



# Factoring News

We've proudly been your factor since 1st April 2015.

By paying your factoring fee you are ensuring that East Renfrewshire Council has been able to respond to issues affecting your block.

This includes:

- **Administrative tasks** such as sending home owners letters about repairs, written statement of services and invoices and,
- **Repairs management** such as arranging estimations and repairs, communicating required repairs with home owners and hosting meetings



## Your costs:

Year	2015-16	2016-17	2017-18 (expected)
Factoring Fee	<b>£90+vat</b>	<b>£90+vat</b>	<b>£90+vat</b>

The factoring fee doesn't cover the cost of work - you are responsible to pay your share of the cost of any common repairs carried out at your block. The same applies to any visit made by contractors, even when a full repair cannot be carried out.

For more information and ways to pay please visit  
[www.eastrenfrewshire.gov.uk/homeowners](http://www.eastrenfrewshire.gov.uk/homeowners)

# Did you know?

Only necessary common repairs are included in the factoring service.

If you discover sewage and suspect a blocked drain, you can contact Scottish Water on 0845 601 8855 or visit [www.scottishwater.co.uk](http://www.scottishwater.co.uk)

If you have a neighbour dispute or wish to report anti-social behaviour you can phone the Ring and Report helpline: 0800 013 0076

The Homeowner Housing Panel has changed and is now the First-Tier Tribunal (Housing and Property Chamber). Find out more at [www.housingandpropertychamber.scot](http://www.housingandpropertychamber.scot)

We are reviewing our written statement of services. You will receive this before spring 2018.

You can find impartial advice on repairs and maintenance for flat owners in Scotland at [www.underoneroof.scot](http://www.underoneroof.scot)



## Meet the team:

**Kayleigh Wilson**, Property Factor Development Officer – Can answer queries about the factoring service - E: [kayleigh.wilson@eastrenfrewshire.gov.uk](mailto:kayleigh.wilson@eastrenfrewshire.gov.uk) T: 0141 577 8428

**Lynne Garbutt** and **Margaret Marshall**, Owner Occupier Liaison Officers - Can help with common repair issues including invoice disputes – E: [factoring.team@eastrenfrewshire.gov.uk](mailto:factoring.team@eastrenfrewshire.gov.uk) T: 0141 577 8000

**Laura Jack**, Factoring Team's Business Support Assistant - Issues your letters and invoices

## Housing Services