

Land and Property Management Service

Written Statement of Service

Factoring Service to Owners

Corbiehall

June 2020



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1. MISSION, VISION AND EQUALITIES

Our Mission

We are an independent housing provider with a passion for doing the right thing and finding a way to say yes. We offer a range of housing and services to suit the needs and aspirations of our tenants and customers. We strive to help communities grow and improve the lives of our customers through innovation and challenging the status quo.

Our Values

We are proud of the work we do and recognise the responsibility and importance of the services we provide. Our values underpin everything we do and will help us to deliver services which improve the lives of our tenants and wider community.

Equality and Diversity

Weslo believes that equality and diversity is about recognising differences, respecting each other as individuals and tailoring the services we offer to meet differing needs. We aim to promote an atmosphere where people are valued and respected and we are committed to equality of opportunity in all aspects of our work. We will not tolerate any form of discrimination (either direct or indirect) and will challenge all acts of discrimination, prejudice, harassment and victimisation which occur within the workforce or within the communities in which we work.

We have a Policy of Equality & Diversity which aims to promote diversity, fairness, social justice and equality of opportunity by adopting and promoting fair policies and procedures. This is available on our website.

2. PURPOSE OF THE WRITTEN STATEMENT OF SERVICE

This Written Statement of Services (WSS) sets out our obligations to anyone who receives our Factoring Service, as required by the Property Factors (Scotland) Act 2011.

Weslo Housing Management incorporated under the Companies Act (Registered No SC140597) being a recognised Scottish Charity (Charity No SC 021100) ("Weslo") is a registered factor with the Scottish Government and this Statement sets out in transparent terms the obligations and responsibilities that we have as your factor. You will see our registration number on all future correspondence and publications relating to our factoring services.

Property Factor Registration Number PF00247.

3. HOW TO GET IN TOUCH WITH US

You can contact us by telephone during our normal office opening times on 01506 634 060

You can email us at weslo.owners@weslohm.co.uk

Visit our website at www.weslo-housing.org

Write to us at:

Weslo Housing Management

66 North Bridge Street

Bathgate

West Lothian

EH48 4PP

4. OUR AUTHORITY TO ACT AS FACTOR

Everything you need to know about your rights and obligations as an owner is contained in the Title Deeds to your property, which will normally take the form of a Land Certificate. The common parts, of which your property forms part will be contained in the title sheet. The rights and obligations which relate to the amenity areas around your property will be contained in a Deed of Conditions, which forms part of your Title Deeds and applies to all properties within your management area. The Deed of Conditions will be included in your Land Certificate.

Your solicitor should have discussed these matters with you when you bought your home. If you don't have your Title Deeds you can get a copy from the Registers of Scotland who can be contacted on 0845 607 0164, or by email on customer.services@ros.gov.uk. You can also visit their website at www.ros.gov.uk. There may be a charge for requesting this information from Registers of Scotland.

Your Title Deeds set out the rules governing the management of the Block Common Parts and unadopted common open spaces, footpaths and car parks in the estate you live in. They cover maintenance, repairs, insurance and the obligations owners have in sharing common costs with other residents. It also sets out the rules that a Factor must follow.

Our right to act as your Factor stems from your Title Deeds. We were appointed as Factor following the outcome of a vote whereupon the requisite number of owners voted in favour of our appointment.

5. OUR FACTORING SERVICE

Your Title Deeds also give us the authority to carry out repairs, maintenance and replacement works to the Block and Staircase Common Parts, and to the Common Ground which may include unadopted footpaths, roads and car parking areas. The role of a Factor is to organise and administer the maintenance and repair works, not to finance them.

