

EAST AYRSHIRE COUNCIL



# FACTORING FOCUS



December 2019

Welcome to East  
Ayrshire Council's  
Factoring Service  
Newsletter



## Correspondence

In order to reduce costs and provide a more efficient mailing service, the Factoring Service will be introducing a new electronic mailing system. We will be trialing this new system over the coming months and you may see a different layout to our correspondence being delivered to you, however the content of our correspondence will remain the same.



## Periodic Inspections

The Factoring Service carries out periodic inspections of all factored blocks, this inspection covers all aspects of repairs, maintenance and health & safety. Should you wish to attend this inspection, please contact the Factoring Service and we can co-ordinate any inspection with you.

### Contact details:

01563 555503 or by email:

[Factoring@east-ayrshire.gov.uk](mailto:Factoring@east-ayrshire.gov.uk)

## Homeowners Service

The Factoring Service has recently joined with the Common Works Service to form a "one stop" Homeowner Service to provide owners in mixed tenure blocks, (both factored and non-factored blocks) with advice and assistance on how to organise and progress common works.

Should you wish to discuss any matter relating to the Factoring Service, we would be happy to discuss any matter or meet you, we are based at Burnside Street, Kilmarnock.

## Payment Plans

Should any Homeowner have difficulty settling their invoices then the Council will consider a payment plan. These plans normally require any outstanding invoices to be settled with the period of one year, and these payment plans are interest free so no additional charges will be applied to any Homeowner paying by installments. Should you wish to set up a payment plan, please contact:

Telephone: 01563 554913

Telephone: 01563 555229

Email: [accountsreceivable@east-ayrshire.gov.uk](mailto:accountsreceivable@east-ayrshire.gov.uk)

## Fire Safety



**FREE Home Fire Safety Visit and FREE Smoke Alarm**

**Fire can happen to anyone.**  
But it is our job to help make sure your home is as safe from fire as it can be. This is why we provide free Home Fire Safety Visits. Our staff can help you spot a possible fire hazard, offer advice and guidance and fit smoke alarms free of charge if your home requires them.

A Home Fire Safety Visit only takes around 20 minutes. And that 20 minutes might just save your life.

**Visits are easy to arrange.**  
A Home Fire Safety Visit can be organised at a time that suits you, day or night.

The Service would also like community members to think about anyone they know who could be at risk from fire. It could be a friend, relative, or neighbour.

To book a free Home Fire Safety Visit for you, or for someone you know:

**CALL 0800 0731 999**  
or visit [www.firescotland.gov.uk](http://www.firescotland.gov.uk)

**Fact.**  
Every hour of every day there's a house fire in Scotland.

Always ask for official identification - all employees of the Scottish Fire and Rescue Service will be happy to produce this on request.

**KEEPING YOUR BUILDING SAFE**

No refuse bags, combustible materials or items of furniture should be stored in common areas such as stairways, corridors or drying rooms within a building. By keeping these areas clear it will protect escape routes and reduce the risk of deliberate fires.

Most doors in common areas are fire resisting and fitted with self closing devices and should never be wedged open.

Bin rooms and access doors to the building should be kept secure to prevent intruders starting deliberate fires.

There should be no gas cylinders, flammable liquids or fuels stored within designated storage compartments.

**Further Information**

Visit [www.firescotland.gov.uk](http://www.firescotland.gov.uk) for practical fire safety advice, or talk to your local firefighters at your nearest community fire station. You will find contact details on our website, in your local library and in the phone book.

If you would like this document in another format or language, please call **0800 0731 999**.



**SCOTTISH**  
FIRE AND RESCUE SERVICE  
Working together for a safer Scotland

**Avoiding Fires in Common Stairs**

Advice from the Scottish Fire and Rescue Service



**If there was a fire in your stair, would you know what to do? Be stair aware!**




## Maintenance in tenements, Future Proposals

A Scottish Parliamentary Working Group on Tenement Maintenance is addressing the condition of Scotland's buildings and maintaining our built heritage. The Scottish Parliamentary Working Group has been meeting since March 2018 with the purpose of establishing solutions to aid, assist and compel owners of tenement properties to maintain their buildings.

On 4th June 2019 the working group published a Final Report of Recommendations to enhance the ability of tenement owners to work collectively encouraging and enabling effective maintenance and repair of their properties. The final report is based on responses to interim recommendations published in January 2019 with three interrelated recommendations, each being necessary to achieve culture change and long-term benefits for owners and properties.

The Scottish Parliament working group on tenement maintenance has made a number of recommendations on how to address the problem, they include:

- Owners Associations, Sinking Funds and Five Yearly Inspections

The Factoring Service will keep you updated on any changes that may be implemented. Information can be found at:

[http://www.underoneroof.scot/articles/1580/Tenements Today Tenements Tomorrow Conference/Scottish Parliamentary Working Group on Tenement Maintenance](http://www.underoneroof.scot/articles/1580/Tenements_Today_Tenements_Tomorrow_Conference/Scottish_Parliamentary_Working_Group_on_Tenement_Maintenance)

This information can be made available, on request, in braille, large print or audio formats and can be translated into a range of languages. Contact details are provided below.

درخواست کرنے پر یہ معلومات نابینا افراد کے لئے ابھرے حروف، بڑے حروف یا آڈیو میں مہیا کی جاسکتی ہے اور اسکا مختلف زبانوں میں ترجمہ بھی کیا جاسکتا ہے۔ رابطہ کی تفصیلات نیچے فراہم کی گئی ہیں۔

本信息可应要求提供盲文，大字印刷或音频格式，以及可翻译成多种语言。以下是详细联系方式。

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ਇਹ ਜਾਣਕਾਰੀ ਮੰਗ ਕੇ ਬੋਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਸਣਨ ਵਾਲੇ ਰਪ ਵਿਚ ਵੀ ਲਈ ਜਾ ਸਕਦੀ ਹੈ, ਅਤੇ ਇਹਦਾ ਤਰਜਮਾ ਹੋਰ ਬੋਲੀਆਂ ਵਿਚ ਵੀ ਕਰਵਾਇਆ ਜਾ ਸਕਦਾ ਹੈ। ਸੰਪਰਕ ਕਰਨ ਲਈ ਜਾਣਕਾਰੀ ਹੇਠਾਂ ਦਿੱਤੀ ਗਈ ਹੈ।

Niniejsze informacje mogą zostać udostępnione na życzenie, w alfabecie Braille'a, w druku powiększonym lub w formie audio oraz mogą zostać przetłumaczone na wiele języków obcych. Dane kontaktowe znajdują się poniżej.

Faodar am fiosrachadh seo fhaighinn, le iarrtas, ann am braille, clò mòr no clàr fuaim agus tha e comasach eadar-theangachadh gu grunn chànanan. Tha fiosrachadh gu h-ìosal mu bhith a' cur fios a-steach.



East Ayrshire Council  
Comhairle Siorrachd Àir an Ear