

FACTORING INFORMATION SHEET: NEWS AND UPDATES

OWNERS CONFERENCE: Thursday 4th October 2018, 5 Royal Crescent.

Your invitation, including the Agenda is enclosed. We hope to see as many owners as possible on the night, and, for logistical reasons, would respectfully ask that you confirm attendance in advance. If you have any matters particularly requiring attention that are only in relation to your block or home, we ask that you contact us in advance to discuss these matters separately from the night of the conference. There will be a short surgery prior to the meeting which gives you the opportunity to highlight new repairs or estate issues specific to you.

Written Statement of Services (Amendment) Service Provision

Participation in the Block Policy is recommended, and in some instances it is a requirement of the Deed of Conditions. **If you wish to appoint an alternative provider, you must first contact us in order that we may review your deeds to establish if this is permitted.** In any event your policy must include cover for your share of the common areas, and you will be required to submit a copy to us. If your policy is not submitted within 14 days of the renewal date, your property will be added to our Block Insurance Policy and a charge will be applied to your factoring account for the appropriate amount. Please note that we will only credit back the charge from the date the copy of the policy was received by us. We may also apply a fee for our administration of self-insured properties.

GAS SERVICING & MAINTENANCE AGREEMENT

You will be aware it is very important to have your gas appliances within your home serviced annually for the safety of your family and neighbours. We are pleased to offer and include your property within our Annual Gas Safety Program. Should you wish to opt into this service we can arrange for a registered engineer to visit your home and carry out an annual check to ensure your gas appliances are working correctly. This will also include a 24 hour breakdown cover including parts.

If you wish more information or to be included within this service, please contact Ciaran (0141 331 6674) if you would like further details on this initiative and the commitment required from you.

HYNDLAND LIFT MODERNISATION

We expect soon to be in receipt of the specialist technical condition report, following which, we will present the options available to you in writing and invite you along to a consultation meeting to engage your views on the Lift Modernisation programme. We expect meetings to be held end of September/ October at GW's offices.

WASTE DISPOSAL & COLLECTION – COMMERCIAL WASTE

Glasgow City Council recently notified all commercial properties in Glasgow, that they are changing how they deal with trade waste. From the 15 September 2018 you will not be permitted to store your trade waste containers, bins or bags permanently on public spaces. **GCC have set timescales for commercial waste uplift. We ask that you now seek services from a trade waste contractor to dispose correctly of trade waste. For more information in relation to this change please visit the Trade Waste Procedures website <https://glasgow.gov.uk/index.aspx?articleid=22905>**

BACK COURT AND LANDSCAPE GROUND MAINTENANCE CHARGES

Over the forthcoming weeks, we will be commencing the re-tendering of the above works. Through the GWHA newsletter further information will be provided, and there will be an opportunity to call at the office to find out more about the plans and the works specification.

PAYMENT BY DIRECT DEBIT

To ensure all factoring payments are on time, you can pay by Direct Debit. Not only will this make payments easier for you, GW will apply a £20 credit to your account on receipt of your first payment, Contact Aubin on 0141-331 6663 and Aubin will set up a Direct Debit Account for you over the phone.

EARLY PAYMENT REWARD

We continue to offer a credit to your account when all 4 quarterly factoring invoices are paid within 14 days.

For homeowners a total deduction of £15.00 off your Management Fee and Insurance will be applied, and for Commercial Owners there will be a deduction of 25% off Building Insurance. To qualify please ensure this invoice is paid by **Friday, 14 September 2018.**

INFORMATION

FACTORING CHARGES:		
This invoice covers :		For the period:
1	Management Fee and Insurance (charged in advance)	01/10/2018 – 31/12/2018
2	Cleaning / Back Court services (retrospective)	01/04/2018 – 30/06/2018
3	Repairs (retrospective)	01/04/2018 – 30/06/2018

FACTORING SURGERIES:	
Hyndland - Concierge Office	
Wednesday, 19 September 2018	11am – 12noon
Flat 1/6, 56 Blythswood Court,	
Wednesday, 19 September 2018	2.30pm – 3.30pm

INSURANCE

Block Buildings Insurance is administrated through Bruce Stevenson - Insurance Brokers. A summary of Buildings Insurance 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 by email to Amanda.Shades-Mackenzie@brucestevenson.co.uk. When you call please provide the following policy number to assist with your claim: 50153 301521.

COMMENTS AND COMPLAINTS - LET US KNOW ABOUT IT

At Glasgow West 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 our Service Quality Guarantee; 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 of legislation for the factoring services 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 you are still dissatisfied with the outcome of your complaint you have further recourse to the Housing and Property Chamber. Details of our 2 stage formal complaint resolution process and information on the Housing and Property Chamber are available on our website and in our complaints Guidance Information Sheet which can be provided on request.

INVOICE AND ACCOUNT BALANCES

All services and repairs for your property are noted on your invoice along with the account balance at the bottom. If the figure does not have a minus sign then the amount at the bottom of the invoice is the sum of money owed to GWEn.

PAYMENT METHODS - Your Quarterly Factoring Invoice should be paid with 14 days

Direct Debit: There is the facility to make regular payments by Direct Debit. This can be done quickly by contacting a member of our Corporate Team on 0141-331 6663 and takes only a few minutes to complete 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 Aubin Mweze on 0141-331 6663.

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 our Corporate Team on 0141-331 6663.

GW Office Payment can also be made at the office by cheque only.

Your occupancy number should be written on the back of your cheque.

CONTACT

If you wish to report a common repair, or have a general Factoring enquiry including any estate issues, please call **0141-331 6674** or email factoring@glasgowwestha.co.uk For Account Enquiries or to make a payment please call the Corporate Team on **0141-331 6663**.

EMAIL CORRESPONDENCE – GO PAPERLESS!

If you would like to receive your invoices and correspondence via email, please let us know by emailing factoring@glasgowwestha.co.uk