



factoring

Serving the communities of Shettleston, Springboig, Greenfield and Sandyhills

Take part in our satisfaction survey in 2020

It is almost time again for us to measure how well we are serving our factored owners. We intend to do this by carrying out a satisfaction survey of our owners at the start of next year, with a view to having the final results available by February 2020. All going to plan, we should be in a position to discuss the results with you at the owners' forum meeting on **Wednesday, 12th February 2020**.

Similar to the owners' survey carried out on 2017, the questionnaire will seek your views on a range of areas such as the services you receive from us, your experience of communications with and from us, your satisfaction with our services, and your views on our invoicing and payment methods. We will soon be appointing an independent research company to carry out the survey on our behalf, and you will receive a letter from the appointed contractor about the timescales and format of the survey.

We truly value your views and use your feedback to improve our services, so please do take this opportunity to participate and tell us about your experience of our factoring service.



Owners' Forum

A date for your diary!

Based on your feedback, we have a new format for the forum in the shape of a drop-in session where we will talk to you about various issues. The forum will be held on **Wednesday, 12th February, 3pm - 7pm**, and you can drop in at any time. We will cover issues such as:

12th
FEBRUARY

- The results of the survey
- Any proposed change in the management fee
- Changes that may affect you, such as on gutter cleaning
- The content and format of our terms and conditions

If you have any ideas for topics to be covered at the forum please let us know.

The forum is a great opportunity for you to meet other owners and to find out more about our factoring service. We look forward to working closely with you to improve our services, our communication and our common areas.

Your factoring officers are:

- **Moira Stoops:**
moriastoops@shettleston.co.uk, 763 2892
- **Carol Hughes:** (Mon – Wed)
carolhughes@shettleston.co.uk, 763 2819



Easy ways to pay



Switch to Direct Debit

The easiest way to pay your factoring bill is by Direct Debit. Once set up you don't have to do a thing as your regular payment is automatically sent by your bank.

The Allpay app

The Allpay app lets you make payments using your phone or tablet. You can download the Allpay app and get registered to pay us using your payment reference number. Your payment reference is a 19 digit number you will find on your Allpay card. The app is available for Apple iPhone and Android Smartphones.

Other ways to pay

- **Allpay swipe card:** this card allows you to make a payment at any shop or Post Office displaying the Paypoint sign. The reference number on the

swipe card is unique to your tenancy so payments will be sent directly to your rent account.

- **Online at:** www.allpayments.net using a debit or credit card.
- **Phone our office** on 0141 763 0511 with a debit or credit card to make a single payment.

It is your responsibility to make sure that any payments due to the Association are paid on time.

Having difficulty paying?

We are aware that some customers will occasionally have difficulty paying their bill. We are here to help and can provide you with assistance and advice on suitable arrangements and other payment options. We refer you to our in-house energy advice team and money advice team to help you save money.



Changes to gutter cleaning

We are looking to make some changes to how we carry out gutter cleaning in our mixed tenure properties, and will be consulting owners on our proposals at the next owners' forum meeting in February. Currently, we write to owners in mixed tenure blocks before commencing gutter cleaning, and if no response is received, we do not proceed with the work. This results in essential work not being carried out, having a detrimental impact on the building with the possibility of dampness and rot in the roof space.

To counteract this, we are proposing that we introduce gutter cleaning in mixed tenure buildings on a biennial basis, without having to seek approval from owners before commencing this essential work. We would be looking to phase in this change by initially introducing this service in our four in a block properties only.

Please come along to owners' forum meeting on **12th February** to share your views on this matter, or send us an email at factoringteam@shettleston.co.uk.

Landlord Registration

The Scottish Landlord Register allows landlords to comply with the landlord registration requirements in Scotland and helps to improve standards for the 700,000 people whose home is in the private rented sector.

The Register is fully accessible. It allows:

- The public to search the public register of registered landlords in Scotland.
- Private landlords (or anyone managing rental property on their behalf) to apply for, manage and renew their registration in one place.
- Scotland's 32 local authorities to maintain the register in their area.

Private landlords in Scotland are legally required to apply for registration with their local authority. Operating as an unregistered landlord is a criminal offence.

A registration number shows that a landlord is approved by the local authority to let property.

Landlords must renew their application every three years. Registered landlords get access to a range of guidance and training on being a landlord.

Have you tried the MyGlasgow app yet?



