

making  
connections

[www.partickha.org.uk](http://www.partickha.org.uk)



## Quarterly Factoring Newsletter



We would like to wish all our customers a

Merry Christmas and a

Happy New Year!

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## Quarterly Factoring Newsletter

### Winter Closures



Our office will close on the afternoon of  
Thursday 24 December 2020 and will re-open on  
Wednesday 6 January 2021 at 9am.

## Quarterly Factoring Newsletter

### Cold Weather Precautions – BE PREPARED



There are some precautions you can take in the event of cold weather, but despite insulation, in very cold weather pipes can freeze and burst.

- Keep your home as warm as you can – warmth offers the best protection against frozen pipes. In severe weather, or if severe weather is forecast, you should leave your heating on day and night at your usual temperature setting, especially if you are going to be away from home for any length of time.
- If your neighbours do not have a key for your home, make sure they have contact details for someone who does in case of an emergency. Or ask a friend or relative to visit your home every day if you are away. This will mean that if you do suffer a burst pipe, it will be detected as soon as possible and any damage caused will be minimised. Alternatively, if you are going to be away for a longer period you should turn off your water supply and drain the system.
- Keep furniture away from radiators and other heat sources so they do not block heat from circulating freely. Thick, lined curtains are very effective in slowing down heat loss.

Be a good neighbour. When cold weather hits, keep an eye out for your neighbours, especially the frail, elderly and disabled.

## Quarterly Factoring Newsletter

### Keeping Safe and Secure



At this time of year, more than any other, it is important that you take every possible step to protect your property and belongings.

Follow these simple steps and ensure that we all have a safe, secure, crime –free festive season:

- lock all doors even when you are at home;
- lock all windows when you are out, particularly those that are vulnerable, even if only for a short time;
- consider fitting an intruder alarm – and use it;
- secure any rear access to your home – this is the area most likely to be attacked;
- do not leave valuable items unattended;
- look after property belonging to others – it may be you next time; and
- if you see anything suspicious report it immediately to the Police, or contact Crimestoppers on 0800 555 111.

## Quarterly Factoring Newsletter

### Coronavirus Update



We really appreciate your patience during these uncertain and challenging times when the Coronavirus pandemic and lockdown has affected us all. We hope you are keeping safe and well.

As you know we had to close our office on 23 March and our staff have mostly been working from home since then. Unfortunately restrictions are still in place and we are continuing to work remotely to deliver a range of services for our customers. These measures are reviewed by the Scottish Government, however it seems like they will be with us for the coming months and well into 2021.

We will continue to do our best to deliver important services for our customers during this time but it could be a number of months before our office is open again.

We are delivering emergency repairs, non-emergency repairs when possible, close and window cleaning, backcourt services and some planned works.

We are aware of issues at some properties because Glasgow City Council has limited its refuse and pest control services. You should contact Glasgow City Council directly about this as this is their responsibility.

Please follow the Scottish Governments rules and guidance regarding the Coronavirus and remember the FACTS –

- Face coverings in enclosed spaces
- Avoid crowded places
- Clean your hands and surfaces regularly
- Two metre social distancing
- Self-isolate and book a test if you develop coronavirus symptoms

## Quarterly Factoring Newsletter

### GLASGOW CITY COUNCIL REFUSE COLLECTIONS OVER THE FESTIVE PERIOD



Friday 25<sup>th</sup> December 2020 will be uplifted on Sunday 27<sup>th</sup> December 2020

Saturday 26<sup>th</sup> December 2020 will be uplifted on Monday 28<sup>th</sup> December 2020

Friday 1<sup>st</sup> January 2021 will be uplifted on Sunday 3<sup>rd</sup> January 2021

Saturday 2<sup>nd</sup> January 2020 will be uplifted on Monday 4<sup>th</sup> January 2021

### DISPOSAL OF CHRISTMAS TREES

Christmas trees should not be left in your backcourt area, these should be taken to your nearest recycling centre below:-

**Dawsholm Recycling Centre**  
75 Dalsholm Road,  
Glasgow  
G20 0TB

## Quarterly Factoring Newsletter

### Bulky Waste Collection



Glasgow City Council restarted its household bulky waste collection service on 10 December 2020.

