

HOME OWNER CONFERENCE: THURSDAY 6th OCTOBER 2022

Our Home Owner conference will be a hybrid event, taking place virtually via Microsoft Teams or in person on Thursday 6 October 2022 at 6pm at 5 Royal Crescent, Glasgow, G3 7SL. We hope you will be able to join us on the night. Should you wish to attend the conference virtually, we ask that you confirm your name and the email address you will be using to access the event no later than 3 October 2022 to allow joining instruction to be provided to you. In order to help with the smooth running of the Event please send all of your feedback and questions to factoring@glasgowwestha.co.uk by 3 October 2022. These will be reviewed to help shape the information we provide on the night.

Annual Information Sheet

We attach an updated copy of your Annual Information Sheet recording our procurement values, insurance premiums and management fee. Please check the details that we have for you on our records are correct, and if you have not already done so, please provide the factoring team with your contact telephone number and email address.

GAS SAFETY WEEK 13 – 19 SEPTEMBER 2022

Gas Safety Week sees organisations from across the UK working together to raise awareness of the dangers of poorly maintained gas appliances, which can cause gas leaks, fires, explosions and carbon monoxide (CO) poisoning. GWEn along with their approved contractor are happy to offer gas servicing as part of your factor service.

- City Building were recently appointed as Glasgow West's sole gas maintenance and safety contractor, unifying all GWHA's rented stock under one contractor.
- There is an opportunity for home owners to be added to this contract which includes an annual inspection providing a CP12 safety certificate.
- This is a legal requirement for landlords

PLANNED MAINTENANCE AND CYCLICAL PROGRAMMES:**Fall Arrest (Working at Height) Safety Systems:**

APS Safety Systems are currently carrying out the annual safety inspection for installed roof anchors. A recent change to the BS 7883 Standard may result in an increase in roof anchor repairs or replacements in order to comply with the new standards.

ROOF & GUTTER MAINTENANCE

David Mitchell Plastering & Building are carrying out the Spring/Summer phase of roof and gutter cleaning and have delegated authority for minor repairs to be undertaken during visits. We will receive details of these repairs in the weeks to come.

COMMUNAL ELECTRICAL SAFETY CHECKS

We are currently on site with our project to undertake communal electrical safety checks across housing stock. Our contractors, GD Chalmers and Belac Group are making good progress and are on target for completion by the end of September.

COLD WATER STORAGE TANKS

We are in the final procurement stages for the cold water storage tank works and we anticipate that the programme will commence in the autumn. Further details pertaining to your property will be forthcoming prior to the works commencing.

CLOSE AND WINDOW REDECORATION PROGRAMME

We have commenced with the planning stages of the cyclical internal redecoration programme and anticipate the first phase of the works will commence October, following the completion of communal electrical testing programme. We shall keep homeowners apprised of the position once costs have been obtained.

STONEMWORK PROGRAMME

We have now instructed measured building surveys to the majority of our factored blocks, which will allow the further phases of our stonework programme to progress. Please note, there has been a delay with the design phase due to consultant availability however, once procured, we shall be in contact with homeowners involved in due course, in order to arrange consultation. Thereafter, we hope that suitable agreement will be obtained to allow for the works to proceed.

ESTATES BACK COURT UPDATES

The Estates Management Team continue to carry out regular inspection of all back court areas. The team liaise with Glasgow City Council Land & Environmental Services in an attempt to get residents the service they deserve. The team also liaise with the Glasgow City Council Neighbourhood Enforcement Team with regards to ongoing fly tipping and hotspots surrounding our properties.

TREE WORKS

Some trees works in our 2022 program were postponed due to earlier than usual bird nesting season. The work will recommence from September onwards.

GARDEN GRANT

Calling all Gardeners!!! Are you looking to do some work in your backcourt area? Our garden grants can help brighten up your backcourt. With a small grant it can help you purchase plant, pots and tools. Please contact our Estates Department directly on 0141-428 3247 or email estates@glasgowwestha.co.uk if this is of interest to you.

WARM HOMES DISCOUNT (SCOTLAND) / WINTER FUEL PAYMENTS – 2022/23

The Scottish Government now has responsibility for issuing the Warm Homes Discount. As yet there is no confirmation of the exact date, although we anticipate October 2022. You will receive the discount from your 2022/23 winter electricity bill. As always, this money isn't paid to you directly but is added as a credit to your account (usually between October and April). If you have a combined plan for gas and electricity, it can be applied to your gas bill. If you use a pre-payment meter, you should be given a top-up voucher.

To receive this you or your partner must receive the Guarantee Credit aspect of Pension Credit. One of you must also be named on the utility bill. Receiving the Warm Homes Discount does not affect your entitlement to other payments including a Winter Fuel Payment or a Cold Weather Payment. For this year only an additional one-off £300 Pensioner Cost of Living Payment is being made to specific pensioners who receive the Winter Fuel Payment.

ENERGY BILLS SUPPORT SCHEME

All households with a domestic electricity connection will receive £400 support through this scheme. Please be aware there is no need to contact your supplier. The discount will be applied to your bill over a six month period from October 2022 onwards to help you throughout the winter period. You will not need to repay this.

If you have a standard meter the discount will be applied directly to your bill.

If you have a pre-payment meter you will receive an Energy Bill discount voucher from the first week of each month. These vouchers will be issued by text, email or by post, using your registered contact details with your supplier. You will be able to redeem these at your usual top-up points.

Please note that you will never be asked for your bank details. If you are contacted by anyone who asks for your bank account or sort code, please report this as fraud to Police Scotland on 101.

FACTORING CHARGES:

| This invoice covers : | | For the period: |
|-----------------------|---|---------------------------|
| 1 | Management Fee and Insurance (charged in advance) | 01/10/2022 – 31/12/2022 |
| 2 | Cleaning / Back Court services (retrospective) | Up and to date of invoice |
| 3 | Repairs (retrospective) | Up and to date of invoice |

INSURANCE:

Quarter 1 Building Insurance was based on an estimated amount. We have now received the Building Insurance Documents providing us with the actual figures. This will be reflected on this invoice and these charges will be applicable to 31 March 2023.

Block Buildings Insurance is administrated through Bruce Stevenson - Insurance Brokers. A summary of the Buildings Insurance Policy is now available 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 0131-561 2411 or by email to claims@brucestevenson.co.uk. When you call please provide the following policy number to assist with your claim: 50153 301521. Should you wish to intimate an insurance claim, excess is applied at the rate of £100 (residential) £100 (shops). Should you hold your own block buildings insurance policy, please contact us and submit a copy of the policy to GW. If the Deed of conditions allows multiple policies over one block, GW will only credit back 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.

UNOCCUPIED PROPERTIES – PLEASE NOTE INSURANCE CONDITIONS:

If your property is currently unoccupied as a result of Covid-19 restrictions 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 Bruce Stevenson, Insurance Broker, (details as above) or visit our website.

COMMENTS AND COMPLAINTS - LET US KNOW ABOUT IT:

We aim to provide a first class service to tenants, housing applicants, factored owners and others who use our services. 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 the 1 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 2 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](#), available on our website. Alternatively, paper copies can be sent on request.

PAYMENT METHODS:

Your Quarterly Factoring Invoice should 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).

Direct Debit: There is the facility to make regular payments by Direct Debit. Contact a member of our Corporate Team on 0141-331 6650 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: Should you wish to pay by All Pay and have not requested a card please contact our Corporate Team on 0141-331 6650.

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 or Credit Card; contact Aubin Mweze, Corporate Administrator on 0141-331 6650.

EARLY PAYMENT REWARD

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, 14th October 2022**

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