

## **FORMAL NOTICE: Review of Charges: 2024 – 2025**

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 1<sup>st</sup> April 2024 – 31 March 2025. All charges are subject to VAT. Insurance premium charges will be shared once confirmed (April 2024). Close Cleaning and Environmental Services Charges, and other cyclical maintenance costs are anticipated to increase further over 2024/25 Financial Year. In a continued efficiency drive, we have undertaken a review of GWEn's delegated authority level, taking due consideration of the feedback received in our independently collected factoring survey. Due to a number of factors, primarily the increase in costs to carry out common repairs (labour, building materials, and parts) requiring increased homeowner engagement to schedule low-level works, we have amended our delegated authority level to ensure timeous response to reported issues and completion of works without delay. From 01/04/2024 GWEn has delegated authority to instruct works up to a value of £2,000 (+VAT) per block. We will contact you seeking approval where routine works to your block exceed this value.

<b>Charge</b>	<b>2023/24</b>	<b>2024/25</b>
Management Fee	<b>£206.30</b>	<b>£220.00</b>
Sale of Property Fee	<b>£125.00</b>	<b>£155.00</b>
Abortive Tender Fee	<b>£1,200.00</b>	<b>£2,200.00</b>
Delegated Authority Level	<b>£200.00 per property</b>	<b>£2,000.00 per block</b>

We will continue to monitor the marketplace 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.

## **RESPONSE COMMON REPAIR SERVICE UPDATE**

You will now be in receipt of communication from us in relation to change in reporting common repairs.

From 1 February 2024 all new common repairs should be reported directly to our Response Repairs Contractors (Bell Group) on 0141-336 7111 or by emailing [GWHA@Bellgroup.co.uk](mailto:GWHA@Bellgroup.co.uk) (monitored Mon-Fri).

<b>Stair/Backcourt Lighting Faults</b>	Blythswood Court / Hyndland and St Vincent Terrace	Glasgow City Council: 0800 595 595
<b>Stair/Backcourt Lighting Faults</b>	All other addresses	Bell Group: 0141-336 7111
<b>Lift Repairs</b>	All Addresses	City Building: 0800 595 595
<b>Common Repairs</b>	All Addresses	Bell Group: 0141-336 7111

Full information can be found by visiting [www.gwha.org.uk](http://www.gwha.org.uk)

## **INSURANCE PREMIUM RENEWAL 2024/25**

We are currently undergoing the renewal of insurance premiums for the year 01/04/24 – 31/03/25. We are not yet in receipt of final costs to reference within this document, though premium increases will be included in your next quarterly invoice

## **FACTORING SURVEY 2023**

Thank you to those who took part in our Factoring Survey, conducted independently by Research Resource. Our aim was to understand factored owners' satisfaction with services provided by GWEn and we were pleased to receive a total of 112 responses from our 597 factored owners (18.7%). We are now reviewing the outcome of the survey and will develop an action plan for addressing the feedback received. The results of the survey will be shared with you and uploaded to our website in due course.

## **SERVICE CHARGES 2024 +**

Both the Environmental Services, and Close Cleaning contracts are due for procurement through 2024. If you wish to help shape those services, please let us know and we will make arrangements to speak with you. Much has changed in the world since 2019 when the existing contractors were appointed including: Covid, Brexit, changes to national insurance and fuel duties, increased minimum wages, instability in gas and electrical utilities market impacting supply chains and the production of materials and cleaning materials used everyday. These challenges have been compounded by national economic position, interest rates, and the additional geopolitical consequences of the war in Ukraine, and the situation in the Middle East. Our service providers are telling us that in the context of the cumulative impact of all these issues we should be prepared for increase in costs of up to 20% on the 2023/24. The pending procurement exercises will have a priority focus on value for money which includes evaluation of both the cost and quality of the tender submissions. We will keep you informed of progress through these Formal Notices.

## **COMMON BILLING: REPAIRS AND SERVICES**

We are working with our service contractors who provide back court services and repairs to your block and are currently reviewing costs submitted before charges are applied to your factoring account. Currently there is a back log of invoices to be reviewed and uploaded dating back to January 2023 and will be billed to you in due course. We apologise for the delay processing these charges and ask that if you have difficulty meeting your payment, please contact the factoring department.

