

**OWNERS CONFERENCE 2018**

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 within the local area. We hope to see more of you at the event in October next year.

**GUTTER CLEANING**

Contractor David Mitchell has begun the winter phase of roof and gutter cleaning/maintenance. They will post notifications at close entrances with timescales on when they should be in your area. The contractor has delegated authority to carry out minor repairs identified whilst on site with a view to reducing the cost of the works. Evidence will be provided for invoicing purposes with procedure in place to submit reports for consideration of any more extensive works required to enable appropriate consultation with owners.

**COLD WATER STORAGE TANKS WORKS & ASBESTOS MANAGEMENT WORKS**

There has unfortunately been some delay in concluding the procurement of the scheduled remedial works to the common cold water storage tanks and asbestos survey projects. The anticipated revised timescales for the works to commence in March/April 2019.

The appointed contractor will issue posters within closes with further details at that time.

**LOOKING FOR OFFICE SPACE TO RENT FOR YOUR BUSINESS NEEDS?**

Glasgow West have two commercial units available for lease should you require office space.

The properties are located in the Anderston area, both have ground floor access with WC facilities and are ideal if you are starting to expand or develop your own business.

Should you wish more details, or wish to carry out a viewing of the premises please contact our factoring team on 0141-331 6674 or [factoring@glasgowwestha.co.uk](mailto:factoring@glasgowwestha.co.uk) who will happy to arrange a viewing for you.

**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 **Monday 17th, December 2018**.

For homeowners a deduction £15.00 of management fee will be applied and for Commercial owners there will be a deduction of 25% off building insurance. The incentives are applied annually to your factoring account and will appear in your May Invoice if you have met eligibility criteria.

**ASSISTANCE WITH FACTORING CHARGES**

If you are an owner-occupier you may be able to get some help towards housing costs such as mortgage payments, known as Support for Mortgages (SMI) and/or factors fees if you are in receipt of Income Support (IS), income-based JSA, income-related ESA, Universal Credit (UC) or Pension Credit.

You must satisfy certain conditions to qualify for assistance - to check entitlement call 0800 169 0310 if you received IS, ESA or JSA or call 0800 731 0469 if receive Pension Credit. UC claimants may request this through their journal.

**PAYMENT BY DIRECT DEBIT**

To ensure all factoring payments are on time, 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 Aubin on 0141-331 6663 to set up a Direct Debit Account over the phone.

## INFORMATION

FACTORING CHARGES:		
This invoice covers :		For the period:
1	Management Fee and Insurance (charged in advance)	01/01/2019 - 31/03/2019
2	Cleaning / Back Court services (retrospective)	01/07/2018 - 30/09/2018
3	Repairs (retrospective)	01/07/2018 - 30/09/2018

FACTORING SURGERIES:	
Hyndland - Concierge Office	
6 December 2018	11am – 12noon
Flat 1/6, 56 Blythswood Court	
12 December 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 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](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.

### 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](mailto: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](mailto:factoring@glasgowwestha.co.uk)