

FORMAL NOTICE & INFORMATION SHEET

November 2024

On receipt of your invoice, should you have any difficulty meeting the charges please contact our Debt Recovery Officer on 0141-331 6663.

FACTORING CHARGES:

This invoice covers:		For the period:
1	Management Fee and Insurance (charged in advance)	01/01/2025 – 31/03/2025
2	Cleaning / Back Court services	Charged Retrospectively
3	Repairs	Charged Retrospectively

FACTORING SURGERY DATES:

Your Factoring Team will be available to meet with you in-person at our office at 5 Royal Crescent, Glasgow, G3 3SL or virtually to discuss your factoring account on **Wednesday, 20th November 2024, between 4pm and 6pm.**

Please contact us in advance to make a mutual convenient appointment if you wish to meet with the team.

HOMEOWNER CONFERENCE 2024: 3rd OCTOBER 2024

Thank you to the 15 Homeowners that attended our recent hybrid conference. It was a good opportunity to meet and engage with you on important aspects of our services. We discussed:

- ✓ Quarterly Billing & IT Issues
- ✓ Overview of Title Deeds & GWEn Property Manager
- ✓ Response Repair Contractor, Response Times & Major Repair Programmes
- ✓ Concierge Review
- ✓ Common Cyclical Painting

Feedback on the night was welcomed, in particular that that you found the presentations useful. Please return our feedback form to help shape next year's conference if you are still to do so. We hope to see you again next year and encourage you to promote this valuable event to other Homeowners.

ANNUAL PROPERTY INSPECTIONS

Property Inspections are planned on an annual basis to ensure your building is maintained and the common areas are in good order. Details of the most recent annual inspection is noted in our Annual Information Statement. If you wish to be in attendance during this inspection, please let us know and we will confirm the date and time.

LANDLORD ELECTRICITY SUPPLY

We continue to engage with the utility provider regarding their delays in submission of their outstanding invoices for common electricity supply; with these charges being processed as they are received and inclusion in quarterly billing.

COMMON REPAIR BILLING

There is an ongoing review of common repair charges, which may include charges that are applicable to your block where work has been undertaken, and not yet invoiced or applied to your factoring account. Please consider budgeting for any applicable works as we conclude our review.

ENVIRONMENTAL MAINTENANCE CONTRACT/CHARGES – ID VERDE

Charges for Environmental Services for the period of 1st April 2024 – 30 September 2024 have been applied to the enclosed invoice. This includes historic invoice for services provided to your block between 01/02/2023 – 28/02/2023 concluding the billing of these backlog charges. Moving forward, charges will now fall within the quarterly billing periods. Thank you for patience and understanding whilst we worked with the contractor to resolve matters.

GARDEN GRANT

Are you interested in getting together with your neighbours to brighten up your back court/garden? If you wish to apply for a small garden grant to help you purchase soil, pots, plants and basic hand tools, for further info please contact our Estates Services Team for more information on 0141-428 3247 or email estates@glasgowwestha.co.uk

PLANNED MAINTENANCE AND CYCLICAL PROGRAMMES

Common Repairs and Investment Works can be expensive, and situations may arise without warning. In all instances of large-scale Common Repairs and Investment, you are required to commence payments as per section 5.3 of our Written Statement of Services before works begin. Accordingly, we ask that when works are first identified and communicated to you; you make plans to arrange for payment for your share of the cost to be lodged with us.

ROOF AND GUTTER MAINTENANCE

David Mitchell Plastering & Building are due to begin our Winter phase of the Roof and Gutter Programme in November, and you will be charged in the relevant quarterly invoice. Should any work be identified that is over our delegated authority (£2,000.00 + VAT per block), we will advise accordingly.

COLD WATER STORAGE TANKS

Our appointed contractor, HBE, are currently undertaking inspections throughout our stock. The inspections are conducted to ensure no harmful bacteria, such as legionella is present in the storage tanks. We have delegated authority for HBE to undertake minor repairs during visits (£2,000.00 + VAT per block). For any remedial repairs out with our delegated authority our Factoring Team will be in contact with you to discuss.

