

MARYHILL Factoring News

A NEW AND BETTER FACTORING SERVICE FROM MARYHILL HOUSING

Maryhill Housing is improving the Factoring Service it offers.

This follows on from feedback gathered from our last customer survey on how we can continually improve our factoring service

The results led us to carry out a major review of our factoring business to ensure it meets your needs.

Maryhill Housing originally set up its factoring service over 30 years ago to manage the common parts of

closes and housing developments where these were shared with private homeowners. Since then the factoring service has grown considerably.

We now provide a factoring service to over 2000 properties within the Maryhill and Ruchill area. Despite this growth, our commitment to providing a good service is at the heart of everything we do. The basis of this is to be friendly, honest and respectful



Changes to our Factoring Service

As a result of the recent review we are introducing a number of changes to our service:

- A NEW regular Factoring Newsletter specifically for private owners
- A NEW style of Factoring invoice – redesigned to be clearer and simpler to understand
- A NEW “Annual Factoring Statement of Account” (launching April 2018)
- A NEW Factoring Customer Satisfaction Survey (launching Spring 2018)

- A NEW Factoring section within the Association’s website. This website is being launched very shortly.

Behind the scenes we are working hard to create a more customer-focused, efficient and effective factoring service. We have already carried out the first of our owners’ feedback sessions which looked at our factoring invoices and also how we communicate with our owners. This valuable feedback brought about some of the changes mentioned above including the redesign of our invoices and the introduction of our new Factoring Newsletter.

What else is planned?

We have many more improvements planned!

- We will be running more customer feedback sessions looking at different aspects of our factoring service. If you would like to be a part of this and help shape our factoring business, we would love to hear from you. Simply contact us by phone or email is at factoring@maryhill.org.uk
- We will be working with owners to help set up Owners’ Committees so we can work closer with you in the management and maintenance of your building and the local area
- We will shortly be contacting owners to discuss introducing what is known as ‘sinking funds’ for each close to make the cost of major works more

affordable. Sinking funds are like savings accounts where owners contribute into a fund for their share of the building in order to pay for long term maintenance and major repairs

- We have further improvements planned to our website which will provide our customers with a much more interactive experience. This includes enabling you to access your account online through a secure web portal
- We are upgrading our IT system which will enable us to issue electronic invoices to customers wishing to choose a ‘paperless option’

To find out more about the relaunch of our service, please contact us at factoring@maryhill.org.uk

We have listened to what you have been saying:

YOU SAID	WE DID
You did not like having to make an appointment to speak to our factoring team	We are trialling removal of the appointment system
You found our bills confusing and sometimes difficult to understand	We redesigned our invoices to make them clearer and easier to understand
You felt your ideas and comments as owners were not listened to	We have set up annual owners customer satisfaction surveys and will be working with owners to set up Owners Associations so we can meet with owners more regularly and receive direct feedback
You weren’t happy with the standard of landscaping being delivered	We worked hard to improve the standard of service being delivered by the previous contractor and as this proved unsuccessful, we terminated our contract with them and put in place a new contract with tighter controls
Sometimes the cost of repair work to your building was high and you were worried how you could afford this	We will be setting up “sinking funds” for all our closes so owners can save for major repairs and maintenance work. This helps to ensure that repairs are more affordable and works are not held back due to payment issues. Delays can cause the building to deteriorate and can lead to a more costly repair in the longer term.