The common parts of the development are shown in your title deed plan or as part of an attached plan. Your title deed refers to the follow common parts:

Block Common Parts are defined as :-

- The solum on which the block of flats is erected
- The foundations, outside walls, structural walls or supports, gables, roof and roof space (except insofar as included in any top floor flat's title) and the hatch or hatches thereto, the chimney vents and stalks of the said block, any internal division walls between flats , any internal ceilings, joists and floors separating flats
- Drains, sewers, soil and rainwater pipes, water supply pipes, tanks, common cisterns, rhones, gutters, conductors, gas and electricity mains, all pipes, cables, wires and flues and transmitters and connections used in common
- Common electricity meter and cables, pipes and connections, the gas meter cupboards and fittings thereof and communal TV aerial and satellite dish (if serving the block of flats rather than the staircase)
- The bicycle racking system (if any)
- The common bin store (if any)
- The boundary walls and fences which are common and mutual to the proprietors within the said block
- Any other part of the said block which is used in common by the proprietors of more than one flat

Staircase Common Parts are defined as

- Entrance doors, entrance vestibule and canopy, hall, stairs passages, landings, walls and ceilings enclosing same
- Stair windows (including glass, casing and frames) and the lighting, whole furnishing, wall and roof coverings and fittings
- Common electricity meter and any cables, pipes and connections thereto, electricity, gas meter cupboards and the fittings thereof, the communal tv aerial and satellite (if any)
- The security telephone system regulating access (if any) (but excluding the actual equipment within individual flats)

Common Ground parts are defined as

- Roadways, footpaths, play areas and equipment
- Woodland, lighting, electricity supplies, cables, fittings, fences, walls, steps, hedges, gates, gabion baskets and support structures
- Any sewerage pumping station and all equipment relating to, sewers, drains, gas and mains water supply pipes, electricity mains and cables
- Other cables in so far as situated within the Common Ground

5.1 Delegated Authority and Consent before carrying out work

Your Title Deeds give us the authority to carry out routine maintenance and repair work to the Block and Staircase Common Parts, and Common Ground on behalf of the owners. We set out the value of repairs we can do without having to notify you in advance. This is currently set at £150 per flat for each repair we carry out. There is no threshold for work that needs to be done as an emergency and so in that situation we will do whatever is necessary to make the property safe, secure and wind and watertight.

Before we can carry out repairs and maintenance above delegated levels, we will first get permission from the required majority of owners. We require a simple majority to proceed with the repairs and maintenance which will then be arranged and carried out. In order to seek permission, we may simply contact you to discuss and seek your authority or for high value work we may invite owners to a meeting to express their views before a vote is taken.

5.2 Decision Making by Meeting

Your title deeds set out a specific procedure to be followed which includes:

- 40% of owners are needed to call a meeting and
- At least 14 days written notice of the meeting must be given and
- An agenda must be issued with the notice
- The meeting must be held at a reasonable convenient place and time

Where Weslo owns flats in the Development we Factor, we are entitled to cast one vote for each flat we own. We will inform you the outcome of any vote. If work is to be carried out, we will tell you when this will happen and try to keep you reasonably informed of progress including any delays. Any substantial changes to work or costs incurred to manage this work will be reflected in our management fee.

6. USING OUR REPAIRS AND MAINTENANCE SERVICE

Our factored owners can report repairs to the common parts as listed above of their development at any time by calling us on 01506 639143 or email repairs@weslohm.co.uk If you call when the office is closed you will be provided with details of our out of hours repairs service.

We will confirm with you if the work notified to us falls within our remit as Factor and is something we are able to carry out. Factored owners have a responsibility to report repairs when they become aware of defects in the common parts. Our staff will also report repairs.

Requests to repair a property or part of a property that we do not factor, or you request an emergency response which turns out not to be an emergency will be assessed and you may be liable for meeting the cost of the repair. This recharge is currently £150 per call out.

We have a commitment to carry out repairs within the undernoted timescales.

Emergency Repairs – Attend within 2 Hours and make safe within 24 Hours

These are problems which put at risk the health, safety or security of the resident, or when delay would likely result in significant damage to property. Emergency Repairs will be instructed without consultation. We expect owners to grant the necessary consent to address any emergency issue in communal parts that requires access with their property. The Emergency Repair is carried out to remove the emergency only and where possible carry out any minor repair only. The Emergency Repair is not used to undertake any repair required in full.

Urgent Repairs - Response within 5 working days

These are problems which cause a loss of facility to the common parts or property, or are likely to cause further deterioration to the structure, fabric, fixtures, fittings, appliances or services to the building. All Urgent Repairs must be reported to us. Where further works are required, such work will be undertaken as a Routine Day to Day Repair.

