



Information for  
prospective customers



## Welcome

Welcome to Queens Cross Factoring. We would like to thank you for contacting us in relation to our factoring service and hope that this information supplied in this brochure provides assistance to you as a home owner. If you require any further information our contact details are located on the back page.

## Introduction

Queens Cross Factoring Ltd is a property factoring company based in the North West area of Glasgow. We provide a common repair and general property management service to approximately 2,500 owners.

We are a wholly owned subsidiary of Queens Cross Housing Association, a registered social landlord of 40 years standing in our local community. We commenced trading in April 2005 although previously the Association's track record in factoring spans more than 30 years.

We recognise that your home is your biggest asset and that the upkeep and maintenance of the common parts of your building are key to the enjoyment of your home. We are confident that we provide a high quality service. We are always pleased to hear from potential new customers.

## Purpose of this Guide

Changing factor is an important decision. This information is provided to allow you to make an informed choice about our services.

## Why choose us?

We are a professional property management company and believe that our reputation speaks for itself. We have experienced and professional staff, and contractors with high standards, but you don't have to take our word for it! This is what others say:

*"I pass on my sincere thanks to you all for the help you have given me as an absentee landlord during the three years of ownership. Your service has been outstanding." (Mrs S, Oban Drive).*

*"I was told by the surveyor... that you have the reputation of being the best factor in Glasgow and I agree." (Mrs B, Wilton Street)*

*"I would have no problem recommending Queens Cross Factoring... I have found them to be a willing partner in the buildings upkeep and very helpful whenever an issue has arisen." (Mr M, Clouston Street)*

*"I just wanted to take the opportunity to thank the team at Queens Cross for all their help over the years. The situation has been complicated, with the roof and then the knotweed, but a great deal of hard work and patient negotiations allowed these problems to be resolved." (Mrs R, Lynedoch Place)*

## Our Vision

We aspire to be one of the best providers of factoring services. We are committed to managing all our factored properties to the highest possible standard while still ensuring value for money for owners.

### Our vision is to provide Excellent Housing and Vibrant Communities

- **Respect**
- **Integrity**
- **Aspiration**

## Staff

Our factoring service is run by a dedicated staff team. The majority of our team have been with Queens Cross for a number of years and have a wealth of experience of factoring and repairs issues. The link to Queens Cross Housing Association gives us a wider range of experience through a number of departments including Asset Management, Development and Technical Services. Our office hours are 9am-5pm, however should an emergency arise out with these hours, our out of hours emergency team will be able to assist you.

## Our Contractors

We value our first-class reputation and only use carefully selected contractors who have high standards which align with our own. Our main contractor is P&D Scotland Ltd and are an all trades contractor, thus providing an efficient and seamless service to our customers. We carry out periodic tendering exercises to ensure that owners receive a high quality service and value for money.

## Scope of our Service

We provide a comprehensive property administrative and maintenance service as follows and we are also happy to discuss any other additional services that may be required:

### Property Management

This covers the general administration required to factor your property.

### Routine repairs

Queens Cross Factoring will instruct day-to-day routine repairs on common areas that have been reported by customers or through inspections by our staff.

### Cyclical maintenance

These are repairs carried out by Queens Cross Factoring over a fixed period of time to protect the property from falling into a state of disrepair.

The repairs include:

- Painting of common areas
- Gutter cleaning & roof inspections



We will provide information on planned work before it begins. As with common repairs, consultation with owners will take place in line with the Deed of Conditions.

### Major Repairs

Queens Cross Factoring will administer major repair projects, examples of which would include, re-roofing, stone repairs etc. With this type of repair the costs exceed the standard level of approval. The provisions for approving major works will be detailed in your deeds of conditions or, where appropriate, the Tenements (Scotland) Act 2004. There will be a management charge for this service.

### Common Maintenance

**Stair and common area cleaning** – This is provided on a weekly basis to properties and includes common areas being brushed and washed with carpeted areas hoovered once per week. The common glass is washed every four to eight weeks depending on requirements. All areas are kept free from cobwebs and dust.

**Environmental Maintenance** – This service is programmed over summer and winter months to include grass cutting, de-weeding, hedge trimming and litter removal in communal areas. Private gardens are the responsibility of the owners to maintain.

**Compliance Maintenance** – This service varies but may include water tank testing, pumps, lifts, fire and alarm systems, dry-risers, lightning conductors and communal heating system where applicable.

## How to report a repair

As a locally based factoring office we use local contractors who go through a tendering process to ensure that we receive a high quality service at competitive rates. Queens Cross Factoring's owners can report repairs by phone, email or online.

