

# J. B & G Forsyth Property Management Services

## Written Statement of Services

Property Factor Registration Number: PF000187

J.B & G Forsyth Property Management Services have completed the full registration in accordance with the Property Factors (Scotland) Act 2011, which took effect as of 1<sup>st</sup> October 2012 and operates under the registration number PF000187. We now enclose our Firms Written Statement of Services relating to this Act.

- Entering into Maintenance contracts on behalf of the owners, e.g. ground maintenance, cleaning of common areas, lifts etc.
- Co-ordinating with neighbouring factors and / or owners where repairs are common with adjoining properties.
- Instructing common repairs up to a sum agreed by the property owners.
- Arranging estimates for improvements to the property or for large repairs and quotations being sent out to all owners for their instructions.
- Collecting and administrating pre funding collected from homeowners in respect of large-scale contracts or reserve / sinking funds.
- Meeting contractors, Insurance representatives and local authorities on site on behalf of the owners.
- Settling tradesmen's accounts and apportioning the amounts due by each individual owner in respect of their share of the costs.
- Apportioning and invoicing of quarterly payments (usually February, May, August and November).
- Methods of payment relating to quarterly accounts can be found on the reverse of the invoice, or alternatively can be viewed at [www.jbgforsyth.co.uk](http://www.jbgforsyth.co.uk).
- Quarterly invoices will provide the Homeowner with a full breakdown of repair costs and maintenance items carried out to the property within the invoice period detailed. Homeowners may have sight of any supporting documentation by arranging to visit our office, alternatively this documentation can be sent out. Paper or electronic copies may impose a reasonable charge, which the homeowner will be notified of in advance.
- J.B & G Forsyth operates a system to ensure the regular monitoring of payments due by homeowners. Reminders will be sent out in accordance with our debt recovery procedure.
- Management Fee costs are a set cost and detailed each quarter. These are reviewed on an annual basis and homeowners will be advised in advance as to any proposed amendment.
- Each owner of the premises will deposit a maintenance float with J.B & G Forsyth. This sum will be deposited immediately on acquisition of his/her premises as a contribution to finance the cost of common charges. The Float paid by the respective owner will be returned when he/she or his/her representatives cease to own the premises or J.B & Forsyth cease Factoring of the property, less any outstanding debts.
- The Float amount will be reviewed periodically to ensure that sufficient funds are available to provide a good standard of upkeep of the property.
- In the event that funds are collected from owners in respect of proposed common works, and this work is not carried out for whatever reason, funds will be refunded to the homeowner accordingly.
- When a change of ownership takes place J.B & G Forsyth will make the necessary apportionment of insurances, repairs and other outgoings between the seller and the purchaser. Any charge for this additional work will be payable by the seller.
- Periodic inspections are carried out to the property and following these visits appropriate action to deal with any matters of a communal nature discovered is taken.
- Co-ordinate Common Buildings Insurance in Properties where Insurance has been placed through J.B & G Forsyth.
- Where J.B & G Forsyth place insurance for a Property through a broker on behalf of homeowners a summary of cover will be provided to homeowners on request. Any commission or payment received by J.B & G Forsyth, which relates to the administering and handling by J.B & G Forsyth on behalf of the owners, will be provided upon request.
- J.B & G Forsyth do not carry out valuations of properties in respect of Buildings Insurance. This service can be arranged through a third party at the request of the owners.
- It is the homeowner's responsibility to ensure that the Buildings Insurance Cover over their property is adequate.
- J.B & G Forsyth will provide help and assistance to Property Owners Associations within a development as appropriate.
- The appointment of the Factor may be terminated by the Owners or the Factor upon giving not less than three months prior notice in writing, or an alternative timescale should this be agreed by both parties.
- Unless Owners nominate contractors J.B & G Forsyth will order repairs to firms, which, from experience they believe to be reliable and capable of completing the repairs satisfactory and at a reasonable cost. Where

appropriate on instructing repairs J.B & G Forsyth will consult with the Contractors as to the type of repair and the materials to be used.

