



Welcome to East Ayrshire Council's Factoring Service Newsletter.

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.

We will still provide the same factoring services as before so you will still receive and benefit from all the advantages the Factoring Service provides in managing repairs for your block of flats.

As result our Property Factoring website has been updated, details can be found at: <https://www.east-ayrshire.gov.uk/Housing/Homeowners-service/Homeowners-Service.aspx>

Property Factoring Service can be contacted on 01563 555503 or by email: Factoring@east-ayrshire.gov.uk

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

Property Factoring Customer Satisfaction Survey

Each Year the Factoring Service must carry out a Customer Satisfaction Survey on behalf of the Scottish Government.

Following feedback from our customers last year we have now extended our options to complete this survey. Each homeowner will receive a copy of our customer questionnaire along with a freepost envelope to allow you to return your completed questionnaire free of charge. (unless you have requested correspondence to be emailed)

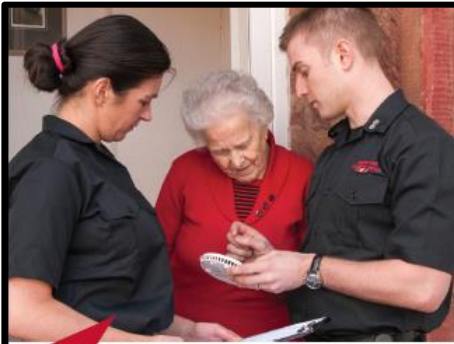
In addition, we have also created an online survey for those customers who wish to complete the survey electronically. The survey can be found at: www.east-ayrshire.gov.uk/Housing/Property-factoring/PropertyFactoring.aspx

Or if you wish to go straight to the "Smart Survey" it can be located at:

<https://www.smartsurvey.co.uk/s/3X3PD/>

Your feedback is important and will help improve your Property Factoring Service

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 0731999
or visit 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 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!



Building and Fire Safety – Fire Doors

Flat entrance fire doors leading to a shared or communal areas are required to provide fire and smoke protection to stop a fire inside a flat spreading to the communal parts and preventing residents from escaping. But a fire door can only prevent fire and smoke spreading throughout the building if, the door, the door seals, and any self-closing devices are working effectively.

- Private tenants – You should advise your landlord and/or owner of the property.
- Homeowners please note; UPVC doors are **not** currently accepted as fire doors.

If you have replaced your flat entrance door with a UPVC door then the door does **not** meet current fire safety standards and should be replaced with a door that will provide appropriate fire and smoke protection as soon as possible.

For further guidance please contact: Building Standards Telephone: 01563 576790

Email: BuildingStandards@east-ayrshire.gov.uk



Struggling to find a trader you can trust?

Worried about letting someone into your home?

We want to make sure that all East Ayrshire residents can safely choose a vetted local trader to carry out work on their homes.

Trusted Trader ensures that residents are informed and confident to avoid cold calling and not be pressured into buying something.

The East Ayrshire Trusted Trader scheme helps you choose your traders with confidence:

- ✓ Trading Standards vetted
- ✓ Reviewed by residents
- ✓ Scheme backed by the Council
- ✓ Supported by Police Scotland.

East Ayrshire Council Trading Standards Service have launched a Trusted Trader Scheme which is open to traders operating in the home improvement sector. This is a local business partnership which aims to increase consumer confidence, promote good practice within local businesses and help protect people from doorstep crime.

The scheme has a directory of local businesses that have been vetted by Trading Standards and who have made a commitment to treat their customers fairly. It is based on customer experience and customer feedback. Trader members of the scheme ask their customers to provide feedback on what they thought of the job and the feedback is published on an independent website.

More information on the scheme, its members and how to join can be found at:

www.eastayrshire.gov.uk/trustedtrader.

FOR MORE INFORMATION CONTACT:

Trading Standards Service
Civic Centre South, John Dickie Street
Kilmarnock KA1 1HW
Telephone: 01563 576602
Email: trading.standards@east-ayrshire.gov.uk

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 ثابتاً افراد کے لئے اُبھرے 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 ਸੁਣਨ ਵਾਲੇ ਰਾਹੀਂ 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.