The service is for main-door and flat properties and will be by request only. Residents should no longer place bulky waste out onto the streets or lanes as this will be considered to be fly tipping.

Requests for collection by the council can be made using the MyGlasgow app or online at [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste). Residents will be issued a Collection Date and should only put bulky waste outside within their property boundary the day before collection. Alternatively, the council's [Household Waste Recycling Centres](#) are open 7 days a week or if items are in good condition, residents can also use [Zero Waste Scotland's National Re-use Tool](#) and donate items to charity.

Glasgow City Council have confirmed that they are continuing to progress with the charging of bulky waste. It is anticipated charging will come into effect in early 2021.

## Quarterly Factoring Newsletter

### A NEW NAME TO CARRY OUT REPAIRS



A new company will be carrying out common repairs from 11 January 2021.

Their name is Turner Property Services and you can expect to see Turner's staff out and about undertaking common repairs at your property.

Turner has considerable experience in repairs and works for a number of housing associations.

PWL has a positive reputation when it comes to repairs, so we expect Turners to meet your understandably high expectations and to maintain the excellent standard of repairs you are used to. This means getting repairs right first time and carried out to your satisfaction.

So look out for member of the Turner team – they will be out and about from 11 January 2021.

All Turner's staff carry identification, so remember to ask for this identification which will show the Turner logo.

If you need to report a common repair, please phone 0141 357 3773 option 1 or Freephone repairs 0300 303 1703

## Quarterly Factoring Newsletter

### DEALING WITH PESTS IN THE HOME



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

But just to be clear, this is your responsibility and not PWL's responsibility as factor.

However we may be able to assist by filling access holes or sealing any gaps to prevent vermin accessing your home, in particular to prevent rodent access both inside and outside the property.

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](http://www.rentokil.co.uk)
- [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

## Quarterly Factoring Newsletter

### DEALING WITH PESTS IN THE HOME (CONT)



It is important that you keep all kitchen cupboards and work surfaces clean. You should keep all foodstuff stored in sealed containers and dispose of food waste and any domestic rubbish carefully.

For successful treatment of moths, you need to maintain a high level of hygiene throughout your home. This should include:

- moving large items of furniture and appliances, cleaning and disinfecting behind them;
- vacuuming daily and making sure that the bag is emptied regularly;

and

- washing clothes and bedding, etc. regularly and storing rarely used items in sealed or zipped bags.

If you take all of these simple measures, you can quickly tackle problems before they become bigger, more expensive problems that require professional help.

## Quarterly Factoring Newsletter

### [Direct Debits](#)



We would like to remind customers that we offer the option to pay your factoring account by Direct Debit.

Direct Debit is the simplest and most convenient way to pay regular and occasional bills. Direct Debit is an automated payment method that is preferred by over half of all UK bill payers.

Direct Debit payments come with a guarantee so you're automatically protected by three important safeguards:

- An immediate money back guarantee from your bank in the event of an error in the payment of your Direct Debit;
- Advance notice if the date or amount changes; and
- The right to cancel at any time.

Paying by Direct Debit can save you time as it takes away much of the hassle of paying your factoring bills each quarter.

Once the Direct Debit is set up, the payment will be collected on the same agreed date every month, or more frequently if required. You will also receive advance notice from us before any changes are made to the amount or payment date.

Partick Works Limited is able to offer a flexible and convenient Direct Debit service for our customer, so you can choose any payment date to suit you.

If you are interested in setting up a Direct Debit, please contact the Factoring Team on 0141 357 3773, Option 4.

## Quarterly Factoring Newsletter

### EMERGENCY TELEPHONE NUMBERS



**Emergency  
telephone**

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

We will only deal with emergency common repairs. Please note if you request a contractor to deal with a problem which is internal to your property you will be liable for any costs.

- City Building (emergency common repairs) **0800 595 595**
- Stair and backcourt lighting **0800 595 595**
- Transco (Gas Leaks) **0800 111 999**
- H2O (Bill Denholm) **01698 209078** – Centurion Way District Heating System
- Scottish Power **08452 727 999**
- Scottish Water **0845 600 8855**
- Building Insurance Loss Adjuster **0121 411 0535**