



QUARTERLY

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**FACTORING  
NEWSLETTER**

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SEPTEMBER 2019

PROPERTY FACTOR REGISTERED NUMBER PF 000165



# OFFICE CLOSURES

WINTER 2019

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OUR OFFICE WILL  
CLOSE ON THE AFTERNOON  
OF TUESDAY 24 DECEMBER  
2019 FOR THE WINTER BREAK.  
WE WILL RE-OPEN ON  
MONDAY 6 JANUARY 2020.

DETAILS OF EMERGENCY  
TELEPHONE NUMBERS AND  
HANDY TIPS IN THE EVENT OF  
COLD WEATHER WILL FEATURE  
IN OUR NEXT NEWSLETTER.



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## FLY TIPPING

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We've noticed an increasing number of fly tipping issues in our backcourts and various other locations within Partick.

If you see anyone fly tipping or would like to report this please contact Glasgow City Council on 0141 287 1059. Visit Glasgow City Council's website [www.glasgow.gov.uk/publichealth](http://www.glasgow.gov.uk/publichealth) for more information on how to report fly tipping.

HOUSEHOLD WASTE AND RECYCLING CENTRES ARE OPEN SEVEN DAYS A WEEK FROM 8AM TO 8PM. YOUR LOCAL CENTRE IS;

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**DAWSHOLM RECYCLING CENTRE,  
75 DAWSHOLM ROAD, GLASGOW, G20 0TB**



# CUSTOMER ADVISORY PANEL

Would you like to see residents having a greater influence over Partick Housing Association and Partick Works Ltd activities?

Are you interested in decision-making, governance and service delivery?

You might be interested in the Customer Advisory Panel!

The Panel meet once a month in our office at 10 Mansfield Street to discuss services and make recommendations on how these services can be improved.

You can find out more and read some of the Panel's reports on our website at;  
*[www.partickha.org.uk/get-involved/customer-scrutiny-panel/](http://www.partickha.org.uk/get-involved/customer-scrutiny-panel/)*

If you are interested in joining, contact Mark Hughes on 0141 330 1493 or email *[mhughes@partickha.org.uk](mailto:mhughes@partickha.org.uk)*.





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## BIN REPLACEMENT PROGRAMME COMPLETED

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We want to maintain and improve our backcourts, making Partick a cleaner and better place to live.

We are pleased to report that the bin replacement programme has now been completed, bringing significant benefits by improving the containment of general waste and improving the environment of your backcourts.

The bin replacement programme has also provided an increased opportunity for residents to recycle dry recyclable waste, such as plastic cartons, paper and tins.

Please ensure that your new wheelie bins are clearly numbered in order that they are returned to the correct backcourt area.

In the event that bins are stolen, there is a charge to all residents to replace the bins.

# FIRE AND SMOKE ALARMS

## CHANGES TO THE LAW COMING IN 2021

### **WHAT TYPES OF HOUSING WILL BE COVERED BY THE NEW STANDARD?**

All homes will be covered by the new standard, as all homes should be safe for occupants regardless of tenure. It will be the property owner's responsibility to meet the new standard.

### **WHY IS THIS LEGISLATION BEING INTRODUCED NOW?**

Following the tragic fire at Grenfell Tower in London, a Ministerial Working Group on Building and Fire Safety was established to review Scotland's building and fire safety regulatory frameworks. As part of this work, the group agreed that a consultation on fire and smoke alarms, originally planned for later this year, should be prioritised.

### **HOW MANY ALARMS ARE REQUIRED TO MEET THE STANDARDS?**

The standard requires:

- One smoke alarm installed in the room most frequently used for general daytime living purposes.
- One smoke alarm in every circulation space on each storey, such as hallways and landings.
- One heat alarm installed in every kitchen.

All alarms should be ceiling mounted and interlinked. There is also a requirement for carbon monoxide detectors to be fitted where there is a carbon-fuelled appliance (such as boilers, fires (including open fires), heaters and stoves) or a flue.

Please find further information on the Scottish Government website: [www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/](http://www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/)



We've noticed an increase in calls regarding water ingress in to properties

.Here are some handy tips to avoid this happening in your property:

- Please ensure that you seal all baths/ shower trays.
- Please ensure that your washing machines/ dishwashers are plumbed in properly.

If these are checked on a regular basis, this should help prevent any further issues.

Thank you for your co-operation!



# LOCAL SERVICES DIRECTORY

We have recently developed a Local Services Directory, which is a map of key local services and facilities within Partick and the West End of Glasgow.

The map provides information and contact details on organisations under the headings of Citizen Advice, Education, Legal, Health, Employment and Training, Environmental, Sport and Recreation, Community Safety and Money Advice.

You can pick up a copy from our office or access it on our website at

[www.partickha.org.uk/projects/community-projects/local-services/](http://www.partickha.org.uk/projects/community-projects/local-services/)