

HOMEOWNER HYBRID CONFERENCE: THURSDAY 5th OCTOBER 2023

Thank you to the 23 Homeowners that attended our recent hybrid conference. We were pleased to hear that you found the topics interesting. It was a good opportunity to meet and engage with you and we encourage you to return our feedback form to help shape next year's conference. We hope to see you again next year and encourage you to promote this important Conference to other Homeowners. The Factoring and Technical team discussed: -

- ✓ Core Services
- ✓ Introduction of Response Repair Contractor
- ✓ Homeowner Survey
- ✓ Service Achievements
- ✓ Common Area Investment/Planned Procurement

FACTORING HYBRID SURGERIES:

Our next factoring surgery will be held on Thursday, 23 November 2023, 4pm – 6pm.

These surgeries give you an opportunity to meet with members of the Factoring Team and discuss any issues or queries that you may have. Surgeries are held bi-annually, and we ask you to contact the Factoring Team in advance to agree an appointment time with us. Appointments are available in person at our office at 5 Royal Crescent, Glasgow, or virtually, by Microsoft Teams.

ANNUAL PROPERTY INSPECTIONS

There has been a delay in commencing our annual common property inspections. We are currently reviewing dates within the programme with a view to completing inspections by Spring 2024. If you wish to take part and meet our Officer when on site, please contact the factoring team to note your interest. In the meantime, if you have any immediate concerns regarding any aspects of the common areas, please report these to our offices as soon as possible.

PLANNED MAINTENANCE AND CYCLICAL PROGRAMMES

Common Repairs and Investment Works can be expensive, and situations may arise without warning. We ask that when works are first identified you make plans with respect to paying for your share of the cost. Our payment terms are 14 days from when we issue the Invoice to you. In all instances of large-scale Common Repairs and Investment you are encouraged to commence payments before works begin, your money will be held in a specific account that will be set up for you. Please contact us if this is of interest to you.

CYCLICAL AND MAJOR REPAIRS REVIEW OF SINKING FUNDS

We are reviewing the contributions made by homeowners to both Cyclical and Major Repair funds. If you pay towards a Cyclical or Major Repair fund we will contact you directly once our review has been carried out to explain the charges. We aim to provide an update on our review of both funds by March 2024. If you have any queries in the meantime, please do not hesitate to contact us.

ESTATES UPDATE

We are working closely with our Contractors to ensure that our expectations are clear and to ensure appropriate arrangements are in place for recovering any slippage in the programme. Our recent Environmental Services Consumer panel was a great success, with key priorities identified for our pending procurement. There is however still time to have your say; please get in touch with the Estates Team to provide your feedback and help shape this aspect of our services.

We are very aware of the more frequent and increasing problem of rats in the common areas and back courts in some areas. There will be instances we will step in to commence a treatment plan; however, we need your assistance. Please help us with managing this problem by utilising the Total Homes Bulk Uplift Service – 0141 556 7085, where you can request a quote to uplift all household bulk items and by disposing of your household waste correctly. Please report rat issues directly to the Glasgow City Council Pest Control Team by calling 0141 287 1059, and by speaking to your local councillors for support in accessing the Council services.

PLANNED MAINTENANCE AND CYCLICAL PROGRAMMES: COLD WATER STORAGE TANKS

Our appointed contractor, HBE, have completed their initial inspections of the cold water storage tanks. The inspections are carried out to ensure no harmful bacteria, such as legionella is present in the storage tanks. HBE have a delegated authority for minor repairs to be undertaken during visits. Should costs for subsequent works exceed our delegated authority level. GWEn will liaise with the proprietors for their consent to proceed with works. We will receive details of these repairs in the weeks to come.

ROOF & GUTTER MAINTENANCE

David Mitchell Plastering & Building will commence the Winter phase of roof & gutter cleaning and maintenance in late October 2023. Our contractor has delegated authority for minor repairs to be undertaken during visits and we will receive details of these repairs in the weeks to come.

COMMUNAL ELECTRICAL SAFETY CHECKS

All Electrical Safety Checks for the closes we factor are now complete. However, there are a number of closes for which remedial works such as replacement light fittings, are still required. Our contractor: GD Chalmers is leading on this work, and we shall instruct repairs within our delegated authority (£200.00 per unit). For repair works exceeding the agreed amounts for each close, we shall write directly to each owner with the details, cost breakdown and request for approval.

CLOSE AND WINDOW REDECORATION PROGRAMME

Phase one of the Close and Window Redecoration programme started on site in September. If your block is included in this programme, you will have been notified in writing of the costs and timescales. Where we have not received sufficient mandate to proceed, we may write to you again for consideration in phase two scheduled for 2024. We would encourage all homeowners to contribute towards these works to ensure the building is well maintained and your investment in the property is protected for the future. If you wish further information, please contact Charlie Conaghan by emailing cconaghan@glasgowwestha.co.uk or by calling 0141-331 6654.

STONEWORK PROGRAMME

We have recently completed measured building surveys at a number of our properties where stonework fabric repairs have been identified. These surveys will assist with the design and scoping of the required repairs. Our next steps involve high-level site investigations to allow for the design and subsequent cost estimates to be compiled. If your property is part of this programme, the factoring team will be in touch in the coming months to provide more information.

INFORMATION

FACTORING CHARGES:		
This invoice covers:		For the period:
1	Management Fee and Insurance (charged in advance)	01/01/2024 – 31/03/2024
2	Cleaning / Back Court services (retrospective)	Up and to date of invoice
3	Repairs (retrospective)	Up and to date of invoice

FACTORING HYBRID SURGERIES:	
By appointment only: 5 Royal Crescent / MS Teams	
23 November 2023	4pm – 6pm

INSURANCE: 006482147

Block Buildings Insurance is administrated through Howdens Insurance Brokers [formerly Bruce Stevenson Insurance Brokers Limited]. 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 0131-553 2293 or by email to claims.scotland@howdeninsurance.co.uk. When you call, please provide the above policy number to assist with your claim. Should you wish to intimate an insurance claim, excess is applied as per table below. Should you hold your own block buildings insurance policy, please contact us at our office or by email marked for the attention of the Factoring Department and include a copy of your policy. If the Deed of conditions allows multiple policies over one block, GW will credit back only 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.

Excess Applicable	Standard Excess	Water Escape	Subsidence
Residential Units	£250.00	£500.00	£1,000.00
Commercial Units	£1,000.00	£1,000.00	£1,000.00

UNOCCUPIED PROPERTIES – PLEASE NOTE INSURANCE CONDITIONS:

If your property is currently unoccupied 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 Howdens 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 Homeowners 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 01 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 two 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 are available on request.

PAYMENT METHODS:

Your Quarterly Factoring Invoice should be paid within 14 days (if payment has not reached your account within 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 for you. 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 can also make payment by phone using your Debit or Credit Card. Please 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, 17th November 2023.

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