

Quarterly Factoring Newsletter



Office Closures April – June 2018

Please note that our offices will be closed on the following dates:-

Friday 30th March & Monday 2nd April

Monday 7th May

Friday 25th May & Monday 28th May

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New Service Contracts

The new contractor for close cleaning and window cleaning services is Tenement Steps Limited and the new contractor for the backcourt maintenance services, including all bin services is Caledonian Maintenance Services.



The new contracts commenced on 1 February 2018 and the Programme of Works for all contracts are available on our website at <http://www.partickha.org.uk/support-for-owners/>. Please refer to our website for specific details for your property but if you have any questions or concerns regarding these services please don't hesitate to contact a member of the Factoring Team on 0141 357 3773 (Option 4).



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Gutter Cleaning Contract 2018/19

The new gutter cleaning contract has now commenced and the contractor for this year will be David Mitchell. The contractor is currently carrying out inspections of the roof anchors as these all require to be certified as operational prior to any contractor going on to the roof to clean the gutters.

David Mitchell are also providing a list of properties that do not have any roof anchors in place and will send a cost for each roof. We will then contact the owners at these blocks to notify them of the cost with a view to installing the roof anchors. This will be a one-off charge to install and then a yearly charge to inspect and certify the anchors. This will be more cost effective for customers and ensure that all Health & Safety measures are in place for the contractor to go on to the roof to carry out the gutter cleaning.

The gutter cleaning programme was not carried out in 2017 due to a serious incident which was followed by a full Health & Safety investigation. We have credited all customer's accounts for the period 1st April – 31st December 2017 for the gutter cleaning charges and roof anchor inspection where applicable. You will see these credits on your next factoring account which will be issued early April 2018.

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VIOLENCE AND AGGRESSION ZERO TOLERANCE POLICY



Partick Works Limited is committed to providing a safe and secure environment for both customers and staff.

Staff are here to help you – being victims of aggression and violence is not part of their job.

The following behaviour is unacceptable and any person carrying out such acts could be subject to office exclusion and possible criminal prosecution:

- Excessive noise such as shouting;
- Threatening or abusive language involving swearing or offensive remarks;
- Racial or sexual comments;
- Wilful damage to PHA property;
- Theft;
- Threats of violence; and
- Actual violence of assault

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FIRE SAFETY



We have noticed increasing amounts of bikes, prams and other items being stored or chained to railings in the common close areas.

Please note that this is a Fire Safety risk as they cause obstructions for people trying to leave the building and could delay the Fire Services should they need to enter the building. They would also increase the risk of fire spreading in the event of a fire.

Please do not store these items in the common areas.

If you have any fire safety concerns regarding your property internally or in the common close areas, please contact your local fire station and they will arrange a Home Fire Safety Visit and carry out an assessment for you.

making
connections

www.partickha.org.uk



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First-tier Tribunal for Scotland Housing and Property Chamber

Change of address

Housing and Property Chamber
First-tier Tribunal for Scotland
Glasgow Tribunals Centre
20 York Street
Glasgow
G2 8GT