

**OFFICE CLOSURE – COVID19:** Our office remains closed over this unprecedented time and our staff are continuing to work remotely, however, we are able to offer appointments on a Wednesday for any critical matter(s) that cannot be resolved by telephone or email. In line with Government advice our quarterly factoring surgeries have been suspended and we apologise in advance for any inconvenience this may cause. We are keeping this under frequent review and will continue to provide updates online via our website; [www.gwha.org.uk](http://www.gwha.org.uk); Twitter; <https://twitter.com/GlasgowWest4> and Facebook; <https://www.facebook.com/GlasgowWestHA/>

For all enquires and payments please leave a message on our main switch board number 0141-331 6650, and a member of the team will return your call within one working day. We are currently unable to accept payment by cheque: please refer to one of our other payment methods. If you anticipate having difficulty paying your latest factoring invoice please. Leave a message on 0141 331 6650 and either Jan or Aubin will call you back. Alternatively email [factoring@glasgowwestha.co.uk](mailto:factoring@glasgowwestha.co.uk) to request a call back.

**WRITTEN STATEMENT OF SERVICES (WSOS) AND ANNUAL INFORMATION SHEET (AIS):** Following Scottish Government's review of the Property Factors Code of Conduct, their revised code will come into force on 16 August 2021. In advance of this we will be reviewing/updating our own Code of Conduct to reflect the Government guidelines, and intend to issue our revised WSOS together with next quarter's billing documents.

In alignment to this timescale, your AIS will also be issued with next quarter's invoices. Our insurance policy is now due for renewal, with the tender process currently underway. As such, our current insurers have extended their cover pending completion of the tender exercise (new insurer anticipated to be in place by 01/06/2021) meaning the current premium will be maintained until this time. Thereafter new charges will be confirmed within your AIS. Additionally, due to the impact of Covid-19 we are presently unable to provide proposed Annual Property Inspection dates and will review position when AIS being issued.

Accordingly, we will issue both the AIS and our revised WSOS with the next quarter's billing. Thereafter we will revert to issuing the AIS in April each year.

**ANNUAL STATEMENT OF ACCOUNT:** We attach your 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 been appointed on a 3 year term basis to carry out the annual safety inspections of installed roof anchors, fixed ladders, and access rope systems. These works will commence late April.

**Roof & Gutter Maintenance:  
Common Asbestos Surveys:**

David Mitchel are scheduled to undertake the first of the 2021/22 services through May. We will continue to work with IWS to conclude this initiative, which may require some lock changes for access.

**Environmental Services:**

There are no anticipated delays to the 2021/22 hard and soft communal (external) maintenance contract.

**Close Cleaning Services:**

There is no anticipated change to current close cleaning programme.

**Concierge Services:**

There is no anticipated change to the current concierge / guard services. Get in touch to participate in service monitoring.

#### **PENDING PROCUREMENT:**

Our anticipated procurement activity plan is available on our website. In summary, through 2021/22 we anticipate the following procurement: Common Electrical Safety Checks, Fire Risk Assessments, Cold Water Tank Inspections, Drone Cladding Surveys, and Cyclical Painting.

We will provide further detail in relation to these initiatives to relevant home owners in due course. Where appropriate we are in the process of appointing consultant teams to assist development of the specification and contract documents. Over the coming months site surveys will be completed to assist prioritising the programme. If you have any comments on the above or wish further information please get in touch.

#### **BULKY WASTE COLLECTION:**

Following the withdrawal of the traditional Glasgow City Council Bulky Waste collection service we are pleased to confirm that we will be working in partnership with Total Homes to address the current fly tipping issues, and to pilot a sustainable bulk waste management service to help improve our neighbourhoods, proactively address health and safety concerns and promote fire safety. Over the coming months this will include:

- Adopting and promoting Recover, Reduce, Repair, Reuse, and Recycling principles,
- Items being collected and sorted rather than going direct to landfill,
- Exploring the operational challenges of implementing this service,
- Developing our frontline process and procedures,
- Promotion and guidance through social media, newsletters,

For more information on Total Homes please check out their website ([www.total-homes.com](http://www.total-homes.com)).

As we work to get this initiative underway please utilise the on-demand service that is provided by Glasgow City Council, checking [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste) for guidance and service updates.

FACTORING CHARGES:	
This invoice covers :	For the period:
1 Management Fee and Insurance (charged in advance)	01/07/2021 – 30/09/2021
2 Cleaning / Back Court services (retrospective)	Up and to 28/02/2021
3 Repairs (retrospective)	01/01/2021 – 31/03/2021

**CONCIERGE CHARGES:**

Due to the increased concierge costs over the festive period and an under-calculation from the previous quarter, the concierge costs this quarter may be notably higher than the previous quarter.

**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](mailto: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) £250 (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 **Thursday, 21 May 2021**.

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