



Factoring Information: Summer 2023

Welcome to your Summer newsletter from Cloch Housing Association

Included with this update is:

- Your factoring invoice for the period 1st October 2022 to 31st March 2023.
- Reporting a Repair / Contacting Cloch Housing Association.
- Future changes to our Repairs Contractors.
- Information on works planned for 2023.
- Landlord Supply Costs
- Energy Advice.

Reporting a Communal Repair / Contacting Cloch

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

- By telephone – **01475 783637**. **All Emergency repairs should be reported by telephone.**
- If you are reporting an emergency repair out with office hours, please use the same number and follow the voice mail instructions to be connected to our reactive repair's contractor (not our heating contractor).
- By registering or logging on to your account at www.myclochhousing.org.uk
- You can also e-mail us at office@clothhousing.org.uk.

Please check our website, Twitter and Facebook page for regularly updated information.

PLEASE NOTE E-MAILS CANNOT BE DEALT WITH WHEN THE OFFICE IS CLOSED.

Future changes to our Repairs Contractors

As a result of various issues with our current reactive repairs contractor (Saltire), who also carry out most general common reactive repairs, Cloch are currently involved in re-procuring for these services which will mean a change in contractor(s) who will carry out reported repairs. This will also include a new contractor who will attend to Common Emergency Out of Hours Repairs.

There is no change at present, however we expect all contractors to be appointed by August, and even once all changes have been made you should continue to report repairs in the same manner as above. Once the new appointments have been made, we will update our website to provide further information.

We expect that these contractors will deliver these services to our required standards as well as representing value for money.

Communal Works

Gutter Cleaning & Roof Anchor / Safety System Testing

All common gutters were cleaned by Patterson Safety Anchors between October 2022 and January 2023. If you notice any issues with common gutters or downpipes, please contact property Services and we will investigate.

Landscape Maintenance

Our approved contractor Nurture Landscapes have now commenced the summer programme which includes grass cutting, weed killing, leaf collection (late summer), pruning and general litter picking.

Please note, some scheduled visits may be subject to change due to inclement weather.

Other Works

Cloch are committed to ensuring that our properties are maintained to a high standard. This includes carrying out investment works such as re-wires, heating system upgrades, the replacement of bathrooms, kitchens, and windows throughout our stock. We also carry out repairs and upgrades to our vacant stock.

We appreciate that these works may take place within blocks where we also have owners. 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.

Landlord Supply Costs

Cloch manage the utilities for the supply within closes which is mainly for powering the close lights, door entry systems etc. Presently we are involved in the process of renewing various electric supply contracts. Similar to your own personal utility costs we are experiencing higher quotes than prior to two or three years ago.

As an example, we have recently obtained quotes for 51 sites across our stock where the current contract ends in June, of which some will include owners. On average the most economic quotes were 25% higher than the existing costs.

We appreciate that everyone is impacted by various cost of living issues and as part of that we are committed to sourcing the most economic deals available by utilising an independent not for profit organisation called Citrus Energy who specialise in working with Housing Associations.

Those properties affected will incur the new costs within the next batch of factoring invoices which will be issued during December 2023, and thereafter as the various contracts are renewed.

Useful Information

Energy Advice

As mentioned above we are all now more than ever aware of the impact of the rise in our gas and electricity costs. We would like to remind you all of the help that may be available to you via Warmer Homes Scotland which is a Scottish Government

funded programme that helps Scottish households keep warm and provide information on what support may be available as well as providing useful energy saving tips. We recommend visiting their website, e-mail or give them a call. The details are as below:

Website: <https://www.homeenergyscotland.org/warmer-home>

E-mail: www.adviceteams.sc.homeenergyscotland.org

Telephone: **0808 808 2282**

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

<https://tinyurl.com/yd7cxs4>

The following website also provides owners with good impartial factoring advice:

<http://www.underoneroof.scot/>



Paying your invoice

The easiest way to pay your bill is by Direct Debit - If you would like to change your payment method to Direct Debit and require assistance, please call our office on 01475 783637 and we will be happy to set this up for you.

We are encouraging owners who have an outstanding balance and do not currently pay via Direct Debit to set up a monthly payment that will clear any debt on their account within 6 months (before the next invoice is issued) per the terms of our debt recovery policy.

We are also reviewing accounts currently paid by Direct Debit to ensure the monthly payments will clear the total balance within the next 6 months (before the next invoice is issued) and where necessary increases may be made. You will receive notice of any amendment to your Direct Debit in advance of a payment being requested.

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@clothhousing.org.uk or call Property Services on 01475 783637.