

FORMAL NOTICE: Review of Charges: 2023 – 2024

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. The following changes will be effective from 1st April 2023 – 31 March 2024. All charges are subject to VAT. Insurance premium charges will be shared once confirmed (April 2022). Close Cleaning and Environmental Services Charges, and other cyclical maintenance costs are anticipated to increase further over 2023/24 Financial Year. We will continue to monitor the market place and evaluate procurement options to maximise value for money. If you have any questions please get in touch to discuss what this means for you, or increase your Direct Debit contribution.

Charge	2022/23	2023/24
Management Fee	£196.50	£206.30
Sale of Property Fee	£125.00	£125.00
Abortive Tender Fee	£800.00	£1,200.00

Quarterly Invoice: Timescales

We apologise for the delay in issuing the quarterly invoices. This has been driven by delays to contractor billing and IT issues. We apologise for any inconvenience this may have caused, and appreciate your continued patience as we work to recover this position in 2023/24. We will endeavour to issue quarterly invoices within two weeks of period end.

Rebuild Valuation

A rebuild valuation has been carried out on all our properties throughout the month of February 2023. This exercise was last undertaken in 2016, and so the updated valuations will provide us with an accurate rebuild insurance cost for your property. The cost of these works will be £10.20 per residential property and £24.00 per commercial property and will be charged in your next invoice, Quarter 1 of 2023/24.

Insurance Premium Renewal 2023/24

We are currently undergoing the renewal of insurance premiums for the year 01/04/23 – 31/03/24. Whilst we are not yet in receipt of final costs, we are being warned that significant increases beyond the current inflation rate are to be expected. Premium increases will be included in your next quarterly invoice.

Common Repair Billing

Within our December 2022 Formal Notice and Information Sheet we advised our contractor has installed new computer system which had consequently impacted our ability to issue common repair charges for the preceding two quarters. This issue has now been resolved and we have processed all common repairs up and to and including the period 31 December 2022.

We apologise for the delay in issuing your common repair charges, should you have any concerns regarding these repairs please contact the factoring department directly.

Looking for Office Space to Rent for your Business needs?

Glasgow West have a commercial unit available for lease should you require office space. This property is located in the Anderston area, with ground floor access and WC facility and is ideal if you are starting to expand or develop your own business. Should you wish more details, or wish to carry out a viewing of the premises please contact our factoring team on 0141-331 6674 or factoring@glasgowwestha.co.uk who will happy to arrange a viewing for you.

Go Paperless

GWEn are encouraging proprietors 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, and store communication electronically. 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. In all instances of large scale Common Repairs and Investment, you are required to commence payments before works begin. Accordingly, we ask that when works are first identified and communicated to you; you make plans to arrange for payment for your share of the cost to be lodged with us.

COMMON REPAIR SINKING (RESERVE) FUNDS

It might be useful to plan ahead and think of a sinking fund for common repairs to your block. Sinking funds can be set up to include co-proprietors of your block where owners pay an agreed amount on a regular basis. Monies shall be set aside for major repairs in separate sundry account. If you and your neighbours are keen to hear more about this please contact the factoring team.

Gutter Cleaning & Roof Inspection

David Mitchell are carrying out the winter phase of roof & gutter cleaning and maintenance and have delegated authority for minor repairs to be undertaken during visits. Should costs for subsequent works exceed our delegated authority level (£200.00) GWEn will liaise with the proprietors for their consent to proceed with works. We will receive details of these repairs in the weeks to come.

Close and Window Redecoration Programme

Trident Maintenance Services have been appointed to carry out the upcoming internal common areas redecoration programme. The redecoration works will be scheduled to follow behind the remaining electrical remedial works to the common areas. The 1st phase will include addresses which currently have a cyclical account set up and in the meantime, we would invite all remaining Home Owners to set up accounts for the forthcoming decoration works.

Common Electrical Test and Inspection

Contractor GD Chalmers are on site carrying out the necessary remedial works following the recently completed common area Electrical Installation Condition Reports (EICR's). EICR costs will be charged out via routine quarterly invoicing and a copy of the EICR can be provided to Home Owners on request.

Stonework Programme

Over the coming year we will commence the first stage of a 5 year programme of stonework maintenance at Byres Road. To date we have appointed the Design Team, assessed thermal images, completed measured surveys, and carried out disruptive investigation works to better understand the scope of works required. This information will help to inform discussions with Home Owners around progressing these essential repairs. We will write to relevant Home Owners with more detail as the programme progresses, and to make arrangements to speak with you. We look forward to your support and participation in these projects.

Back Court & Environmental Charges ID Verde

Tree Maintenance 2023

We are getting ready for our Autumn / Winter 2023 Tree Maintenance Programme. This will include the scheduled bi-annual independent tree health survey, and subsequent procurement of maintenance works (Sept / Oct). Residents will receive prior notice of any plan works in your common areas.

GCC Environmental Services - Waste Collection / Fly Tipping

We continue to encounter issues with environmental services including late and missed general waste and recycling collection across our neighbourhoods. We need your assistance to try and make a difference. You can report issues such as missed bin collections and fly tipping in the public / streetscape areas around your home via the MyGlasgow app. To use this facility from your smartphone download the MyGlasgow app for quick and easy reporting. By registering you will receive notifications about the requested services.

Glasgow West Housing Association use Total Homes to uplift bulky household items directly from your home. For more information please see [GWHA Website](http://www.gwha.org.uk/housing/) (<http://www.gwha.org.uk/housing/>) or call our Estates team on 0141 428 3247.

ID Verde Quarterly Charges (Back Court Area)

We are carrying out a reconciliation ID Verde Back Court Charges to ensure costs are accurate and reflect services carried out to your backcourt area. Charges for the period will be recorded in your April factoring invoice. Due to the delay in receiving invoices please be aware the charges may be greater than previous invoices.

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

Glasgow West Enterprises Limited, 5 Royal Crescent, Glasgow, G3 7SL

Tel: 0141-331 6650 DD: 0141-331 6673 Email: factoring@glasgowwestha.co.uk

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))

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 Procedure, available on our website. Alternatively, paper copies are available on request.

FACTORING CHARGES:	
This invoice covers :	For the period:
1 Management Fee and Insurance (charged in advance)	01/04/2023 – 30/06/2023
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 and the rebuild value exceeds £500,000.00 we ask that you contact Bruce Stevenson, Insurance Broker, (details as above or visit our website) to make them aware of this. For an effective risk management process when your property becomes unoccupied we encourage all proprietors to turn off the water supply and drain down the system and if possible carry out frequent inspections of your property (every seven days).

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, 1 April 2023.

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