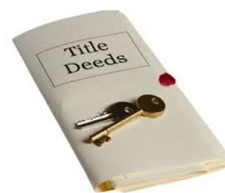


# Factored Owners Newsletter



Registered with the  
Scottish Government,  
Property Factor  
Registration Number  
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## REMINDER

For all enquiries contact  
0800 028 2755

### Your input is important:

Your feedback is important to us and we appreciate you taking the time to complete consultations. We review all comments received and have been able to introduced a number of changes to improve services you felt needed to be looked at. 74 out of 248 factored owners took part in the survey, we would love more people to take part next year.

### We're Listening to your views

In March 2015 ACHA's Board of Management approved a change to the previous strapline. This now reads "Putting our Tenants and our Communities First".

The change came about from feedback from factored owners and a proposal was submitted to and approved by ACHA's Board of Management.

### Communication—owners felt communication with ACHA could be more effective:

To help improve this we have installed Repairs Log Sheets to common areas to record work done. Re-organisation of factoring administration has been carried out internally so that local area staff can deal with local issues. All Customer Service Assistants (CSA's) have been trained to deal with all enquiries including:- factoring, repairs, and invoicing. Your first points of contact are CSA's when you visit or call one of our local offices or the Customer Service Centre. Your enquiry can be dealt with swiftly and professionally without the need to speak to a Manager.

### Programmed work/property inspections—owners felt they would benefit from buildings being inspected to have a more pro-active approach to work:

We have taken your views into consideration and are putting together a programme to carry out annual property inspections for all factored blocks—it is aimed to complete this by December 2016 and follow up annually thereafter. This will be a visual inspection and useful to identify any works required to the building, highlight any major works, and assist in programming cyclical works for the future. You will be given feedback on the inspection. Factored blocks are also included in gutter cleaning and painting programmes and owners will be consulted as these take place.

**REPAIRS LOG SHEETS: now installed in common closes**

**If you don't have one let us know immediately**

# Did you know?

## Common repairs, common responsibility

If you live in a block, normally everyone in the block will be responsible for closes, stairs, common garden ground (clothes poles, steps and pathways etc) — it is all occupants responsibilities to keep these areas neat, tidy and clean.

Why not knock on your neighbours door to see if there are any arrangements in place for cleaning, grass cutting or other matters—if you have any difficulties with this please contact your local office.

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## Direct Debits

24% of factored owners have set up monthly Direct Debit payments. Payment levels are agreed with staff to cover the property management fee plus a small amount towards repairs—these can vary depending on your block and how much work needs done. Payment amounts are reviewed regularly and we contact to advise if they need to be amended. We notify the Bank direct of any changes—this can be either an increase or decrease depending on work done. Payments are collected from your bank account monthly and, new for 2016, we can now offer a choice of 4 different payment dates to suit your own personal circumstances:-

1st, 8th, 16th and 23rd of each month.

Please contact our Customer Service Centre on **0800 028 2755** who will direct you to your local office to discuss payment levels and send a Direct Debit payment form for completion.

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[www.acha.co.uk/services/factoring](http://www.acha.co.uk/services/factoring)

This newsletter, the factoring consultation report and all other information regarding factoring can be viewed on our website.

[We shall be undertaking a review of this section to see what other information can be made available.](#)

If you have any suggestions for the next newsletter — contact our Customer Service Centre or email us at [communications@acha.co.uk](mailto:communications@acha.co.uk)

If you are not happy with something, or want more information about work done — contact your local office at the time so that staff can deal with matters as and when they arise.

**SERVICE DELIVERED LOCALLY**

**if you have a query, ask at your local office**

**MAJOR WORK: All owners dread the time when larger work has to be carried out as its often costly and difficult to organise.**

All owners are aware that parts of buildings have a general lifespan and, at some stage, may require substantial renovation or improvements. Larger blocks can have a lot of owners, all with different financial situations and commitments, this can make arranging and agreeing to work difficult. The following factored block was one such case, here's what happened:-

Maitland Court in Helensburgh experienced a number of ongoing problems—leaking roofs, gutters, roughcast falling off and continual “temporary” repairs being done which mounted up costs and did not resolve the main issues.

Our Investment and Regeneration staff, who specialise in major works projects, liaised with owners to assist the process, discuss requirements, tender works and provide cost information to owners and the local authority for grants (where these were available). This was a long process because of the number of people involved and after several years of discussions a programme of work was agreed, tendered and proceeded.

The start of this year saw completion of re-roofing, and renewal of all roughcast to two of the three blocks at Maitland Court. It was only possible to proceed with the required work due to the participation of the owners and the support of Argyll & Bute Council.

**Here are some before and after pictures to show the improvements:-**



**Factoring Satisfaction Feedback—** the satisfaction survey was carried out in October/ November 2015 and has shown a welcome increase on all aspects of service delivery. A big thank you to everyone who took part in the Survey, your comments will help us deliver the services you want.

**Overall satisfaction: 69%** of owners were fairly or very satisfied with the factoring service provided by ACHA—an **increase of 23%** since the previous survey.

**You told us:**

### **Repairs**

- ◆ **Standard: 62%** of owners were fairly or very satisfied with the standard of repairs—an **increase of 8%** since the previous survey.
- ◆ **Notification: 62%** of owners were fairly or very satisfied with the notification received on communal repairs—an **increase of 17 %** since the previous survey.

### **Invoices and Statements**

- ◆ **Invoices: 64%** of owners were fairly or very satisfied with information provided on invoices —an **increase of 4%** since the previous survey.
- ◆ **Annual statement: 74%** of owners found the annual statement easy to understand —an **increase of 2%** since the previous survey.

### **Major work**

- ◆ **78%** of owners were very of fairly satisfied with the work carried out—an **increase of 58%**, however, we acknowledge that there has been a substantial increase in numbers of blocks receiving major work.

### **Would you like to receive a copy of the Tenants Newsletter?**

The Tenants Newsletter is issued twice yearly. You can view the newsletter on our website:-

[www.acha.co.uk](http://www.acha.co.uk)

or collect a copy from your local office

If you would like this newsletter in larger print, in an alternative language, on audio CD or in an electronic format or you would like someone to read it or explain any of it please contact any ACHA office who can arrange this for you.