

Rolling Stone

The latest news from Redpath Bruce

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Residential Management • Commercial Management • Investment & Development Consultancy

Dawn of a New Era for Factors

With effect from 1st October 2012, the Property Factors (Scotland) Act 2011 came into being and every Factor in Scotland must now be registered with the Scottish Government. It is an offence to operate as a Property Factor in Scotland without being registered.

There are three main elements to the 2011 Act:

- 1 The introduction of a Public Register of all Property Factors in Scotland.
- 2 A Code of Conduct for all Property Factors.
- 3 A Dispute Resolution service called the Homeowner Housing Panel.

We have completed the registration process with the Government and are awaiting a note of our Registration Number. We have fully implemented the Code of Conduct, a key part of which is our Written Statement of Services which we have enclosed with our November account to you. Inevitably this new legislation brings with it additional administration in terms of compliance and in order to cover the cost involved we have applied a modest management fee increase of 2%, which is reflected in your current invoice. We have streamlined our billing period for all half yearly invoices. The new half yearly billing dates are 28 November and 28 May. Clients receiving a half yearly invoice this term will note the period of the account is 16 May – 28 November.



Insurance

Although Scotland suffered the most severe storms for 13 years and recorded the 7th wettest year since records began, the most significant factor giving rise to claims in blocks of flats in the last year continued to be escape of water. Incidences of water ingress between flats remain high, often as a result of poor maintenance of plumbing

fixtures and seals, poorly insulated pipes and tanks and failure to take adequate precautions when leaving properties during holiday periods, such as switching off water supplies, draining stored water or heating properties during periods of absence. The level of claims has an inevitable impact on the insurance premiums from year to year and in order to ensure that premiums are as competitive as possible, we employ independent Insurance Brokers who market all our insurance contracts. We are delighted to advise that, despite significant claims and the poor year suffered by all insurance companies, the majority of clients covered under policies renewing at November 2012 will benefit from a nil rating increase in their premium. There will be a small uplift of 0.4% as a result of the Sums Insured being increased in line with the BCIS index.

Gutter Maintenance



Simple gutter cleaning carried out on a regular basis can prevent serious defects in the future. Water penetration is the single main cause of damp and rot in any building. Whilst most Owners recognise this fact, the vast majority do not sign up to a cyclical cleaning contract with their Factor. Costs will vary for each property depending on the complexity of roof design and access, but can cost as little as £150 up to costs in the region of £1000 where scaffold or mobile access is required. Please assist your Property Manager in arranging this by contacting them to support a proposal for regular gutter cleaning.



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Useful Information

Did You Know

You can do all of the following online 24/7 at www.redpathbruce.co.uk

- Report a common repair
- Pay your bill
- Obtain emergency contractor details
- View and download insurance documents
- View and download asbestos assessment
- View properties for sale and to let.



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 554 033	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

If you are suffering from unreasonable neighbour behaviour we recommend you contact your local authority, which has powers to assist you. Many local authorities offer free mediation services for homeowners. Your Property Factor does not have any powers to deal with matters of social nuisance or neighbour dispute.

Glasgow	www.saferglassgow.com 0141 276 7400
Edinburgh	antisocialbehaviour@edinburgh.gov.uk 0131 529 7050
South Ayrshire	www.south-ayrshire.gov.uk/communitysafety 0300 123 0900
Stirling	Tel: 0845 277 7000 or 01786 443441

In serious cases you should always contact the Police.

Pay by Direct Debit

Paying by Direct Debit can be the most effective way to manage your annual common charges. You can download a Direct Debit Mandate from our website or request a copy from your Property Manager, who will calculate an annual budget and determine the correct monthly payment for your property.



Asbestos

In 2011 we advised many of our clients that we would be instructing Asbestos Assessments of the common parts of their property under the requirements of the Control of Asbestos Regulations 2006, and revised again in 2012. A significant number of surveys have been completed and the Reports are available to view on the Property Management page of our website www.redpathbruce.co.uk. Paper copies are available on request from your Property Manager.

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
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EDINBURGH AND THE SURROUNDING AREAS

ALL TRADES

Robb Reinstatement Ltd.	07809 868563
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PLUMBERS

James Munro	0131 552 2538
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