

FACTORING INFORMATION SHEET: NEWS AND UPDATES
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We apologise for the delay in issuing your February 2018 Quarterly Invoice. A Homeowners surgery has been arranged for Wednesday, 25 April 2018 to discuss any queries you have with your Invoice or any aspect of our Factoring Services. The Surgery will be held at Flat 1/6, 56 Blythswood Court, staff will be available between 11am and 12noon.

GUTTER CLEANING

David Mitchell Plastering & Building have completed the Winter 2017 gutter cleaning and maintenance. This charge will be included on your May Factoring Invoice. The next phase is due to commence in March.

CYCLICAL FUND SCHEDULE OF WORKS CONTRIBUTIONS

Before the next quarterly invoice we will be publishing a proposed cyclical programme on our website. We provide factoring services to 161 blocks and will in the programme outline a proposed sequence of works and phasing of properties. The works will include health and safety inspections, water tank works and electrical inspections followed by close painting. We will contact you directly at the relevant time to advise what this means for you.

CYCLICAL CONTRIBUTION FUNDS

We are revising the layout of our Cyclical Statements and the contributions made by Homeowners.

If you pay towards a cyclical fund we will contact you direct once our review has been carried out to explain any changes. If you have any comments on the format or layout of the statements, please let us know.

ANNUAL INFORMATION SHEET

We draw your attention to our new look Annual Information Sheet. 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.

REVIEW OF CHARGES

Please note the key changes following our 2018/19 charges review, effective from 1 April 2018 – 31 March 2019:

	2017/18	2018/19
Management Fee	£168.00	£174.00
Sale of Property Fee	£65.00	£75.00
Sale of Property Fee: Late Notice Charge	£0.00	£100.00
All charges are subject to VAT		

To inform our review of charges we carried out a comparability exercise with local factors in our area. We also considered factors such as current inflation costs, Direct Debit and Early Payment Reward Incentives.

BUILDING INSURANCE CHARGES

From 1 April 2018 we will be changing the way we apply the charges for Building Insurance.

The charge which will be applied to your May factoring Invoice for the period of 1 April 2018 – 30 June 2018 will be in line with your apportionment level as stated in the Deed of Conditions for your building.

The share of your Insurance premium is now noted in the revised Annual Information Sheet.

You may recall an Insurance Re-build survey was carried out for all of our factored stock during December 2016. This survey ensured that a full level of rebuild cover was in place for all our Factored Units. Owners were billed for this survey in their May 2017 factoring invoice.

PAYMENT BY DIRECT DEBIT

To ensure no factoring payments are missed, you can pay your factoring account 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 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, 13 April 2018**.

INFORMATION

FACTORING CHARGES:		
This invoice covers :		For the period:
1	Management Fee and Insurance (charged in advance)	01/04/2018 – 30/06/2018
2	Cleaning / Back Court services (retrospective)	01/10/2017 – 31/12/2017
3	Repairs (retrospective)	01/10/2017 – 31/12/2017

FACTORING SURGERIES:	
Flat 1/6, 56 Blythswood Court	
Wednesday, 25 April 2018	11.00am – 12.00pm

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. **Should you hold your own block buildings insurance policy, please contact us and submit a copy of the policy to GW. GW will only credit back the charge from date the copy of the policy was received by us. It is your responsibility to ensure that your property is adequately insured.**

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 came into force on the 1 October 2012 which provides the framework of legislation in the Factoring Role that we provide to you. In the event that 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 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 / on request in our complaint Guidance Information Sheet.

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 Jan Tullis on 0141-331 6663 or finance team on 0141-331 6655

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 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 Finance Team on **0141-331 6663**.

EMAIL CORRESPONDENCE – GO PAPERLESS!

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