



Factoring Information Spring 2019

Included with this update is:

- Your factoring invoice for the period 1st October 2018 to 31st March 2019.
- The Associations Debt Recovery Process
- Block Building Insurance Update
- My Portal Sign Up information

WE HAVE A NEW REACTIVE MAINTENANCE CONTRACTOR!!

You may have previously seen our Spring newsletter advising that from the 1st April 2019 our new contractor – MPS Housing Ltd started working with us. They now carry out the majority of our day to day reactive repairs. For owners this means that they will be the contractor who will carry out communal repairs; for example to close doors, lighting, communal paths etc. We are delighted with the appointment and already we have seen a marked improvement on performance figures and also a dramatic decrease with contractor linked complaints.

Reporting a repair has not changed. This can be done using one of the three methods below.

- In person at our office
- By telephone – 783637
- By registering or logging on to your account at www.myclochhousing.org.uk

Planned Works we completed in 2018-19

Cyclical Painting

We completed our programme for the year up to the 31st March 2019 with our approved contractor JS McColl Ltd. These included mixed tenure blocks at:

- 50-64 Bellville Street
- 1-23 Strone Crescent
- 1 Hope Street
- 7, 9, 54 & 56 Dempster Street

We have also recently been in communication with our owners at the blocks below to obtain or confirm authority to carry out the works, and also obtain colour choices for the internal closes (where appropriate). Once confirmed, we aim to carry out these works in the Spring / Summer:

- 1-39 Bridgend Road
- 3-33 Grosvenor Road
- 6, 8, 10 & 12 Lyle Street

Thank you to everyone who has assisted us with the works to date and we hope you are happy with the quality of the works completed.

Gutter Cleaning & Roof Anchor / Safety Systems

Our contractor, Paterson Safety Anchors cleaned all gutters and tested the roof anchors and safety systems throughout our entire stock.

Landscape Maintenance

McDermott Contractors carried out our Winter & Summer landscape maintenance.

Planned Works for 2019 / 20

Cyclical Painting

In line with our cyclical painting programme for our rented stock, we have also identified the following mixed tenure blocks which are scheduled to be painted this year. We are currently working on final costs and will be in contact with you to confirm costs / authority (where required), and colour choices. The contractor will be JS McColl who tendered for our contract in 2017 and were subsequently awarded a three-year contract.

Blocks	Area
4	Bawhirley Road
15 & 17	Carwood Street
3 & 5	Killearn Road
9-16	Larkfield Grove
5,6,8,10,12,&15	Lyle Street
18,36 &14	Lynedoch Street
20	Mearns Street

Cyclical electrical works identified for this year

Block	Works
6, 8, 10 & 12 Lyle Street	Carry out condition survey on close lighting
5 Killearn Road	Carry out condition survey on close lighting
23, 25, & 27 Bank Street 50, 52, 54, & 56 Bellville Street	Common close electrical testing

Other general cyclical maintenance that will be undertaken for the period April 2019 to March 2020 is Gutter cleaning, roof anchor / safety system tests, and landscape maintenance.

Planned Renewals

In our Winter newsletter we advised that there were closes where the entry doors required to be renewed and / or the door entry systems to be replaced depending on their condition. We are currently preparing to put these works out to tender. It is expected that we will be able to send out expected costs for each owner by July. We will also contact you to obtain authority to proceed or confirmation of the works as required.

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 and Upgrade the door entry system (including handsets)
11 Lyle Street	Upgrade the door entry system (including handsets)

At this time we don't have a programme for the proposed works, however we will ensure we provide sufficient notice and discuss in detail with you the scope of works and how we can work with you to ensure that any inconvenience is kept to a minimum.

Other Works

From April 2019 Cloch will be starting works to renew kitchens, boilers and bathrooms in our rented stock at various locations. Where this involves closes where there are also owners within the block we will write out to you advising when the works are planned. We can advise that our contractors have also been 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.

