

## 6. Door Entry Maintenance

Repairs to the common parts of the door entry system are treated as reactive repairs and will be charged out on your factoring account.

There is also a charge in respect of resetting the time clocks twice yearly in spring and autumn and will be charged out quarterly on your factoring account.

## 7. Close Cleaning and Close Window Cleaning

Charges in respect of close cleaning and window cleaning services will be charged out quarterly on your factoring account.

## 8. Common Electric Charges

Charges for common electricity where properties have door entry systems, communal TV aerials and communal extraction fans to internal bathrooms and kitchens will be charged out quarterly on your factoring account.

## 9. Close Lighting

Glasgow City Council's annual stair lighting maintenance charge for the close lighting will be charged out quarterly on your factoring account. Customers who have additional services or equipment such as day burning or backcourt lighting will incur additional costs. Please report any faults direct to Glasgow City Council freephone number 0800 595 595.

If you've got questions about any of the information within this leaflet please contact a member of our factoring team on **0141 357 3773**.

Partick Works Limited  
10 Mansfield Street  
Glasgow  
G11 5QP

t: 0141 357 3773  
f: 0141 357 4053  
e: [info@partickha.org.uk](mailto:info@partickha.org.uk)  
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Property Factor Registered Number  
PF 000165

A member of Partick Housing  
Association Group.

Owner Occupiers &  
Commercial Owners'  
Update and Service  
Charge Information  
2019 - 2020

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

**Common Repairs only**  
Mitie 0845 600 8624

Partick Works Ltd is a fully owned subsidiary of Partick Housing Association Ltd and our aims are to provide a quality factoring service that offers value for money, meets legal requirements and good practice standards in line with the Code of Conduct.

### 1. Accounts

We continue to charge our services on a quarterly basis. Common repairs and planned works (i.e. close painting/stonework repairs) will be billed on completion and charged out on your factoring account as normal.

Payments of your factoring accounts are due when you receive your invoice unless you have a direct debit, standing order or arrangement to pay. All cheques should be made payable to Partick Works Ltd. **Please include your reference number from the giro slip on your invoice on all payments to make sure the payment is correctly posted to your account.**

You can pay your factoring account online via our website [www.partickha.org.uk](http://www.partickha.org.uk) any day of the week and at any time that suits you. If you own more than one property you'll need to make individual payments for each of them.

You can also pay by direct debit, standing order, debit or credit card. Please contact our factoring department on **0141 357 3773**, to take advantage of these arrangements to pay.

### 2. Building Insurance

Bruce Stevenson Insurance Brokers will handle all claims on behalf of Liverpool Victoria Insurance Company for customers included on our block building insurance policy.

All common repairs claims have an excess of £250.

All flat owners & commercial owners' claims have an excess of £100 except for claims involving escape of water which has an excess of £250.

All subsidence, heave or landslips claims have an excess of £1000.

Please contact our factoring department on **0141 357 3773**, if you would like to join our block policy.

### 3. Mandated Works and Major Common Repairs

We'll continue to use Minute of Agreements for common works over £1000.

Customers should note that we're reviewing the additional fees we charge for mandated works and major common repairs. We will continue to charge 5% on works between £1,000 and £5,000 and 10% on works in excess of £5,000 until further notice. We'll let customers know of any changes to these fees once they've been reviewed.

### 4. Debt Recovery

If you've got any problems paying your factoring accounts at any time please contact a member of our factoring team on **0141 357 3773**, as soon as possible.

We also have a Welfare Rights Officer who may be able to help you get some help with mortgage payments, factoring charges and, in

some situations, common repairs. Your enquiry will be treated in the strictest of confidence.

We would remind you that we'll take all steps necessary to recover debts and any additional late payment fees or legal costs will be added to your factoring account.

## Service Charge Information 2019 - 2020

### 1. Factoring Fee

The factoring fee is £161.88 from 1st April 2019 and will be charged out quarterly on your factoring account.

### 2. Building Insurance

Your building insurance premium will remain the same as last year and will be charged out quarterly on your factoring account.

### 3. Backcourt Maintenance

Costs for backcourt maintenance will continue to be charged out on an individual backcourt basis and will be charged out quarterly on your factoring account.

### 4. Backcourt Cleaning

Costs for cleaning the bin areas, power washing the bin stores and removing any bulk items to the front of the close for removal by Glasgow City Council will be charged out quarterly on your factoring account.

### 5. Bin Pull Out Service

Costs for removing the bins to the front of your property for emptying by the Council will be charged out quarterly on your factoring account.