COMMUNAL ELECTRICAL SAFETY CHECKS

All Electrical Safety Checks are now complete. However, there are a number of closes for which remedial works (such as replacement light fittings) are still required. Our contractor: Bell Group are now leading on this work, and we shall instruct repairs within our delegated authority (£2,000.00 + VAT per block). For repair works exceeding our delegated authority, we will be in touch with proprietors.

COMMON CLOSE REDECORATION PROGRAMME

Phase one of the Common Close Redecoration programme started on site in 2023, and we will be writing to those addresses identified in Phase two of that programme in the coming months. If the common parts of your home is included in that programme, you will be notified in writing of the proposed costs and timescales and asked to vote on whether to proceed with the works.

Where we do not have received sufficient mandate to proceed, we may write to you again for consideration in future phases. We would encourage all proprietors 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 would like any further information, please contact a member of the technical team: technical@glasgowwestha.co.uk

STONEMWORK PROGRAMME

Stonework fabric repairs have been identified at several properties, forming a 5-year programme of works. We have already completed measured building surveys at a number of properties where these repairs have been identified and these surveys will assist with the design and scoping of the required repairs. Our next steps involve high-level site investigations from access platforms to allow for the design and subsequent cost estimates to be compiled. If your property is part of this 5-year programme, the Factoring Team will be in touch in the coming months to provide more information, including estimates costs, and will request a mandate to proceed with the initial design and scoping phase.

ENGAGEMENT / MAKING DECISIONS

Whilst GWEn act as Property Factors of your block and can instruct repairs under our Delegated Authority level (£2,000.00 + VAT per block), there are times where we need your permission to instruct works (reactive repairs or planned maintenance) above this threshold. When these situations arise, we will invite you to attend a consultation meeting to seek your vote to proceed with the proposed works or otherwise. It is essential that you proactively respond to our communication in these situations to prevent unnecessary delay, or to jointly identify a way forward. You can attend the meeting or confirm your vote by returning the mandate form provided to you.

The circumstances in which you will be asked to vote are outlined in our Written Statement of Services and will be in line with Property Deeds of Conditions relevant to your home. The invitation will include information on the nature of the works.

COMMENTS AND COMPLAINTS - LET US KNOW ABOUT IT

We aim to provide a first-class service to our Service users. 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, for more information please visit our website www.gwha.org.uk Alternatively, paper copies are available on request.

Glasgow West Enterprises Limited, 5 Royal Crescent, Glasgow, G3 7SL

Tel: 0141-331 6650 DD: 0141-331 6673 Email: factoring@glasgowwestha.co.uk

Further information on our services can be found by visiting our website www.gwha.org.uk or follow us on Twitter ([@GlasgowWest4](https://twitter.com/GlasgowWest4)) and Facebook ([GlasgowWestHA](https://www.facebook.com/GlasgowWestHA))

INSURANCE: POLICY NUMBER: 006485804**Insurance Premium Renewal 2024/25**

You will note that the insurance premium has now been recorded in your enclosed Annual Information Sheet. Block Buildings Insurance is administrated through Howdens Insurance Brokers [formerly Bruce Stevenson Insurance Brokers Limited]. A copy of the policy can be found 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 ClaimsDepartment.scot@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	Excess	Freezing/Escaping Water Escape	Subsidence
Residential Units	£350.00	£500.00	£1,000.00
Commercial Units	£350.00	£500.00	£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).

PAYMENT METHODS

Your Quarterly Factoring Invoice must 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). Please contact our Corporate Team on 0141 331 6663 for the following:

Direct Debit:	There is the facility to make regular payments by Direct Debit 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:	Please contact us if you require a card to pay by Allpay.
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/Credit Card; contact Aubin Mweze, Corporate Administrator: 0141 331 6663.

EARLY PAYMENT INCENTIVE

Would you like money back on your Factoring Invoice? We will apply a credit to your factoring account if all four 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, 22 November 2024**

Homeowners (flat/townhouse)	£15.00 deduction from Management Fee
Single Commercial Units	£20.00 deduction from Building Insurance
Double Commercial Unit	£40.00 deduction form Building Insurance