

making
connections

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Quarterly Factoring Newsletter



CHRISTMAS AND NEW YEAR CLOSURE

Our office will close on the afternoon of
Monday 24 December 2018 and will
re-open at **9am on Friday 4 January 2019.**

**WE WISH YOU A MERRY CHRISTMAS AND
A HAPPY NEW YEAR!**

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EMERGENCY TELEPHONE NUMBERS

Listed below are telephone numbers for use only in an **EMERGENCY** when the office is closed.

Please also note if you request a contractor to deal with a problem which is internal to your property you will be liable for any costs.

- Plumber, Electrician, Joiner, Roofer, Glazier
Contact Mitie **0845 600 8624**
- Stair and backcourt lighting **0800 595 595**
- Transco (Gas Leaks) **0800 111 999**
- Scottish Power **0800 092 9290**
- Scottish Water **0800 0778 778**
- Buildings Insurance **0121 411 0535**

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GLASGOW CITY COUNCIL REFUSE COLLECTIONS OVER THE FESTIVE PERIOD

Due to the Christmas and New Year holidays some of your bin collection dates will change. Please note your revised collection dates below:

Bin collections will start on Thursday 27th December 2018 and Thursday 3rd January 2019.

Bulk uplifts will be collected on Monday 24th December and Monday 31st December as normal.

CHRISTMAS TREE RECYLCING

Real Christmas trees can be taken to the following locations from 3 January until 19 January:

- Pollok Country Park, Burrell Car Park
- Alexandra Park, off Alexandra Parade, car park next to the golf course
- Kelvingrove Park, Kelvin Way, grass area opposite the bandstand

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QUARTERLY FACTORING INVOICES

As part of our commitment to “go greener” we are developing our IT system to enable us to issue customers quarterly factoring invoices by email.

Please email FactoringEnquiries@partickha.org.uk with your up to date email address or notify us if you want to change it.

Thank you for your co-operation!



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COLD WEATHER PRECAUTIONS – BE PREPARED!



There are some precautions you can take in the event of cold weather, but despite insulation, in very cold spells, pipes can freeze and burst.

- Keep your home as warm as you can, warmth offers the best protection against frozen pipes. In severe weather, or if severe weather is forecast, you should leave your heating on day and night at your usual temperature setting, especially if you are going to be away from home for any length of time.
- If your neighbours do not have a key for your home, make sure they have contact details for someone who does in case of an emergency or ask a friend or relative to visit your home every day if you are away. This will mean that if you do suffer a burst pipe, it will be detected as soon as possible and any damage caused will be minimised. Alternatively, if you are going to be away for a longer period you should turn off your water supply and drain the system.

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COLD WEATHER PRECAUTIONS – BE PREPARED!



- Keep furniture away from radiators and other heat sources so they do not block heat from circulating freely. Thick, lined curtains are very effective in slowing down heat loss.
- Be a good neighbour. When cold weather hits, keep an eye out for your neighbours, especially the frail, elderly and disabled.

BE AWARE

We have noticed an increasing number of homeless people seeking refuge in common closes. We ask that you make sure you always close the front close door behind you and if there is a lock or slip bolt on the back close doors, make sure that these are closed and locked at all times. Please also be extra vigilant if people are using the buzzer to gain access. If you are not expecting a visitor do not allow entry to people you do not know. If you do encounter a homeless person in the close, you should contact the local Police, by calling 101 and you will be directed to the appropriate person.

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PAYMENT BY SWIPE CARD

Please note that we will no longer be able to accept payments by Swipe card after 31st March 2019.

Alternative methods of payment are:

- Monthly Direct Debit or Standing Order
- Debit or credit card payment in the office
- Payment by phoning 0141 357 3773 option 2
- Bank transfer to sort code 82-64-21 account 60464723 quoting your reference number
- Via our website – <http://www.partickha.org.uk/your-home/make-a-payment/>

We will issue letters and Direct Debit forms to all customers who currently pay by Swipe card. If you require further information in this regard please contact our office directly on 0141 357 3773 and choose option 4 to speak to a member of the factoring tea.

