

Formal Notice & Information



July 2026

If you anticipate having difficulty making the required payments, please contact our Finance Team on 0141-331 6663.

Factoring Charges

This invoice covers:		For the period:
1	Management Fee and Insurance (3 months, charged in advance)	01/10/2026 – 31/12/2026
2	Cleaning / Back Court Services	Charged Retrospectively
3	Repairs	Charged Retrospectively

Factoring Surgery Dates

The Factoring Team will be available to meet with you in-person at our office at 5 Royal Crescent, Glasgow G3 7SL or virtually to discuss your factoring account on **Thursday, 6th August 2026 between 4pm and 6pm.**

Please contact us in advance to make an appointment to meet the team.

YOUR ACCOUNT

GWEn Annual Homeowner Conference

Our 2026 annual homeowner conference will be held on Thursday 8th October 2026 from 5.30pm at GWEn's office 5 Royal Crescent, Glasgow, G3 7SL. Online access will be available through Microsoft Teams for those wishing to attend virtually. Should you wish to attend online please contact the Factoring Team by Thursday, 24th September 2026 to allow us to issue you with joining instructions. "Drop-ins" are welcome on the night however advance notice will help us prepare for the event.

Quarterly Invoice Timescale – Service Update

Our internal timescale for issuing quarterly factoring invoices has been increased from 14 to 28 days from the end of each billing period. This change is intended to allow additional time for the receipt, review and validation of supplier invoices; it is intended to support improved accuracy and reduce the need for subsequent invoice adjustments. It is a more realistic representation of the time required to manage this process in parallel to managing day to day queries, and project work. If you have any feedback on this change please let us know.

Cold Water Storage Tank Remedial Works

Our legionella contractor, Envirocure, has been carrying out risk assessments and any necessary remedial works to the communal water tanks across developments. Routine tank cleaning, and any remedial works identified during these assessments will be undertaken and charged through your quarterly billing. You will be contacted if access is required through your home to the communal roof space, or if disruption is anticipated to the water supply. Your assistance is essential to ensure compliance with legionella and water safety duties.

New Lift Contractor

We have recently tendered and appointed a new lift contractor to carry out all lift servicing and maintenance. ADL Lift Services Ltd will start working with Glasgow West on 1st July 2026. To report a lift breakdown within office hours, please contact GWAH on 0141 331 6650.

To report a breakdown out of hours, please contact ADL on 01698 277 009.

Report A Common Repair:

Please see our website for details of "When to Report a Repair".

Repairs Call Handling Process:

All common repair enquiries should be directed to our contractor as per the detail below:

Common Repairs (24/7):	The Bell Group	0141 336 7111, or GWHA@bellgroup.co.uk
Lift Faults:	ADL Lift Services Ltd	01698 277 009
Stair/Back Court Lighting faults:	GWHA	0141 331 6652
All other repair enquiries contact us:	0141 331 6650, or Rservice@glasgowwestha.co.uk	

Communal Block Inspections

Our annual common block inspections have now been completed. These surveys involve a review of the common parts of each block, including areas such as closes, stairs, bin stores, backcourts, roofs, gutters, external fabric and other shared areas. We carry out these inspections to help identify any repair, maintenance or health and safety issues within common areas, or relating to the building fabric. Following completion of the common surveys, a planned programme of works is underway to address the issues identified, and/or plan for future investment. Where the nature of the works is within the delegated authority set out in our Written Statement of Services, works will be instructed directly. Where consultation or further approval is required, we will contact affected owners before any works proceed. Works have been prioritised based on health and safety risk, with the most urgent matters being addressed first.

Planned Maintenance & Cyclical Programmes

Common repairs and investment works can sometimes involve significant costs, and in some cases, these works may be required at short notice. Where large-scale common repairs or investment works are identified, owners are required to make payments in line with section 5.3 of our Written Statement of Services, with contributions required before works begin. When works are first identified and communicated, we ask that you make arrangements for your share of the costs to be paid to us at the earliest opportunity to assist mitigating delay.

