

FORMAL NOTICE:

Review of Charges – 2022/23

A review of charges has been carried out involving a comparability exercise with local factors in our area. As part of this review we have also considered elements such as current inflation costs, Direct Debit and Early Payment Incentives. Therefore the following changes will be effective from 1st April 2022 – 31 March 2023. All charges are subject to VAT. Insurance premium charges will be shared with you as these are confirmed (April 2022).

Charge	2021/22	2022/23
Management Fee	£189.00	£196.50
Sale of Property Fee	£125.00	£125.00

Management Fee 2021/22

Our Management Fee has inadvertently been overcharged on your last three quarterly invoices, we have now applied a reduced rate on the enclosed invoice to take into account for our administrative error and we apologise for any confusion this may have caused.

Covid-19 Update: Office and Concierge Stations

Our concierge stations remain closed at this time. Concierge teams are focussed on day-shift duties. Priority is being given to cleaning of high-touch areas. Any changes to this service will be communicated in a timely manner. Our office at 5 Royal Crescent, Glasgow, has now re-opened and you no longer need to make an appointment to meet the factoring team, our office hours are noted on our website. However, please contact us by telephone/email to discuss factoring matters.

Common Repair Billing

Due to an upgrade with our software programme, we have identified that common repair charges for your block have not been processed. Your enclosed quarterly invoice now details common repairs for your block noting the works order description and the apportionment due by you. Many of the back dated repairs have now been included, however it is likely more will follow on your next invoice. We apologise for this software error, and ask that should you have any concerns regarding these repairs now being charged, or difficulty meeting our payment terms, you contact the factoring department directly.

Factoring Appointments

Factoring surgeries previously held at Hyndland/Blythswood Court were suspended due to Covid-19 restrictions however, prior to this we were reviewing the value of the surgeries as attendance over the years preceding the pandemic was low and this evidenced that the surgeries were not being fully utilised. Feedback via the Home Owners conference & Home Owners survey reinforced that there was little appetite for the surgeries and therefore as an enhanced alternative we will now offer bespoke appointments via the method of your choice, whether this be on site, virtual meetings or at our office at 5 Royal Crescent. Please contact us on 0141-331 6673 or by e-mailing factoring@glasgowwestha.co.uk to arrange an appointment.

Go Paperless

GWEn are encouraging homeowners to go paperless and switch to electronic invoices/statements and communication. By going paperless, you can:- Reduce paper waste; Keep your statements/invoices and communications together, safely in one place; Avoid potential postal If you wish to make the switch to go paperless please contact the factoring team and provide us with your email address and we will update your account accordingly.

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 to pay 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 winter phase of the roof and gutter clean/inspection has now been completed. Our contractor, David Mitchell Plastering & Building, will invoice for any works undertaken on site at the time within their delegated authority. The costs for the winter phase and any delegated authority works will be invoiced through the April Factoring Invoice.

Common Asbestos Survey

As part of our Common Asbestos Survey Project we are required to change the internal store / cupboard locks at 39 addresses, and this is underway to enable completion of the remaining surveys in areas that could not previously be accessed. Accredited specialists are due to complete the surveys by the end of March 2022. We shall inform homeowners of any remedial works where relevant. We anticipate the costs for this project to be invoiced to homeowners through routine billing processes in July 2022. Copies of the reports shall be available on request once payment has been made.

Common Electrical Test and Inspection:

Following the appointment of consultants in January 2022, we will be procuring electrical contracting services to carry out Electrical Safety inspections of the common parts of your home. We will notify homeowners in advance of when the works are commencing. Where within our delegated authority, any consequential remedial works will be carried out at the time to minimise costs and disruption.

Stonework Programme:

Over the coming year we will be working through the first stages of a 5 year programme of stonework maintenance. We are well underway with preparations for this initiative, which includes working with consultants, assessing thermal images, competing measured surveys, and carrying out disruptive investigation works to better understand the scope of works required and inform discussions with homeowners around progressing these essential repairs. We will write to relevant homeowners over coming months with more detail, and to make arrangements to speak with you. We look forward to your support and participation in these projects.

Tree Works 2022

Following a specialist independent Tree Survey we can confirm that several trees across our neighbourhoods have been identified for essential maintenance work in this year's programme. Over the coming weeks you will receive a letter from our Estates Services Team confirming the detail of the work required within your communal area. We anticipate these works commencing February 2022 following an independent wildlife survey to ensure we do not disturb any nesting wildlife.

Fire Safety – Risk Assessments

March 2022

Our continued enhancement and promotion of Fire Safety measures includes better understanding the risks associated with each property type, be that a high-rise property or traditional tenement. Some assessments have already been undertaken by specialist surveyors and we are working through any recommendations that can be addressed within our Delegated Authority. Other suggestions made to enhance fire safety will require homeowner consultation, and we will be in touch in due course. Through the coming year we hope to expand on this data and knowledge base with additional surveys, and look forward to your support in appointing the surveyor in due course. We would like to take this opportunity to highlight, and remind our factored Commercial Property customers that you have a legal responsibility to review the fire safety arrangements in your premises. If you have any question relating to your obligations, guidance can be found in the business section of the Scottish Fire and Rescue Service website: www.firescotland.gov.uk/, or speaking to your local Fire Safety Officer.

Fire & Smoke Alarms in Scottish Homes: Changes to the Law.

From February 2022 every home must have one smoke alarm in the living room or the room you use most, one smoke alarm in every hallway or landing, and one heat alarm in the kitchen. All smoke and heat alarms should be mounted on the ceiling and be interlinked. You must also have a carbon monoxide detector in any room with a carbon-fuelled appliance. Further information can be found by visiting Scottish Government website <https://www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/>. Home owners are responsible for cost of fitting, however some elderly or disabled homeowners may be eligible for support with this. Please contact Care and Repair Scotland on 0141 221 9879 or online at careandrepairsotland.co.uk.

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 expectations; or when you may have suggestions for improvement. Similarly you may wish to highlight a particular issue when 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.

<p>Glasgow West Enterprises Limited, 5 Royal Crescent, Glasgow, G3 7SL Tel: 0141-331 6650 DD: 0141-331 6673 Email: factoring@glasgowwestha.co.uk</p>
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FACTORING CHARGES:		
This invoice covers :	For the period:	
1	Management Fee and Insurance (charged in advance)	01/04/2022 – 30/06/2022
2	Cleaning / Back Court services	Charged Retrospectively
3	Repairs	Charged Retrospectively

FACTORING APPOINTMENTS:
For bespoke Site, virtual or Office Appointments please contact the factoring team on 0141-331 6673 or by e-mailing factoring@glasgowwestha.co.uk to arrange an appointment of your choice.

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. 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.

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 Friday, 8 April 2022.

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

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