

Rolling Stone

The latest news from Redpath Bruce

ISSUE 2 - WINTER 2011

Residential Management • Commercial Management • Investment & Development Consultancy

Insurance

We recognise that insurance premium represents a significant cost to homeowners. Annually we ask our broker to research the market for the best possible terms for our clients. Claims experience has an adverse effect on the premium that can be negotiated, with escape of water being a particular problem in blocks of flats. Through our discussions with Central Insurance Brokers we have been looking at ways of mitigating premium increases, for example by the introduction of higher excesses for certain contingencies. Central has negotiated terms with AVIVA for insurance renewals in November and December. Your insurance renewal documentation will be available online at www.redpathbruce.co.uk.

Re-instatement Valuations

We would encourage all homeowners to consider a professional insurance valuation of their property. The RICS Building Cost Information Service recommends that properties receive an independent valuation every 4 to 5 years. Typically the cost of such a valuation is in the region of £40 to £50 per flat. Please contact your Property Manager if you would like to arrange a valuation.



Safety Alert

Gas Boilers – Flues in Voids

If your property was built after the mid 1990's and you have a gas boiler fitted you may be affected by new safety regulations which must be adhered to by 31 December 2012. If you do not routinely arrange for your gas installations to be serviced annually then we strongly recommend that you arrange a gas safety check with a Gas Safe registered engineer immediately. More detailed information regarding these new regulations can be found at www.hse.gov.uk/safetybulletins/fluevoids.htm.

Switch to Monthly Direct Debit

Why not spread the cost of your common charges over a year. Simply complete the mandate enclosed with your invoice and return it to our Glasgow Office or email us at mail@redpathbruce.co.uk.



Property Factors (Scotland) Act 2011

This Act was introduced to regulate the Property Management industry, with the aim of improving standards and to provide owners with access to a Dispute Resolution Service. In April 2011 the Private Member's Bill proposed by Patricia Ferguson MSP, legislating for the Registration of Property Factors was granted Royal Assent and became the Property Factors (Scotland) Act 2011 which comes into force on 1st October 2012. The Code of Conduct relative to this Act is going through a phase of Public Consultation during October and November of this year and Redpath Bruce is taking an active role in this consultation. It is hoped that the introduction of this Act will rid the industry of all unscrupulous practitioners that have blighted the profession of Property Management and raise standards throughout Scotland. We welcome this legislation and look forward to embracing this new era.



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mail@redpathbruce.co.uk

Useful Information

Our New Online Services

- Emergency Contractor Details
- Property Insurance Details
- Property Sales and Lettings
- Pay online



www.redpathbruce.co.uk

Bulk Refuse Disposal

To arrange a bulk refuse uplift please use the contact telephone number for your area.

East Ayrshire	01563 544 033	Inverclyde	01475 717171
East Dunbartonshire	0300 123 4515	North Ayrshire	0845 6030594
East Lothian	01875 824305	North Lanarkshire	01698 403200
East Renfrewshire	0141 577 3001	Renfrew Council	0141 842 4448
Edinburgh City	0131 529 3030	South Ayrshire	0300 123 0900
Falkirk Council	01324 504411	South Lanarkshire	01698 717777
Glasgow City	0141 287 9700	Stirling Council	0845 277 7000

Neighbour Disputes / Noise Nuisance

Glasgow Community and Safety Services offer help in many neighbour disputes. There is a mediation service, contactable on **0141 276 7400** and a specific team to deal with Noise issues, contactable on **0141 287 6688**. For further details you may visit the GCSS website at www.saferglasgow.com.

In Edinburgh your concerns should be directed to the local Community Safety Team, who provide a 24 hour antisocial behaviour line on **0131 529 7050** or you can email antisocialbehaviour@edinburgh.gov.uk.

Frost Precautions

Forecasters suggest that Scotland faces yet another very cold winter and timely preparation for freezing conditions is the best defence. Last year the prolonged frost resulted in many homeowners' cars being stranded in car parks and driveways, with supplies of roadsalt quickly becoming scarce. If you live in a development with a private road or car park we recommend that you contact your Property Manager to order a stock of roadsalt before the big freeze arrives.

Protecting your home in freezing conditions is essential in order to avoid damage from bursting pipes. If your home is unoccupied during freezing temperatures, time your central heating to come on at regular intervals or leave it on low, wherever possible. For any periods of prolonged un-occupancy, turn off water at the stopcock for your flat, if possible, and drain systems by turning on all the taps and flushing the toilet. Make sure all the water has stopped running before you leave home and remember to close the taps before you leave.

Security

5 ways to help maintain good security:

1. Do not admit strangers to the building.
2. Ensure the front and rear entrance doors are secure.
3. Ensure car park gates are closed after entering and leaving.
4. Ensure the attic hatch is locked.
5. Report any security faults to your Property Manager.

Have we got your contact details?

It is important in the event of an emergency that we are able to contact you quickly. In our experience many flats suffer unnecessary damage as a result of delays in gaining access to a neighbouring property. Please assist us by emailing the following details to mail@redpathbruce.co.uk.

- Your Name
- Address of managed property
- Landline telephone numbers (home & work)
- Mobile telephone number
- Email address

EMERGENCY CONTACT TELEPHONE NUMBERS



GLASGOW AND THE SURROUNDING AREAS

ALL TRADES

Alexander Anderson Ltd. **0141 334 9354**
Hugh Scott (Slaters) Ltd. **0141 420 1616**

PLUMBERS

John Horn Ltd. (North) **0141 954 5911**
John Horn Ltd. (South) **0141 632 0085**
Alexander Anderson Ltd. **0141 334 9354**

ELECTRICIANS

D & I Henderson Ltd **01360 310730**
07830 346122

EDINBURGH AND THE SURROUNDING AREAS

ALL TRADES

Robb Reinstatement Ltd. **0131 339 9030**
07809 868563

PLUMBERS

James Munro **0131 552 2538**