

**FORMAL NOTICE:  
REVIEW OF CHARGES – 2021/22**

The following changes will be effective 1<sup>st</sup> April 2021 – 31 March 2022

A review of charges were carried out involving a comparability exercise with local factors in our area. We also considered elements such as current inflation costs, Direct Debit and Early Payment Reward Incentives. All charges are subject to VAT.

Charge	2020/21	2021/22
Management Fee	£184.00	£189.00
Sale of Property Fee	£125.00	£125.00

**OFFICE CLOSURE – COVID19**

Our office remains closed over this unprecedented time and our staff are continuing to work remotely, however, we are able to offer appointments on a Wednesday for any critical matter(s) that cannot be resolved by telephone or email. In line with Government advice our quarterly factoring surgeries have been suspended and we apologise in advance for any inconvenience this may cause. We are keeping this under frequent review and will continue to provide updates online via our website; [www.gwha.org.uk](http://www.gwha.org.uk); Twitter; <https://twitter.com/GlasgowWest4> and Facebook; <https://www.facebook.com/GlasgowWestHA/>

For all enquires and payments please leave a message on our main switch board number 0141-331 6650, and a member of the team will return your call within one working day. We are currently unable to accept payment by cheque: please refer to one of our other payment methods. If you anticipate having difficulty paying your latest factoring invoice please. Leave a message on 0141 331 6650 and either Jan or Aubin will call you back. Alternatively email [factoring@glasgowwestha.co.uk](mailto:factoring@glasgowwestha.co.uk) to request a call back.

**ANNUAL COMMON INSPECTIONS & COMMON REPAIRS REPORTING**

As a result of our evaluation and interpretation of the current Scottish Government guidance, and anticipated duration of the current lockdown period, the Written Statement of Services commitment for annual close inspection will not be carried out in 2020/21 period, reflecting the national “stay at home” legislation. In mitigation, amidst the absence of our routine inspections, we recognise the benefit of resident feedback - which in these unprecedented times is welcomed - in ensuring the commons parts of your home are safe, and secure. Notwithstanding the above position Common Repairs that are considered emergency/ life & limb will be instructed. A repair is considered an emergency where a delay in attending could represent a significant risk to health, safety or security, or could cause significant damage to property. Non-urgent repairs are being recorded and will be implemented on a phased basis upon future resumption of the routine repairs service. We anticipate that response times may be impacted initially whilst our contractors work through the backlog of outstanding works. At this stage there is no anticipated impact on current Close Cleaning, Concierge or Environmental Services. Should you wish to discuss the service provision, or raise any matters of concern please contact us on 0141-331 6650 or by emailing [factoring@glasgowwestha.co.uk](mailto:factoring@glasgowwestha.co.uk)

**PLANNED MAINTENANCE AND CYCLICAL PROGRAMMES**

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

**Gutter Cleaning & Roof Inspection**

*We have completed a successful tender and appointed David Mitchell Plastering & Building to carry out the annual gutter cleaning and roof inspection works on a 3 year contract. Due to current restrictions the winter clean is required to be rearranged to March/April 2021 subject to safe working arrangements.*

**Asbestos Surveys**

*We are nearing completion of our Asbestos Survey Programme, charges for this survey are now recorded on your enclosed invoice. Copies of the survey for your property can be viewed on request.*

**Common Cold Water Storage Tank Maintenance**

*We will shortly be engaging with homeowners and propose to hold virtual meetings to enable us to proceed with necessary works. Should your block be included within the programme you will receive a letter in March, detailing the works and associated costs.*

**Electrical & Paint Works**

*Following the completion of the Asbestos Survey Programme, we shall be undertaking Electrical and redecoration programmes. We are currently working with Project Management Consultant, Faithfull & Gould to produce a programme of works for these elements and shall advise further as the programmes develop.*

**Thermal Imaging Survey**

*In line with GW Stonework strategy IRT Survey Limited has now carried out thermal imaging surveys on 47 properties, in order to provide a detailed report of the condition of the stonework and identify areas of saturated stonework for investigation. This information will be used to help shape our future stonework projects. Should your property form part of this survey, your share of the costs are now recorded on your invoice. Copies of surveys are available on request.*

**CONCIERGE SERVICE SURVEY: Do you stay in a property that has a concierge service?**

We are keen to hear your feedback on the current services provided. Please contact [estates@glasgowwestha.co.uk](mailto:estates@glasgowwestha.co.uk) or phone

0141 331 6650, leave a voicemail and one of the team will contact you. This survey will involve the team asking you a small number of questions and will last no longer than 10 minutes.

FACTORING CHARGES:	
This invoice covers :	For the period:
1 Management Fee and Insurance (charged in advance)	01/04/2021 – 30/06/2021
2 Cleaning / Back Court services (retrospective)	01/10/2020 – 31/12/2020
3 Repairs (retrospective)	01/10/2020 – 31/12/2020

## 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 or by email to [claims@brucestevenson.co.uk](mailto:claims@brucestevenson.co.uk). When you call please provide the following policy number to assist with your claim: 50153 301521. Should you wish to intimate an insurance claim, excess is applied at the rate of £100 (residential) £250 (shops). Should you hold your own block buildings insurance policy, please contact us and submit a copy of the policy to GW. If the Deed of conditions allows multiple polices over one block, 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. The block buildings policy does not cover your house contents.

## UNOCCUPIED PROPERTIES – PLEASE NOTE INSURANCE CONDITIONS.

If your property is currently unoccupied as a result of Covid-19 restrictions and will remain unoccupied or disused for more than 60 days, we must remind you it is an insurance policy condition that it must be regularly inspected. For more information please contact Bruce Stevenson, Insurance Broker, (details as above) or visit our website.

## 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 your expectation; 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 First-Tier Tribunal for Scotland (Housing and Property Chamber). Details of our 2 stage formal complaint resolution process and information on The First-tier Tribunal for Scotland (Housing and Property Chamber) are outlined in our Comments and Complaints Guidance leaflet, available on our website. Alternatively, paper copies can be sent on request.

## 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 for a late payment fee).

- Direct Debit:** There is the facility to make regular payments by Direct Debit. Contact a member of our Corporate Team on 0141-331 6650 and this will be set up in a few minutes 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 6650.
- 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 Aubin Mweze, Corporate Administrator on 0141-331 6650.

## EARLY PAYMENT REWARD

Would you like money back on your Factoring Invoice? We will apply a credit to your factoring account if all 4 quarterly invoices are paid within our 14 day timescale. The incentives are applied annually to your factoring account and will appear in your May quarterly invoice. To qualify this invoice must be paid by **Friday, 19 March, 2021**

Homeowners (flat/townhouse)	£15.00 deduction from Management Fee
Single Commercial Units	£20.00 deduction from Building Insurance
Doubles Commercial Units	£40.00 deduction form Building Insurance