

NEWS**GWEn FACTORING TEAM UPDATE**

We are pleased to welcome Laura Cromar to the GWEn Team as Factoring Assistant. Laura who's role includes frontline services, including account queries is based in our offices at 5 Royal Crescent.

COLD WATER STORAGE TANKS - REMEDIAL WORKS

All attic spaces have now been inspected and the GW projects team will be developing a schedule of remedial works to address issues arising. The works will be phased over the next two years in a sequence reflecting priority actions required for example, cleaning / replacement lids or filters. These works will be competitively tendered to ensure best value and the relevant properties will be contacted with details later in the year.

ROOF INSPECTIONS & GUTTER CLEARING

We apologise that there has been a slight delay in the charge for this service and the charge will be included in your November 2016 Invoice. Due to circumstances out-with our control this contract will be competitively retendered prior to the scheduled autumn / winter works. This may result in a variation to charges in subsequent factoring invoices. We will update you in November Information Sheet.

FALL ARREST SAFETY SYSTEMS

We are happy to report that this contract is 90% complete and we are currently pursuing no access visits. We shall also be carrying out remedial works that is highlighted by the inspections.

INVESTMENT WORKS UPDATEAnderston - Stonework Repairs

Scaffold has now been removed on part of Elderslie Street with the remaining section in place for the elevation rebuild works at Kent Road. Similar works will follow at 47 Beltane St, due to conclude at the end of the year. Works to utilities in footpaths are being programmed.

St Vincent Terrace – Lifts

We have successfully completed lift modernisation at block 70/72 with engineers now on site at 32/52 St Vincent Terrace progressing well. Projected completion early September 2016 with completion of the 3rd lift (30 block) expected for December 2016.

We are aware and respect that investment works can be expensive and difficult to manage if not foreseen. If you do not already make payment into a Linked Investment Account fund then we would be pleased to discuss setting this up to assist you. This account will be held separate from your Factoring Account for further details please review the GW Written Statement of Services.

OPPORTUNITY FOR OWNERS - GAS SERVICING AND MAINTENANCE CONTRACT.

GW carries out Annual Safety checks in all properties with Gas Central Heating. As you will be aware, it is important to have your gas appliances serviced annually for the safety of your family and neighbours. GW would be pleased to extend the opportunity of adding individual owners into our existing contract, the cost of which would be recovered through your factoring invoice. You would have access to Gas Safe Registered Engineers if there was a fault in your central heating system and a full annual service and safety check would be carried out. Please contact Laura if you would like further details on this initiative and the commitment required from you.

EARLY PAYMENT INCENTIVE

Committee have approved Early Payment Incentives for all owners who pay their factoring invoices promptly. The incentives are applied annually to your factoring account and will appear in your May Invoice. 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, 9th September 2016**. For homeowners a deduction £15.00 of management fee and Insurance will be applied and for Commercial owners there will be a deduction of 25% off building insurance.

ANNUAL OWNERS CONFERENCE

We have included in this pack your invitation to our First Owners Conference taking place at The Meeting Place, Glasgow West Housing Association on 6th October 2016. An Agenda has also been included which sets out the order of business on the night. GW hope that as many owners as possible can attend our meeting and would respectfully ask that you confirm attendance in advance. There will be a short surgery prior to the meeting commencing which gives you the opportunity to highlight any matters specific to you.

INFORMATION

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:	
St Vincent Terrace - Concierge Office	
14 September 2016	11am – 12noon
Hyndland - Concierge Office	
14 September 2016	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. 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 Homeowner Housing Panel. Details of our 2 stage formal complaint resolution process and information on the HOHP are available on our website / on request in our complaint Guidance Information Sheet.

DATA PROTECTION / PASSWORD

We can set up a password on your factoring account to provide an additional level of data protection to ensure that it is only you the Homeowner who is given account information. If you wish to set this up please let us know.

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 Roz Docherty on 0141-331 6654

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