

OWNERS CONFERENCE 2019

Thank you to the homeowners that attended our recent conference, feedback indicated you found the conference useful and informative. It was a good opportunity to meet and engage with the Homeowners to discuss Service Priorities and what it may mean for homeowners. We hope to see more of you at the event next year.

HOMEOWNER SURVEY

We invite you to take part in our 'Homeowner Survey 2019' in relation to the services we provide. To take part in the survey please type <https://www.surveymonkey.co.uk/r/GDLVSZN> into your internet browser. You can also complete the survey through our website: <http://www.gwha.org.uk/gwen>. Paper copies are available on request.
The survey will close on the 20th of December 2019.

PLANNED MAINTENANCE AND CYCLICAL PROGRAMMES

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

Gutter Cleaning

We are pleased to confirm, that within contract terms, on the basis of previous performance we have extended the original 3 year contract with David Mitchell Plastering & Building Ltd by a further year with a negotiated price freeze for the pending Winter and Spring Hotspot visits. Additional works will be undertaken in the Hyndland area to accommodate works being undertaken by access platform. They will be onsite through November and December.

Asbestos Surveys

Life Environmental Services have now completed the common area surveys of our stock, with a limited number of revisits planned for areas that weren't accessible. If any works are required and contact you as required in due course.

Common Water Tank Maintenance

Integrated Water Services will be completing our common water tank maintenance in all blocks over the coming months. They will put up notification posters in your block prior to works commencing so that you are aware of any potential disruption.

Electrical & Paint Works

Subject to review of asbestos survey reports and subsequent actions, we will be looking to progress with our consultant appointment to assist in the development of specification for common area electrical safety checks in line with owners' joint obligation to ensure property safety, followed by a confirmation of the programme for common area painting. Both of these projects will be undertaken on a phased, priority needs basis and we will be in contact when plans are finalised for each property.

WATER SAFETY

Legionella bacteria can occur in domestic water systems. To reduce the risk of this occurring the following precautions can assist you maintain a health water system in your home. If they have not been used for a prolonged period:

- Run showers and taps for 10 minutes, reducing any vapour spray by removing the shower head,
 - flush toilets with the lid down.
- Keep all shower heads and taps clean and free from a build-up of lime scale, mould or algae growth,
 - If you have a cylinder that stores hot water set the temperature to 60°C or higher,
- Ensure that domestic and commercial air extraction systems are clear of any debris to allow steam/water vapour to emit.

PROCUREMENT UPDATE - Environmental Services and Close Cleaning

We are entering the final stages of our tendering process for our Environmental Services Contract, 6 tenders from interested companies have been received. Submissions will be assessed on basis of both Price & Quality through November with an expected contract award and start January 2020. Our Close Cleaning specification has been completed and will be out to early December.

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, 13 December 2019**. 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.

INFORMATION

FACTORING CHARGES:		
This invoice covers :		For the period:
1	Management Fee and Insurance (charged in advance)	01/01/2020 – 31/03/2020
2	Cleaning / Back Court services (retrospective)	01/10/2019 – 31/12/2019
3	Repairs (retrospective)	01/10/2019 – 31/12/2019

FACTORING SURGERIES:		
Hyndland - Concierge Office		
Tuesday 3 December 2019	10am – 11pm	
Flat 1/6, 56 Blythswood Court		
Wednesday 4 December 2019	10am – 11pm	

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 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 (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.

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**.