

FACTORING NEWS



CDHA

Cathcart & District Housing Association

MARCH 2017

New factoring charges for 2017/2018

Your new charges will be applied from 1 April 2017 and will be charged on your next Factors Bill.

Management Fee

There will be a small increase of £2 to Our Management Fee which will increase from £105 plus vat to £107 plus vat this year.

Insurance Premium will commence in April

The premium for your buildings insurance will be calculated shortly and we will send you a charge schedule which will detail your core charges for the coming year. We have asked our insurers to renew our policy for 11 months instead of a full year. This will mean that next year the policy will start on 1 April in line with your other core charges. The excess will remain at £250. This means that if you make a claim for your flat you will pay the first £250 of each claim. In the event of a common claim there will be a £250 excess charge to the owners policy and a £250 to the tenants policy. The Association will pay the excess for the tenants and the excess for the owners will be split equally.

Backcourt/ Stair cleaning

The backcourt/stair cleaning service provided by our subsidiary company will increase from £1.22 to £1.24 per flat clean.

Garden Maintenance

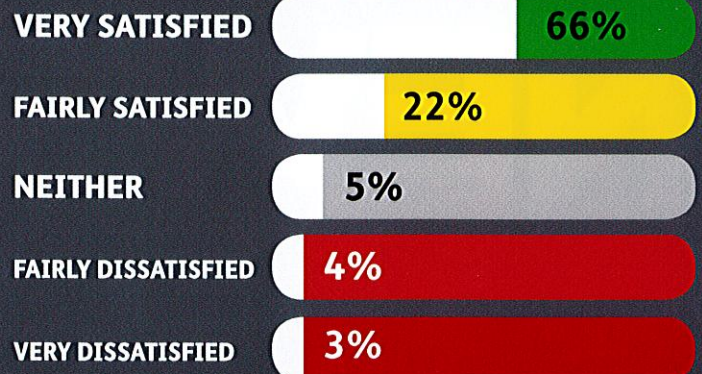
The Garden Maintenance contract will commence in April and will run until October. McDermott Contract Services have priced the contract on a close by close basis and there will be an increase of 4% on last year's charges.

Owners satisfaction Survey results

We had a very poor take up response to our Owners Satisfaction Survey which was sent out in October. We have attached the form again and would ask if you haven't already returned the e mail version you complete the form on the back page and pop it in to us.

We have intentionally not made the form too time consuming as we know people are asked to complete many surveys these days. We asked "Taking everything into account how satisfied or dissatisfied are you with the overall service provided by CDHA"? If you wish to drop an e mail to Lorraine@cathcartcartha.co.uk and answer the question that is also fine and will be included in the overall figures.

To date the results show



Private Landlords

It is vital that you inform us if you are a Landlord. We need to keep our records up to date and must have current contact details for emergencies or issues with your tenants.

If there is a repair required to your flat which does not fall into the common repairs category we cannot take any instructions from your tenant unless you have given written consent to us.

If you are changing tenancies you must remove all goods left in the common close and backcourt area by your outgoing tenant.

Private Repairs

Please make sure that any tradesmen carrying out work to your flat keep the common areas of your block tidy and remove any debris or old kitchen/ bathroom fixtures.

Letting Agency

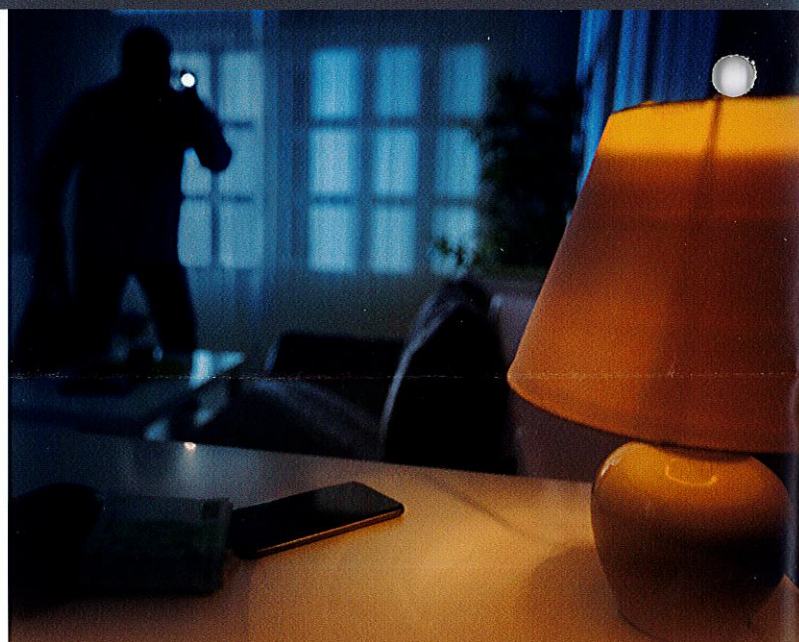
Our subsidiary company CDHA Management Ltd runs a letting agency from our office in Rhannan Road.

