

MACFIE & CO. NEWSLETTER – DECEMBER 2020

FESTIVE OFFICE HOURS

Our office will close at 3pm on Wednesday 23rd December 2020 and will re-open at 9am on Tuesday 5th January 2021.

EMERGENCY OUT OF HOURS CONTRACTORS

In the event you require the services of an out-of-hours contractor, please telephone our office number, 0141-632-5588 and select the option for the trade required. Emergency contractor contact details are also available on our website at www.macfie.com.

Please note that contractors can only attend and access areas such as the roof if it is safe to do so. Additional call-out fees may apply during holidays and weekends. Contractors will also be following government guidelines in terms of Covid 19 protocol and proprietors may therefore be asked to make appropriate compliance declarations before contractors could attend.

COVID-19 UPDATE

Our offices are currently closed to the general public and our staff are working predominantly from home with full access to our office systems, ensuring continuity of service. This arrangement is likely to be in place until Spring/Summer 2021. While we have no dedicated reception staff at present, our phone lines are fully operational. For non-emergency enquiries, email is the best way to contact us or alternatively, our website enquiry facility performs the same function. We detail contact details for staff and the relevant keypad option, if calling the office number:

MANAGER/DEPT	DISTRICT	KEYPAD OPTION	EMAIL ADDRESS
Payments	All	1	manager@macfie.com
Callum Bruce	Shawlands/Pollokshields/Newton Mearns/Paisley	2	callum.bruce@macfie.com
Michelle Rennie	Glasgow West End	3	michelle.rennie@macfie.com
Brian Fulton	Yorkhill/Bearsden/Milngavie/Renfrewshire/South Lanarkshire	4	brian.fulton@macfie.com
Michael Tarelli	Govanhill/Mount Florida	5	michael.tarelli@macfie.com
Leigh McCartney	Cathcart/Battlefield	6	leigh.mccartney@macfie.com
Max Tulloch	Glasgow East End	7	max.tulloch@macfie.com
John Walker	Glasgow East End	8	john.walker@macfie.com
Mary Forbes	Arrears/Court action	9	mary.forbes@macfie.com

WEBSITE PORTAL

Our website includes a client portal which grants online access to client statements, accounts, development correspondence and a payment facility. The portal also enables owners to check their own contact details and make any necessary changes. Registration is easy - all you need is your eight digit account number (found on your common charges invoice) to begin the process.

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CORRESPONDENCE VIA EMAIL

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

STANDING ORDER PAYMENTS

Many of our clients pay their quarterly accounts by monthly standing order. If this was of interest, please email manager@macfie.com and we can provide you with a suitable monthly figure to cover anticipated annual expenditure for consideration.

WINTER PREPARATIONS

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 completely drained-down. It is good practice to learn if your flat has a stop valve and where it is located. We would also recommend you leave emergency contact details with resident neighbours.

A water key should perhaps be obtained to enable the water for the building to be isolated from the street to mitigate damage.

INSURANCE CLAIMS – ESCAPE OF WATER

Water damage claims are the most frequent claims made on communal buildings insurance policies and numerous claims within blocks of flats can significantly affect the premium rates, excess sums and/or terms of cover.

Homeowners can help to reduce the chance of water escapes by regularly checking around shower and bath seals, looking out for worn or displaced grouting, checking for leaks and drips at overflows, boilers and radiators, checking connections to dishwashers and washing machines. Where defects are identified, it is important to have these repaired as soon as possible to mitigate internal damage either to your own property or any situated below, by containing leaks so far as possible or at least isolating supply to pipes via stop valve/s until permanent repairs can be effected.

It is recommended that you employ a qualified plumber to check for leaks within your flat after a report of an escape of water, rather than to attempt your own assessment or repair. It is also worth bearing in mind that pipes are often concealed under floors and within pipechases – just because you can't see a leak within your flat, doesn't mean there isn't a problem and it therefore requires to be investigated by a professional.

May we take the opportunity to wish you the compliments of the season. We hope you and your loved ones keep safe and well during these very challenging times.