

Annual Information Sheet

We attach an updated copy of your Annual Information Sheet recording our procurement values, insurance premiums and management fee. Please check the details that we have for you on our records are correct, and if you have not already done so, please provide the factoring team with your contact telephone number and email address.

Annual Statement of Account

We attach your statement of Account. Please contact us if you wish to discuss the transaction recorded on your statement.

Rebuild Valuation

As previously advised, a rebuild valuation was been carried out on all our properties throughout the month of February 2023. Your share of the costs has now been included within the attached invoice, should you wish a copy of the schedule for your block, please contact the factoring team directly.

Insurance Premium Renewal 2023/24

You will note that the insurance premium has now been recorded in your enclosed Annual Information Sheet. A copy of the insurance schedule is available on our [website](#). If you require a paper copy of the schedule please contact us.

Annual Common Block Inspections

Property Inspections are planned on an annual basis to ensure your building is maintained and the common areas are in good order. Details of the most recent annual inspection is noted in our Annual Information Statement. If you wish to be in attendance when your block is being inspected please let us know and we will advise you of the time and date of the inspection.

Looking for Office Space to Rent for your Business needs?

Glasgow West have a commercial unit available for lease should you require office space. The 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.

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 provide us with your email address and we will update your account accordingly.

Planned Maintenance and Cyclical Programmes

Gutter Cleaning & Roof Inspection, and Roof Anchor Inspections.

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. Additionally, APS are carrying out annual inspections of the roof anchors that are in situ. We will liaise with Proprietors in the event works are required that are over our delegated authority level.

Close and Window Redecoration Programme

Following the appointment of Trident Maintenance Services, GWEn are currently carrying out homeowner engagement for forthcoming decoration works. With all common electrical remedial works and low-level plaster repairs now complete, Trident will shortly commence the internal common areas redecoration works and home owners will be contacted in line with the programme to discuss the costs and proposed dates. The 1st phase of decoration will include addresses which have a cyclical account set up and in the meantime, we would invite all other Home Owners to set up accounts for the forthcoming decoration works.

Common Electrical Test and Inspection

Our appointed contractors have now completed all of the common EICR's (electrical condition installation reports) including all remedial works. We are therefore happy to confirm that all common electrical installations within our Factored blocks are satisfactory to current compliance. Associated EICR costs will be charged via routine quarterly invoicing and a copy of the EICR certificate can be provided to Home Owners on request. This is a routine but essential safety check that we are required to carry out once every 5 years, so you can expect to hear about your next EICR around 2027-28.

Stonework and Building Fabric Programme

We continue to progress with our 5 year programme of stonework and building fabric maintenance, starting at Byres Road. At this block, our Design Team have assessed thermal images, completed measured building surveys and carried out disruptive investigation works to better understand the scope of works required. This information will be used to inform discussions with Home Owners regarding budget costs as we start to target the remaining blocks and progress these necessary repairs. We will write to relevant Home Owners with more detail as the programme progresses. We look forward to your support and participation in these projects and thank those who have already paid in advance for the associated measured building surveys.

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). We are in the process of appointing a contractor to carry out these works. 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 of 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 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.

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))

FACTORING CHARGES:		
This invoice covers :		For the period:
1	Management Fee and Insurance (charged in advance)	01/07/2023 – 30/09/2023
2	Cleaning / Back Court services	Charged Retrospectively
3	Repairs	Charged Retrospectively

FACTORING SURGERY DATES:
Your Factoring Team will be available to meet with you in-person or virtually to discuss your factoring account on xxxdatexxxxtimexxxx. Please contact us in advance if you wish to meet with the team .
Tuesday, 23 rd May 2023 or Tuesday, 20 th June 2023 4pm – 6pm

INSURANCE: POLICY NUMBER: 006482147

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 0131-553 2293 or by email to ClaimsDepartment@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 as per table below. 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.

Excess Applicable	Standard Excess	Water Escape	Subsidence
Residential Units	£250.00	£500.00	£1,000.00
Commercial Units	£1,000.00	£1,000.00	£1,000.00

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 we encourage all proprietors to turn off the water supply and drain down the system when your property becomes unoccupied, 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 6663 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 6663.

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, **May 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

