



NEWSLETTER

DECEMBER, 2017



WRITTEN STATEMENT OF SERVICES

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 First-tier Tribunal for Scotland - Housing and Property Chamber. Our registration number is PF000098.

In order to comply with the legislation, we are obliged to issue a Written Statement of Services. We have recently published our updated statement to our website: www.macfie.com. We would also be happy to issue a paper copy to you, upon request.

MANAGEMENT FEE

We will be applying an increase to our management fee, effective from the common charges account for the period to 31st May, 2018. The last increase in our management fee was applied as at 28th February, 2017. The management fee stated on your account for the period to 30th November, 2017 will therefore increase by £1.00 per quarter plus VAT.

CHANGES TO WASTE MANAGEMENT - GLASGOW CITY COUNCIL

Glasgow City Council is introducing a phased programme to replace existing metal general waste bins within tenement back courts throughout the city.

This initiative will be introduced over a 3 year period, commencing at properties located in the North West of Glasgow. The existing bins will be replaced with wheeled bins of various sizes, dependent on the configuration of the bin storage area. Additional blue wheeled bins for collection of paper, cardboard, plastics and cans will also be provided where required. Once your property is supplied with new wheeled bins, the frequency of uplift will change from weekly to fortnightly.

Measures may require to be taken by owners to modify their existing bin enclosures where existing roofs were originally designed to accommodate smaller metal bins. Glasgow City Council has indicated they would offer advice where they identify potential access issues.

Most old steel bins are no longer fit for purpose, as they are frequently overfilled with general waste and are inclined to collect water through misplacing of lids, creating unsanitary conditions within the back court area of the property. The supply of wheeled bins will undoubtedly make it easier for residents to dispose of general waste in a more effective way and should also encourage recycling.

PORTAL

We updated our website last year to include a client portal. This grants 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. Should you require any assistance in using the portal, please do not hesitate to contact us.



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 practice 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:

Plumber: 0141-632-0085 (JH Horn Ltd.)
Roofer: 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.

OFFICE HOURS DURING THE CHRISTMAS AND NEW YEAR PERIOD

Our office will close at 5pm on Friday 22nd December, re-opening at 9am on Wednesday, 3rd January, 2018.

LETTING

As you may be aware, we operate a residential letting service. Michael Tarelli heads the Letting Department on a fully dedicated basis.

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. We advertise online through major letting portals including S1Homes, Lettingweb and Zoopla which generate 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. If this would be of interest, please let us know.

May we wish you a peaceful Christmas and New Year



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