Repair Timescales	
Repair Type	Timescale
Emergency	4 hours
Urgent	2 days
Routine	5 days
Non-urgent improvement	28 days



0141 561 1105



0808 143 2002 (out of hours emergency line)



info@qcgroup.co.uk



www.qcfactoring.co.uk

## Financial Threshold

As factor we have the authority to carry out common repairs on the behalf of owners up to a certain threshold. This allows us to carry out routine repairs and keep your property to a high standard. The threshold will be detailed in your Written Statement of Services. If the work will exceed the threshold we will write to you with a copy quotation from our contractor and seek your authority. Decision making will be in line with the provisions of your Deed of Conditions.



## Buildings Insurance

This is provided through a block policy and covers damages caused by:

- Flooding
- Fire
- Storm Damage
- Burst Pipes
- Vandalism

New owners receive a copy of the policy document when we take their property on.

## Quality of Service

We genuinely strive to provide a good service. We do this in the following ways:

**Review Contractors** – A review of all maintenance contractors will take place on a regular basis to ensure that prices charged are competitive and workmanship is of an excellent standard. This review is monitored to ensure the highest possible standards and value for money is achieved.

**Property Inspection** – Our maintenance staff will be visiting your property on a regular basis. However, our property team visit properties at least twice a year to carry out a visual inspection to check the general condition of the property and identify any obvious common repairs that may be required. A more detailed technical survey is available at an additional cost, which will provide information on the condition of the building and recommendations for future repairs.

**Consultation** – We are committed to enhancing our services and relationships with our customers. We aim to consult with owners regularly and where necessary we will organise meetings of owners to discuss matters that concern you. We carry out regular owners surveys to monitor satisfaction levels and gain feedback on the services we provide in order to continually improve our service.

## Guide to costs

We provide indicative costs for each property tailored to the services that the owners in that property require. Generally, our costs fall into several broad categories.

### Factoring Float

A factoring float is required on your date of entry or when we are appointed as the factor for your property. This is refunded when you sell your property upon final reconciliation of charges to your account.

### Management Fee

We charge this fee to cover the administration costs of factoring your property. It covers:

- Instructing contractors on your behalf to carry out day-to-day repairs and maintenance of common areas and ensuring this work is done to an appropriate standard within an agreed time limit.
- Instructing cyclical repairs such as gutter cleaning and painting of common areas and monitoring the standard of the work.
- Undertaking biannual property inspections
- Providing information on your account
- Processing invoices
- Enforcing arrears collection
- Attendance at owners' meeting
- General office overheads, such as postage, stationery, office rental

### Environmental Fees

Depending on the individual property we instruct a programme throughout the year of grass cutting, de-weeding, hedge trimming and litter removal to communal garden areas.

### Cleaning of common areas

Depending on the property type stair cleaning would involve brushing/mopping or hoovering, dusting of internal common areas and window cleaning where applicable.



### Insurance

The insurance we provide is obligatory. This is delivered through a block policy and we are able to provide competitive rates due to the volume of properties covered by the policy. The cost is based on the reinstatement value and claims history of the property. The excess is £100 for residential properties and £500 for commercial properties.

### Common repairs

Costs are dependent on the amount of repairs and the apportionment as outlined in your Deed of Conditions. An additional charge for emergency out of hours repairs services will apply.

### Project management

Our experience and technical knowledge regarding major repairs allows for complex projects of high cost to be managed on behalf of home owners. An additional charge for this service applies. This charge would be based on time taken to carry out inspections, tender process, application for grants (where appropriate) and also to ensure value for money through the chosen contractor.



## Selling your Home

When you have agreed a sale for your property please instruct your solicitor to inform us so that we can amend our records. We send a common charges invoice to your solicitor on the date of settlement. In the event of there being an outstanding balance at the date of sale your solicitor will normally deduct this from the proceeds of the sale. An change of ownership administration charge applies.



## Billing Procedures

### Invoicing

You will receive quarterly common charges invoices and statement of your account in January, April, July and October. All costs are apportioned from date of entry.

### Payments

Your invoice is due for payment 14 days after the date of issue. You can make regular contributions to your factoring charges by paying a monthly standing order and settling any balance due at the end of each quarter.

