

**Glasgow West Enterprises Limited, 5 Royal Crescent, Glasgow, G3 7SL**  
**Tel: 0141-331 6650 DD: 0141-331 6673**  
**Email: [factoring@glasgowwestha.co.uk](mailto:factoring@glasgowwestha.co.uk)**



**Office Re-opening**

We are delighted to be re-opening and remain focussed on keeping our customers and staff safe. We'll be grateful to receive your ongoing co-operation in managing this process as follows:

- Please continue to contact us by telephone in the first instance;
- If you require to visit us in person, please call or email to arrange an appointment in advance;
- Visitors to the office will be limited to 1 person per household (unless alternative arrangements are agreed in advance);
- No more than 2 persons will be admitted to the building at any one time, so you may be asked to wait outside upon arrival. Please be aware that priority will be given to visitors who have made advance appointments;
- Hand sanitiser, masks and gloves are available for your use within the reception area.
- Currently quarterly factoring surgeries remain suspended – this will be reviewed again in December.

**6<sup>th</sup> Annual Conference Held Virtually: Thursday, 7 October.**

Due to the uncertainty around emerging Covid-19 restrictions, and with the recently escalating case numbers, our conference was again held virtually. Whilst acknowledging that attendance was lower than desirable, we consider the event to have been a worthwhile opportunity to deliver topics via PowerPoint presentation through Zoom, Thank you to the 15 Home Owners who attended on the night.

**Fire Safety Advice: Scottish Government, New Legislation: Smoke, Heat & CO2 Detectors**

The law on fire alarms is changing from February 2022, which means all homes in Scotland will need to have interlinked alarms. When one goes off they all go off, alerting you to danger quicker, no matter where you are in your home. The new regulations mean homes need:

- Smoke alarm in every circulation space on each storey, such as hallways and landings.
- Smoke alarm in the living room.
- Heat alarm in the kitchen.
- All heat and smoke alarms interlinked.
- A carbon monoxide detector where there is a fuel burning appliance or a flue.

Further information is available on Scottish Government's website: <https://www.mygov.scot/home-fire-safety>

**Bulky Waste and Fly-tipping: Contact Total Homes: 0141-556 7085 / email [bulk@total-homes.com](mailto:bulk@total-homes.com)**

Following the withdrawal of the traditional Glasgow City Council Bulky Waste collection services, our recycling contractor Total Homes has been working across our backcourts and open spaces to manage the clearance of household bulk and fly tipping. To date Total Homes have saved over 10 tonnes of waste from landfill by adopting and promoting Recover, Reduce, Repair, Reuse, and Recycling principles. To promote a circular economy within our neighbourhoods, we need your help.

To make a service request please contact Total Homes directly. This pre-payment service typically has a 48hr turnaround for collection from your door. Total Homes will confirm the price of the uplift and explain what you need to do on the day of collection. You will be given a reference number and asked to contact our switchboard on 0141 331 6650. One of our Finance staff will call you back on the same day to take the payment required to confirm your uplift. A separate invoice will be issued upon receipt of payment.

Check out our website for further details on the benefits of using Total Homes, and links to their own website [www.total-homes.com](http://www.total-homes.com) for details on how the items you collect are managed, and the community and environmental initiatives preventing items going direct to landfill.

Collection costs are estimated to be as undernoted. Alternatively, you may dispose of items free of charge at GCC Household Waste Recycling Centres (HWRC) or arrange a Bulky Waste collection from GCC: which is chargeable from 5 July 2021. See GCC website for further info or call 0141-287 9700.

<b>Light 1-25 Items: £58.80</b>	<b>Medium 26-50 Items: £148.20</b>	<b>Heavy 50+ Items: £296.40</b>
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## **PLANNED MAINTENANCE AND CYCLICAL PROGRAMMES**

Common Repairs and Investment Works can be expensive and situations may arise without warning. We ask that when works are first identified you make plans with respect to paying for your share of the cost. Our payment terms are 14 days from when we issue the Invoice to you. In all instances of large scale Common Repairs and Investment you are encouraged to commence payments before works begin: your money will be held in a specific account that will be set up for you. Please contact us if this is of interest to you.

### **Gutter Cleaning & Roof Inspection:**

The Spring/Summer phase of roof and gutter cleaning has been completed for 2021 by our contractor, David Mitchell Plastering & Building. This will be charged out as part of your next Factoring invoice (January 2022). The winter phase of roof and gutter cleaning will begin in November.

