

# Formal Notice & Information



January 2026

On receipt of your invoice, should you anticipate having any difficulty making the required payment to account 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 3 months in advance)	01/04/2026 - 30/06/2026
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 3SL or virtually to discuss your factoring account on **Thursday, 12<sup>th</sup> February 2026 between 4pm and 6pm.**

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

## FORMAL NOTICE: Review of Charges: 2025-26

A review of charges has been carried out involving a comparability exercise with other Property Factors in our area. As part of this review, we have also considered elements such as current inflation costs, Direct Debit and Early Payment Incentives. The following changes will be effective from 1<sup>st</sup> April 2026 – 31 March 2027. All charges are subject to VAT. Information relating to any change to your insurance premium charges, once confirmed, will be shared with you via our next Formal Notice and Information Sheet (April / May 2026).

Charge	2026/27
Management Fee	£247.00
Sale of Property Fee	£160.00
Abortive Tender Fee	£3,500.00
Delegated Authority Level	£2,000.00 per block

YOUR ACCOUNT

## Cyclical Lift Maintenance

We're pleased to announce that City Building's lift maintenance contract has been extended until 1<sup>st</sup> April 2026. This extension ensures continued reliability and safety for all residents, as regular maintenance plays a vital role in preventing breakdowns and keeping lifts operating smoothly while we procure a longer-term contract for these services. Further details will follow in due course.

For this extension period there is a 3.4% increase to the current rates. These updated charges will appear in your July 2026 Factoring Invoice. If you have any questions about this change, please contact the Factoring Team, who will be happy to assist.

YOUR HOME

## Annual Roof and Gutter Inspections

We are committed to maintaining the safety and condition of our properties. As part of this commitment, roof and gutter inspections for properties we manage on your behalf will begin February 2026 and are scheduled for completion by 31 March 2026 by our contractor Roofing Advisors.

These essential inspections will be supplemented by drone surveys to identify any issues early and ensure that our buildings remain in good condition. Please note that these checks will be carried out by qualified contractors, and there is no need for residents to be present during this process.

## Communal Block Inspections

As part of our factoring responsibilities, we will be carrying out communal block inspections between 1<sup>st</sup> February 2026 and 31<sup>st</sup> March 2026.

These inspections are an important part of ensuring that shared areas such as stairwells, entrances, and other communal spaces remain safe, clean, and well-maintained. During the inspection, our team will check for any issues that require attention, including lighting, cleanliness, and general condition.

We value the input of our residents and encourage you to be involved. If you would like to attend the inspection for your block, please contact our Factoring Team for details.

## Repairs Call Handling Process

Please remember that effective June 2025, all common repair enquiries excluding lifts, and roofing should be directed to our contractor, The Bell Group. Contact them directly 24/7 via:

Phone: **0141 336 7111**

Email: **[GWAH@bellgroup.co.uk](mailto:GWAH@bellgroup.co.uk)**

Please see our website “When to Report a Repair” section for detail.

For roofing repairs, lift-related issues, and all other enquiries, continue to contact GW on **0141 331 6650** or **[Rservice@glasgowwestha.co.uk](mailto:Rservice@glasgowwestha.co.uk)**.

### Repair Timescales:

Emergency – 4 Hours, Urgent – 3 Working Days, Routine – 10 Working Days

## Planning any Internal Repairs or Modernisation?

If you're thinking about carrying out any work inside your home, especially anything that might affect the communal supply of gas, electricity, water, or other shared utilities we ask that you let your neighbours know in advance. You should ensure that all works have appropriate Planning and Building Warrant approvals from Glasgow City Council, and they are carried out by suitably qualified trades operatives.

If you let us know, it helps us manage queries from your neighbours if there is unexpected disruption and make planned adjustments to scheduled close cleaning or ground maintenance services we provide to these shared services. Advance notice to your neighbours may help with managing noise disruption caused by any works.

A quick call to let us know about your internal repair or modernisation plans, particularly those that might impact utility supplies, for the fabric of the building really does make a big difference.

## Items in Communal Close Areas

We recently wrote to you regarding our approach to items being left within the common close area. We recognise that the shared common areas around your home are often a convenient solution to store a bulky item, or an opportunity taken to personalise the space, for example plant pots, or similar decorative items.