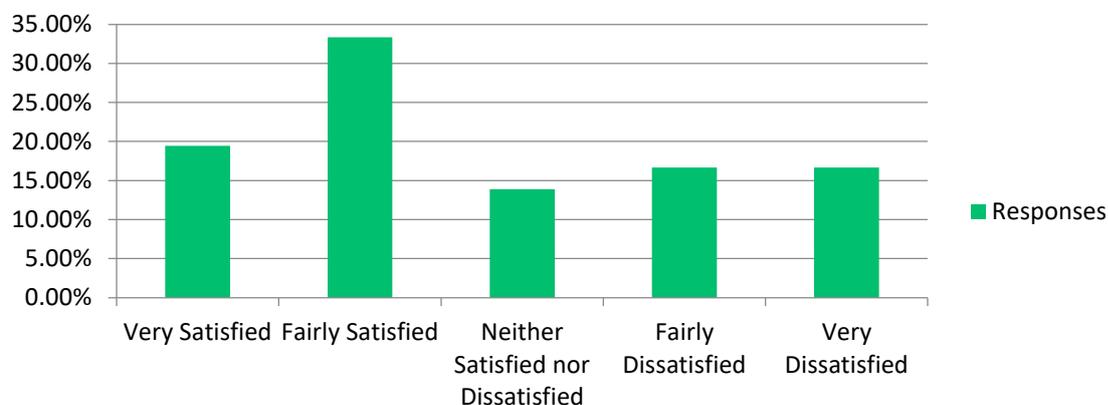
Owner Satisfaction Survey

In February we wrote out to all our owners asking for feedback on a variety of issues relating to the Factoring service we provide to you. We are genuinely keen to find out what we are doing well, and where there are areas we look at improving.

We received a total of 36 owner's responses which equates to approximately 11% of all owners who we provide a factoring service to.

In summary the response on the owners who overall were satisfied or dissatisfied with the factoring service provided by Cloch was:

Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by Cloch Housing Association Ltd?



Following analysis of the responses we identified the following areas for action

Issue	Action Items / Lessons Learned
Poor information on invoices	We have improved the processes on the production of invoices to ensure that the information relating to works carried out, costs and dates are easy to understand. This includes carrying out trial runs and an enhanced double check prior to issuing them to the owners.
Slow to handle complaints	Cloch as an organisation is carefully scrutinising complaints. An example was poor performance from the close cleaning contractor where the contract was subsequently cancelled. We also plan to carry out refresher training on complaints handling.
Fail to keep owners advised	We now include a newsletter when issuing the invoices. We also are working on improving the process of communicating with owners when carrying out cyclical works relating to costs / authority etc. We have also launched a portal for owners to receive invoices / view their account / log repairs & complaints.
Information on Written statement of services	This is currently being updated and reviewed. It is expected to send this out to all owners in the near future.
Dissatisfaction with Repairs Service / Landscape Contractor	Reactive repair contract with Novus was terminated, and new contract with MPS started on 1 st April 2019. We are also scrutinising the work of our landscape contractor more intensely including through their KPI's as we are aware of complaints by tenants and owners. Monthly progress meetings will continue with both contractors.

Dissatisfaction with management of the neighbourhood (condition of gardens / rubbish / litter / dog fouling)	Property Services and Housing Services Manager to meet to review and discuss items raised for possible action by estate management teams.
Concerns over costs for services	Provide in next newsletter details on how Cloch carry out rigorous procurement processes which focus on cost and quality to demonstrate best value

The full survey can be viewed on line on our webpage:

<https://www.clochhousing.org.uk/survey-results/>

Feedback & Comments

We understand there may be times when the service is not as you expect. In order to deal with any issues, we would appreciate it if you could contact Property Services who will take forward your issue and also feedback to you as to how we dealt with it.

We are also keen to hear your feedback or suggestions for improvements regarding the factoring service, and would welcome any comments. so please either send an e-mail to office@clothhousing.org.uk or call Property Services on 01475 783637.

Thank You.