



NEWSLETTER

DECEMBER, 2016



PORTAL

We recently updated our website to include a client portal. This would grant clients online access to their statement of account and invoices for the previous two year period, as well as offering the facility to make online payments. Registration can be made with completion of the online form.



It is anticipated that the capabilities of the portal will be enhanced sometime next year to allow access to further information regarding the property.

Should you require any assistance in using the portal, please do not hesitate to contact us.

MANAGEMENT FEE

We will be applying an increase to our management fee, effective from the common charges account for the period to 28th February, 2017. The last increase in our management fee was applied as at 31st May, 2015. The management fee stated on your account for the period to 30th November, 2016 will therefore increase by £1.00 per quarter plus VAT.

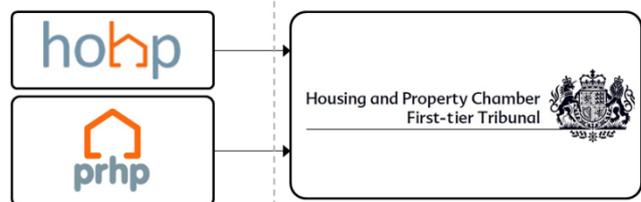
HOMEOWNER HOUSING PANEL

As you may be aware, in order to operate as a Property Factor in Scotland, registration with the Scottish Government is mandatory. This scheme is currently operated by the Homeowner Housing Panel. Our registration number is PF000098.

As at 1st December, 2016, the Panel has changed its name to '**First-tier Tribunal for Scotland - Housing and Property Chamber**'.

The contact details have also changed to:
Scottish Courts and Tribunals Service (SCTS)
4th Floor
1 Atlantic Quay
45 Robertson Street
GLASGOW
G2 8JB

Email: HPCadmin@scotcourtribunals.gov.uk



Tel: 0141 302 5900

Our Written Statement of Services is currently being altered to accommodate the change. A copy of the revised Statement will be made available to clients in due course.

Macfie & Co Management Services Ltd.

5 Cathkinview Road, Glasgow G42 9EA Tel: 0141 632 5588 Fax: 0141 636 6775

Email: manager@macfie.com

Property Factor Registration number: PF000098



PREPARE FOR WINTER

During winter-time, plumbing can be susceptible to bursts, particularly where pipes are unprotected from the cold or where properties are left unheated for extended periods of time.

In the event your property is to be left unoccupied over the winter period, you should ensure it is heated at a constant temperature. If this cannot be implemented, we recommend where practicable having the plumbing drained-down. It is good practise to learn if your flat has a stop valve. Alternatively, a water key should be obtained to enable the water for the building to be isolated from the street in the event of an emergency.

We detail the following emergency telephone numbers from our panel of local contractors, whom we regularly employ for both plumbing and roofing:

Plumbers: **07939-392856 (C2C)**
 C2C also trade as an electrical contractor
 0141-632-0085 (JH Horn Ltd.)

Roofers: **07736 717393 (GRBS Ltd.)**
 0141-420-1616 (Hugh Scott Ltd.)



It should be noted that contractors can only access the property (particularly in the case of roofing issues) when safe to do so. Additional emergency call-out charges may apply.

LETTING

As you may be aware, we operate a residential letting service. Earlier in the year, Michael Tarelli joined the firm to head the Letting Department on a fully dedicated basis.

We previously modernised our internal administration with the introduction of the widely-used Gemini Letting system, which has resulted in the enhancement of the service.

Our fees are set at the competitive level of 10% of annual income plus VAT, subject to a minimum monthly fee of £40 plus VAT. We do not levy any other admin fees to Landlords except for advertising outlays (with no fees being applicable to tenants). We advertise online through s1homes.com which generates an excellent level of enquiries.

In the event you were giving consideration to letting your property or perhaps required a comparison with your existing service, please do not hesitate to contact Michael, who would be pleased to assist you. His email address is michael.tarelli@macfie.com.



CORRESPONDENCE VIA EMAIL

We are happy to correspond with you via email, as an alternative to surface mail. All communications which would normally be sent to you via post, could instead be sent electronically instead. If this would be of interest, please let us know.

May we wish you a peaceful Christmas and New Year



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