## **ANNUAL PROPERTY INSPECTIONS**

There has been a delay in commencing our annual common property inspections. We are currently reviewing dates within the programme with a view to completing inspections by 31/03/2024. If you wish to take part and meet our Officer when on site, please contact the factoring team to note your interest. In the meantime, if you have any immediate concerns regarding any aspects of the common areas, please report these to our offices as soon as possible.

## **PLANNED MAINTENANCE AND CYCLICAL PROGRAMMES: COLD WATER STORAGE TANKS**

Our appointed contractor, HBE, are currently undertaking inspections throughout our stock. 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.

## **ROOF & GUTTER MAINTENANCE**

David Mitchell Plastering & Building have completed the Winter phase of the roof & gutter cleaning and maintenance programme. The contractor has delegated authority for minor repairs to be undertaken during visits. We will receive details of these repairs in the weeks to come. For any repair above our delegated authority our Factoring Team will be in contact with you to discuss.

## **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 such as replacement light fittings, 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 at present). 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.

## CLOSE AND WINDOW REDECORATION PROGRAMME.

Phase one of the Close and Window Redecoration programme started on site in September. If your block is included in this programme, you will have been notified in writing of the costs and timescales. Where we have not received sufficient mandate to proceed, we may write to you again for consideration in phase two scheduled in 2024. We would encourage all homeowners to contribute towards these works to ensure the building is well maintained and your investment in the property is protected for the future. If you wish further information, please contact Charlie Conaghan by emailing [cconaghan@glasgowwestha.co.uk](mailto:cconaghan@glasgowwestha.co.uk) or by calling 0141-331 6654.

## STONework PROGRAMME

We have recently completed measured building surveys at a number of our properties where stonework fabric repairs have been identified. These surveys will assist with the design and scoping of the required repairs. Our next steps involve high-level site investigations to allow for the design and subsequent cost estimates to be compiled. If your property is part of this programme, the factoring team will be in touch in the coming months to provide more information.

## REINFORCED AUTOCLAVED AERATED CONCRETE SURVEY (RAAC) SURVEYS

As part of our ongoing maintenance, we have recently contacted several owners regarding RAAC surveys. These are precautionary checks being carried out to provide reassurance and ensure the safety of the buildings are maintained. The focus of the inspections will be the common areas and loft / roof space of the building, however access to your home may be required in some instances, if you are located on the top-floor and where access to the roof space is not available via the common areas. Your cooperation in providing access would be greatly appreciated. If you require any further information, please contact our factoring team for assistance.

## INFORMATION

FACTORING CHARGES:		
This invoice covers:		For the period:
1	Management Fee and Insurance (charged in advance)	01/04/2024 – 31/03/2024
2	Cleaning / Back Court services (retrospective)	
3	Repairs (retrospective)	

} Anticipated in next billing exercise – see paragraph 'COMMON BILLING – Repairs and Services' on page 2

FACTORING APPOINTMENT
For bespoke Site, Virtual or Office Appointments please contact the factoring team on 0141-331 6673 or by e-mailing <a href="mailto:factoring@glasgowwestha.co.uk">factoring@glasgowwestha.co.uk</a> to arrange an appointment of your choice.

## INSURANCE: 006482147

Block Buildings Insurance is administrated through Howdens Insurance Brokers [formerly 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 [claims.scotland@howdeninsurance.co.uk](mailto:claims.scotland@howdeninsurance.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 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 Howdens Insurance Broker (details as above) or visit our website.

## COMMENTS AND COMPLAINTS - LET US KNOW ABOUT IT:

We aim to provide a first-class service to tenants, housing applicants, Factored Homeowners and others who use our services. There may be occasions, however, when our service falls short of your expectation; 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 01 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 two 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.

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

**Tel: 0141-331 6650 DD: 0141-331 6673 Email: [factoring@glasgowwestha.co.uk](mailto:factoring@glasgowwestha.co.uk)**

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

**PAYMENT METHODS:** Your Quarterly Factoring Invoice should be paid within 14 days (if payment has not reached your account within 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 for you. 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 can also make payment by phone using your Debit or Credit Card. Please contact Aubin Mweze, Corporate Administrator, on 0141-331 6663.

## EARLY PAYMENT REWARD

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 to your factoring account and will appear in your May quarterly invoice. To qualify this invoice must be paid by Friday, 1<sup>st</sup> March 2024.

Homeowners (flat/townhouse)	£15.00 deduction from Management Fee
Single Commercial Units	£20.00 deduction from Building Insurance
Doubles Commercial Units	£40.00 deduction form Building Insurance