Glasgow City Council's MyGlasgow app for mobile phones makes it easier and quicker

for people to report problems like potholes, fly tipping, graffiti, broken streetlights or dog fouling. By using the app, residents can help the Council to keep on top of problems and also be kept informed about the progress of complaints.

The app uses GPS technology to pinpoint the precise location of the problem, making it easier for Council staff to find and fix it. MyGlasgow users will also be able to add photographs and video footage to their reports providing extra detail which will help the Council handle the matters quickly and efficiently. Users will receive confirmation that the matter has been logged, will be told how long it will take to resolve and informed when the work has been completed.

Selling your property?

If you are looking to sell your property, please advise your solicitor that Shettleston Housing Association is the factor. Your solicitor will then be able to notify us of the sale and provide us with the new owner's details. This is particularly important so that we are able to contact the new owner in relation to building insurance.



Zero Tolerance

We are committed to providing a safe and secure environment for both customers and staff. Staff are here to help you – being victims of aggression and violence is not part of their job. The following behaviour is unacceptable and any person carrying out such acts could be subject to exclusion from the office and possible criminal prosecution:

- Excessive noise such as shouting
- Threatening or abusive language involving swearing or offensive remarks
- Racial or sexual comments
- Wilful damage to our property
- Theft
- Threats of violence
- Actual violence or assault

SEA Project helps owners too!

The Shettleston Energy Advice (SEA) project has helped many owner occupiers in Shettleston as well as tenants of the Association. Our energy advisor helps people in the local area reduce their home energy consumption and, as a consequence, their fuel bills. The service is available, free of charge, to owners in our factored properties.

The unique selling point of our energy advice service is that our advisor visits residents in their homes to provide tailored advice on energy reducing measures. Since the SEA project came into existence, our energy advisor has helped a number of owners by helping to identify problems and solutions, and signposting to any grants available for energy reducing home improvements. Many owners have contacted the project by phone or at our office and received information and assistance, including help with applications for the Warm Home Discount or Affordable Warmth Dividend.

If you would like our energy advisor to help you with any home energy issue, please contact **Angela** on **763 2992**.



Fire hazard in common areas

We have increasingly noticed bikes, prams and other items being stored or chained to railings in the common close areas. Please note that this is a fire safety risk as these items can cause an obstruction for people trying to leave the building in the event of a fire, and could delay access to the building by the emergency services. Items stored in the close could also increase the risk of fire spreading therefore we urge residents not to leave any items in the common areas.

If you have any fire safety concerns regarding your property, internally or in the common close areas, please contact your local fire station and they will arrange a home fire safety visit and carry out an assessment for you.



Building insurance

Did you know that you are legally required to have buildings insurance for your home? We offer good value, fully comprehensive cover under our block building insurance policy. As factor, we have a duty of care to other residents in the building, therefore owners who are not covered under our block policy should provide us with a copy of their building insurance on an annual basis. If you have not already done so, please post or email a copy of this to **factoringteam@shettleston.co.uk**.

If you own a home and would like to discuss buildings insurance with us, please get in touch at the above email address.



Money advice from Shettleston Housing Association

The Association's money advice team can help Shettleston residents with various financial matters such as managing debts, budgeting, maximising income and reducing arrears. The service is absolutely free of charge and can be accessed at the Association's office and in other locations within Shettleston in the form of regular drop in sessions. More details about the money advice drop in sessions will follow in the spring edition of our Shettleston Matters newsletter.

In the meantime, you can speak to our money advisor, **Bernadette Sweeney**, on **763 2996**.



Under one roof

We would like to make you aware of a very useful website, Under One Roof, which has been developed for homeowners who live in flats or other developments with common/shared facilities. It is an impartial guide to lots of things that may be important to you, particularly with regards to shared ownership responsibilities and rights. You can access this useful website at **www.underoneroof.scot**.

Contact details

We would be grateful if all owners could update us with their current contact details – if you have not done so already. This is especially important if we need to contact you regarding any estate management issues or emergencies. Mobile phone numbers and email addresses allow us to contact you quickly and easily, and in a more cost effective way than posting out letters.

Please provide this information to our factoring officers, **Carol** on **763 2819** or **Moir** on **763 2892**, or email **factoringteam@shettleston.co.uk**.



Your feedback and suggestions

We understand there may be times when the factoring service is not as you expect. To allow us to address any issues with the service, please contact us directly and we will look into your concerns and respond to the matters raised. We are also keen to hear your suggestions for improvements to the service.

You can contact your factoring officers, **Moir** and **Carol**, at the office or send an email to **factoringteam@shettleston.co.uk**.

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