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YOUR NEWSLETTER FROM JAMES GIBB RESIDENTIAL FACTORS

AUTUMN 2016

Welcome

Another summer just about over. We hope you managed to enjoy a break. Here at James Gibb we've been working hard over the past few months on some new roles within our business. One that we'd like to highlight is the recent appointment of a "Business Improvement Manager". This investment will help us on our ongoing journey of continuous improvement. Catherine Flanagan joined us in July and will help integrate our business functions, maximise efficiencies, standardise our internal procedures and ensure we are compliant with current legislation.

In this issue, we've also dedicated two pages to our charity awards. We had a great response from our last newsletter asking for your charity suggestions. Of the six charities we chose at random (two from each office), some are small and local and others more well known but all hugely worthwhile so please, if you can, have a look at their websites and learn about the good work each does. It really is a pleasure for us to give, in a very small way, something back to the communities we serve.

The James Gibb Team

**JAMES
GIBB** ■ ■
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An easier way to pay

UNTIL NOW, our traditional James Gibb Edinburgh customers have had the option to pay their quarterly invoice on-line from our website www.jamesgibb.co.uk. With the on-going (and almost complete) integration of our business, we are now able to offer this method of payment to all our customers. Simply log on to our website, click the "Make a Payment" tab and follow the simple instructions.

As part of our integration programme, we will now operate only one client bank account for all offices. This means that most of our Edinburgh customers will receive a separate letter (contained in this pack) asking to change bank payment details. We hope this doesn't cause too much inconvenience. Once done, it will offer a much more streamlined system for all.

Management Fee Review

In accordance with our Written Statement of Services, we review our management fees in August of each year against our running costs, inflation etc.

As before, and in order to give our customers formal notice, we have to do this well in advance of applying any increase so you won't actually see any change until your February 2017 invoice. That may seem a long way off but, as you know, we charge three months in arrears, and the increase won't apply till 27th November 2016.

This year, we've calculated our on-going running costs (buildings, cars, salaries, postage, stationery etc) and will implement a modest increase in management fees of 2% from 27th November.

Developments that have been with us for fewer than two years will receive no increase until after the second anniversary as part of the agreement. (For clarification, this does not include those taken on through business acquisition).

Some developments may, for particular reasons, (for example a change in service needs, increased or decreased demands, etc) may have a higher or lower rate applied. Where this is the case, you will receive a separate letter with this current invoice pack, along with required explanations etc.

As you know, we are completely open with our transactions and costs. We don't apply any mark up on our contractors' invoices and, unlike many Factors, we don't charge an admin fee (sometimes up to 10%) for major works. We are very confident that this very small monthly increase continues to represent excellent value for money.

New Website & Customer Guides

WE'VE BEEN REVIEWING our website recently (www.jamesgibb.co.uk) and will be launching a new, updated, version, by mid-October. The new site will have a revised focus on what we do, who does it and will contain a growing number of "customer guides".

Each of our office teams will be clearly laid out so you can easily select the right person or department that you may wish to talk to. Not all our staff, of course, are "front of house" so we'll be including photographs of all our teams so you can put a face to the name and voice. We are extremely lucky here that all our staff are very photogenic!

Listening to our customers' requests for information, we're putting together a collection of "Customer Guides". These will be displayed on our new website in booklet, page turning, format and will be downloadable. Hard copies are also available as required.

So far, we have completed the following, simple guides: "Guide to Insurance Claims", "Customer Complaints Guide" and "Selling your Home"

We're also working on others such as "What is the role of a Factor?" and "What is a sinking fund and how does it work?". Any suggestions for additional guides that you may have will be gratefully received. Our Written Statement of services does cover each of these but it's sometimes easier to follow a simply written guide so we hope some of them may be of value to you if required.

Our Written Statement of Service is also available in electronic, brochure, format, on our website, as well as hard copy. This was revised in June of this year to include improved clarification in some of the sections. Please have a look at it if you can or, should you wish a hard copy, call your local James Gibb office and we will send one off to you. To check if you have the latest version, look at the front cover – Issue 05 / June 2016 is the one you're looking for.



This year's charity donations

THIS YEAR, we rolled out our annual charities appeal to our three offices and we were delighted with the response we received.

We selected two charities, at random, from each office and were delighted to hand over cheques to a range of local and national deserving causes. Each charity received £500.00.

To those whose charities were selected, a massive thank you from us and your chosen charity. To those who were unsuccessful, we appreciate your request and please try again next year.



ABERDEEN

Clan Cancer Support www.clanhouse.org

Clan Cancer Support is a magnificent local charity providing emotional and practical support to people affected by cancer, their family, carers and friends.

Thanks to Mr Annand from our Riverside Manor Development whose name was selected.

James Gibb's Morgan and Brenda handing over the cheque to Ruth McIntosh, Fundraising Administrator.



Northsound Cash For Kids

www.northsound1.com/charity

All the money raised locally for Northsound Cash for Kids is spent locally and goes to disabled and disadvantaged children and young people under 18 throughout Aberdeenshire. The charity supports children with physical or sensory disabilities, behavioural or psychological disorders, as well as those living in poverty or situations of deprivation, suffering distress, abuse or neglect.

Thanks, here, go to an owner at our Westgate development for this nomination.

Morgan and Brenda pass the cheque to Northsound's Michelle Ferguson, Charity Manager and Lisa Grainger, Corporate Fundraiser.



GLASGOW

Crossroads – Caring for Carers, South Ayrshire (www.crossroads-sa.org.uk)

Crossroads is a hugely important charity in South Ayrshire providing much needed and greatly appreciated support to Carers in South Ayrshire.

Our thanks go to Mrs Craig from our Towans Court Development for her suggestion.



Glasgow Ops Manager, David Smith, handing the cheque to Dr. Lois Martin, Chair, Crossroads.

Finn's Place www.finnsplace.org

Inspired by a stray cat (Finn) who was beaten and left for dead but was rescued, returned to health and found a safe home, Finns Place is a well-being charity (for humans) based in the South Side of Glasgow. It provides a caring supportive environment enabling people to grow in strength, make friendships and tackle isolation and stress issues.

Thanks to Mrs. Connolly of Millbrae Gardens for this nomination.

David delighted to pass the cheque to Ruth Forsythe, with Mrs Connolly.



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Charity donations (continued)

EDINBURGH

CHAS (Children's Hospice Association Scotland)

www.chas.org.uk

CHAS is a hugely important charity that provides hospice services in Scotland for children and young people who have life-shortening conditions for which there are no known cures.

Congratulations to Mrs Monihan, Pinegrove Gardens, who nominated CHAS.

Ops Manager Jeni Bole presenting the cheque to Laura Foreman.



Scottish Charity Air Ambulance (SCAA)

www.scaa.org.uk

Scotland's only charity funded helicopter air ambulance services is based in Perth. Its stated purpose is 'The emergency relief of sickness and injury and the protection of human life by the provision of an air ambulance across Scotland'.

Our thanks go to Joyce Stevenson of Rosslyn for this nomination.

Edinburgh MD, Nic Mayall, presenting the cheque to Philip Campbell.

