

Quarterly Factoring Newsletter



Christmas and New Year Closure

Our office will close on **Thursday 24 December 2015** and re-open at **9am on Wednesday 6 January 2016**.



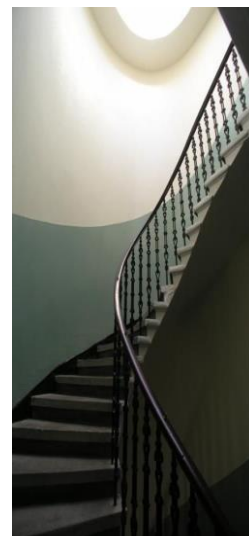
Emergency telephone numbers

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

Please do not contact the central heating company if you have not signed a mandate for this service and paid the premium.

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 Carillion **0800 408 0394**
- Stair and backcourt lighting **0800 595 595**
- Carillion (Gas Central Heating Contract)
0800 408 0394
- Transco (Gas Leaks) **0800 111 999**
- Scottish Power **0845 272 7999**
- Scottish Water **0845 600 8855**
- Buildings Insurance **0845 070 9500**



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Bulk & Bin Collections



Bulk uplift – the last bulk uplift by Glasgow City Council will be on Friday, 18th December 2015. The service will restart on Monday, 11th January 2016.

Green Wheelie Bins – Bin presentations normally carried out on a Friday have been changed and will be presented for collection by Glasgow City Council on Thursday 24th and Thursday 31st December 2015. Bin presentations due on a Monday will go ahead as normal.

Metal Bin collections – Glasgow City Council will collect these bins week commencing 21st December and week commencing 28th December 2015.

Land Engineering has been notified of these arrangements and will work in conjunction with Glasgow City Council to ensure that the refuse collection continues without disruption over the festive period.

All other services by Land Engineering (i.e. close cleaning/backcourt maintenance) will stop on 23rd December 2015 and resume on 6th January 2016.

Appointment System

We're now operating an appointment system for customers who come in to the office. If you have an enquiry about a factoring service or your factoring invoice, please call a member of the factoring team to make an appointment on 0141 357 3773 (Option 2).

Partick and Thornwood Action Group

The Partick and Thornwood Action Group (PTAG) was established by PHA in summer 2015 to empower the local community in taking care of their environment. The group includes residents of private lets, PHA tenants, Owner Occupiers, Business Owners, Councillors and PHA staff. PTAG meet once a month to give everyone the chance to discuss their concerns about streets within Partick and organise litter picks supported by Clean Glasgow along side Glasgow City Council Land and Environmental Services.

If you would like to get involved and attend a meeting you can reach the group via their Facebook page or email for the date of the next meeting.

Facebook:

<https://www.facebook.com/ParticknThornwoodActionGroup>

Email: ptactiongroup@gmail.com

Alternatively you can also volunteer on an ad-hoc basis by getting involved in the groups litter picks in our local area. The litter picks are on the final Sunday of every month and as of April there will be a second pick scheduled on the 2nd Monday of every month.

