

Factoring Information: Winter 2020

Welcome to your winter newsletter.

Included with this update is:

- Your factoring invoice for the period 1st April 2020 to 30th September 2020.
- New Reactive Repairs Contractor.
- Review of works carried out.
- Information on works planned for 2021.



COVID – 19 Impact

Currently all our staff are working from home until Government restrictions are relaxed and allow us to re-open the office.

The repairs service we are able to provide depends on the guidance provided by the Scottish Government.

Please check our website, Twitter and Facebook page for regularly update information as the situation changes.

COVID-19: working safely

During these times, Cloch follow the guidance provided by the Scottish Government and health organisations to ensure the welfare of all our residents, staff and contractors.

All contractors have a responsibility to follow and implement safe working practices. These include providing Cloch with compliant Risk Assessments and Method Statements, which are required to be reviewed in line with any changes to guidance.

Reporting a Common Repair / Contacting Cloch

You can report a common repair to Cloch Housing Association using one of the methods below.

- By telephone – **01475 783637**
- If you are reporting an emergency repair out with office hours, please use the same number and follow the voice mail instructions to ensure your call is connected to The McDougall Group.
- By registering or logging on to your account at www.myclochhousing.org.uk
- You can also e-mail us at office@clothhousing.org.uk



****New Reactive Repairs Contractor****

In May 2020 we were informed by our previous contractor – MPS Housing Ltd that they intended to withdraw from the reactive repairs contract. Although disappointing we quickly started the process to procure a new contractor and in August we were delighted to appoint the McDougall Group. The contract term is for a maximum of 5 years and we look forward to working with them to deliver a high quality reactive repairs service.

Communal Repair Charges (April to September 2020)

Some residents may notice that charges for some previously completed communal reactive repairs are not included within your invoice. This is mainly due to I.T. issues when setting up management systems with our new contractor. They will however be included in your June 2021 invoice.

We apologise for this inconvenience.

Communal Works

Cyclical Painting

This year our nominated contractor JS McColl Ltd has been carrying out works to the following mixed tenure blocks:

Blocks	Area
21 & 23	Bank Street
3,4,& 5	Bawhirley Road
45 & 47	Regent St

The closes at 25-35 Regent Street have also been identified for internal and external decoration for completion due by March 2021.

Gutter Cleaning & Roof Anchor / Safety System Testing

Works started in November 2020 with our contractor – Patterson Safety Anchors Ltd. They have estimated that works will take between 10-12 weeks (weather dependant). Further information on the programme is available from our website at:

<https://www.clochhousing.org.uk/cloch-publish-cyclical-gutter-cleaning-program/>

Landscape Maintenance

Our contractor Nurture Landscapes are carrying out the winter programme, which involves mainly litter picking, leaf collection and shrub bed maintenance in preparation for next Spring.

Close Works

Due to lockdown restrictions in the spring, the works to renew common close doors and or door entry systems were temporarily suspended. We were able to resume works in August with details below:

Blocks	Planned Works
15 & 17 Carwood Street	Renew close doors and Upgrade the door entry system (including handsets)
4 Bawhirley Road	Renew close doors and Upgrade the door entry system (including handsets)
5 Killearn Road	Renew close doors (costs to be provided)

Planned Cyclical Works for 2021 / 2022

Cyclical Painting

Blocks included in the programme for the forthcoming year are:

Blocks	Street
22,24 & 26	Bank Street

Communal Close Works

As part of our planned programme of works within the Wellpark area, we have identified works for the renewal of the close doors, door entry system and close windows at

- **15 Lyle Street**
- **18 Lynedoch Street.**

We will be in contact with all owners to discuss these works, costs, and authority to proceed early in 2021. Works are planned to take place between April 2021 and March 2022.

Landscape Maintenance Contract

This contract with Nurture Landscape expires on the 31st March 2021. Cloch will be carrying out a procurement exercise early in 2021 in order that the successful

contractor will be in place by April 2021. We will provide details of the contract award once known.

Other Works

Cloch are working year round on our investment programme, which involves works such as re-wires, heating system upgrades, the replacement of bathrooms, kitchens, and windows throughout our stock.

We appreciate that for some of our stock this includes properties within blocks where we also have owners and these works could cause some inconvenience, such as noise, or removing materials from flats etc. We will write out to you advising when the works are due to take place in a block where you are a resident. Our contractors are reminded to be considerate of all residents in these blocks during the works, and minimise any disruption during that time. We thank you for your co-operation.

Factoring Handbook

In our June newsletter, we provided details for the new Factoring Handbook. We hope you have found this helpful and informative.

Below is the link to the on-line edition, which we hope you will find informative and useful. To view please copy this link into your web browser.

<https://tinyurl.com/yd7cxs4>

If you have any issues down loading the booklet, please contact us at Cloch.

In June, we were also pleased to be able to provide each owner with an updated Written Statement of Services containing factoring information relevant to each individual property.

Feedback & Comments

We understand there may be times when the service is not as you expect. We are happy to receive feedback and complaints in order that we can address areas where we could consider improvements.

If you would like to discuss any issues surrounding the factoring service please either send an e-mail to office@clochhousing.org.uk or call Property Services on 01475 783637.

On behalf of Cloch Housing Association, we would like to wish you all a very Merry Christmas and a Happy New Year.