

making
connections

www.partickha.org.uk



Quarterly Factoring Newsletter



We would like to wish all our customers a

Merry Christmas and a

Happy New Year!

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Winter Closures



Our office will close on the afternoon of
Tuesday 24 December 2019 and will re-open on
Monday 6 January 2020 at 9am.

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Cold Weather Precautions – BE PREPARED



There are some precautions you can take in the event of cold weather, but despite insulation, in very cold weather pipes can freeze and burst.

- Keep your home as warm as you can – warmth offers the best protection against frozen pipes. In severe weather, or if severe weather is forecast, you should leave your heating on day and night at your usual temperature setting, especially if you are going to be away from home for any length of time.
- If your neighbours do not have a key for your home, make sure they have contact details for someone who does in case of an emergency. Or ask a friend or relative to visit your home every day if you are away. This will mean that if you do suffer a burst pipe, it will be detected as soon as possible and any damage caused will be minimised. Alternatively, if you are going to be away for a longer period you should turn off your water supply and drain the system.
- Keep furniture away from radiators and other heat sources so they do not block heat from circulating freely. Thick, lined curtains are very effective in slowing down heat loss.

Be a good neighbour. When cold weather hits, keep an eye out for your neighbours, especially the frail, elderly and disabled.

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Keeping Safe and Secure



At this time of year, more than any other, it is important that you take every possible step to protect your property and belongings.

Follow these simple steps and ensure that we all have a safe, secure, crime –free festive season:

- lock all doors even when you are at home;
- lock all windows when you are out, particularly those that are vulnerable, even if only for a short time;
- consider fitting an intruder alarm – and use it;
- secure any rear access to your home – this is the area most likely to be attacked;
- do not leave valuable items unattended;
- look after property belonging to others – it may be you next time; and
- if you see anything suspicious report it immediately to the Police, or contact Crimestoppers on 0800 555 111.

Community Groups

Partick Action on Litter (PAL)

Partick Action on Litter's volunteers have been keeping Partick 'partickular' with monthly litter picks since the summer of 2015, removing hundreds of bags of carelessly-discarded rubbish from local neighbourhood streets.

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Making Payments by Direct Debit



Direct Debit is the simplest and most convenient way for you to pay regular and occasional bills. Direct Debit is an automated payment method that is preferred by over half of all UK bill payers.

Direct Debit payments come with a guarantee so you're automatically protected by three important safeguards:

- an immediate money back guarantee from your bank in the event of an error in the payment of your Direct Debit;
- advance notice if the date or amount changes; and
- the right to cancel at any time.

Paying by Direct Debit can save you time as it takes away much of the hassle of paying your property factoring charge. Once the Direct Debit is set up, the payment will be collected on the same agreed date every month. You will also receive advance notice from us before any changes are made to the amount or payment date.

We will be working together with a company called 'Allpay' who already provide other payment collection services on our behalf.

We have already contacted our customers who already use Direct Debits to make their payments. If you are interested in signing up for Direct Debits, please contact a member of the Factoring Team on 0141 357 3773 option 4 to find out more about how this service could work for you.

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GLASGOW CITY COUNCIL REFUSE COLLECTIONS OVER THE FESTIVE PERIOD



Wednesday 25th December 2019 will be uplifted on Tue 24th December 2019.

Thursday 26th December 2019 will be uplifted on Friday 27th December 2019. (BLUE week)

Wednesday 1st January 2020 will be uplifted on Tuesday 31st December 2019.

Thursday 2nd January 2020 will be uplifted Friday 3rd January 2020 (GREEN week)

CHRISTMAS TREE RECYCLING

Real Christmas trees can also be taken to the following locations from 3 January until 19 January:

- Pollok Country Park, Burrell Car Park
- Alexandra Park, off Alexandra Parade, car park next to the golf course
- Kelvingrove Park, Kelvin Way, grass area opposite the bandstand

Alternatively, trees can be taken to any of the council

Dawsholm Recycling Centre
75 Dalsholm Road
Glasgow
G20 0TB

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CUSTOMER CONSULTATION EVENT



We held a Customer Engagement Event at Partick Burgh Hall on 24 September 2019, which gave customers the opportunity to engage and feedback on Partick Works Limited factoring mandated works service and our new website plans.

Staff from the repairs and maintenance team and staff from the factoring team facilitated the sessions into small groups so that customers had the chance to discuss both issues.

Factored homeowners considered the importance of addressing common works and the need to increase the current financial thresholds for progressing essential works and encouraging owners to participate with common repairs.

There was also support for our desire to improve backcourts and communal areas where possible, as well as improving access to online services so that customers had new ways in which to engage with us.

Factored homeowners were shown a simulated version of the new Partick Works Limited website and they provided valuable feedback on the functionality and ease of use.

The feedback from customers was positive and raised a number of good points. We're developing an action plan to take these forward in the near future.

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EMERGENCY TELEPHONE NUMBERS



**Emergency
telephone**

Listed below are telephone numbers for use only in an **EMERGENCY** when the office is closed.

We will only deal with emergency common repairs. Please note if you request a contractor to deal with a problem which is internal to your property you will be liable for any costs.

- MPS (emergency common repairs) **0330 678 1247**
- Stair and backcourt lighting **0800 595 595**
- Transco (Gas Leaks) **0800 111 999**
- H2O (Bill Denholm) **01698 209078** – Centurion Way District Heating System
- Scottish Power **08452 727 999**
- Scottish Water **0845 600 8855**
- Building Insurance Loss Adjuster **0121 411 0535**