

QUARTERLY FACTORING NEWSLETTER

Please help us to keep in touch by completing your most up to date telephone no's/email addresses etc. on the enclosed essential information form.



Our new close cleaners are in your area and we hope you notice an improvement in this service.



We're also working closely with Land Engineering & Glasgow City Council to improve the consistency of the bin uplifts and the bin store cleaning.



We need your help to keep your backcourt clean and tidy and ask that any rubbish bags you're leaving in the bin stores are put in to black bags and put directly in to the bins.

The gutter cleaning service is now underway for 2015/16. Our contractors will take pictures of the roof at your property, notify us of any remedial works required, and send a completion of works form signed by a resident at the property.



We've got new options for you to choose when you call the office.....



PRESS 2 for the factoring department and you'll hear these options:-

To report a new common repair/or information on an existing common repair –

PRESS 1

Gas Central Heating Faults – **PRESS 2**

To make a payment – **PRESS 3**

If you wish to speak to a member of the team – **PRESS 4**

To inform us that you're selling your property – **PRESS 5**

Check out our website for up to date information at www.partickha.org.uk