

MACFIE & CO. MANAGEMENT SERVICES

NEWSLETTER – 31st AUGUST 2020

Dear Client,

We hope you are continuing to keep safe and well during this ongoing crisis. We write to provide a brief update on the Firm's current working practices.

COVID – 19

In line with Government directives, our staff are continuing to work predominately from home. This is likely to continue at least until early 2021. The best way to contact us is still via email to manager@macfie.com. However, if your enquiry is urgent in nature, you can telephone our office number, selecting the relevant option to speak directly to your Property Manager.

At the time of writing, face-to-face meetings have been suspended, due to the renewed restrictions imposed in the Greater Glasgow area on 1st September. Once these restrictions have been relaxed, future meetings with clients would be granted strictly by appointment only, at 48 hours' notice. Social distancing guidelines should be adhered to and appropriate PPE worn, unless a diagnosed medical condition prevents this.

We would also keep a record of visitor details for contact tracing. Hand sanitizer would be available to use.

EMERGENCY OUT-OF-HOURS CONTRACTORS

We have updated our out-of-hours contractor list as follows. Generally, contractors can only access properties if safe to do so – particularly roofing contractors. Out-of-hours rates would apply.

MJR Plumbing – 07869-764560
Northwest Roofing – 07922-217205
Caledonian Slating – 07759-015988

ONLINE PORTAL

As mentioned in previous communications, our Website includes a client portal. This grants clients online access to their statements of accounts 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 on the website. Should you require any assistance in using the portal, please do not hesitate to contact us.

CORRESPONDENCE VIA EMAIL

If you currently receive correspondence and accounts via post and would prefer to receive this via email, simply email manager@macfie.com confirming this and we shall add your email address to our system.