

FORMAL NOTICE & INFORMATION SHEET

May 2020

OFFICE CLOSURE – COVID 19 Our office remains closed over this unprecedented time. For all enquires and payments please contact us on our main switch board number **0141-331 6650**, where you can leave a message for a member of the team to return your call. Unfortunately, payments by cheque cannot be processed at this time, please refer to one of our other methods of accepting payment.

QUARTERLY INVOICES AND STATEMENTS You will notice that we have a new design of our quarterly invoices and statement of accounts. This was due to an upgrade of our software package to generate both documents. We hope you agree that the format and information is enhanced and provides more detail.

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.

ANNUAL STATEMENT OF ACCOUNT We attach a copy of your Annual Statement of Account, which includes transaction up and to 24 June 2020. Please contact us if you wish to discuss the transactions recorded on your statement.

IMPORTANT INFORMATION ABOUT YOUR FACTORING ACCOUNT We fully appreciate the difficulties our customers maybe experiencing during these unprecedented times. If you anticipate having difficulty paying your latest factoring invoice then please call us to discuss, we're here to help. Please contact Jan or Aubin by calling 0141 331 6650 and leaving a message, we will call you back. Or alternatively email factoring@glasgowwestha.co.uk to request a call back

GUTTER CLEANING AND ROOF INSPECTIONS David Mitchell Plastering & Building Contractor completed gutter cleaning and inspection of your roof over the winter months. Charges for this service have now been included in the enclosed invoice. We expect to target the 'Hot Spot' areas as soon the contractor is able to do so.

COVID 19 – SERVICE RESPONSE The services we provide to you have understandably been impacted by the lockdown restrictions and Government guidelines on essential services and travel. While our office is closed and our concierge are focusing on specific tasks we are working remotely from home with access to emails, and our central voicemail service. We will continue to provide Covid 19 Service information on our website www.gwha.org.uk or follow us on Twitter (@GlasgowWest4) and Facebook (GlasgowWestHA) which will be updated in the event of further material changes in our services. If you do not have internet access please call 0141 331 6650 for current service information. Further to our routine services the Covid 19 situation has limited our ability to progress with planned procurement and contract awards that were in progress before lockdown. Please be assured further planning and preparation is underway to enable these cyclical, modernisation, services, and fabric repairs projects to commence at the earliest opportunity. We will continue to monitor the situation closely and engage with relevant and service providers. Thank you for your patience and understanding at this time.

HOMEOWNERS SURVEY In November 2019 we issued our Homeowners Survey via Survey Monkey. Due to a low response rate, the survey was re-issued via post and email in February 2020, generating a combined total of 38 responses. Thank you to those who took the time to complete our survey – your feedback is gratefully received as it helps us to review & improve the services we provide. We shall be developing an action plan in 2020/21 in response to the feedback received. A snapshot has been provided below, with full survey report available on our website.



FACTORING CHARGES:	
This invoice covers:	For the period:
1 Management Fee and Insurance (charged in advance)	01/07/2020 – 30/09/2020
2 Stair and Window Cleaning Back Court services (retrospective)	01/01/2020 - 24/03/2020 01/01/2020 – 31/03/2020
3 Repairs (retrospective)	01/01/2020 – 31/03/2020

FACTORING SURGERIES:	
Hyndland Concierge Office	Postponed Until Further Notice
Flat 1/6, 56 Blythswood Court	Postponed Until Further Notice

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 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.

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 have to remind you it is an insurance policy condition that it must be regularly inspected. For more information please contact Bruce Stevenson, Insurance Broker, 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 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 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 available on our website / on request in our complaint Guidance Information Sheet.

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 to a late payment fee).

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 6650 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 6650

GW Office Payments by cheque at this time are unable to be processed, we ask that you make payments with reference to the above.

EARLY PAYMENT REWARD Would you like money back on your Factoring Bill? To qualify, all 4 quarterly factoring invoices must be paid with 14 days from date of invoice. This current invoice must be paid by **Friday, 10 July 2020**. For homeowners a deduction £15.00 of management fee and for commercial units £20 for single commercial units and £40 for double units will be applied. The incentives are applied annually to your factoring account and will appear in your May Invoice if you have met eligibility criteria

CONTACT DETAILS Due to the current COVID-19 restrictions, it seems more important than ever to have your contact details on our records. Please contact the team to ensure your details are updated and are accurate. Should you wish your email address to be your preferred method of contact please contact us.