Routine Day to Day Repairs - Response within 10 Working Days

These are problems which can be deferred without serious inconvenience and without any further adverse effects on the common parts. These are normally low cost works that can be actioned as part of our routine service.

These timescales may be subject to review following changes to policy or our contractors specifications.

6.1 Property Inspections

The common parts will be inspected at least once a year. This will assess the condition of the common parts including any common ground. The details of the inspection are available on request. Carrying out the inspection does not commit us as Factor to instruct any works identified.

We will assess the best options for repair, carry out or instruct any work needing to be done in line with our delegated authority limits and any requirements to consult. Any improvements must be inherently part of the maintenance identified otherwise we will consult and obtain your consent. Any routine day to day work identified during this inspection is reported to our repairs department.

Property inspections can identify larger works that could be considered as part of a planned maintenance programme.

You have an obligation to ensure your property is maintained which includes common parts. It is all owners' responsibility to ensure the condition of their property does not impose any risk to owners or third parties.

6.2 Planned Maintenance Programmes (Major Repairs)

Planned maintenance programmes tend to be major repairs or a group of works which can be organised as a contract. It usually involves the maintenance or replacement of a main component of the common parts. To ensure best value for money this work may be managed via a planned programme. We comply with the Procurement Reform (Scotland) Act 2014, which requires all publicly funded organisations to have a Procurement Strategy in place if its annual expenditure is over £5m each year.

This work can be identified during routine inspections or a condition survey. This will identify work to the common parts of your building and the common ground in the development. Typically, this can include work to the following areas:

- Roof
- Gutters and rainwater goods
- Common entrance doors and windows
- Staircase walls and ceilings
- Common steps and stairs including handrails and balustrades
- Timber and metal surfaces internally and externally
- Unadopted roads, footpaths and car parks
- Retaining walls
- Hard landscaped areas such as cobbled sets

We will advise you of any work identified, options for maintenance or repair, proposals, and timeframes for completion. Once the cost of the work has been assessed we will follow the delegated authority limits and any requirements to consult. Any emergency work will be carried out without consultation.

6.3 Cyclical Maintenance

Cyclical maintenance is work that is carried out on a regular cycle eg. annually or five yearly etc. This is work to prolong the life of the common parts or to fulfil our legal obligations. eg. landscape maintenance and electrical safety checks.

6.4 Legal Obligations

We are legally responsible for managing health and safety compliance in the common parts. This is to ensure the safety of residents, visitors and staff carrying out our factoring service. This includes managing some of the following:

- Common water storage tanks
- Asbestos containing materials
- Fire risk assessment
- Electrical safety checks

6.5 Maintenance of Ground Common Parts

We carry out repairs and maintenance to the landscaped areas in the development. This includes soft and hard landscaped areas:

Soft Landscaped Areas:

- Grass cutting
- Shrub bed maintenance
- Cutting any hedges
- Management of trees to ensure healthy and safe
- Weed control
- Litter management (during the above operations)

Hard Landscaped Areas

- Unadopted hard landscaped areas eg cobbled sets or hard standings
- Unadopted roads, footpaths and car parks
- Retaining walls and handrails

We respond to customer requests regarding these areas and instruct emergency and routine day to day repairs as required. Any work identified as major repairs will be assessed further.

The local authority may have the responsibility for certain areas of your development. The title plan of your development will show the areas we are responsible for.

6.6 Our repairs and maintenance department

We will use our own maintenance department where the works are considered part of routine day to day repair and maintenance of the common parts, where we have capacity and no specialist skill are required. Otherwise we will use our approved external contractors to carry out work required.

6.7 Our contractors

All instructions to contractors are given by us as the agent for owners. We ensure all contractors have appropriate public liability insurance, provide a method statement and comply with Health and Safety requirements for the work involved. This paperwork is available for inspection at our offices, however anything considered commercially sensitive will not be shared. If a copy is required we are entitled to make a reasonable charge for this.

