

FORMAL NOTICE & INFORMATION SHEET

August 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:		For the period:
This invoice covers:		
1	Management Fee and Insurance (charged in advance)	01/10/2024 – 31/12/2024
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, 11th September 2024 between 4pm and 6pm. Please contact us in advance if you wish to meet with the team.

SAVE THE DATE: HOMEOWNER CONFERENCE: 3rd OCTOBER 2024

Our 2024 Homeowner conference will be a hybrid event on Thursday, 3rd October at 6pm, We look forward to you joining us on the night, either in-person at 5 Royal Crescent, Glasgow, G3 7SL or online (via Microsoft Teams) . Should you wish to join us online please confirm the name and the email address you will be using to access the event no later than Thursday, 26 September 2024. Joining instructions will then be provided. In order to shape the information we provide on the night, and to assist the smooth running of the Event please submit any questions by 23rd September. Where any issue raised is specific to you or your home it may be that we respond to you individually.

CYCLICAL AND MAJOR REPAIR FUNDS REVIEW

We are in the process of reviewing cyclical and major repair funds, this will include contributions made by the homeowner against projected spend for elements within the fund. Our review will ensure that there are sufficient funds to meet costs as we roll out our cyclical and major repair programmes. Following our review, GWEn will write to you advising the outcome and advise if there are any changes to your current contribution. Due to increase and rising costs of contractor costs/materials it is unlikely following our review that your contributions to the fund will be reduced.

Should you and neighbours wish to discuss the introduction of cyclical or major repair funds in greater detail with a view to setting up a fund which is unique for our block, please contact the factoring team directly who will be happy to provide further details.

LANDLORD ELECTRICITY SUPPLY

There has been a delay with the utility provider submitting common electrical supply invoices for the period of May - June 2024 as a consequence of them moving to a new billing platform. Please be mindful that these charges will be applied at a future date.

COMMON REPAIR BILLING

We continue to liaise with our response repairs contractors to ensure your share of common repairs are billed to you timeously. Our aim is to review all common repair works order for the period of 2020 – June 2024 and to include the charges in your next invoice due October 2024.

ENVIRONMENTAL MAINTENANCE CONTRACT/CHARGES – ID VERDE

Charges for Environmental Services outstanding from February 2023 to March 2024 have now been rectified and are included in your current quarterly invoice. This includes provision of refunds for power washing works where they have not been undertaken, and additional weeding killing / shrub maintenance across various addresses. Please make provision charges associated with the subsequent period April 2024 to September 2024 which will appear on your next quarterly invoice. Thank you for your patience during this time. If you have any queries in relation to these charges, please contact us.

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

GAS SAFETY WEEK 9 - 15 SEPTEMBER 2024

We are proud to be supporting Gas Safety Week 2024, taking place 9 -15 September.

- Gas Safety Week is an annual safety week to raise awareness of gas safety and the importance of taking care of your gas appliances.
- By taking care of your gas appliances properly you are taking care of your home, your loved ones and even looking out for your local community.
- GW are able to provide contractor details to carry out a gas service and ask that you liaise with the contractor to arrange access.
- Consider fitting Carbon Monoxide and Smoke Detection alarms for early warning of any issues in your home.

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 have recently completed the Spring/Summer phase of the roof and gutter cleaning programme. Charges for this service will be included in your next quarterly invoice. We hope to begin our Winter phase in November 2024, and you will be charged in the relevant quarterly invoice.

COMMUNAL ELECTRICAL SAFETY CHECKS

All Electrical Safety Checks for the closes we factor 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. For repair works exceeding our delegated authority, we will be in touch with proprietors.

COLD WATER STORAGE TANKS

Our appointed contractor, HBE, are currently undertaking inspections throughout our stock. The inspections are carried out 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. For any remedial repairs out with our delegated authority our Factoring Team will be in contact with you to discuss.

CLOSE AND WINDOW REDECORATION PROGRAMME

Phase one of the Close and Window 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 your block is included, 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 have not 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 wish further information, please contact Charlie Conaghan by emailing cconaghan@glasgowwestha.co.uk or by calling 0141-331 6654.

STONEMWORK PROGRAMME

We have recently completed measured building surveys at a number of properties where stonework fabric repairs have been identified. 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 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 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 Friday 13 September 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