

FORMAL NOTICE & INFORMATION SHEET**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 Mondays, Wednesdays and Fridays 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; 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 your call will be returned the same 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 to request a call back.

HOME OWNER CONFERENCE HELD VIRTUALLY: THURSDAY 8 OCTOBER

In spite of the ongoing restrictions we are pleased to report the successful delivery of our first virtual annual conference on 8th of October. Whilst acknowledging that attendance was lower than desirable, we consider the event to have been a worthwhile opportunity to deliver topics via PowerPoint presentation through Zoom, Thank you to the fifteen Home Owners who attended on the night. Further information is available on our website.

COVID-19 SERVICE RECOVERY UPDATE

Effective 31st October Your Environmental Services Contractor ID Verde has completed the agreed soft landscaping recovery programme. They will continue with routine moss/weed removal, litter picking and bin store sanitising through the winter months. As of 30th November 2020 Caledonian Maintenance Services have completed 100% of the recovery deep cleans within your communal areas. In both respects we thank you for your patience while the works have been carried out.

NEW BILLING PERIOD – QUARTELRY INVOICE

Our new software package has improved efficiencies collating charges for your property and we are now able to produce your quarterly invoice much quicker. From April 2021, your quarterly invoice will be issued to you within one month following billing period (January, April, July, October).

GLASGOW CITY COUNCIL BULK COLLECTION UPDATE

Glasgow City Council have confirmed that routine collection of bulk waste items will return as a request only service from the start of December. Only items correctly reported will be collected within 28 days. Items left on the kerbside or in back courts without uplifts being properly arranged with the Council will be classed as fly tipping and will be subject to investigation and enforcement. The process for requesting bulky item uplift is still being developed by Glasgow City Council, and further details will be published through their social media channels and website. Any items requiring collection should be reported to Glasgow City Council via their website, the MyGlasgow app. This change represents a change to Glasgow City Council's service, and is therefore out with the control of GWhA & GWEn.

To ensure continued safe use of common areas, fire safety, and that hygiene standards are maintained we anticipate that this may involve direct instructions being issued to contractors to remove fly tipping. We will be exploring service options for this early in the New Year and will be in contact with home owners to seek feedback. The Estates Services Team work closely with the Council Waste Collection Services and will continue to do so on your behalf as these new changes are implemented. If you see items being dumped please report it to GCC Environmental Task on 0141-284 1058, GCC Website or via the MYGLASGOW app.

THERMAL IMAGING SURVEYS

If you previously received notification from IRT Survey Ltd of imaging surveys being carried out of your tenement, we can confirm that works have now been completed with costs being reconciled and survey evaluated. Charges for these survey will be processed in your February 2020 quarterly invoice.

ROOF INSPECTIONS & GUTTER CLEANS

Tendering process for the next contract has commenced and we are currently evaluating the returned tenders. We shall update you with the winning contractor details in our next information sheet.

LIFT MODERNISATION WORKS

We have now completed the tendering process for the lift modernisation at Prince Albert Road, Crown Road North and Hyndland Road. Full details of the works as well as invitations to homeowners to vote on the works will be issued in December.

CCTV MODERNISATION WORKS

Tenders for CCTV modernisation at Blythswood Court, St Vincent Terrace and the Hyndland area have been received. Works will be conducted in 3 Phases. We will issue invitations to Homeowners at Blythswood Court for voting on the proposed works and provide full details of the works in December, with St Vincent Terrace and Hyndland consultation commencing January 2021.

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FACTORING CHARGES:

	This invoice covers:	For the period:
1	Management Fee and Insurance (charged in advance)	01/01/2021 – 31/03/2021
2	Stair and Window Cleaning Back Court services (retrospective)	01/07/2020 – date of invoice
3	Repairs	01/07/2020 – 30/09/2020

INSURANCE

Block Buildings Insurance is administered 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 policies 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 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 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 31 December 2020

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