Please inform us at the time if you are dissatisfied with the standard of any completed work to enable us to contact the contractor on your behalf and make all reasonable efforts to resolve the issue. Contractors who provide a poor service will be instructed by us on behalf of owners, to remedy and make good any deficiencies.

If a competitive tender process is used, the documentation supporting the selection of the appointed contractor is available for inspection at our office. If a copy of the documentation is required we are entitled to make a reasonable charge for this.

We do not receive any commission, fee or benefits from contractors and work is awarded based on a cost and quality assessment. We do not have any financial interest in any of the contractors appointed.

7. OUR CHARGES

We calculate your share of any common repairs by dividing the cost of work or services provided by the number of properties required to share these costs. A schedule specific to your property is enclosed with this statement, detailing what your share is of the cost of any work or services carried out to the Block and Staircase Common Parts, Common Ground and any insurance premium.

We base our charges on a schedule of rates, agreed costs or what we pay contractors for the services they provide. All properties share these costs, whether these are owned privately or by Weslo. We charge a set management fee for this service, which is calculated as detailed in the section about our management fee.

7.1 Our Management Fee

Our fee is calculated by taking account of the time spent by staff engaged in these activities, a proportion of office overheads, any direct costs associated with providing the factoring service and inflation. We review our management fee annually to reflect the cost of providing the service, and to ensure that our charges remain fair and competitive.

Our current management fee is £17.00 per quarter per property (March 2020) The management fee you pay us covers our involvement relating to the core services provided and includes:

- Arranging Emergency Repairs
- Arranging Routine Day to Day Repairs
- Managing Cyclical Maintenance eg landscape maintenance and legal compliance
- Procuring works or services
- Property inspections and quality control
- Arranging electricity supplies for close lighting and door entry systems
- Arranging meetings and recording owners' votes
- Information and advice, for example, through newsletters
- Dealing with enquiries, general administration involved in issuing statements and managing accounts
- Recovering owners' share of costs but not all specific actions
- Arranging insurance cover through our insurance broker for any buildings and or owners' liability in accordance with the Title Deeds
- Compliance with the Property Factors (Scotland) Act 2011 and any other relevant legislation

We have entered into an agreement with a utility service provider for the electricity supply for the communal close lighting and door entry systems. This can be altered at any time and will be reviewed to ensure best value. We have no association with any utility provider.

7.2 Repairs and Maintenance over £50 per share

Where work required to the common parts exceed £50 per owner share we will endeavour to advise you before work is instructed. There will be situations where costs go over this threshold such as when further work is required whilst on site. We will advise you as soon as possible after the work is completed. We charge an additional management fee of 15% of the cost of the works. This covers our costs when responding to emergencies, procurement, quality control, contract management, apportioning costs, keeping owners informed where necessary, where required holding meetings and agreeing costs (above delegated authority level of £150), issuing accounts and recovering owners' contributions.

7.3 Buildings Insurance

We are responsible for ensuring that all properties in your block have buildings insurance. You cannot opt out of having buildings insurance as it is a legal requirement. We arrange this cover and include the cost of providing this service on your account. We are not insurance brokers but we may appoint brokers on behalf of owners and can demonstrate how and why we have placed cover with the insurance providers. We do not receive commission for organising insurance. We are entitled to charge an administration charge for arranging this cover which will be reviewed annually.

The title deeds require that each flat proprietor within the Development agrees to keeping the block of flats constantly insured under a common insurance policy in name of the Factor on behalf of the owner. We will provide a summary of the insurance cover which states how to obtain a copy of the full policy and to contact us in the first instance if you need to make a claim.

Where claims involve the common parts, we will deal with the administration of these claims and apportion any insurance excess appropriately. We will keep you informed of the progress of any claim. Where a claim affects only your property, we will provide you with the insurance details to make your claim directly to the insurer.

We also have a common insurance policy on behalf of the owners against owners' liability arising from ownership and use of the Common Ground. A copy of this policy is available on request.

We will not carry out insurance re-valuations on your property. It is the sole responsibility of the owners to ensure the property they own is insured for the full reinstatement value. If owners vote by a majority to have an insurance valuation of the Block/Development carried out for insurance purposes, the Factor will arrange and bill owners an equal share of the costs of this service.

