

SAVE THE DATE: HOME OWNER CONFERENCE: THURSDAY 5th OCTOBER 2023

Our Home Owner conference will be a hybrid event, facilitating in-person or virtual (via Microsoft Teams) attendance on Thursday 5 October 2023 at 6pm at 5 Royal Crescent, Glasgow, G3 7SL. We hope you will be able to join us on the night.

Should you wish to attend the conference virtually, we ask that you confirm your name and the email address you will be using to access the event no later than 2 October 2023 to allow joining instruction to be provided to you. In order to help with the smooth running of the Event please send all of your feedback and questions to factoring@glasgowwestha.co.uk by 2 October 2022. These will be reviewed to help shape the information we provide on the night.

NEW REPAIRS SERVICE IN PARTNERSHIP WITH THE BELL GROUP

We are happy to announce the launch of our new repairs service in partnership with the Bell Group commenced on 31 July 2023. An information sheet announcing the launch, details of the service and Bell's contact details have been delivered to all households and published on our website. Please continue to contact GW to report a repair during working hours on 0141-331 6652/6674 or email factoring team at factoring@glasgowwestha.co.uk. Out-with office hours, if you need to report an Emergency Repair please refer to the following information:

ANNUAL INFORMATION SHEET (AIS)

We attach an updated copy of your Annual Information Sheet which includes our new repairs contractor: Bell Group's contact details. The AIS also includes our procurement values, abortive tender fee, 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.

HOMEOWNERS SURVEY 2023

We will be shortly rolling out our homeowner satisfaction survey to capture your feedback on our factoring services. GWEn have appointed Research Resource to facilitate this survey and record your feedback. A representative from Research Resource will be in touch with you in September and we thank you in advance for your participation in this survey.

Repair Category	Company	Phone number
Common Repairs & Chute Blockages	Bell Group	0141-336 7111
Lift Faults	City Building	0800 595 595
Stair/Back Court Lighting faults	GWHA	0141-331 6652 or email rservice@glasgowwestha.co.uk

ENVIRONMENTAL MAINTENANCE CONTRACT/CHARGES

We continue to monitor charges/invoices received for services carried out by our contactor: ID Verde to your block. Recent invoices are subject to ongoing internal auditing. As such we are not yet in a position to invoice for these works. Reconciliation will be concluded imminently, and we anticipate charges will be billed within the next quarterly billing period. Please note, charges are expected to be higher than previous invoice, due to inflation costs.

GARDEN GRANT

Are you interested in getting together with your neighbours to brighten up your back court/garden? If you wish to apply for a small garden grant to help you purchase soil, pots, plants and basic hand tools, for further info please contact our Estates Department directly on 0141-428 3247 or email estates@glasgowwestha.co.uk

GAS SAFETY WEEK 11 – 17 SEPTEMBER 2023

We are proud to be supporting Gas Safety Week 2023, taking place 11 – 17 September.

- Gas Safety Week is an annual safety week to raise awareness of gas safety and the importance of taking care of your gas appliances.
- By taking care of your gas appliances properly you are taking care of your home, your loved ones and even looking out for your local community.
- GW are able to provide contractor details to carry out a gas service and ask that you liaise with the contractor to arrange access.

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 as per section 5.3 of our Written Statement of Services 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.

ROOF AND GUTTER MAINTENANCE

David Mitchell have completed the spring phase of roof & gutter cleaning and maintenance, and have delegated authority for minor repairs to be undertaken during visits. In the event repairs exceed our level of delegated authority, we will liaise with the proprietors for consent to proceed with the works.

COMMUNAL ELECTRICAL SAFETY CHECKS

All Electrical Safety Checks for the closes we factor are now complete. However there are a number of closes for which remedial works are still required. Our contractor: GD Chalmers is leading on this work and we shall instruct repairs within our delegated authority (£200.00 per unit). For repair works exceeding the agreed amounts for each close, we shall write directly to each owner with the details, cost breakdown and request for approval.

COLD WATER STORAGE TANKS

HBE have completed their initial inspections of the cold water storage tanks. The inspections are carried out to ensure no harmful bacteria, such as legionella is present in the storage tanks. HBE have a delegated authority for minor repairs to be undertaken during visits. Should costs for subsequent works exceed our delegated authority level. 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

Phase one of the Close and Window Redecoration programme is underway, if your block is included in this programme we will be shortly writing to you with costs and timescales with anticipated start date in September. If you wish further information please contact Charlie Conahan by emailing cconahan@glasgowwestha.co.uk or by calling 0141-331 6673.

STONEMWORK PROGRAMME

We have recently completed measured building surveys of a number of our properties. Our next steps involve gathering costs for work required at these properties. The factoring team will be in touch in the coming months to provide more information

ENGAGEMENT/MAKING DECISIONS

Whilst GWEn act as factoring managers of your block and are able to instruct repairs under our Delegated Authority level (£200.00), there are times where we need your permission to instruct repairs (reactive or planned) above this threshold. Where these incidents arise we will invite you to attend a consultation meeting to seek your vote to proceed with works or otherwise. In this instance we ask that you actively respond to our communication sent to you by returning our mandate or attending the meeting. Proposal of works are to maintain/protect general condition and fabric of your building and your full co-operation is much appreciated.

Where we require your vote to proceed with reactive or planned maintenance works to your block, we will invite you to a meeting to discuss these matters. The invitation will include information on the nature of the works and will include a mandate to record your vote and we would encourage all proprietors to actively respond to our communication by returning the mandate or attend the meeting.

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](#))**

FACTORING CHARGES:

This invoice covers :		For the period:
1	Management Fee and Insurance (charged in advance)	01/10/2023 – 31/12/2023
2	Cleaning / Back Court services (retrospective)	Up and to date of invoice
3	Repairs (retrospective)	Up and to date of invoice

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 policies 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 should 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).

Direct Debit: There is the facility to make regular payments by Direct Debit. Contact a member of our Corporate Team on 0141-331 6650 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: Should you wish to pay by All Pay and have not requested a card please contact our Corporate Team on 0141-331 6650.

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

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 Monday, 11 September 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