

Quarterly Factoring Newsletter

COVID-19 Coronavirus

The factoring team provide services to factored home owners and commercial owners, PWL commercial tenants and mid-market rent tenants.

Our factoring team are working from home and we will try our very best to continue to provide help and advice to our customers. We're here to support you through these difficult times, however we will be offering a reduced factoring service:

- Staff will be available to speak to all our customers during normal working hours should you have any concerns or require help and advice. You can speak to one of the team on 0141 357 3773, Option 4;
- We will continue to deal with any insurance enquiries and sale enquiries;
- You can still make a payment over the phone and online to keep your account up to date on 0141 357 3773, Option 2;
- We will provide emergency repairs to our mid-market tenants;
- We will only provide emergency common repairs for factored owners and commercial owners at this time – no reactive common repairs will be carried out until further notice;
- Close and window cleaning services have stop from 24 March 2020 until further notice;
- Backcourt maintenance services have stop from 24 March 2020, however, the bin pull out service and bin store sweep and tidy services will remain in place until further notice;

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- Glasgow City Council have withdrawn their food recycling waste service until further notice, therefore, you can no longer recycle any food waste in to the grey food waste bins in the backcourt. Please note grey food waste bins will not be emptied and all customers are asked to dispose of their food waste in to the green bins until further notice. Please contact Glasgow City Council direct on **0141 287 2000** regarding any issues you have with food waste;
- Glasgow City Council have suspended their bulk waste service from 19 March 2020 until further notice and therefore no items of bulk will be removed from the backcourts. We would request that you do not leave any items of bulk in the backcourts as this could cause a fire hazard. Please also note all household waste recycling centres are also closed until further notice;
- We would encourage residents to recycle as much as possible and use the blue recycling bins provided;
- We would request that residents do not have clear outs at this time as the green bins should be used for household rubbish/food waste only and be disposed of in black bags which should always be placed inside the green bins. We do not have the capacity to remove excessive black bags which are not placed within the bins provided and this could lead to vermin in backcourts.

We aim to minimise the impact that these reduced services will have on customers and we thank you in advance for your patience and understanding during these unprecedented times. You can keep up to date on our website noted below.

<http://www.partickha.org.uk/latest-news/corona-virus-impact/>

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Support Your Neighbours



In these unprecedented times it is more important than ever that we all make the effort to look after our neighbours and those in our community who are elderly or vulnerable. Whilst it is vital that we all adhere to social distancing guidelines and keep ourselves safe there are some simple steps we can all take to look after those who need extra assistance at this time:

- Help with food shopping, either by collecting groceries when doing your own shopping or helping them with an online order;
- Collecting necessary medication from the pharmacy;
- Stay in touch over the phone or via social media, a quick chat every day can vastly improve people's mental health during periods of isolation. Helping older or vulnerable people set up video chats with friends and family will be especially encouraging;
- Encourage people to stay mentally and physically active with activities such as cooking, reading, gardening, online learning or watching films;
- Share trusted sources of information. It's easy to become worried by online information, some of which may be deliberately misleading. Help your community by sharing information from trusted sources.

With a little bit of effort on our part we can help friends and family make the best of this difficult situation.

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We've recently issued our quarterly factoring invoices to our customers and you will notice that these have been issued on headed paper and not our normal invoice paper as we do not have access to our office facilities.

We are aware you may be experiencing financial changes during this time and we would encourage you to contact a member of the team if you require help and advice.

You can pay your invoice by the following methods:

- Direct Debit, please contact a member of the team on 0141 357 3773, option 4 for further information;
- Cheques should be made payable to Partick Works Limited with your name and address noted on the reverse and quoting your unique reference number which is the Tenancy Number on your invoice;
- Online at <http://www.partickha.org.uk/your-home/make-a-payment/>
- Debit or Credit Cards, please contact a member of the team on 0141 357 3773, option 2;
- Internet Banking, by transferring your payment your payment to Clydesdale Bank Plc, sort code number 82-64-21 and account number 60464723 quoting your unique reference number which is the Tenancy Number on your invoice;
- Standing Order

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Communal Living Under The Coronavirus

Please visit the Under One Roof website for more information:

www.underoneroof.scot



Specific Coronavirus guidance for flat dwellers

If you live in a flat, some of the much repeated advice about staying safe can seem a bit incomplete.

Under One Roof have been researching the answers to questions you've put to us such as:

- What does "home" mean if you live in a flat?
- How to keep common areas clean and safe?
- What is good "garden etiquette"?

Here are the highlights from their latest webpage with details on keeping safe and sane during the current crisis.

<http://www.underoneroof.scot/articles/1587>

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In accordance with the Fire Safety (Scotland) Act 2005, as your factor we have a legal responsibility to ensure that common areas are safe and do not pose any risks in the event of a fire.

While modern buildings have Dry Risers and smoke detection systems older buildings could be more vulnerable in the event of fire and it is important that all appropriate steps are taken to minimise any risk.

Our staff will assess all common areas for hazards i.e. any situation that can give rise to a fire. They will also assess for risk: the likelihood that a fire may occur, and the potential for a fire to cause damage or injury.

To assist, and to help reduce the risk of fire, residents should follow these basic rules:

- **Don't leave any personal items in the common stair.**
- **Avoid storing any personal items in electricity cupboards.**
- **Keep fire exits and escape routes unobstructed at all times**
- **Ensure all rubbish is deposited in the bins provided.**
- **Report any fire risks to our Factoring Team**

It can sometimes be difficult to fully appreciate the impact of obstructions but in the event of a major fire – imagine the stairwell begins to fill with smoke – those inside the building trying to escape, and the emergency services attending will need to use the handrails and bannisters to guide them and in a situation where your visibility is severely reduced – could you get out safely?

making
connections

www.partickha.org.uk



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STAY HOME.
STAY SAFE.
SAVE LIVES.