Owners must arrange their own contents insurance.

7.4 Deposit for Repairs Fund

Since we became appointed as Factor for the Development, we have not held monies for a repairs fund. If we were to collect deposits, these would be held on the owners' behalf. Any deposits are accounted for separately. These funds would be kept in trust for the owner.

In terms of the title deeds for your property we are entitled to collect the sum of £175 from you by way of a deposit sum. We are entitled to review the amount of the deposit and will write out to advise you if this is to be paid or increased. The £175 may be requested by us and can be used towards the cost of repairs and other common outlays prior to any payment being requested from you.

If you sell your property we will return any deposit after deduction of any costs of common repairs or other outlays due at the time of sale.

8. BILLING AND WAYS TO PAY

The majority of owners have agreed to the following billing process:

As Factor we will issue you with quarterly accounts normally in March, June, September and December covering the services provided. It will cover the previous 3 month period and give a detailed breakdown of the services provided. Statements cover the previous time period as we recharge retrospectively. These will clearly itemise your share of the costs. This will be sent to you at the property address or any alternative address which has been provided in writing.

Any maintenance identified where your share is more than £150 will be alerted to you before work commences and will be recharged once the maintenance has been completed. This will ensure you are billed for larger cost repairs once they are completed and your quarterly statement is more manageable.

Our management fee is reviewed annually at the start of the financial year to ensure we are accurately recharging for the costs incurred in providing the factoring service. Any changes to the costs of the factoring service will be highlighted to you on your statement.

Payments made in advance are applied to your account and will show on your statement. You can request a refund at any time. We will arrange for any sums due to be taken into account and the balance will be refunded.

We request that payment is made within 21 days of receipt of your statement and you can make payments by several methods:

Debit & Credit Cards: We accept all major debit & credit cards. Please call us on 01506 634060 at any time of day and follow the instructions to make a payment. You will be put through to our automated payment system and will need your **statement reference**. There is an option to talk to a member of the finance team if you require assistance, however they cannot process your payment due to Data Protection Regulations.

Bank Credit Transfer: you can pay at any bank regardless of whether you have a bank account. You can also use the standing order facility via your bank to set up a repayment plan once this has been agreed with us. **Please quote your statement reference to allow us to allocate your funds.** Our bank account details are:

Account: Weslo Housing Management Income Account
Account No: 10812575
Sort Code: 83-16-05

Direct Debit: A mandate is available from our office or can be downloaded from our website. Completed forms must be returned to our office to implement on your behalf. It takes up to 21 days to process your Direct Debit.

9. DEBT RECOVERY

We know that some customers from time to time may have difficulty paying their bills. It's important that you tell us about any difficulties you may have paying your bill as early as possible so that we can help you. We can offer repayment plans and there are local organisations that can assist such as Money Advice Scotland and Citizens Advice Bureau.

We will be sensitive to your circumstances where possible, however it is important that everyone pays for the services they have received. It is very important that you contact us immediately if you are having difficulty paying. Non-payment affects our ability to provide the factoring service. We will proceed with legal action if an account becomes overdue. A copy of our debt recovery process is available on request or from our website.

You are obliged to pay your account within 21 days. We will where possible issue a reminder and attempt to contact you before any action is taken that will result in additional charges to your account. Any disputed debt will be put on hold until we feel it is resolved.

If your statement for all sums due is not paid within 21 days we can proceed with further debt recovery action. We will issue a reminder. Before we instruct debt recovery action we will attempt to contact you to discuss and resolve any issues. You will receive confirmation of legal action against you, associated costs and potential impact. We are entitled to sue for the amount due, including all expenses incurred in connection with the debt recovery. This does not affect the rights and remedies of the other owners.

We can also register a Notice of Potential Liability against any owner's property, the costs of which will be recharged to the owner. This may impact on a future sale of your property.

All costs incurred to recover an outstanding debt will be recharged to your account. This includes administration charges to cover additional staff time and resources.

