

# FACTORING NEWS



# CDHA

Cathcart & District Housing Association

APRIL 2018

## Documents we are sending to you

Every year we are required by the Property Factors Code of Conduct to send you some information.

You will receive the following documents along with or shortly after your Factors Bill for period ended 31 March 2018:

- Statement of Services – this document gives an overview of the services the Association provides to owners.
- A Factoring Charge Schedule – this tells you what your core charges will be for the coming year.

Please remember that your share of any repairs carried out to your block will also be billed to you on your Factors Bills.

- A Summary of cover for your Buildings Insurance.
- A Statement of Account showing all bills and payments and your current balance.

If you have any questions regarding the documents or any other aspect of the Management of your property please call us on 0141 633 2779 or e mail [Lorraine@cathcartha.co.uk](mailto:Lorraine@cathcartha.co.uk)

## Paying Your Account

There are lots of ways you can pay your Factoring account within the time scale stated at the bottom of your bill.

You can pay by:

- Cheque sent to the office (please write your property reference on the back)
- At a bank using the bank giro credit slip attached to your Factors Bill
- By credit or debit card by telephoning our office on 01416332779 and selecting **option 3**
- Through your bank as a one off payment or a regular monthly standing order.

If you choose to spread the cost of your bills and pay by monthly standing order please remember that your account must be cleared before the start of the next billing period and you may have to increase or decrease your standing order amount as bills fluctuate.

To avoid mispostings it is really important that you use the correct reference for your payment which can be located at the top right hand side of your Factors Bill. If you are paying multiple invoices please tell us the reference and amount that you are paying for each property.

As many of you will be aware there have been RBS closures and our nearest RBS branch is now in Giffnock. This has meant that our

banking is not done daily and your payment can take a little longer to clear through our system. If we send you a reminder letter and you have made a payment within 10 days of the date of the letter please disregard the letter.

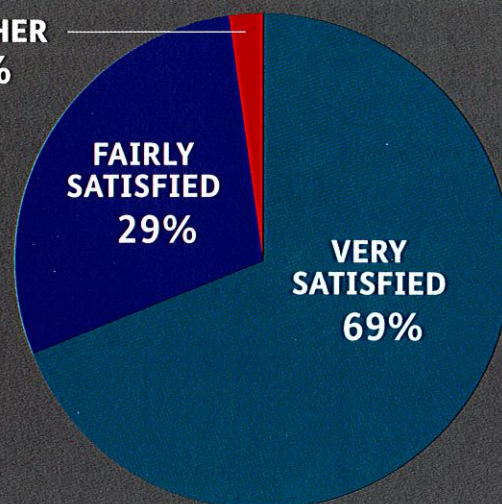


# Owners satisfaction Survey

In October 2017 we sent all owners an Owners Satisfaction Survey. As we received such a poor response to the survey we then emailed everyone we had an email address for in December to ask them to answer the question *"Taking everything into account, how satisfied or dissatisfied are you with the Factoring service provided by Cathcart & District Housing Association Ltd"*

We now have 80 replies showing that 98% of the owners who completed the survey are satisfied with the service we provide.

NEITHER  
2%



## Bulk Refuse

There has been a lot of confusion of late regarding bulk uplift. Tenants and owners are encouraged to use the numbers below to call the council if there are bulk uplift items to be collected. At present there is NO CHARGE in the Glasgow area for removal of bulk items. Other councils have charged historically for this service. We would therefore ask that if you are disposing of furniture items or large packing crates you make the call to the number below at the time of putting it outside in the back court. There is a Freephone number that everyone can use to call the cleansing to have bulk items of refuse up-lifted. We continue to ask our close cleaning staff to alert us to any bulk that has not been cleared away but encourage everyone to make the call themselves. The number for bulk is 0141 287 9700 or [epscleansing@glasgow.gov.uk](mailto:epscleansing@glasgow.gov.uk)

If however items are left in any other area i.e. front of building/lanes this is classed as fly tipping. If you notice anything of this nature please call Freephone 0800 027 7027

Some of our properties do not have back courts as such. Again in these locations if someone has for example an old couch/mattress or the like which requires to be taken away please call the above number before putting the item in the bin area.

We are all responsible for keeping the area clean and tidy and your help is appreciated.

## Keeping in Touch

Please remember that we are here to help you and if you are having any problems paying your Factors Bill we will try to help you by agreeing a payment plan or putting you in touch with our Welfare Rights or Money Advice officers who visit our offices two days per week.

We need to know if you are going to let your flat and we must have

an up to date correspondence address to send your mail to and a contact telephone number and/or an Email address.

If you are a landlord you are still responsible for payment of your factors bills and any arrangement you may have with your tenant is a private matter.

If your flat is going to be vacant for any length of time you must tell us so that we can inform the Insurance Company.

## Noise Nuisance

One of the common problems we have with tenemental stock is noise created by neighbours and the Association asks that all residents respect their neighbours and remember that noise can travel easily into your close and within the properties. Anti-social levels of noise are not acceptable at any time of the year.

For anyone being affected by anti-social noise please remember to contact the Glasgow City Council Noise Team on 0141 287 6688. This is an out of hour's service that can be used between the hours of 5pm and 3am. When you call 0141 287 6688 the contact centre will take your details and details of the complaint to pass on to their Noise Officers. An officer will then call you back when they come on duty to discuss your complaint and offer advice.

For ongoing problems, Noise Officers can come to your home to measure noise levels and see what action is required. If the noise is excessive, a legal Warning Notice may be issued to the noise maker.

Be advised that you cannot make anonymous complaints it is a requirement of the Antisocial Behavior Scotland Act 2014 that access is gained to the complainer's property to show that the noise exceeds the permitted level for that period of the day.

**How to contact us:** Cathcart & District Housing Association Ltd, 3/5 Rhannan Road, Cathcart, Glasgow G44 3AZ. Tel: 0141 633 2779 or e-mail [info@cathcartha.co.uk](mailto:info@cathcartha.co.uk)

[www.cathcartha.co.uk](http://www.cathcartha.co.uk)