We provide a comprehensive letting service which includes advertising your property, finding tenants; accompanied viewings and carrying out inventories.

We have a re-let and re-sign service for existing tenants.

We can deal with repairs using our approved contractors.

If you would like more information about our letting service please contact Morna Smillie at our office or email Morna@cathcartcartha.co.uk



Attempted Break-ins

There have been several reports recently of attempted break-ins within the Cathcart area. These attempts are happening in the morning and during the day. From the reports received by residents of the area and conversations with the local Police, it seems that the closes being targeted are those with close doors being left open.

Please ensure your close doors are secure at all times and that you lock your door with both your yale and mortice. Breaking into a property with only a yale lock in place is a very quiet and quick process, the mortice on the other hand will take longer and will often draw attention due to the noise it can make. Please keep these points in mind and should you see anyone acting in a suspicious manner contact the local Police by dialling 101.

Bulk Items

Bulk items should be left next to the bin area but not in bins or in any bin area itself. Bulk items should not be left anywhere which causes an obstruction to other residents. Reporting your bulk for uplift can be done by calling Glasgow City Council 0141 287 9700 or by making a request online.

All items for uplift must be bagged or tied in manageable bundles. Any items added to bulk which have not been reported will not be removed.

If you wish electrical items to be uplifted you will need to contact Glasgow City Council on 0141 287 9700 to arrange for a special uplift.

We have had several incidences of paint tins being put out in the bin store without the lid being secure. If paint is spilled on the ground there will be a significant mess and gloss paint is very hard to remove. Please therefore (and landlords, please remind your tenants) to ensure the lid is secure when throwing paint tins away

The following items will NOT be uplifted by Glasgow City Council.

- Cast iron washing poles
- Supermarket trolleys
- Garage doors
- Garden rollers
- Gas cylinders
- Safes
- Paint
- Oil
- Car batteries
- Storage heaters



Staff contacts

FACTORING

Lorraine Glasgow	Finance officer	0141 251 0382	Lorraine@cathcartha.co.uk
Julie Roy	Finance Assistant	0141 251 0388	Julie@cathcartha.co.uk
Gillian McCann	Factoring Assistant	0141 633 2779	Gillian@cathcartha.co.uk

REPAIRS

Craig Welsh	Maintenance Officer	0141 251 0385	Craig@cathcartha.co.uk
Sandra Flemming	Maintenance Assistant	0141 251 0387	Sandra@cathcartha.co.uk

LETTING AGENCY

Morna Smillie	Housing Officer	0141 251 0386	Morna@cathcartha.co.uk
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PAYING YOUR FACTORS BILL

Your Factors Bill must be paid within 14 or 30 days as stated on your account.

If you are having difficulty paying your account please remember that we can try to help you by setting up a payment plan or putting you in touch with DWP through our Welfare and Money services.

You can pay your account: -

- By cheque sent to our offices with your bank giro credit slip.
- By card by telephoning our offices.

- Internet Banking – Please make sure you include your property reference.

- At a bank using the Bank Giro Credit Slip at the bottom of your bill.

Many owners prefer to set up a monthly standing order through their bank to split the cost over the year. If you set up a standing order please make sure that you are paying enough to clear off your account in the current period.

All of our invoices are issued at the same time which can mean that our

telephone lines can be very busy with owners paying their accounts. To save you waiting in a phone queue it may be easier and quicker to pay your bill through internet banking.



OWNERS SATISFACTION SURVEY OCTOBER 2016

Dear Owner,

As part of our annual return to the Scottish Housing Regulator we are required to submit results of an owners satisfaction survey.

We know that your time is precious so we have shortened the survey down to one question which can be answered by you sending your answer A B C D or E by e mail to Lorraine@cathcartha.co.uk or by text to 07803145060. You can also complete the form and either hand it in to our office or return it by post.

We had a very poor response last year and would be very grateful if you would assist us with your reply.

Thank you

Lorraine Glasgow
Finance Officer

Taking everything into account, how satisfied or dissatisfied are you with the Factoring service provided by Cathcart & District Housing Association Ltd?

- ☐ **A VERY SATISFIED**
- ☐ **B FAIRLY SATISFIED**
- ☐ **C NEITHER SATISFIED OR DISSATISFIED**
- ☐ **D FAIRLY DISSATISFIED**
- ☐ **E VERY DISSATISFIED**

COMMENTS:

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

www.cathcartha.co.uk

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