9.1 Liability for Non-paying owners

Where appropriate we will take all lawful steps against a non paying owner to recover the amounts due. If we are unable to recover the sums due from an owner through the court process and further diligence then the amount of the owners' unpaid share including interest and expenses as directed by the court shall be paid in equal portions by the remaining owners jointly to us as Factor. All remaining owners within the development shall be entitled to recover proportions paid to us from the non-paying owner.

10. BEING RESPONSIVE

We are committed to listening and responding to you, whatever you may want to tell us. Your views and opinions are important to us and help us to shape and improve the services we provide. We aim to respond to your enquiry by your preferred method of communication e.g. letter, email, telephone, third party (when authorised to do so) or in person.

When you get in touch with us we will provide a prompt response:

- We will answer telephone calls and voicemails promptly. If we can't deal with your enquiry during first contact we will tell you when we can respond.
- We will aim to respond to all written and email communications within 5 working days or advise you if it will take longer to investigate more complex queries. Where issues relate to Data Protection or Freedom of Information the timescales specified within these policies will take precedence.

We have a communications policy that is available on request or from our website if you require any further details.

10.1 Requests for information

If you request information from us about our services, which we do not already publish, we may charge you for the staff time required to gather the information (currently at £30 per hour) and for any photocopying and similar costs. We will deal with all information requests where possible within 20 working days. There may be further costs involved if the information you are requesting is of a complex nature or if the information is not readily available. You will be notified of this before we process your request. These costs are subject to annual review.

10.2 Change of Ownership or Details

If you are a non-resident owner of a property which we factor, it is your responsibility to ensure that we always know how and where to contact you. You must inform us in writing of the address to which correspondence is to be sent, a contact telephone number and, if possible, an email address. As the owner of the property you are responsible for meeting the costs of the factoring services we provide whether you live in the property or not.

When an owner sells a factored property, we are required to work out how much the seller owes for common services provided up to the date of sale. This is called an apportioned account. Your title conditions contain the requirement that you inform us when you sell your property, which is usually done through a solicitor or other agent handling the sale. We will provide the seller's solicitor with the details requested before the sale to ensure the process is not held up. This will include details of the balance on the account, any expected repair costs or intimated repairs, floats or other funds, insurance details and a retention value to cover the costs at the point of sale.

On confirmation the sale has concluded we will ensure where possible all repair costs are on the account, any refunds or adjustments are processed, our fees are apportioned to the date of sale and issue a final account. The final account will be issued within 30 working days.

A charge of £35 plus VAT is made to cover the administration costs involved to end an

owners account and is added to the seller's account. This charge is subject to annual review. An additional charge of £25 is made if the information is required urgently or any additional documentation is required e.g. guarantees, warranties or certificates. This charge is subject to annual review.

The selling owner becomes responsible for the cost of any works, at the point we instruct the work. The selling owner must pay these costs even if they are no longer the owner when the work is completed. We will endeavour to include these costs in the communication with the solicitor and the final account.

10.4 Complaints

We define a complaint as: 'An expression of dissatisfaction by one or more members of the public about Weslo's action or lack of action, or about the standard of service provided by or on behalf of Weslo.

If you are unhappy about any of our services and the matter cannot be resolved informally you can complain in person at any of our offices, by telephone, in writing or email. It is important to let us know exactly what the problem is and how you would like us to resolve it. A copy of our complaint procedure is available from our office or our website. It has two stages:

Stage One – frontline resolution – for complaints which are straightforward and can be resolved on the spot.

We aim to resolve complaints quickly which could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action can be taken resolve the problem. We will give you our decision in five working days or less, unless there are exceptional circumstances. If we can't resolve your complaint at this stage, we will explain why. If you are still dissatisfied, you can ask for your complaint to be investigated further through Stage Two. You may choose to do this immediately or some time after you get our initial response. We can help you with making this request.

Stage Two – investigation

Stage Two deals with two types of complaint: those that have not been resolved at Stage One and those that are complex and require detailed investigation. We will give you a full response as soon as possible and within 20 working days, unless it will take longer and we will agree revised time limits.

