

NEWS**INSURANCE CHARGE**

The building insurance policy has been renewed and we confirm the following values effective 01/04/17.

Residential Property - £116 per annum
Single Commercial Unit - £220 per annum
Double Commercial Unit - £440 per annum
Your insurance will still be charged quarterly.

You will note on your factoring invoice an adjustment reflecting the uplift to you insurance premium for the period 01/04/17 to 31/03/17, the premium for which was invoiced in February. At the time the revised premium were not available, we apologise for inconvenience caused.

SELF INSURANCE

The Tenement Scotland Act states a legal obligation for you home to have adequate buildings insurance. If you choose to self-insure, you will need to send us copies of your policy within 14 days of renewal, after this time you will be added onto the common Block Insurance Policy and you will be charged accordingly to ensure cover is in place.

ANNUAL STATEMENT OF ACCOUNT

We have included your Annual Statement of Account in this Factoring Invoice; this is a full statement of your account from the date of issue in May 2016 and correct to 18/5/17. Please check that all your details are correct, if there are any errors we ask that you inform us as soon as possible.

GUTTER CLEANING

The annual Gutter Clear and Roof inspection contract has been awarded to David Mitchell. They have commenced with the first clearance with the remainder of complete in June. Winter clearance will commence late October following autumn leaf fall. Appropriate charges will be applied to factoring invoice annually.

STONEMARK STRATEGY (SwS)

We have developed a 5yr stonework condition and repair strategy for Tenement / Stone constructed properties factored by GWhA. The focus of the 1st phase of this is the Byres Rd and Anderston areas. We are currently reviewing options for appointment of specialist consultants to move this project further and will write with detail to those owners we hope to work with to make the improvements with further details in due course.

LIFT MODERNISATIONS

Following consultation with residents at Blythswood Court we anticipate tendering for lift modernisation of the 6 lifts in the Autumn. We will write to owners at Hyndland over the coming months to commence engagement with you on the anticipated modernisation of the 3 lifts at the addresses including Prince Albert Rd, Princes Place, Hyndland Road and Crown Road North.

ST VINCENT TERRACE BIRD NETTING

We have now concluded the procurement of Bird Netting at St Vincent Terrace and will write to owners early June to confirm arrangements to meet and discuss what this work means for you.

BLYTHSWOOD COURT HEATING

Glasgow West have appointed consultants to explore available options for the modernisation of cold water and heating systems at

Blythswood Court. This project is early in inception and once further developed we look forward to engaging with all residents and seeking feedback on this project.

ANNUAL GAS SERVICING FOR OWNERS

Glasgow West Housing Association instruct Annual Safety for our properties 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.

OWNERS CONFERENCE 2017 – EARLY REMINDER

Following the success of our 1st Owners Conference last year we aim to hold our 2nd event 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.

INSURANCE REBUILD SURVEYS

Insurance Re-build Surveys have been carried out to ensure full level of appropriate rebuild cover is in place on the policy. A charge of £16.51 for this survey will be applied to your factoring bill in August. Once payment has been received a copy of the survey for your block will be made available on your request.

PAYMENT BY DIRECT DEBIT

Make your factoring payments easier! 23% of factored properties currently use Direct Debit to help manage their factoring account and with your help we can improve this figure. As an incentive, if you put this payment method in place with our Finance Team your factoring account will be automatically credited with £20.00 on receipt of your first payment. Please call Aubin on 0141 331 6663 if this interests you

GW OWNERS PORTAL

Our new Online Customer Portal is now live! You can sign up via the link on www.gwha.org.uk or call Angie Brown during office hours on 0141 331 6650. Once activated your portal account allows you to: review factoring account statements and balances, Report & track repairs, Provide feedback, keep your personal information up-to-date.

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 **Thursday 15th June 2017**. 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. We are happy to report that 66 homeowners and 6 commercial owners received the EP Reward for the last financial year. This was a total of £1,490.00 refunded to factored accounts for paying their invoice on time.

INFORMATION

FACTORING CHARGES:		FACTORING SURGERIES:	
This invoice covers :		Hyndland - Concierge Office	
For the period:		Thursday, 8 June 2017	11am – 12noon
1	Management Fee and Insurance (charged in advance)	Flat 1/6, 56 Blythswood Court	
	01/07/17 – 30/09/2017	Thursday, 8 June 2017	2.30pm – 3.30pm
2	Cleaning / Back Court services (retrospective)		
	01/01/2017 – 31/03/2016		
3	Repairs (retrospective)		
	01/01/2017 – 31/03/2017		

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 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 Roz Docherty 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 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 emails and correspondance via email, please let us know by emailing factoring@glasgowwestha.co.uk