

Formal Notice & Information



October 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)	01/01/2027 – 31/03/2027
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 **Tuesday, 10 November 2026 between 4pm and 6pm.**

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

YOUR ACCOUNT

Homeowner Conference 2026 : 8th October 2026

Thank you to the 23 Homeowners who attended our recent hybrid conference. It was a good opportunity to meet and engage with you on important aspects of our services. We discussed:

- ✓ Overview of Factoring Services, Launch of new Website, GWEn Survey.
- ✓ Major Repairs Works.
- ✓ Estates Team Site Meetings.
- ✓ High Level Drone Surveys, Make Sound Emergency Works.
- ✓ Repairs Service & Response times.

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.

Block Revaluation

A rebuild valuation has been carried out on all our properties throughout the month of March 2026. This exercise was last undertaken in 2023, and so the updated valuations will provide us with an accurate rebuild insurance cost for your property. The cost of these works will be £18.50 + VAT, per residential property and £18.50 + VAT per commercial property and will be charged in your next invoice, January 2027.

Lift Services Reminder:

ADL Lift Services continue to provide lift servicing, maintenance and breakdown response services on behalf of GWEn. Please continue to report common lift faults through the normal reporting channels.

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**

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.

Battery & Electrical Item Disposal

Glasgow City Council has highlighted the increasing risk of fires caused by batteries and small electrical items being disposed of in general household waste or recycling bins. Batteries, including those found in vapes, mobile phones, laptops, toys and other electronic devices, can become damaged during collection and processing, leading to serious fires in refuse vehicles and waste facilities. To help keep residents, staff and the wider community safe, batteries and electrical items should never be placed in general waste bins. Instead, they should be recycled using designated collection points. For information on how and where to recycle batteries and electrical items, please visit:

www.glasgow.gov.uk/batteries.

Common Block Inspections

High-Level Drone Survey Programme

This year, GWEn commissioned a programme of high-level drone surveys to improve understanding of the condition of roofs, chimneys and stonework. The surveys provided detailed photographic records and independent Chartered Surveyor assessments, helping us identify defects that are not always visible from ground level.

Urgent defects identified through the surveys have been prioritised and addressed through our ongoing make-safe programme. The information gathered will also support future maintenance planning and help inform owners about longer-term repair requirements.

Roof, Gutter and Roof Anchor Inspections

Our cyclical roof maintenance programme continues to make good progress. To date:

- 175 gutter cleaning visits completed.
- 162 roof anchor inspections completed.
- 121 roof anchor installations completed where upgrades were required.

A significant number of existing roof anchors failed inspection and required replacement or upgrading before contractors could safely access the roof. While this impacted programme timescales, works have now largely recovered and only a small number of inspections remain outstanding.

Regular cyclical maintenance helps identify issues early, reduce future repair costs and maintain safe access for future roof inspections and repairs.

Stonework & Roof Make-Safe Programme

Responding to Survey Findings

Following the drone survey programme, immediate action was taken at properties where defects were assessed as requiring urgent attention.

Roofing defects including loose tiles, defective chimney render and other high-level hazards have now been addressed through the make-safe programme. Stonework works are also progressing, with the majority of identified high-risk locations now completed or underway.

Where temporary protection measures such as chimney wrapping, strapping or timber bracing have been installed, these should be viewed as interim risk-reduction measures while permanent repair solutions are developed.

Looking Ahead - Building Fabric Repairs

The next phase of work will focus on developing permanent repair solutions for blocks where temporary stonework or roof safety measures have been installed. Owners will be contacted by GWEn as projects progress and opportunities arise to discuss repair options, costs and next steps.

Cold Water Storage Tank Inspections Water Hygiene & Legionella Management

Our common cold water storage tank inspection programme continues as part of our wider compliance and water hygiene responsibilities. The programme includes inspection of communal cold water tanks, associated pipework and water hygiene controls to help ensure systems remain in good condition and compliant with current guidance. Any remedial works identified through the inspections are being prioritised and progressed accordingly. Residents may be contacted where access is required to complete inspections or follow-up works, and we would ask that access is provided where requested to help minimise delays.

New Estates Appointments Service

Following feedback received through our Consumer Panel Review, we are pleased to introduce a new pilot Estates Appointments Service. This initiative has been developed in response to customer feedback and aims to provide greater opportunities for residents to engage directly with our Estates Team. The service will provide residents with the opportunity to meet directly with a member of our Estates Team to discuss local environmental and neighbourhood matters, including:

Grounds maintenance	Close cleaning
Communal areas	Bin storage and refuse issues
Environmental concerns	General estate management matters

Appointments will be available on selected dates throughout the year and will operate on a pre-booked basis. As part of the pilot, one Wednesday each month will be allocated for appointments. Residents will be able to arrange for a member of the Estates Team to either visit them at their development or meet with them at our office, depending on their preference. Although we hope to have dates available from late 2026, further information on appointment dates and how to book will be published shortly through our website, newsletters and social media channels.

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.

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).

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

Factoring Invoice Payment

This invoice covers Management Fee and Insurance (charged 3 months in advance) for period 01/01/2027 – 31/03/2027. 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 **Tuesday, 10th November 2026**, between 4pm and 6pm at 5 Royal Crescent, Glasgow G3 7SL. Please contact us in advance to arrange your meeting.

Your Quarterly Factoring Invoice must 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:	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 no later than 09/11/2026.

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

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 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 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