

FACTORING INFORMATION SHEET: NEWS AND UPDATES
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OWNERS ANNUAL CONFERENCE THURSDAY, 3 OCTOBER 2019

Our 4th Owners Conference will be held again in October and we will confirm the details in your August Information Sheet. We hope you can make it, and in the interim ask you to let us know of any topics that would interest you.

FACTORING DATABASE UPDATE

We have now completed our review of the Deeds of Conditions for our factored stock to ensure compliance with the requirements of the Property Factors (Scotland) Act 2011 and the associated Code of Conduct. Part of this review involved an audit specifically in relation to apportionments for common repairs and services and we will write to you separately should this impact on your property. We hope the letter is self-explanatory, however please get in touch with the factoring team if you wish to further discuss..

WATER INGRESS

We have recently received a number of reports of water ingress to common areas and home owner's private properties. Whilst we act as an agent for the Proprietors we have restricted powers to rectify these issues. As any type of water ingress can create difficult circumstances, we ask Proprietors take prompt action and work with us to carry out necessary repairs as quickly as possible. Please try speak to with your neighbours in the first instance. Should the water ingress have a significant impact/damage to the fabric of the building, GW will liaise with Police Scotland to gain access to your property to isolate the defective leak.

COMMON AREA ASBESTOS MANAGEMENT SURVEYS

Following a highly competitive tender process, we have appointed Life Environmental Services Ltd to undertake Asbestos risk assessment surveys to the common areas of the building only. These surveys will ensure our compliance with health and safety. A sequence of addresses will be confirmed shortly and the surveys are anticipated to be complete by October 2019. We will write to you separately if any further works are required to your building.

BLYTHSWOOD COURT LIFT MODERNISATION

The lift modernisation works are complete and all lifts are now in service. Consult Lifts Services are undertaking minor snagging works and we are in the process of agreeing the Final Account for the works. When this has been agreed we will advise and issue the final invoice. Thank you for your patience during these works.

PROCUREMENT UPDATE: Environmental Services & Close Cleaning

The Environmental Service Procurement has commenced with target tender issue in the next 4 weeks. With a view to ensuring value for money and quality of service a similar procurement exercise will be carried out in the next 6 months for the Close Cleaning Services currently undertaken by CAS. In advance we invite your comments and feedback as we shape the close cleaning specification and ask that you contact our Estates Team on 0141-428 3245 with your suggestions; or if you would like additional information about being involved in the tender evaluation process.

GUTTER CLEANING

David Mitchell Plastering & Building have now completed the Spring phase of gutter cleaning/maintenance. This only includes addresses identified susceptible to foliage and will be invoiced in your August 2019 quarterly invoice.

WASTE DISPOSAL & COLLECTION

We remind you that it is your responsibility to dispose of household waste correctly and to keep your backcourt area clean and tidy. Any additional ground maintenance visits due to incorrect disposal of household waste or bulk refuse will incur an additional charge for all residents* All general household waste should be placed in black bags, tied securely and placed in to the bins provided. Bags or items left out with the bins will not be collected by Glasgow City Council's Land and Environmental Services Department.

Missed bin collections and bulk uplifts should be reported directly to Glasgow City Council by calling 0141 287 9700 or online via their website*, please ensure you obtain a reference number. *<https://www.glasgow.gov.uk/index.aspx?articleid=20545>

ANNUAL STATEMENT OF ACCOUNT:

We attach a copy of your Annual Statement of Account, which includes transactions to 05/06/2019. Please contact us if you wish to discuss the transactions recorded on the statement.

EARLY PAYMENT REWARD

We continue to apply 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 £20.00 for a Single Unit and £40 for a Double Unit To qualify please ensure this invoice is paid by **Friday, 21 June 2019**.

FACTORING CHARGES:		
This invoice covers :		For the period:
1	Management Fee and Insurance (charged in advance)	01/07/2019 – 30/09/2019
2	Cleaning / Back Court services (retrospective)	01/01/2019 – 31/03/2019
3	Repairs (retrospective)	01/01/2019 – 31/03/2019

FACTORING SURGERIES:	
Hyndland - Concierge Office	
Wednesday, 19 June 2019	10.00am – 11.00am
Flat 1/6, 56 Blythswood Court,	
Thursday, 20 June 2019	10.00am – 11.00am

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 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 the date we receive a copy of the policy. It is your responsibility to ensure that your property is adequately insured.**

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 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 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 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.

PAYMENT BY DIRECT DEBIT

To ensure you do not miss your factoring payments, 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 our Corporate Team directly on 0141-331 6663 and we will set up a Direct Debit Account for you over the phone.

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 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 our Corporate Team 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 property factoring enquiry including estate management 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**.