

ANNUAL INFORMATION SHEET:

Our Annual Information Sheet is enclosed for your retention. The information sheet gives an overview of the information we hold in our records about you. Please check that all your details are correct, and if there are any changes please inform us as soon as possible. The information sheet has been updated to record our Annual Inspection Date and Insurance Premium charged to your block.

QUARTERLY INVOICE & ANNUAL STATEMENT OF ACCOUNT: Your quarterly invoice is now enclosed along with your annual statement of account. Please contact us if you wish to discuss the transactions recorded on your statement.

PLANNED MAINTENANCE AND CYCLICAL PROGRAMMES:

Fall Arrest (Working at Height) Safety Systems:

APS Safety Systems have completed the annual safety inspection for 2021 installed roof anchors. We have now passed their invoice for payment and your share of these works will be included in your next quarterly invoice. As we proceed into year 2 of the annual inspection contract, a recent change to the BS 7883 Standard may result in an increase in roof anchor repairs or replacements in order to comply with the new standards.

ROOF & GUTTER MAINTENANCE

David Mitchell Plastering & Building Contractor completed gutter and cleaning inspection of your roof over the winter months. Charges for this service will be included in your next quarterly invoice. We expect to target 'Hot Spot' areas over the coming weeks.

COMMUNAL ELECTRICAL SAFETY CHECKS

We have now completed the tendering process for the communal electrical testing of all properties, and we aim to have all inspections completed by September 2022. Wherever possible, any necessary works will be completed within the delegated authority of the contractor to ensure that issues are promptly addressed. Home owners will be consulted if any items are highlighted which require further remedial repairs, we shall duly advise further when the information is available.

COLD WATER STORAGE TANKS

We are in the early stages of procuring a contractor for the maintenance and cleaning of the communal cold water storage tanks. We shall advise of further details following the completion of the process and a contractor has been identified.

ESTATES BACK COURT UPDATES

TREE WORKS

We can confirm our Tree Maintenance Project has been completed.

Due to the impact of nesting wildlife we were unable to complete as many as originally planned, we will be completing a catch up programme during the winter period.

All costs will be included in your quarterly factoring invoice.

GARDEN GRANT

Calling all Gardeners!!! Are you looking to do some work in your backcourt over the summer?

Our garden grants can help brighten up your backcourt!!

With a small grant it can help you purchase plant, pots and tools.

GOOD CLOSE AND GARDEN COMPETITION

The Good Close and Garden Competition is our way of recognising neighbours who work together to enhance their local surroundings.

If you are particularly proud of the efforts made by your neighbours, or if you know of a neighbours' shared space that deserves recognition then please let us know.

Please contact our estates team on 0141 428 3245 or estates@glasgowwestha.co.uk for further information.

PENDING PROCUREMENT:

STONEMWORK PROGRAMME

We have now commenced with phase one of the stonework programme, with the survey and identified urgent repairs being completed. Costs are being obtained for the remaining works and once completed, we shall have an idea of indicative costs to base further phased works. At this time, we shall be in contact with those homeowners included within phase 2 in order to advise of the proposed works and seek support to proceed with the works. Measured Building Surveys are needed initially so there are accurate drawings for scoping the repair works need at each block. Owners shall be contacted directly via letter or email to alert of this being instructed.

CYCLICAL REDECORATION

Our technical team have been undertaking surveys of the communal areas of the properties in preparation of the cyclical redecoration programmes and where required, remedial repairs are being instructed of the internal fabric. Works are programmed to begin in Q2 and we shall be in contact to seek guidance on how homeowners wish to proceed in due course.

FACTORING CHARGES:		
This invoice covers :	For the period:	
1	Management Fee and Insurance (charged in advance)	01/07/2022 – 30/09/2022
2	Cleaning / Back Court services (retrospective)	Up and to date of invoice
3	Repairs (retrospective)	Up and to date of invoice

INSURANCE:

Block Buildings Insurance is administrated through Bruce Stevenson - Insurance Brokers. 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 following policy number to assist with your claim: 50153 301521. Should you wish to intimate an insurance claim, excess is applied at the rate of £100 (residential) £100 (shops). Should you hold your own block buildings insurance policy, please contact us and submit a copy of the policy to GW. If the Deed of conditions allows multiple polices over one block, GW will only credit back 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 as a result of Covid-19 restrictions 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 Bruce Stevenson, 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 owners 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 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 Guide](#), available on our website. Alternatively, paper copies can be sent on request.

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 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, 29th July 2022.**

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