To keep everyone safe and ensure these areas remain clear and accessible, we will be taking a consistent approach going forward; specifically personal items should not be left in communal close areas. This includes stairwells, landings, and walkways.

## New Grounds Maintenance and Cleaning Services Contract

GWEn is pleased to advise that, subject to completion of the statutory cooling-off period, Caledonian Maintenance is the intended contractor following our recent procurement for Grounds Maintenance and Close/Window Cleaning Services. The new contract will commence on 1<sup>st</sup> April 2026 and will run for an initial period of three years, with the option to extend further subject to performance review.

This partnership reflects GWEn's commitment to maintaining high standards across our properties and delivering reliable, quality services for our customers. Residents and property owners can expect continued improvements in service delivery and responsiveness as we move forward with this new agreement.

We will provide further updates in April as the contract begins, including details on service schedules and what residents can expect from the new arrangements.

## Recycling: Why It Matters and How You Can Help

Recycling plays a vital role in protecting our environment and reducing waste. By recycling everyday items like paper, plastics, glass, and metals, we can:

**Reduce landfill waste** – Less rubbish means cleaner communities and less strain on disposal sites.

**Save energy and resources** – Recycling materials uses far less energy than producing new ones.

**Cut carbon emissions** – Lower energy use means fewer greenhouse gases, helping fight climate change.

**Protect wildlife and nature** – Proper waste management prevents pollution in rivers, parks, and green spaces.

Glasgow City Council is responsible for recycling services, including kerbside collections and local recycling centres. However, we're always keen to hear your ideas on how we can make recycling easier and more effective for everyone.

## Top Tips for Recycling at Home

**Know your bins** – Use the blue bin for paper, cardboard, and certain plastics; the green bin for glass; and the brown bin for food and garden waste.

**Clean before recycling** – Rinse containers to remove food residue. Dirty items can contaminate recycling.

**Flatten cardboard** – Saves space and makes collection easier.

**Avoid plastic bags** – Do not put recyclables in plastic bags; place them loose in the bin.

**Check labels** – Look for recycling symbols on packaging to ensure it's suitable for your bin.

**Separate correctly** – Keep glass separate from plastics and paper to avoid contamination.

## Bulky Items and Electrical Goods

Large household items and electrical appliances **cannot be placed in your kerbside bins**. Instead, you can:

- **Book a bulky waste uplift** through the Factoring Team
- **Take items to a local Household Waste Recycling Centre** – locations include Dawsholm, Polmadie, and Easter Queenslie.
- **Recycle electrical goods** – Many retailers offer take-back schemes when you buy a new appliance, or you can drop them at recycling centres. For full details, visit the Glasgow City Council Recycling and Waste page.

**Got a suggestion?** Whether it's about improving recycling points, clearer guidance on what goes in each bin, or community initiatives, we'd love to hear from you. Share your thoughts with us and help make our neighbourhood greener.

## Policy Number: 006485804

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 60 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 Applicable	Excess	Freezing/Escaping Water	Subsidence
Residential & Commercial Units	£350.00	£500.00	£1,000.00

## Factoring Invoice Payment

This invoice covers Management Fee and Insurance (charged 3 months in advance) for period 01/04/2026 – 30/06/2026. 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, 12<sup>th</sup> February 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).

Please contact our Corporate Team on 0141 331 6663 for the following:

<b>Direct Debit:</b>	Set up regular payments quickly over the phone. 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.
<b>Credit/Debit or Allpay Card Payments</b>	To pay using your credit, Debit or Allpay card
<b>Online Banking Payments</b>	Prefer to pay online? Use the following bank details: <b>Bank: Royal Bank of Scotland • Sort Code: 83-21-08 • Account Number: 00152136</b> If paying online, please use your unique <b>GWEn</b> account number

## 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 11/02/2026.

Homeowners (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

## Updated Written Statement of Services

GWEn has refreshed its Written Statement of Services (WSOS) to keep you informed and ensure compliance with current standards. You'll find the updated WSOS included with your quarterly invoice. Please take a moment to review it and get in touch if you have any questions.

## 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. Without your support at these meetings the Building Insurance cover may be 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

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