Grounds Maintenance & Cleaning Service Contract

The new Grounds Maintenance and Close Cleaning Services contract has now been formally awarded to Caledonian Maintenance Services Ltd. The contract commenced on 1st April 2026 and will run for an initial period of three years, with the option to extend subject to performance review. Since the start of the contract, Caledonian Maintenance Services Ltd has been delivering grounds maintenance and close cleaning services across our properties. GWEn will continue to work closely with the contractor to monitor service standards and ensure that residents and property owners receive a reliable and high quality service. We remain committed to maintaining and improving the appearance and cleanliness of the developments and will continue to review performance throughout the contract period. Residents who have any comments or queries regarding these services, please contact our office to discuss.

GAS SAFETY WEEK : 14 - 20 September 2026

We are proud to promote Gas Safety Week 2026, taking place 14th – 20th September 2026. Gas Safety Week is an annual event to raise awareness of gas safety and the importance of taking care of your gas appliances:

- Have all gas appliances serviced every year by a Gas Safe registered engineer. You can find a qualified engineer by searching online for *The Gas Safe Register*.
- Consider fitting Carbon Monoxide, Heat and Smoke Detection alarms for early warning of any issues in your home, we recommend testing them weekly to ensure they are functioning properly.
- Know the symptoms of carbon monoxide poisoning, symptoms can include: headaches, dizziness, nausea, and loss of consciousness. If you or someone in your home experiences these symptoms, seek medical help immediately.
- Recognise the signs of a gas leak- Warning signs may include:
A strong sulphur or "rotten egg" smell / Hissing sounds near gas pipes or appliances / Gas appliances unexpectedly cutting out. If you suspect a gas leak:
 - ☎ Call Scottish Gas Network [SGN] immediately on 0800 111 999
 - 🚫 Do not smoke or use electrical switches, as this could create a spark and cause
- By taking care of your gas appliances properly you are taking care of your home, your loved ones and even looking out for your neighbours in the local community.

Good Close & Garden Competition 2026

Do you know of a close or garden that really deserves recognition? Our Good Close & Garden Competition is a great way to celebrate neighbours who take pride in their shared spaces and work together to improve their local environment.

If you've noticed a close or communal garden that stands out, or you feel there's somewhere in your community worthy of recognition, we'd love to hear from you. Nominations are now open across the following categories:

- Best Newcomer (first-time nomination)
- Most Improved
- Best Close
- Best Garden

By submitting a nomination, you'll be helping us recognise the hard work, care and community spirit that make our neighbourhoods such great places to live. With summer now underway and gardens in full bloom, keep your eye out for those spaces that really shine.

To allow gardens more time to flourish, we have extended the deadline for nominations until 31 July 2026.

Garden Grant

We are committed to supporting residents to create and maintain vibrant green spaces within our communities. Our Garden Grant Scheme provides funding to help tenants and homeowners improve their gardens, communal areas and outdoor spaces.

Whether you're planning a new project, refreshing an existing garden, or adding more greenery to your surroundings, the grant can help cover the cost of essential materials and plants.

For further information or to request an application form, please contact the GWAHA Estates Team on 0141 331 6650 or email estates@glasgowwestha.co.uk.

The Jim Michael Community Award

The Jim Michael Community Award was introduced in 2008 to recognise the commitment of exceptional people who help make a real difference within our communities. It celebrates those everyday individuals whose kindness, time, and effort help make our neighbourhoods welcoming and supportive places to live.

Do you know someone who goes out of their way to help others? This could be someone who volunteers with a local group, supports a neighbour with shopping or medical appointments, takes pride in keeping shared areas tidy, or is always there to offer a listening ear. Often these quiet acts of kindness make the biggest difference.

If someone comes to mind, we encourage you to nominate them for the Jim Michael Community Award. Full details and the application form are available on our website. Alternatively, you can contact Carol Nicol on 0141 331 6650 or email admin@glasgowwestha.co.uk for more information.

Please contact the Factoring Team if you would like further information or have any questions on any of the topics covered in this Formal Notice.

Items In Communal Close Areas

To help keep our buildings safe and accessible for everyone, personal items should not be stored in communal close areas, including stairwells, landings, hallways, and walkways.

The Scottish Fire and Rescue Service advises that items left in these areas can block escape routes, increase fire risks, and hinder emergency access. Under the **Fire (Scotland) Act 2005**, escape routes must be kept clear.

Reflecting the above, and to ensure resident safety; personal items such as bikes, prams, mobility scooters, furniture, decorations, and other belongings are not permitted in the shared communal areas of your home. Failure to remove items when requested will result in the removal of those items. Removal and disposal charges may apply.

