

EAST AYRSHIRE COUNCIL



# FACTORING FOCUS



May 2017 - Edition 5

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

### Statement of Services

We have enclosed a revised copy of the Statement of Service, a copy is also available on the council's website, search for "factoring".

Please take some time to review the leaflet, should you require any further information please contact the Property Factoring Service on 015630555503 or by email:

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

### Maintenance Plan

We are pleased to announce that the Home Owners maintenance plan will continue for another year, we can also advise that the cost of the plan will remain at £12 per year (excluding VAT) Home Owners can enjoy the benefit of cover for emergency or urgent works to the door entry systems and common entry lighting (subject to certain criteria)

The plan will cover all qualifying repairs from 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018. Should you wish to participate in this Plan, please contact the Property Factoring Service and we will provide you with the application form.

### IMPROVING COMMUNICATION

To ensure prompt delivery of invoices, reduce costs and reduce the amount of paper being used, should you wish all future invoices to be emailed direct to you please contact the Factoring Service. The Service can set up your email address to receive invoices the same day that they are issued.

In response to your comments we have improved the layout, design and content of the invoices to provide more detail about what owners have been charged.

Should you have any suggestions to improve our service please contact the Factoring Team.

**Contact – 015630555503**

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

## External Wall Insulation and Render

East Ayrshire Council is working together with home owners within Factored blocks to enhance both the appearance and thermal properties of the buildings. Below are some examples of properties the Council has improved in the Galston Area. Should you require any further information about future contracts please contact your Factoring team who will be happy to provide advice.

**Before**



**After**



## Under One Roof

Under One Roof, is a major new free website designed to help the half million plus private flat owners in Scotland with the complex and important task of carrying out repairs to their shared properties, has been launched by Scottish Government. The site contains over 100 articles on flat owners' legal responsibilities towards their co-owners and over 70 technical information articles that enable owners to identify repair problems and understand quotations from builders.

This site is for owners of all types and ages of shared residential properties and their advisers. It will help owners of: traditional stone tenements, newly built apartment blocks, ex local authority tenements, four-in-a-blocks and converted houses.

**Website:**

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

