

FORMAL NOTICE & INFORMATION SHEET**OFFICE CLOSURE – COVID 19**

Our office remains closed over this unprecedented time and our staff are continuing to work remotely. 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; Twitter; GlasgowWest4 and Facebook; 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, where possible within 3 days. 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 to request a call back.

HOME OWNER CONFERENCE NEW DATE: THURSDAY 8 OCTOBER

We are delighted to announce that our Home Owner conference will go ahead **virtually via Zoom on Thursday, 8th of October 2020 at 6pm**. Please see the enclosed invitation for more detail. We hope you will be able to join us on the night and ask you to confirm your name and the email address you will be using to access the event no later than 28 September 2020 to allow joining instruction to be provided to you directly via our facilitator SHARE. In order to help with the smooth running of the Event please send all of your feedback and questions to factoring@glasgowwestha.co.uk by the 28 September 2020. These will be reviewed to help shape the information we provide on the night. You will additionally receive an individual response.

In terms of our future engagement with you around investment works or holding meetings to progress essential repairs Covid restrictions will mean it may be in a different format to a traditional owners meeting at our offices, for example virtual events, or “back court” gatherings. We are keen for your feedback on this to help shape our engagement plans.

INVOICING

We have introduced new property factoring software and you will notice a change in the layout of your invoice; which will now show 3 lines per charge: (a) details of the invoice received by GWEn from the contractor; (b), the full value of the invoice and (c) the % charged to you per your DOC and narrative on the service for which the invoice pertains. As with any new system, there are inevitably glitches and this has led in a few instances to incorrect charges being displayed. Where this has happened, a credit has been processed; and this is clearly marked on your invoice. Should you have any queries regarding your invoice please do not hesitate to contact us.

ROOF & GUTTER HOT SPOT CLEANS

Our contractor, David Mitchell Plastering & Building, completed all spring hot spot clean addresses earlier in the year. If your block is included in the hot spot checks, the charge will be recorded on your enclosed invoice. We have started the tendering process for the next contract, with the anticipated commencement in November 2020, subject to exigencies.

NEW LIFT MAINTENANCE CONTRACT 1 SEPTEMBER 2020

City Building have been appointed to carry out lift maintenance contract for all sites. In the event of lift faults please contact City Building directly on 0800 595 595. City Building provide a full 24hr cover service, 7 days per week.

ENVIRONMENTAL UPDATE

Your Environmental Services contractor ID Verde has been working across the estate concentrating on waste management, removing bulk items and bin store sanitising in line with phase 1 of our reinstatement of Environmental Services. We are working with ID Verde to establish a realistic plan of works for soft landscaping recovery (phase 2) which includes grass and hedge cutting, power washing of hard surfaces and weed removal, Once the programme is ready to go live we will provide an update through Twitter and our website.

CLOSE CLEANING UPDATE

We are delighted to confirm your new cleaning contractor Caledonian Maintenance Services Limited commenced internal close cleaning on Monday 3rd August. Throughout September they will be undertaking a deep “recovery clean” at all contract addresses to ensure the areas are returned to the expected standards, and to make up for the gap in services during the Covid-19 lockdown. For further information relating to our environmental and close cleaning contract please contact Karen or Rebecca in our Estates Services Team on 0141-331 6650 or email estates@glasgowwestha.co.uk.

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FACTORING CHARGES:		
	This invoice covers:	For the period:
1	Management Fee and Insurance (charged in advance)	01/10/2020 – 31/12/2020
2	Stair and Window Cleaning Back Court services (retrospective)	01/04/2020 – date of invoice
3	Repairs	01/04/2020 – 30/06/2020

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. 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 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, (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 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 Comments and Complaints Guidance Leaflet.

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 our Corporate Team on 0141-331 6650

EARLY PAYMENT REWARD

Would you like money back on your Factoring Bill? To qualify, all 4 quarterly factoring invoices must be paid within 14 days of the invoice date. This current invoice must be paid by **Wednesday, 7 October 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.