

Quarterly Factoring Newsletter

Up to date information and contact details



We would be grateful if all owners could update us with their current contact details such as their telephone numbers, email addresses etc., if you have not done so already.

This is especially helpful should we have to contact you regarding any estate management issues or emergencies that you should be aware of.

If you are renting out your property we would be grateful if you could ensure that we are notified of contact details for whoever is living in the property.

Appointment System



Just a reminder that we are now operating an appointment system for customers who come in to the office. If you have an enquiry about a factoring service or your factoring invoice, please call a member of the factoring team to make an appointment on 0141 357 3773.

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Gas Central Heating Contract 2016 - 2017



If you don't yet have a Gas Central Heating Maintenance Contract in place for this year please contact us and we will be happy to provide you with information about the contract we offer and what the contract includes. If you would like to join all you have to do is sign a mandate and the annual cost will be charged quarterly on your factoring invoice. Please call a member of the factoring team on 0141 357 3773 for more information.

Environmental Audits

The Factoring and Housing Services team carry out regular inspections of all the closes and landscaped areas and action any issues that require to be addressed.



Closes are fully inspected checking that stairs and common areas are clean and free from obstruction. We also check the back stairs, bin stores and garden areas, reporting back findings and we'll action any issues to be dealt with. This generally involves liaising with our contractors to resolve matters and issuing any common repairs required.

We will also issue letters to residents asking for the bin areas to be used correctly and to request obstructions be cleared from common areas.

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We noticed that sometimes the bins are not being used correctly and rubbish is not being put in black bags, tied and placed directly in to the bins provided.

If you are renting out your property, we would be grateful if you could ensure that whoever is living in the property is aware of the correct procedures, bin uplift days and any other issues they need to be aware of relating to the upkeep of the common areas.

Building Insurance 2016 – 2017

Our building insurance has now been renewed for 2016 – 2017 and the schedule can now be viewed on our website. The cost will remain the same and the provider is Liverpool Victoria.



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MyGlasgowApp

This App can be used to report potholes, flytipping and broken street lights and you can be kept informed about the progress of your complaints.

The MyGlasgow app, has been re-launched to make it quicker and easier for people to help the City Council keep on top of issues.

Residents who want to highlight an issue can now make a report direct on the App.

The app uses GPS technology to pinpoint the precise location making it easier for Council staff to find and fix the problem.

Users will now receive confirmation that the issue has been logged, will be told how long it will take to resolve and informed when the work has been completed.

MyGlasgow app 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.

Street lighting, potholes and flytipping account for 60% of the complaints to the council.