

MARYHILL Factoring News

What is a Factor and why do I have one?

Welcome to the second edition of our Factoring newsletter. This time around we thought it would be helpful if we explained what a Factor does.

A Factor is employed to act on owners' behalf to manage the communal areas within a close, building or development. Home

owners have a responsibility under their title deeds to make sure the common parts of their building are well maintained. The factor is there to help owners do this. If buildings are not properly managed and maintained, the likelihood is that they will fall into disrepair and may lose value.

Managing common property and carrying out building repairs has become more complex over recent years. There are a number of reasons for this including the types of repairs required, legal requirements and 'absent landlords'.

A Factor provides critical professional expertise and will ensure that:

Introducing our factoring team - meet Angela Kirkwood and Jim Cosgrove



Angela and Jim are leading the improvements which we have implemented to our factoring service including the introduction of this newsletter.

- Buildings are professionally maintained so maintenance costs will be lower
- The owner's greatest assets will be protected and not allowed to deteriorate in value
- All maintenance and repair work will be carried out by qualified and approved contractors giving owners value for money
- Major repairs and works will be professionally managed to ensure a quality job and work that complies with current legislation
- Decisions will be reached with owners to ensure necessary repairs are carried out and repairs are not put on hold because of neighbour disputes
- Everyone pays their fair share according to their liability within the property Title Deeds / Deeds of Conditions

Where Can I Get Advice on Factoring?

A new website called Under One Roof has been launched by the Scottish Government which provides impartial advice on repairs and maintenance for flat owners in Scotland:



The information provided on the website is designed to help you understand your rights and responsibilities and to understand what professionals tell you. For more information visit:

www.newtenementhandbook.scot

Know someone who wants to change their Factor?

Earn £50 if they move to Maryhill Housing factoring services!

Our Factoring service has undergone a major review and we've made a huge number of improvements to our service. We have many more exciting improvements planned for 2018 and beyond!

We are keen to share our factoring expertise across Maryhill and Ruchill areas and help raise the standards in our communities. From 2018 we will be offering owners a £50 reward where they refer a friend, relative or someone they know to us and we then become their factor. For more details contact us at factoring@maryhill.org.uk

Landscaping Update

As many of you may know we changed our landscaping contractor in the summer to McDermott's and we are pleased with the improvements we have seen. As we are now in the winter, McDermott's will primarily be focusing on weeding, de-mossing and litter clearance. There are no landscaping charges on this quarter's factoring invoice. This is because we are reviewing how we charge owners for landscaping to make sure you are charged the correct amount in line with your Title Deeds. This review will be completed early in 2018, which means you may receive some backdated landscaping charges in your April 2018 invoice.

New Cleaning Contract

The new cleaning contractor is Caledonian. Value for money continues to be a key requirement when we appoint a new contractor. Maryhill Housing is a Living Wage employer and this applies to staff and contractors. As a result the cost of close cleaning has risen slightly since October this year. The new increased charge will appear in the January 2018 factoring bill.

WANTED! Owners Associations!

Across the Maryhill area we work with a number of Residents and Tenants' Groups. And we are keen to see Owners' Associations established. There is evidence that where Owners' Associations are in place, buildings and common landscapes can be better managed. The Factor is able to work with a dedicated group of homeowners to prioritise works, enable faster decision-making and improve communication and feedback.

How do we set up an Owners Association?

Maryhill Housing can assist you and your neighbours in setting up an Owners Association. For more information, please contact us on 0141 246 9466 or at factoring@maryhill.org.uk

CONTACT US:

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Maryhill Housing Association, 45 Garrioch Road, Glasgow, G20 8RG

**REPORT AN EMERGENCY TO US 24 HOURS A DAY,
365 DAYS A YEAR!**

