

making
connections



Owner Occupiers &
Commercial Owners'
Update and Service
Charge Information
2021 - 2022

www.partickha.org.uk

Partick Works Ltd is a fully owned subsidiary of Partick Housing Association Ltd and our aims are to provide a quality factoring service that offers value for money, meets legal requirements and good practice standards in line with the Code of Conduct.

1. Accounts

We continue to charge our services on a quarterly basis. Common repairs and planned works (i.e. close painting/stonework repairs) will be billed on completion and charged out on your factoring account as normal.

Payments of your factoring accounts are due when you receive your invoice unless you have a direct debit or standing order. All cheques should be made payable to Partick Works Ltd. **Please include your reference number from the giro slip on your invoice on all payments to make sure the payment is correctly posted to your account.**

You can pay your factoring account online via our website www.partickha.org.uk any day of the week and at any time that suits you. If you own more than one property you'll need to make individual payments for each of them.

You can also pay by direct debit, standing order, debit or credit card. Please contact our factoring department on **0141 357 3773**, to take advantage of these arrangements to pay.

2. Building Insurance

Bruce Stevenson Insurance Brokers will handle all claims for customers included on our block building insurance policy.

All common repairs claims have an excess of £250.

All flat owners & commercial owners' claims have an excess of £100 except for claims involving escape of water which has an excess of £250.

All subsidence, heave or landslips claims have an excess of £1000.

Please contact our factoring department on **0141 357 3773**, if you would like to join our block policy.

3. Mandated Works and Major Common Repairs

We'll continue to use Minute of Agreements for common works over £1000.

Customers should note that we're reviewing the additional fees we charge for mandated works and major common repairs. We will continue to charge 5% on works between £1,000 and £5,000 and 10% on works in excess of £5,000 until further notice. We'll let customers know of any changes to these fees once they've been reviewed.

4. Debt Recovery

If you've got any problems paying your factoring accounts at any time please contact a member of our factoring team on **0141 357 3773**, as soon as possible.

We also have a Welfare Rights Officer who may be able to help you get some help with

mortgage payments, factoring charges and, in some situations, common repairs. Your enquiry will be treated in the strictest of confidence.

We would remind you that we'll take all steps necessary to recover debts and any additional late payment fees or legal costs will be added to your factoring account.

Service Charge Information 2021 - 2022

1. Factoring Fee

The factoring fee is £166.28 from 1st April 2021 and will be charged out quarterly on your factoring account.

2. Building Insurance

Your building insurance premium will remain the same as last year and will be charged out quarterly on your factoring account.

3. Backcourt Maintenance

Costs for backcourt maintenance will continue to be charged out on an individual backcourt basis and will be charged out quarterly on your factoring account.

4. Backcourt Cleaning

Costs for cleaning the bin areas and power washing the bin stores will be charged out quarterly on your factoring account.

5. Bin Pull Out Service

Costs for removing the bins to the front of your property for emptying by the Council will be charged out quarterly on your factoring account.



6. Door Entry Maintenance

Repairs to the common parts of the door entry system are treated as reactive repairs and will be charged out on your factoring account.

There is also a charge in respect of resetting the time clocks twice yearly in spring and autumn and will be charged out quarterly on your factoring account.

7. Close Cleaning and Close Window Cleaning

Charges in respect of close cleaning and window cleaning services will be charged out quarterly on your factoring account.

8. Common Electric Charges

Charges for common electricity where properties have door entry systems, communal TV aerials and communal extraction fans to internal bathrooms and kitchens will be charged out quarterly on your factoring account.

9. Close Lighting

Glasgow City Council's annual stair lighting maintenance charge for the close lighting will be charged out quarterly on your factoring account. Customers who have additional services or equipment such as day burning or backcourt lighting will incur additional costs. Please report any faults direct to Glasgow City Council freephone number 0800 595 595.

If you've got questions about any of the information within this leaflet please contact a member of our factoring team on **0141 357 3773**.

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Property Factor Registered Number
PF 000165

A member of Partick Housing
Association Group.

For any out of hours **EMERGENCY** common repairs when the office is closed please contact us on our free-phone number **0300 303 1703**.