### **Common Asbestos Survey** – Project update and billing information.

The appointed contractor has now visited all 161 locations, with surveys fully completed at 97 properties. The remaining properties (e.g. requiring lock changes to loft hatches and store cupboards) will be completed in due course. These lock changes are within the scope of the delegated authority in our Written Statement of Services, as such they will be instructed directly, and invoiced through routine billing processes as per the share in your title deeds. A copy of the survey report will be available to you thereafter.

### **Common Electrical Test and Inspection:**

We are in the early stages of procurement for Common Electrical works. These works shall involve carrying out EICR's (Electrical Installation Condition Report) on all communal circuits, such as stair lighting and door entry systems. The purpose of the works are to ensure electrical safety in the common areas of your homes. It is anticipated the work shall cause minimal disruption and there will be no need for contractor access in to individual properties. We shall share further information with you regarding timescales and costs in due course.

**Close and Window Redecoration:** We have recently completed a survey of the stairwells of all properties, to allow for the programme of works for communal redecoration to be planned. The next stage will be the procurement of contractors which will include itemised costs for each close. Once all details have been finalised, we will be in touch to make arrangements for voting for the works to proceed, and for your preferred colour choices.

**Stonework Programme:** We are currently in the planning stages of our stonework programme, with the first phase pertaining to the 96- 146 Byres Road and 132 University Place. This scope of works will include measured surveys, investigation works and consultant appointment in advance of preparing tender documentation. There has been an unforeseen delay with permits being issued by Glasgow City and as such, we are currently unable to advise of a timescale for this element of the project being completed. We will keep you advised in this matter.

<b>FACTORING CHARGES:</b>	
This invoice covers :	For the period:
1 Management Fee and Insurance (charged in advance)	01/01/2022 – 31/03/2022
2 Cleaning / Back Court services (retrospective)	Up and to date of invoice issue
3 Repairs (retrospective)	01/07/2021 – 30/09/2021

### **INSURANCE: POLICY NUMBER: 2021CP0000250**

Block Buildings Insurance is administrated through Bruce Stevenson Insurance Brokers Limited. 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 above policy number to assist with your claim.

Should you wish to intimate an insurance claim, excess is applied at the rate of £100 (residential & commercial properties). Should you hold your own block buildings insurance policy, please contact us at our office or by email marked for the attention of the Factoring Department and include a copy of your policy. If the Deed of conditions allows multiple polices over one block, GW will credit back only 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 (or for any other reason) 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.

### **ANNE GOULD AND JIM MICHAEL AWARDS**

Anne Gould served GWHA as a valued management committee member for 5 years. She died after a brief illness as GWHA embarked on its 30th anniversary. The objective of this award is to introduce a specific perspective on staff recognition; reflecting the attributes associated with Anne, i.e. her upbeat and positive nature and focus on quality services. For more information, including how to nominate someone, please visit <http://www.gwha.org.uk/housing/?id=197>

Jim Michael was part of GWHA's Management Committee for 27 years, this award recognises his contribution, not only to GWHA but to the wider West End Community. The objective of this award is to acknowledge the commitment of exceptional people who make a difference to the lives of people living in the community: the people who make the community what it is. For more information, including how to nominate someone, please visit <http://www.gwha.org.uk/housing/?id=237>

## PAYMENT METHODS

Your Quarterly Factoring Invoice must 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). Please contact our Corporate Team on 0141-331 6650 for the following:

**Direct Debit:** There is the facility to make regular payments by Direct Debit 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:** Please contact us if you require a card to pay by Allpay.

**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.

**By Cheque:** We are currently unable to accept payment by cheque: please refer to one of our other payment methods

## EARLY PAYMENT INCENTIVE

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 and will appear in your May quarterly invoice. To qualify, this invoice must be paid by **Monday 13<sup>th</sup> December 2021**

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

## 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 Complaints Handling Guide, available on our website. Alternatively, paper copies are available on request.

Further information on our services can be found by visiting our website [www.gwha.org.uk](http://www.gwha.org.uk) or follow us on Twitter ([@GlasgowWest4](https://twitter.com/GlasgowWest4)) and Facebook ([GlasgowWestHA](https://www.facebook.com/GlasgowWestHA))