Once our final position has been confirmed and you are still dissatisfied with our findings you may have the right to apply to the First Tier Tribunal. An application to the First Tier Tribunal must be in writing. An application form can be downloaded from their website: www.housingandpropertychamber.scot or requested from their office at Glasgow Tribunals Centre, 20 York Street, Glasgow G2 8GT.

You must provide the First Tier Tribunal with:-

- Evidence you have notified us as Factor of your complaint and evidence we have refused to resolve the complaint or that we have unreasonably delayed resolving the complaint.
- Copies of any correspondence which you have sent to us regarding your complaint and our responses and
- A copy of this Written Statement of Service and any updates or amendments issued by us.

11. CHANGING YOUR FACTOR

In terms of the Deed of Conditions, the Factor or owner can call a meeting to terminate the arrangements with the Factor and appoint a new Factor. To call a meeting, the Deed of Conditions sets out a specific procedure to be followed:

- 40% of owners are needed to call a meeting and
- At least 14 days written notice of the meeting must be given and
- An Agenda must be issued with the notice
- The meeting must be held at a reasonable convenient place and time

At the meeting, the majority of owners (provided a quorum of 40% are present) present can choose to appoint another Factor for the Development. As we are owners within the Development, we are entitled to be involved in any decision to terminate the existing arrangement and appoint a new Factor.

Where we are the majority owner we will continue as Factor. We can decide to withdraw from our role as Factor by issuing not less than 3 months notice in writing to the owner that we are withdrawing from providing this service. We will continue to act as Factor until such time as an alternative Factor is duly appointed.

12. DECLARATION OF INTEREST

Weslo is a property owner, landlord and a Factor. We own the majority of properties in your Development. We therefore have the same interest in the building as other owners. Consequently, we have the same rights and responsibilities in terms of looking after the common parts of the Development as you do and for paying our share of common repairs and maintenance.

13. DISCLAIMER

We reserve the right to change, modify or alter any aspects of the service described within this statement, subject to compliance with applicable title provisions and giving you appropriate notice. Any substantial change to the terms of this statement will be notified to you at the earliest opportunity, not exceeding one year.

Factoring Service Schedule - Property Specific Details

All properties at Corbiehall pay equal shares according to the apportionment of charges table below.

Development: Corbiehall

Property Address: 191 a,b,c,d,e,f Corbiehall, Bo'ness, West Lothian, EH51 0AX
193 a,b,c,d,e,f Corbiehall, Bo'ness, West Lothian, EH51 0AX
195 a,b,c,d,e,f Corbiehall, Bo'ness, West Lothian, EH51 0AX
197 a,b,c,d,e,f Corbiehall, Bo'ness, West Lothian, EH51 0AX
199 a,b,c,d,e,f Corbiehall, Bo'ness, West Lothian, EH51 0AX

Common Parts Managed by Weslo as per Written Statement Of Service:

- Block Common Parts
- Staircase Common Parts
- Common Ground

Core Service received:

- Emergency Repairs
- Routine Day to Day Repairs
- Cyclical Maintenance eg landscape maintenance and legal compliance
- Procuring works or services
- Property inspections and quality control
- Electricity supply for close lighting and door entry systems
- Arranging meetings and recording owners' votes
- Information and advice, for example, through newsletters
- Dealing with enquiries, general administration involved in issuing bills and managing accounts
- Recovering owners' share of costs but not all specific actions
- Insurance cover through our insurance broker for any buildings and or owners' liability in accordance with the Title Deeds
- Comply with the Property Factors (Scotland) Act 2011 and any other relevant legislation

Block Common Parts

No of properties within the block: 30

Staircase Common Parts

No of residents within the Stair: 6

Common Ground

No of residents within the Development: 30

Insurance

No of residents within the Development: 30

Apportionment of charges:

This table sets out the share of the total cost that you are liable for in terms of the title deeds for your property. The actual amount payable will vary depending on the total spend during the particular period but will be detailed in the statement issued. Insurance Premiums are added to your statement along with a summary of cover provided.

Block Common Parts	Staircase common parts	Common Ground	Insurance
1/30	1/6	1/30	1/30