



QUARTERLY

**FACTORING
NEWSLETTER**

SEPTEMBER 2020

PROPERTY FACTOR REGISTERED NUMBER PF 000165



SERVICE DELIVERY

COVID-19

Although our office remains closed to visitors we are still available during normal business hours. Our staff are currently working from home and can securely access your information so that we can help and advise you.

With lockdown restrictions gradually easing, we are starting to reintroduce services while safeguarding your health and ours by following the Scottish Government's guidance on the Coronavirus.

- 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;
- Repairs to our mid-market properties have now resumed;
- Common repairs for factored owners and commercial owners have now resumed;
- Roof Anchor Inspections and Gutter Cleaning Service have now started.



WASTE MANAGEMENT

Glasgow City Council have withdrawn their food recycling waste service until further notice, therefore, you can no longer recycle any food waste in to the grey food waste bins in the backcourt.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. Any bulk items should be taken to your nearest household waste recycling centre.

We would encourage residents to recycle as much as possible and use the blue recycling bins provided.



DEALING WITH PESTS

Treating an infestation of any type of vermin in your home can be an anxious time.

Common pests found in Partick include:

- Mice and rats: if you find either in your home please contact Glasgow City Council on 0141 287 1059. They will attend and treat the problem free of charge (and they will inform us of any follow up work to fill holes when their work is complete).
- Moths, ants and beetles: it is your responsibility to deal with this and suitable treatment products are widely available from DIY, Hardware and pound shops.

Information on the best way to tackle any of these pests is widely available online and both the websites below have useful information.

- www.rentokil.co.uk
- www.glasgow.gov.uk

GLASGOW CARE AND REPAIR SERVICE

Glasgow Care and Repair assists home owners and private rented tenants aged 65 or over and people with disabilities, with no adult family living with them, to organise small repairs and tasks within your property to help or carry out adaptation works. These services are FREE OF CHARGE (payment is only required for materials) and are available city wide. The services include:

- **FREE HANDYPERSON** – Providing practical assistance by carrying out small repairs and tasks around the home such as change light bulbs/toilet seats, fit shelves, towel rails, and install wireless door bells/smoke detectors.
- **FREE HOME AND HOSPITAL SERVICE** – Prepare the home for return from hospital (referrals can be taken from anyone). Offer assistance to people at home to prevent admissions to hospital (referrals can only be taken directly from Health & Social Care Partnership staff)
- **FREE ADVICE AND INFORMATION SERVICE** – Offer assistance to home owners & private rented tenants age 65 or over, or have a disability irrespective of age. Provide advice on the nature of repair work & improvements that may be required. Help to source architects/contractors where required and help to agree terms when appointing a contractor and monitor the quality of work undertaken. Signpost and refer to other help agencies i.e. Home Energy Scotland/Welfare Rights.

THE HOUSEHOLDER'S SAFEGUARD

- All staff & volunteers have been carefully selected and have undergone Disclosure Scotland checks.
- All staff & volunteers have photographic ID cards.
- You will be advised when to expect a visit to your home.
- A password system will be used by the Handyperson.

CONTACT DETAILS

Telephone: 0141 433 2749








Email: careandrepair@southside-ha.co.uk

Webpage: www.southside-ha.org

Address – 135 Fifty Pitches Road, Glasgow, G51 4EB

NEW MAINTENANCE CONTRACTORS

With effect from 24 August 2020 we were able to resume non-emergency repairs to common areas of your building. We have listed below details of our contractors who will carry out work on our behalf:

Repair Type	Contractor	Logo
Joinery, Plumbing, and Electrical works	Belac Group Limited	
Roofing works	MCS Safety Systems Ltd	
Builder work	DMAC Trading Ltd	
Glazier	D&N Glass Co	
Door Entry Repairs	Sound Services	
Drain Clearance	Incorporated Water Service Ltd.	
Out of Hours /Emergency Call out	City Building	

Our contractors will wear their own branded work wear and will always carry identification. They will fully comply with all social distancing and PPE requirements whilst carrying out work in your close.

You should continue to report all common repairs to our office using our dedicated Freephone number: 0300 303 1703. Calls regarding emergency repairs reported out with working hours will be handled by City Building through their out of hours call centre.



DEBT RECOVERY PROCEDURE

It is the responsibility of PWL as Factor to recover all costs associated with operating the Factoring Service. The Company has a robust arrears policy which we will follow in relation to all debt recovery.

Whilst we will do everything possible to assist owners experiencing financial difficulties; our policy is clear that a firm and consistent approach be taken to collecting arrears. Whilst legal action is a last resort, the Company will ultimately take whatever action is appropriate and necessary to recover the debt.

You should pay your account upon receipt. Remember the Company has already paid the money to the contractors and is therefore dependent on recovering these sums.

If you anticipate difficulty settling your factoring account please contact a member of the Factoring Team on 0141 357 3773, Option 4.

All additional administration and legal costs associated with Debt Recovery Action will be charged to your account. This includes a late payment fee of £30 + VAT and a charge of £8.00 + VAT for a solicitor's 7 day letter.

A Notice of Potential Liability for Costs (NOPLC) will be put on a property where an owner has a debt of £250 or more on their account. The cost of adding an NOPLC is £60 + VAT.

Where the Company obtains a decree for payment and the debt is still not cleared the decree may be enforced by:

- Wage Arrestment
- Arresting your bank account
- Intercepting payments due to you by a third party
- Inhibition put on your property which will stop you selling your house
- Notice of Potential
- Liability for Costs

Please ensure that you contact a member of the factoring team in the event of financial difficulties. All information will be treated in the strictest confidence.

CORONAVIRUS

**STAY
SAFE**

**PROTECT
OTHERS**

**SAVE
LIVES**

