

Rolling Stone

The latest news from Redpath Bruce

WINTER 2017

Home Fire Safety

Following the tragic events at Grenfell Tower in London, fire safety within blocks of flats has come under scrutiny. In Scotland the Fire Safety Regulations for residential blocks of flats require that all owners must ensure that the common areas and all escape routes are kept clear of obstruction and combustible materials. Owners must also ensure that any fire safety systems installed within their buildings are appropriately serviced and maintained. As your property factor, we have in place contracts with suitably qualified engineers to service and maintain the communal fire safety systems in your building. As owners you should ensure

that there is no rubbish, old furniture etc. in the common areas and you should keep any storage/bin areas locked. By keeping these areas clear it will protect escape routes and reduce the risk of deliberate fires.

The Scottish Fire and Rescue Service has produced a very useful leaflet on fire safety in multi-storey residential buildings www.firescotland.gov.uk/media/332080/multi_storey_fire_safety.pdf This leaflet covers how to keep your building safe, what to do in the event of a fire in your own flat and what to do in the event of a fire elsewhere in the building. Please take the time to read this. If you live in Scotland, you may call the Scottish Fire and Rescue Service on

0800 0731 999 and request a **FREE** home fire safety visit where you will get advice on making an emergency plan and free smoke alarms fitted. Alternatively visit their website www.firescotland.gov.uk for further information and advice.



Safeguarding your Property

Insurance

The November renewal of common buildings insurance has recently been completed by Broker Scotland. For a further year we are pleased to report that properties with good claims history have maintained their rates or have benefited from rating reductions. At a small number of properties claims continue to be a strong factor in the renewal negotiations, in particular claims due to Escape of Water. Very useful advice is provided by the Broker in their renewal documentation on how to prevent Escape of Water and we strongly recommend that you read this in order to improve your claims history and reduce the insurance premium that you pay. This information is also available on our website www.redpathbruce.co.uk.

Reinstatement Cost Assessments for Insurance Purposes

Reinstatement Cost Assessments are required to ensure that your property is correctly insured: both to avoid any risk of underinsurance and the insurance company applying 'average' in the event of a claim (paying only part of your claim) and to avoid the chance of paying unnecessary higher premiums should your property be over-insured. The Royal Institution of Chartered Surveyors recommend that these valuations be carried out every 3-5 years. We have negotiated extremely favourable rates with a number of Chartered Surveying firms specialising in this work and most clients can expect to pay no more than £25. If your property has not recently been assessed we will be writing to you over the course of the coming year to confirm that we have instructed a valuation of your property.

Construction (Design and Management) Regulations 2015 - SafeContractor

The contractors that we use to deliver services to our clients are constantly under review and in particular we pay attention to health and safety compliance, pricing and service delivery. In 2015 new Construction (Design and Management) Regulations came into force which place new obligations on clients, i.e. those instructing works. Due to these new regulations and the increasing complexity of Health and Safety legislation across the whole construction industry, we have taken the decision that all contractors employed by us on your behalf require to be externally accredited by the 'SafeContractor' scheme. The benefit to you under the CDM regulations is knowing that contractors appointed to work at your property are 'competent' to carry out the work in hand, i.e. that they have all the relevant training, carry out necessary risk assessments and are properly insured. By ensuring that all contractors are 'SafeContractor' accredited we are making every effort to ensure Health and Safety regulations are met and the risk of criminal prosecution mitigated.

Urgent Assistance

During office hours please phone

0141 332 9041

Out of hours please visit our website.

www.redpathbruce.co.uk

Our daytime telephone line will also give details of Emergency Contractors.

LV Insurance Claim 24 hour hotline

0333 772 0374



Crown House, 152 West Regent Street, Glasgow, G2 2RQ
T: 0141 332 9041 F: 0141 333 0848
mail@redpathbruce.co.uk

Maintaining your Property

Management Fees

Over a number of years Factors have seen an unprecedented increase in regulation within the industry, in particular through the Property Factors (Scotland) Act 2011, the Housing (Scotland) Act 2014 and the Construction (Design and Management) Regulations 2015. This is very welcome progress which Redpath Bruce have fully embraced, albeit regulation by its very nature increases the administrative burden on any business. With this in mind we have reviewed our annual management fee and in an effort to minimise the impact on our clients our fee will increase by 3.5 % which is below the rate of RPI inflation this year.



Annual reviews are carried out throughout the year so, if you receive correspondence in this respect, please ensure you read the letter carefully and contact us if you require further information.



Register for
eBilling

Help Raise Pounds for Charity -
Sign Up For eBilling

For every new eBilling client we pledge to donate £1.00

Environmental Impact

We are continually striving to reduce our carbon footprint and over a number of years have been encouraging our clients to sign up for eBilling. In 2018 we aim to have at least 80% of our clients receiving their bills and correspondence by email in order to reduce our impact on the environment. To this end we would ask that all clients provide us with an up-to-date email address in order that we may communicate with you this way:

- Please email mail@redpathbruce.co.uk from the email address you wish us to use
- Include your **property reference number** in the subject line (found in the top right of your latest bill)
- Include in the body of the email your full name and property address for which we provide factoring services.
- Alternatively you may register at www.redpathbruce.co.uk/make-a-payment/ebilling

Once we have received your email, we will make a £1 donation to our chosen charity, which this year is the Simon Community Scotland www.simonscotland.org. In line with other businesses, from May 2018 we will be applying a postage and stationery charge for any clients who continue to receive their invoices and correspondence in paper format.



Combating
the causes
and effects of
homelessness

New for 2018

Website

Through the course of 2018 we will be revamping our website and in addition to being able to see your insurance documents and any asbestos surveys online we will be offering our clients the ability to access their account history and view any common charges invoices through the web portal.

In the meantime you can of course continue to report non-urgent repairs and pay for your invoices all through the website.



Register for
My Property

Visit our website to

Pay your Account | Report a Repair

or to view and download

**Insurance details | Asbestos Management Survey
Winter Advice | City Council Stair Lighting**

Search using your Account Number on your common charges invoice.

www.redpathbruce.co.uk



www.underoneroof.scot is a new website, launched in 2016 as part of the Scottish Government's Year of Innovation, Architecture and Design. This site is for owners of all types of common property and their advisers. The information provided is designed to help owners understand their rights and responsibilities and to give advice on building repairs and quotations. There is a wealth of useful and interesting information on the website and we highly recommend it to all owners of common property.

OFFICE OPENING

During the Festive Season the office will be closed on **Monday 25th, Tuesday 26th December, Monday 1st and Tuesday 2nd January.** In 2018 the office will be open on all local public holidays and closed only on **Good Friday, Easter Monday, Christmas Day and Boxing Day.**

May we take this opportunity to wish all our clients a very Merry Christmas and a Happy New Year.