- J.B & G Forsyth receives no commission or fee from any contractor instructed to carry out work on behalf of the Homeowner.
- Homeowners should report any common repairs or maintenance required to the property to J.B & G Forsyth as soon as possible. Notification can be in writing, telephoning or by visiting our office. We will endeavour to report issues to contractors as follows:
  - Report emergency repairs to contractors immediately on notification received within working hours.
  - Report routine maintenance to a contractor within 2 working days of notification.
  - Report maintenance issues which require quotations / estimates to contractors within 2 working days of notification.
- For out of hours emergency contact details please telephone our office where the answering service will provide same, or visit [www.jbgforsyth.co.uk](http://www.jbgforsyth.co.uk).
- J.B & G Forsyth will enforce debt recovery procedures for outstanding common charges and any legal expenses incurred will be the responsibility of the homeowner/s concerned. For full details of our debt recovery procedure please visit [www.jbgforsyth.co.uk](http://www.jbgforsyth.co.uk).
- Should a homeowner fall into arrears in respect of outstanding common charges this can prevent J.B & G Forsyth delivering aspects of the services detailed within our Statement of Services.
- J.B & G Forsyth will keep homeowners informed of any debt recovery problems of other homeowners which could have implications for them (in accordance with data protection).
- J.B & G Forsyth will not take legal action against a homeowner without taking reasonable steps to recover unpaid charges or taking steps to resolve the matter and without providing notice to the homeowner of the intention.
- J.B & G Forsyth has, and maintains, adequate professional indemnity insurance.
- J.B & G Forsyth operates a clear written complaints procedure. This is available to view at [www.jbgforsyth.co.uk](http://www.jbgforsyth.co.uk), or alternatively this can be sent to a homeowner on request.
- J.B & G Forsyth staff will not communicate with homeowners in any way, which is abusive or intimidating, or in which threatens them. J.B & G Forsyth staff are also instructed not to deal with anyone using threatening or abusive language by telephone will result in calls being terminated accordingly.
- J.B & G Forsyth will endeavour to respond to enquiries received in writing (including electronically) within 5 working days of receipt. If further time is required to provide the relevant information the homeowner will be notified accordingly.
- J.B & G Forsyth will endeavour to return telephone enquiries by the end of the next working day.

## **Complaints Procedure**

At J.B & G Forsyth Property Management Services we care about the service we provide. Your custom is extremely important to us and we are committed to providing the best possible service to you. If for any reason you are not satisfied with our service then please contact us and we will, where appropriate, take steps to prevent the problem happening again.

We aim to:

- Make it easy for you to tell us about your complaint.
- Give your complaint the attention it deserves.
- Resolve your complaint as quickly as possible.
- Try our best to make sure you are satisfied with how your complaint is resolved.

## **How to make a complaint**

Should you require to register a complaint then please follow the steps below:

Post: J.B & G Forsyth Property Management Services, 213 West George Street, Glasgow, G2 2LW

OR

Email: [mail@jbgforsyth.co.uk](mailto:mail@jbgforsyth.co.uk)

In order for us to resolve your concerns, please provide the following information when contacting us:

- Your full name
- Property address to which the complaint relates
- A detailed explanation of your concerns
- Send copies of any relevant documentation (you should hold onto the originals)
- Your contact details and preferred method of contact

We will endeavour to respond to you within 7 working days with a view to resolving the issue raised or provide you with a date a full reply will be sent.

**Should you continue to be dissatisfied then please contact;**

Post: Management Team,  
J. B & G Forsyth Property Management Services,  
213 West George Street  
Glasgow, G2 2LW

or

Email: [management@jbgforsyth.co.uk](mailto:management@jbgforsyth.co.uk)

**What can I do if I am unhappy with the outcome of my complaint?**

We treat your concerns very seriously and will attempt to resolve your complaint quickly and fairly, however, in the event that you are not satisfied with our response then you can contact;

Homeowner Housing Panel  
Europa Building  
450 Argyle Street  
Glasgow  
G2 8LH  
Tel: 0141 242 0175  
Fax: 0141 242 0141  
Email: [hohpadmin@scotland.gsi.gov.uk](mailto:hohpadmin@scotland.gsi.gov.uk)  
Web: [prhpscotland.gov.uk](http://prhpscotland.gov.uk)

**Debt Recovery Procedure**

We operate a strict Debt Recovery Procedure in order to ensure that it is possible to maintain a good standard of service to our clients and to enable us to operate in accordance with our Statement of Services.

**Please note that should a proprietor have a query or is challenging an item within a quarterly charges invoice they must ensure that all other costs incorporated within the account are settled under deduction of this item as soon as possible. This will enable J.B & G Forsyth to investigate the matter raised and prevent any recovery action for the remaining costs being progressed.**

1. We issue Invoices on a quarterly basis, usually February, May, August and November. Invoices are due for settlement by the -Period Endingødate, detailed on the invoice.
2. If payment has not been received within 7 days after the -Period Endingødate on the invoice a reminder letter will be sent.

3. Should the invoice remain unpaid 28 days after ~~Period~~ Ending date, an administration charge of £20.00 plus VAT will be charged to the defaulting proprietor and detailed on their next quarterly account. Please note that the proprietor still has until this date to contact J.B & G Forsyth and arrange for a mutually satisfactory payment or recovery plan in respect of the outstanding charges, which we will endeavour to facilitate if it is felt to be reasonable.
4. The proprietor is then given a further 7 days prior to the debt being passed for legal recovery. A notice of Potential Liability may be placed over the property as a measure of security that the debt will be recovered in the event the property is sold. If this step is felt to be necessary an additional administration cost of £100.00 plus VAT will be charged to the proprietor.

*In the event that a case is progressed to court, all expenses will be the responsibility of the proprietor should a decree against them be awarded.*