

### 3. Garden Maintenance

Costs will continue to be charged on an individual backcourt basis as per our current tender.

### 4. Backcourt Cleaning

This service includes the following on an ongoing basis. Cleaning bin areas, washing bins and removing bulk items to the front of close for removal by Glasgow City Council.

### 5. Door Entry Maintenance

Owners should note that costs in respect of repairs to the common parts of the systems will be treated as reactive repairs and will be billed to owners within their common charge accounts.

In addition owners should note that any works required within owners properties including replacement handsets are the responsibility of the owner and will be charged accordingly.

An annual charge will be made to your account in respect of resetting the time clocks twice yearly.

### 6. Close Cleaning and Stair head Window Cleaning

Costs in respect of the above will be charged on an individual basis to owners at properties which are in receipt of these services.

### 7. Scottish Power Charges

These charges apply where properties have door entry systems, communal TV aerials and communal extraction fans to internal bathrooms and kitchens and are charged on receipt of invoices from Scottish Power.

### 8. Gas Central Heating Annual Maintenance Contract

The cost to owners participating in this year's contract is £132.86.

### 9. Close Lighting

Glasgow City Council standard maintenance charge in respect of close lighting will be charged on the basis of invoices received from the City Council. Owners should also note that if their property has additional services or equipment such as day burning or backcourt lighting this will incur additional costs.

**If you have any questions concerning any of the information contained within this leaflet please contact Patricia O'Connor, Kirsty Gilchrist or Laura Connelly at the Company's office in Mansfield Street.**

a member of the  
Partick Housing Association Group  
Partick Homes Ltd  
10 Mansfield Street Glasgow G11 5QP  
Telephone 0141 357 3773 Fax 0141 357 4053  
Email: info@partickha.org.uk



people · places · opportunities

partick **homes ltd**

## Owners & Commercial Properties Handbook

Update and  
Service Charge  
Information

2008-2009

## Our Management Service

Partick Homes Ltd is a fully owned subsidiary of Partick Housing Association Ltd and as such its aims are to provide a quality property management service which offers value for money, meets legal requirements, good practice standards as laid down by Community Scotland's Performance Standards and the Company's own Service Standards.

The following are amendments or additions to our full Proprietors Handbook. If you do not already have a copy of our handbook please contact the office and we will arrange to have one sent to you.

### 1. Accounts

Payment in respect of all common charge accounts are payable by return on issue of invoice. **Please note that all cheques should be made payable to Partick Homes Ltd.**

The Company no longer issues statements of accounts. If you require a statement of your account at any time please contact us.

Please remember accounts can be spread over a twelve month period by requesting Direct Debit or Allpay arrangements. If you wish to take advantage of an arrangement to pay please contact the Company's office at 10 Mansfield Street.

Customers using Allpay can make payments at Allpay outlets using Debit or Credit cards.

### 2. Buildings Insurance

The Company currently provides building insurance under its block policy with Zurich Municipal.

The Company would remind you of the following in respect of the cover provided:

**Cover in respect of terrorism is not included within the policy.**

**Loss of rent cover is not available for commercial owners; Commercial owners should now arrange this with their current business provider.**

**All common repairs are subject to an excess of £250 per claim. Where claims are made the excess will be charged to owners within their common charge accounts. Flat owners should note that for incidents within their individual properties an excess of £100 is now applicable. The commercial excess remains at £250.**

**Owners should note that cover is reduced on empty properties if they are unoccupied or not in use for more than thirty consecutive days.**

### 3. Mandated Works and Major Repairs

The Company will continue to use Minute of Agreements in respect of works in excess of £1,000. Owners should note that fees apply for mandated works in excess of £1,000. These are 5% on works between £1,000 and £5,000 and 10% on works in excess of £5,000.

### 4. Debt Recovery

If you have problems concerning payment of your accounts at any time please contact us as soon as possible to make an arrangement in respect of payment.

We would remind you that the Company will take all steps necessary to recover outstanding debts and that all additional sums incurred should action be

necessary will be added to your common charge account.

### 5. Television Aerials

The Company has now started phase five of the programme to update all communal aerial systems to ensure that these will be able to receive digital signals. These works are in response to proposed government legislation which will end the use of analogue systems. The programme of works will take approximately four years to complete. Owners will be invoiced for these works as and when works are completed at their properties. Mandates will be issued if necessary.

Owners should note individual aerials that are not part of communal systems are not included in the Company's service arrangements. Owners reporting faults for aerials which are exclusive to their individual properties will therefore be charged the full cost of any repairs carried out. Faults within individual owner's properties are also excluded from the service arrangement.

## Service Charge Information 2008-2009

### 1. Management Fee

The management fee for the year commencing 1st April 2008 will remain at £96.00. This fee is charged quarterly within your account.

### 2. Buildings Insurance

The cost of premiums for owner occupiers this year for a minimum level of cover of £197,790 is £153.80.

The minimum charge in respect of commercial properties for the same level of cover is £307.60.