be available on the night to answer any questions you may have in respect of the works. We anticipate meetings will be held in the Summer Time, however, you will receive a letter shortly with further details.

### HYNDLAND CHUTE UPDATE

Following successful owner engagement at all properties, the bin chute closers at Hyndland have now been instructed and we are awaiting manufacture. Once ready, Martec will be on site to install the closers, providing additional fire protection to the common areas of the property.

### WASTE DISPOSAL & COLLECTION

It is your responsibility to dispose of household waste correctly and keep your backcourt area clean and tidy.

Any additional ground maintenance visits by our contractor due to incorrect disposal of household waste or bulk refuse will incur an additional charge to all residents\*

All household waste should be placed in black bags, tied securely and placed in to the bins provided. Bags or items left out with the bins will not be collected by Glasgow City Council's Land and Environmental Services Department. Recycling and food waste bins must be used in the correct manner or risk becoming contaminated and collection refused.

**Missed bin collections & bulk uplifts should be reported directly to Glasgow City Council by calling 0141 287 9700 or online via their website\*, please ensure you**

**obtain a reference number. \*<https://www.glasgow.gov.uk/index.aspx?articleid=20545>**

### LANDLORD ELECTRICITY SUPPLY CHARGE

As noted in our March Information sheet, we have now applied the shortfall of the Landlord Supply to your account. We apologise for the miscalculation and for any confusion this may have caused.

### PAYMENT BY DIRECT DEBIT

To ensure no factoring payments are missed, you can pay your factoring account 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 Aubin on 0141-331 6663 and Aubin will set up a Direct Debit Account for you over the phone.

### 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 of 25% off Building Insurance. To qualify please ensure this invoice is paid by **Friday, 15 June 2018**.

### ANNUAL STATEMENT OF ACCOUNT

Your Annual Statement of Account with this Invoice, which includes transactions to 30/05/17. Please contact us if you wish to discuss the transactions noted on the statement.

## INFORMATION

FACTORING CHARGES:		
This invoice covers :		For the period:
1	Management Fee and Insurance (charged in advance)	01/07/2018 – 30/09/2018
2	Cleaning / Back Court services (retrospective)	01/01/2018 – 31/03/2018
3	Repairs (retrospective)	01/01/2018 – 31/03/2018

FACTORING SURGERIES:	
<b>Hyndland - Concierge Office</b>	
Wednesday, 20 June 2018	11am – 12noon
<b>Flat 1/6, 56 Blythswood Court,</b>	
Wednesday, 20 June 2018	2.30pm – 3.30pm

### 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 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 date the copy of the policy was received by us. It is your responsibility to ensure that your property is adequately insured.**

### 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 have not 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 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 common repair, or have a general Factoring enquiry including any estate 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**.

### EMAIL CORRESPONDENCE – GO PAPERLESS!

If you would like to receive your invoices and corrspondance via email, please let us know by emailing [factoring@glasgowwestha.co.uk](mailto:factoring@glasgowwestha.co.uk)