Thank you for your cooperation in helping us maintain a safe environment for all residents.

Policy Number: 200798308

Block Buildings Insurance is administrated through Howdens Insurance Brokers (formerly Bruce Stevenson Insurance Brokers Limited). You will find a copy of the policy 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 to Howdens on **0131 553 2293** or by email to **ClaimsDepartment.scot@howdeninsurance.co.uk**.

Please refer to your Annual Information sheet for details of your current Insurance Premium and Policy Details.

Unoccupied Properties – Please Note Insurance Conditions

If your property is unoccupied for more than 45 days, it is a condition of your insurance policy for you to ensure that it is regularly inspected. For more information, please contact Howdens Insurance Broker (details as above).

Residential & Commercial	Excess	Excess: Freezing / Escaping Water	Excess: Subsidence
	£350.00	£500.00	£2,500.00

Factoring Invoice Payment

This invoice covers Management Fee and Insurance (charged 3 months in advance) for period 01/10/2026 – 31/12/2026. Cleaning / Back Court services and repairs are charged retrospectively. The Factoring Team will be available for in-person or virtual meetings about your factoring account on **Thursday, 6th August 2026, between 4pm and 6pm** at 5 Royal Crescent, Glasgow G3 3SL. **Please contact us in advance to arrange your meeting.**

Your Quarterly Factoring Invoice must be paid with 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:	Please contact our Corporate Team on 0141 331 6663 To set up regular payments quickly over the phone. Please have your bank card ready, you must be a signatory on the account. For joint accounts, either party must be authorised to approve payments. Upon receipt of your first Direct Debit payment, we will credit £20 to your Factoring Account.
Credit / Debit or Allpay Card Payments	Please contact our Corporate Team on 0141 331 6663 To pay using your credit card, debit or all pay card.
Online Banking Payments	If you prefer to pay online, please use the following bank details: Bank: Royal Bank of Scotland Sort Code: 83-21-08 Account Number: 00152136 If paying online, please use your unique GWEn account number as payment reference.

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 14 days. The incentives are applied annually to your factoring account and will appear in your April quarterly invoice. To qualify for this quarter, you must ensure you have a clear balance on your account, and your invoice is paid in full no later than Monday, 10th August 2026.

Homeowner (Flat / townhouse)	£15.00 deduction from Management Fee
Single Commercial Units	£20.00 deduction from Building Insurance
Double Commercial Unit	£40.00 deduction from Building Insurance

Written Statement of Services

Our Written Statement of Services [WSOS] has been updated in respect points below.

You will find our amended WSOS [version July 2026] along with a Summary of Changes document, available on our website. For owners receiving correspondence by post, a copy will be issued directly.

Update at 4.1: Block rebuild valuation survey frequency will be informed by insurance policy requirements as applicable on a 3 to 5 year cycle. This will be dependent on insurance market conditions; and utilised to ensure properties are not underinsured with a view to protect owners in the event of an insurance rebuild claim.

Correction made at 4.2: You will not routinely be charged for services if they are not scheduled at your address.

Correction made at 9.0: Opening times / communication methods updated.

Engagement and Making Decisions

As Property Factors, we have the delegated authority to instruct repairs up to £2,000 +VAT. Where works are likely to exceed that threshold, we will invite you to a consultation meeting. Details of the works will be presented, and we will seek your vote to proceed or otherwise. It is essential that you either attend the meeting or confirm your vote by returning the provided mandate form in advance of the meeting. 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. Your insurance policy stipulates that essential works are carried out to protect the building. You should be aware, that without your support at these meetings the Common Building Insurance cover may be impacted, reduced or fully withdrawn.

Comments and Complaints

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 endeavor 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 outlined in our Complaints Handling Guide, for more Information please visit our website <http://gwha.org.uk/gwen/>. Alternatively, paper copies are available on request.

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

Tel: 0141 331 6650 • Direct Dial: 0141 331 6673 • Email: factoring@glasgowwestha.co.uk

Further information on our services can be found by visiting our website: www.gwha.org.uk/gwen/ or follow us on X

(formerly Twitter) [@glasgowwestha](https://twitter.com/glasgowwestha) and Facebook: facebook.com/glasgowwestha