

# Rolling Stone

The latest news from Redpath Bruce

WINTER 2014

## Business Developments - A Bright Future

We want to ensure that we are providing the best service we can to all our clients and are always striving to improve. As our numbers increase, our structure becomes even stronger with investment in our people and IT.

As Redpath Bruce approaches its 108th birthday we are pleased to report continued growth with the acquisition of Edzell Property Management's Factoring portfolio earlier this year. We have worked hard to integrate our valued new clients and their properties into our existing business.

2015 will see us installing new property management and accounting software, streamlining our internal processes and improving our customer service.

We continue to promote professional development and this year have created a further three Associate roles joining our Senior Management Team. We are keen to advance young talent and have several trainee positions currently assisting and learning from experienced personnel throughout our various departments. We have invested in a number of our staff who have gained professional accreditation from the Institute of Residential Property Management and the RICS.

We look forward to supporting our clients through the winter months and working together in the year ahead.



## Reinstatement Valuations - Insurance Assurance



With the future and protecting your asset in mind, it is essential that you take steps to ensure you have adequate buildings insurance for your property in place.

A Fire Reinstatement Valuation is required to ascertain the costs of rebuilding the property in the event of a total loss situation should the worst occur.

These valuations must be carried out by a RICS qualified Surveyor and are recommended every 3-5 years as the costs of building materials and necessary expertise change. The surveyor will inspect the property, calculate the rebuild costs in line with the Building Cost Information Service as set out by the Royal Institution of Chartered Surveyors, and provide you with a detailed report containing a valuation. The sum insured on your Buildings Insurance Policy should be increased or decreased based on the Surveyor's valuation.

If your property is covered by a common buildings insurance policy, it is the Property Owners' responsibility to instruct the Managing Agent to arrange a valuation on their behalf. Redpath Bruce has negotiated very competitive fees with reputable Chartered Surveying firms for this service which vary depending on the size of the building and number of flats sharing the cost. In traditional tenement flats, Owners can expect to pay around £30 each. Please ask your Property Manager for more information.



Register for  
**My property**

Visit our web site to register for our online information tool to view and download :

- **Certificate of Insurance**
- **Full Buildings Insurance Policy Wording**
- **Asbestos Management Survey Report**
- **Winter Advice**
- **City Council Stair Lighting Contract Details**

Search using your Reference Number from your common charges invoice.

Please be aware that **Property Owners Liability Insurance** may be the only cover in place at your building. This insurance provides cover should a member of the public have an accident at your property. This type of cover is often mistaken for a buildings insurance policy. Please check carefully and ask your Property Manager if you are unsure.



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## Communication is Key

As **your** Managing Agent, we are here to take instructions from our clients in respect of the common parts of the building.

We have laid out the services that we provide in a **Written Statement** that can be found on our web site. We have sent you a paper copy of this previously but we would be happy to send you another on request. We also provide additional surveying services.



In order to maximise the benefits of having a Managing Agent in place, it is vital that Owners communicate required repairs and maintenance as soon as these become apparent. You can let us know about these items by discussing them with your Property Manager or our dedicated Repairs Department.

Our web site offers a **Report a Common Repair** email function which is sent straight to our Repairs Team.



## Urgent Assistance

Report Emergency repairs to us by telephone for immediate action.

Out of Hours Contractor telephone numbers are provided on our web site and answer phone message when our office is closed.

[www.redpathbruce.co.uk](http://www.redpathbruce.co.uk)  
0141 332 9041

## Building Bridges

Repairs and maintenance of a considerable nature affecting the shared parts of your building can only be successfully progressed with the support and co-operation of at least a majority of Owners.

It is hugely beneficial for Owners who share a responsibility for the upkeep of their building, to meet with their Property Manager to discuss maintenance and repair plans for the building.

We are happy to meet with our clients and will work to co-ordinate meetings of the Owners which are necessary by nature or on request. If you would like to propose a meeting of your Co-Owners please let us know.

## Achieving Results

We understand the frustration that can arise sometimes over common matters. We see it as an important part of our role to guide our clients in the professional and proper way to consult their Co-Owners in order to obtain group authorization to progress.

We are regularly the first contact for Property Owners but some matters do not fall within our jurisdiction. If we are not able to help, we will explain why and aim to advise you of who can.

Our clients are our business and we want you to be satisfied with our service. It is very important to us that our clients let us know if we are not meeting expectations. We will make every effort to resolve and overcome any issues you may have.

If you would like to meet your Property Manager please call us to arrange an appointment.



## eBilling Charity Initiative is a Great Success!

Our Partners and staff support many worthy charities throughout the year, however we are particularly pleased with the results of our fundraiser where Redpath Bruce pledged to donate £1 for every client who opted to receive common charges invoices by email. Not only does this initiative save valuable resources, but through the support of our clients, over £500 has been raised for Maggie's Cancer Care Centres.

Maggie's provides free practical, emotional and social support to people with cancer and their family and friends, following the ideas about cancer care originally laid out by Maggie Keswick Jencks.

Built in the grounds of NHS cancer hospitals, there are 17 Maggie's Centres in the UK that could not continue to operate without this vital charity funding. To find your nearest Maggie's Centre visit [www.maggiescentres.org](http://www.maggiescentres.org)



## Keep Giving



We are pleased to announce that Redpath Bruce will continue the eBilling Initiative and have selected another charity for you to support over the next 12 months. We feel our clients will recognise the invaluable work of The British Heart Foundation which funds projects around the UK that are fighting heart disease.

## Register your Support

When you sign up for eBilling Redpath Bruce will donate £1 on your behalf. Speak to your Property Manager or visit our web site and look for the eBilling icon on our homepage.