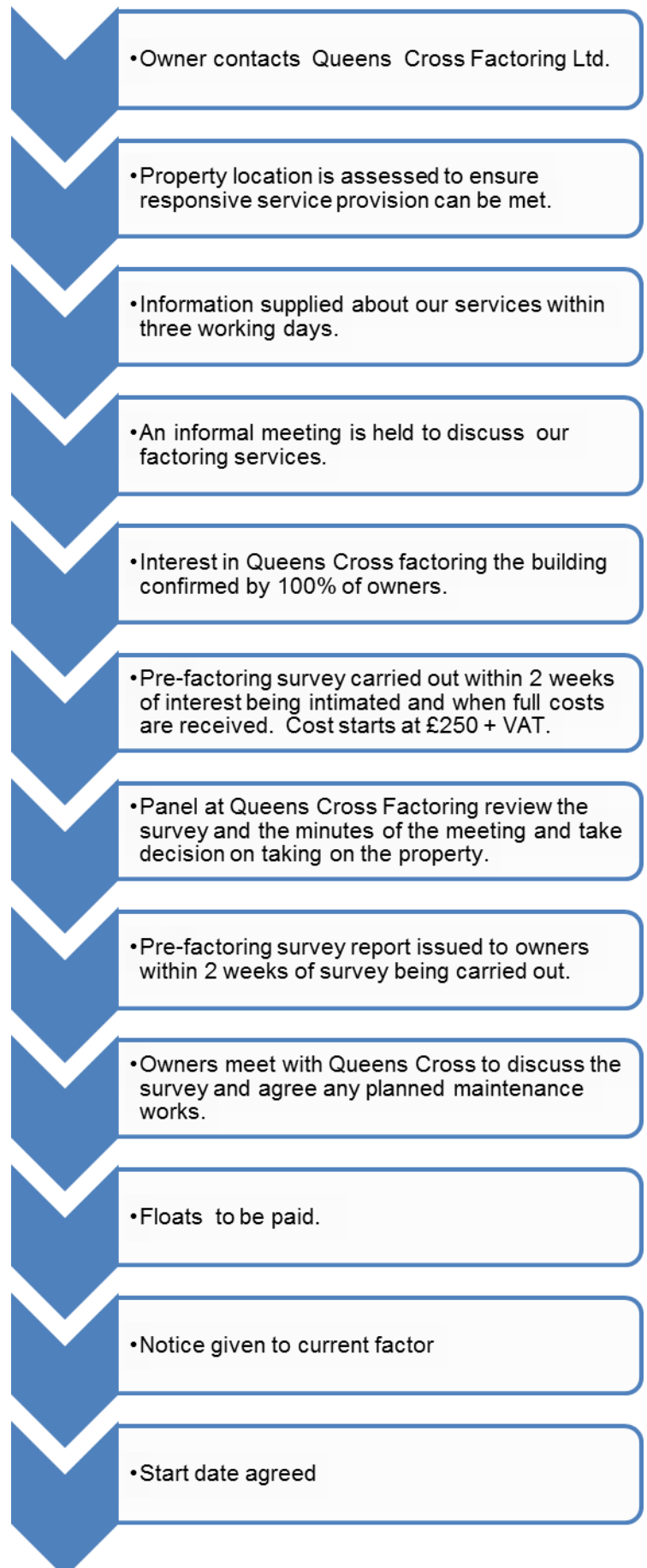
Alternatively you can choose the following payment methods:

- By calling the office
- Online
- Cheque
- Bank Giro

## Interested in learning more?

If you would like to find out more about our services, please feel free to call us for a no-obligation chat or complete the form on our website [www.qcfactoring.co.uk](http://www.qcfactoring.co.uk) or email us at [info@qcggroup.co.uk](mailto:info@qcggroup.co.uk). Part of our process when taking on a new property is to determine whether the property is within our geographical area therefore allowing us to offer a responsive reactive service. We also meet with the owners to discuss our services in more detail. If you decide to dispense with the services of your current factor you should check your Deed of Conditions to see what the process is and you may wish to seek independent legal advice.

If owners of a property decide that they wish to appoint us as their factor, we normally organise a pre-factoring survey, the costs of which are chargeable to owners. We find that the survey is beneficial both to Queens Cross and the owners because it identifies any issues for planned maintenance over the next few years. This allows both us and the owners to be clear about any future works involved and the costings. In order for us to add your building to our portfolio we do require agreement from all owners thus allowing a seamless transition from your current factor to Queens Cross. Please be aware that it can take between 4 and 6 months from the initial enquiry to Queens Cross Factoring taking the property on.





If you would like information in another language or format, please contact us –  
☎ 0141 561 1105

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.  
ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।  
اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھیے۔

Türkçe bilgi almak istiyorsanız, bize başvurabilirsiniz.

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

تھگہر زانیاریت به زمانیکی که یا به فورمیکی که دهوی تکایه داوامان لی بکه

**Queens Cross Factoring Limited**

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