



shettleston • factoring news

factoring

Serving the communities of Shettleston, Springboig, Greenfield and Sandyhills

Satisfaction remains high

A survey carried out in February showed that satisfaction levels amongst our factored owners remain high, with 81% of the 198 owners that took part telling us that they were overall satisfied with our factoring service. We are pleased that the level of satisfaction remains consistently high when compared with our previous survey in 2017, and significantly better than the Scottish Average, as shown below:

| | 2020 Survey | 2017 Survey | Scottish Average 2018/19 |
|---|-------------|-------------|--------------------------|
| Overall satisfaction with factoring service | 81% | 81% | 67% |

We asked owners about their experience of contacting the Association at the office and over the telephone, as shown below. While results were positive and compared well with the high scores achieved in 2017, we appreciate that we can do better in some areas such as returning calls sooner and ensuring we consistently provide good advice and assistance.

| Satisfaction with office visit | 2020 Survey | 2017 Survey |
|---|-------------|-------------|
| Time taken to be seen | 87% | 88% |
| Helpfulness of factoring staff | 85% | 88% |
| Quality of advice/assistance of factoring staff | 79% | 81% |

| Satisfaction with telephone contact | 2020 Survey | 2017 Survey |
|---|-------------|-------------|
| Promptness in returning calls | 78% | 86% |
| Helpfulness of factoring staff | 84% | 91% |
| Quality of advice/assistance of factoring staff | 80% | 91% |

The table below shows that while owners scored us highly for satisfaction with the various services offered as part of our factoring service, there is room for improvement, in particular with estate landscaping. We have taken owners' feedback into account and have an action plan in place to make improvements where needed.

| Satisfaction with services provided | 2020 Survey | 2017 Survey |
|-------------------------------------|-------------|-------------|
| Gutter cleaning | 83% | 80% |
| Close cleaning | 79% | 74% |
| Common Repairs | 77% | 82% |
| Backcourt | 76% | 80% |
| Estate landscaping | 62% | 87% |

In terms of our services offering value for money, 87% were satisfied with buildings insurance costs and 81% were happy with the gutter cleaning costs. Satisfaction with estate landscaping providing value for money dropped to 64% from 85% in 2017, and is an area we are focusing on to improve.

Finally, we were pleased to see that owners rated invoicing highly with 90% satisfied with accuracy and 89% satisfied with clarity.

We'd like to thank our factored owners for taking part in the survey – please be assured that we will continue to work hard to improve our services.

See page 2 for details about the Owners' Forum in February 2021...



Owners' Forum Feb 21

The forum is a great opportunity for you to meet us to discuss any issues with our factoring service and to find out more about what we do. Due to the Covid-19 related restrictions in place, the forum 'meeting' will take place online in February (date to be

confirmed). To take part, please email us at: **factoringteam@shettleston.co.uk**.

We look forward to working closely with you to improve our services. We will contact you nearer the time to confirm the agenda for the forum.



FEB
2021



Easy ways to pay



As our offices are currently closed to the public due to Covid-19 restrictions, you can pay in a number of other easy ways without having to leave your home.

We recommend that payment is made with your Allpay card. If you do not have one, please contact us to arrange one. With an Allpay card you can make a payment in the following ways:

- **Direct debit by phone to Shettleston HA on 0141 763 0511**
- **By phone to Allpay on 0330 041 6497**
- **By phone to Shettleston HA on 0141 763 0511**
- **Online at www.allpay.net**
- **Outlet with a PayPoint machine**
- **Post Office**

If you do not have an Allpay card, you can make a payment in the following ways:

- **Post** – send a cheque to our office, payable to Shettleston Housing Association Ltd. Please ensure that your reference and property details are marked on the back.
- **Standing Order at your bank** – please quote your reference.
- **Bank Transfer** – to the Royal Bank of Scotland, sort code: 832127, account number 00262791. Please quote your reference and advise us that this has been set up.

If you are experiencing financial difficulties as a result of the current crisis please contact staff by email at **factoringteam@shettleston.co.uk** or call **763 0511** to discuss repayments.

Changes to gutter cleaning

We made a change to the gutter cleaning system for owners last year and introduced an opt-out system for mixed tenure blocks. This means that on a bi-annual basis we will clean gutters in these blocks unless owners advise us they wish to opt-out. We will, of course, write to owners in advance of proposed works giving the option not to take part in the contract.

Gutter cleaning is essential maintenance work and if not carried out regularly there can be a serious detrimental impact on the building, with the possibility of dampness and rot in the roof space. This system has worked well this year and we would encourage all owners to continue to participate in the gutter cleaning contract.

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 also allow us to contact you quickly and easily, and is more

cost effective than the post.

If you are renting out your property, we would be grateful if you could provide contact details for whoever is living in your property. If a letting agency is used to manage your property, please provide details of the agency. You can provide this information to our factoring officers, **Carol** on **763 2819** or **Moira** on **763 2892**.



Festive opening hours

Please note that the office will close at 2pm on Thursday 24th December, and remain closed until 9am on Wednesday 6th January 2021.



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, 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.



The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
 or visit our website at
www.fireScotland.gov.uk



Buildings 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.



It is also very important to protect your home contents and personal possessions with home contents insurance. Without insurance, you risk having to face the costs of repairing or replacing any damaged or stolen personal items yourself. Home contents insurance is designed to help protect your possessions and give you some peace of mind.

We do not provide home contents insurance however you can obtain a quote from Thistle Insurance Services who work in partnership with local authorities and housing associations, by calling on **0345 450 7286** or visit www.thistletenants-scotland.co.uk.

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.

Energy advice for owners

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 SHA factored properties.

Due to the Covid-19 crisis, our energy advisor is currently unable to visit you in your home, but can still offer information and advice on energy matters such as the Warm Home Discount, Affordable Warmth Dividend and Energy Savings Trust schemes.

Over the years, the SEA project has helped a number of owners by helping to identify problems and solutions, and signposting to any grants available for energy reducing home improvements.

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



Smoke alarms – new laws

New regulations around smoke detectors in homes were due to come into force in February 2021, however, in light of difficulties caused by COVID-19 the Scottish Government is seeking the Scottish Parliament's approval to delay the implementation of this legislation for a period of 12 months. Nevertheless, installing smoke detectors in your home at the earliest opportunity will provide improved fire safety in your property. More about the new regulations can be found at <https://www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/>.



Tollcross & Shettleston Money Advice Service (TSMAS)

The Association in partnership with Tollcross Community Trust and Tollcross Housing Association offer a money advice service to tenants and the wider community including owners.

This is a free and confidential service provided by an experienced team.

The assistance on offer includes:

- **Help with debt issues for example catalogue, pay day loans**
- **Council Tax Reduction and any issues with your claim**
- **Benefit check service, to ensure you receive your full entitlements**

The Service can help you complete benefit forms and give advice on the following and more:

- **How to manage your debt using an income and expenditure form and assistance with budgeting**
- **Scottish Welfare Fund**
- **Universal Credit**

The TSMAS service is available by contacting the Association's office. If you call, an appointment will be made with one of the money advice staff. Contact them on **0141 763 0511** or email sha@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, **Maira** and **Carol**, at the office on **763 0511** or email factoringteam@shettleston.co.uk

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