



## Welcome to East Ayrshire Council's Factoring Service Newsletter.

### Periodic Inspections/Fire Safety Inspections

The Factoring Service is committed to carrying out periodic inspections of the common elements of factored blocks. In addition, the Council is also committed to ensure that common entry blocks are safe and secure and that fire safety is a priority. Fire safety visits undertaken last year will now be incorporated within our regular inspections of Factored blocks.

### The close is your only way of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your close? It may not necessarily be in your flat! A fire started in a common close could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole close. Items left in a close are often deliberately set on fire.

#### Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items call the Cleansing Department:  
East Ayrshire Council on 01563 554033

#### If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice  
**CALL 0800 0731 999**  
or visit our website at  
[www.firescotland.gov.uk](http://www.firescotland.gov.uk)



We also want homeowners to be more involved in the maintenance of the common aspects of their building, should you wish to attend a future periodic inspection please contact the Factoring Service who will arrange to give you prior notice of when a periodic inspection of your block is due.

Property Factoring Service on 01563 555503 or by email:  
[Factoring@east-ayrshire.gov.uk](mailto:Factoring@east-ayrshire.gov.uk)

### Paying Your Factoring Invoices

The Factoring Service is aware that funding common repairs for some Homeowners can be challenging.

Homeowners who are concerned about payment of invoices that have been issued, can set up a payment plan.

Subject to certain criteria, homeowners can set up an installment plan to pay an invoice over a set period of time with **no** added charges.

For details on how to set up a repayment plan, please contact Accounts Receivable, Revenues & Benefits Section, John Dickie Street, Kilmarnock.

#### Contact details:

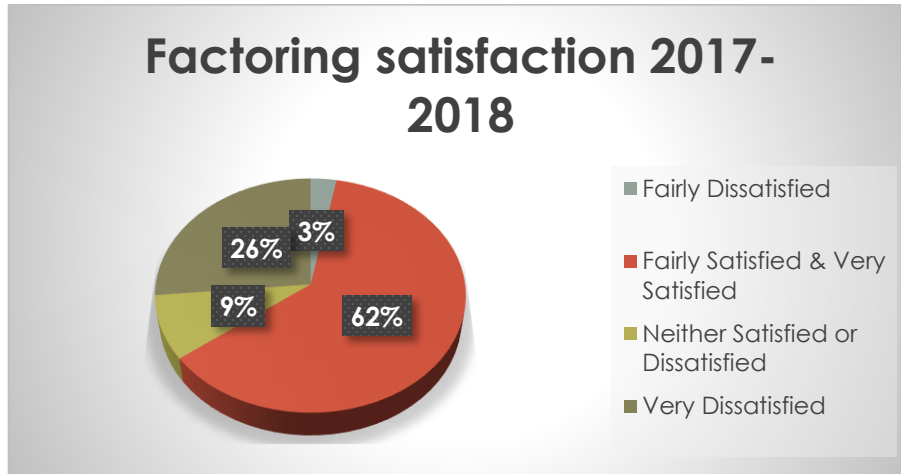
01563 554913 or 555229

#### Email:

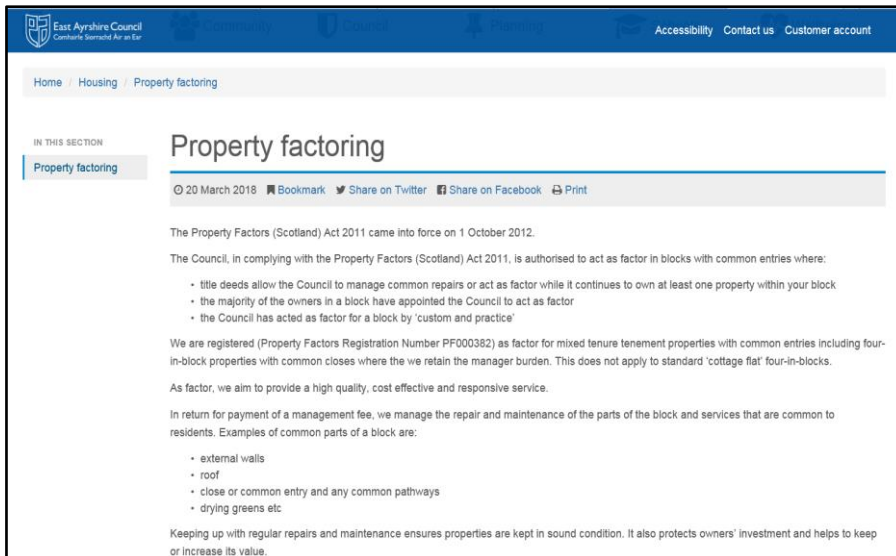
[accountsreceivable@east-ayrshire.gov.uk](mailto:accountsreceivable@east-ayrshire.gov.uk)

## Annual Factoring Satisfaction Survey

Each year the Factoring Service must survey home owners to establish whether they are satisfied with the service, below is a summary of this year's results:



## Factoring Website



Over the next few months we will be reviewing and improving our website, adding new features and articles. We would welcome your suggestions.

The website can be found at:

[www.east-ayrshire.gov.uk/Housing/Property-factoring/PropertyFactoring.aspx](http://www.east-ayrshire.gov.uk/Housing/Property-factoring/PropertyFactoring.aspx)

## Weed Control

Over the last few months, the Factoring Service has had some enquires about the common charge for weed control. If this charge is applicable to your block of flats, then this charge covers the cost of one or two annual weed sprays to the common entrance paths to the front and rear entry doors.

Due to the variety of types of entry flats there are many variables to this criteria. This charge does not always cover areas such as drying greens or common gardens. Should you require any further information on what is carried out at your particular block, please contact the Factoring Service for further information.