



Welcome to East Ayrshire Council's Factoring Service Newsletter.

Homeowners Service

The last year has been challenging for everyone, but during this pandemic, the Councils Factoring Section has continued to function albeit on a reduced capacity. Whilst we carried out the periodic block inspections during 2020, these block inspections were limited to only dealing with health & safety issues due to Covid restrictions and lockdowns.

We can advise that we have commenced the periodic block inspections for 2021 to 2022 and we will be visiting your block to ensure that we reviewed the common items in respect of any maintenance requirements.

At present some members of staff are working in our office with the remaining members of staff working from home, so it may take longer to reply to any enquires you may have.

Property Factoring 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

Written Statement of Services

The Property Factors (Scotland) Act 2011, which regulates all Factors, both private and public in Scotland, requires all Factors to provide Homeowners with a "Written Statement of Services"

Homeowners should be provided with a document setting out, in a simple and transparent way, the terms and service delivery standards of the arrangement in place between you and the Factor.

The Scottish Government have recently reviewed the Property Factors (Scotland) Act 2011 and various elements have been updated, these changes will require all factors to revise their current Written Statement of Services leaflets.

East Ayrshire Council is currently reviewing our Written Statement of Services and we will provide you with an updated version in the coming months



Council Buy Back of Sold Properties

East Ayrshire Council are currently operating a buyback scheme of ex-local authority properties where there is only one private property within the block. (Subject to certain criteria)

This offer allows the Council to have full Control over the block in respect of repairs, maintenance and improvements. Should you require any further information on this matter please contact the Factoring Service on 01563 555503 or by email: Factoring@east-ayrshire.gov.uk



Fire Safety within Entries

It is the responsibility of all owners within the block to ensure that the entries are safe in respect of fire safety. As a co-owner within the block, the Council will review fire safety during the periodic inspection of your block. Where appropriate, the Council will notify all residents where any personal items are stored with the entry.

It is incumbent on all homeowners to ensure that there are no items within an entry that could be considered flammable, or would restrict exit in the event of a fire taking hold within the block. Items such as carpets, curtains and wooden furniture should not be used/stored with entry halls. In addition, any rubbish, recycling bins or general waste bins should not be kept within the entry. For further information please visit <https://www.firescotland.gov.uk/>

HOME OWNERS MAINTENANCE PLAN

Anyone who owns a home knows that it occasionally requires repairs, and that good maintenance goes a long way to preventing costly repair work. East Ayrshire Council's Factoring Service offers Homeowners an opportunity to join our Maintenance Plan. For a one off annual fee of £12 excluding vat, homeowners can cover the cost of emergency repairs to the door entry system and communal lighting (Subject to certain criteria) please see the Factoring Services pages within the Councils website:

<https://www.east-ayrshire.gov.uk/Housing/Property-factoring/Property-factoring-home-owners-maintenance-plan.aspx>