

the address

Registered property factor no: PF000103

YOUR NEWSLETTER FROM JAMES GIBB RESIDENTIAL FACTORS

SPRING 2017

Welcome

Happy New Year to all our clients! It probably seems a long time since the festive season but we hope you all had a wonderful time and we wish you a happy and healthy 2017. As the days get longer and temperatures begin to rise (we hope!), this time of year is all about new growth and springtime optimism.

At James Gibb, we're very focussed this year on making the customer experience even better and we're working hard on your behalf to bring new innovations to our business to achieve this. In this addition of *The Address*, we're looking at our new James Gibb+ client portal and explaining some of its exciting features.

The James Gibb Team

**JAMES
GIBB** ■ ■
residential factors
EDINBURGH | GLASGOW | ABERDEEN



Introducing James Gibb+

IN NOVEMBER LAST YEAR we launched our new website (www.jamesgibb.co.uk). One of the new exciting features of the launch was our new client portal, James Gibb+.

Now that we've been up and running for a few months, we thought it would be a good idea to go into a little detail of what James Gibb+ does and how you can benefit from its many features. We've been delighted with the numbers of existing customers who are using the new system and we'd like to encourage as many new users as we can.

All existing customers are already pre-registered and logging onto the system is very easy – just log on to the James Gibb website and click the James Gibb+ button, and then enter your James Gibb account number and JG Reference number to gain access (both are clearly detailed on the top right of your James Gibb invoice).

Key Features of James Gibb+

James Gibb+ IS DESIGNED TO GIVE you access to a wide range of development and account information in an easy and simple format. Let's have a closer look at some of the key features:

- **Your Property Manager:**
Your Property Manager details are available together with contact information.
- **Development news:**
Any current development news can be accessed.
- **Development information:**
James Gibb + provides a range of development documents such as your Written Statement of Services, insurance certificate, AGM minutes, development plans etc.
- **Correspondence:**
Customers can view copies of any recent correspondence from James Gibb.
- **Payments:**
Secure direct payments can be made to your account via the portal.



James Gibb+ App

WE'VE ALSO LAUNCHED our new James Gibb+ mobile phone app. The app can be downloaded absolutely free from either the Google Play Store (Android) or from the Apple App Store. If you have a smart phone or tablet, the James Gibb+ app is a great way to keep in touch with us when you're on the move and provides all the main features of the portal whilst also providing a quick and easy way to check your balance, settle your account etc.



Automated Telephone Payments

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THIS QUARTER WE'RE INTRODUCING a brand new automated telephone payment system, designed to speed up the payment process for clients who still wish to pay over the 'phone.

The new system will be fully secure and, because it is a dedicated payment line, it will be quick and easy - no waiting on hold or getting engaged tone at the office. This is good for you and for us as it frees up office lines for operational enquiries etc.

The new payment line number is **03300 885591**. Calls to this number will cost exactly the same as dialling our usual office telephone numbers. When you're calling, make sure you have JG account number and JG+ reference number to hand (top of invoice). To further increase security, no telephone payments will be accepted by local offices.

ACCOUNT No.	01234
JG+ Ref	0000
INVOICE No.	
DATE	



Paperless

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WHILST WE DON'T make any charge for clients receiving hard copy invoices and correspondence, we are keen to encourage as many as possible to move to our paperless/e-mail wherever possible.

Receiving your correspondence and bills by e-mail is quick and efficient and helps the environment. If you'd like to opt in to paperless then this can be done via the James Gibb+ portal (simply select "Account Settings"). Alternatively, contact any of our offices directly and we'll be happy to help.



JAMES GIBB

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Competition Winners

IN OUR LAST EDITION of *The Address* we ran a festive wordsearch competition. We had a great response from lots of customers throughout our offices.

The answer to the quiz was "Reindeer" and we are delighted to announce our two winners from each of our offices.

In Edinburgh,

congratulations are due to Karen Hayes (RIGHT) from Wallyford who chose the Champagne and to Mr Simpson (FAR RIGHT) from The Maltings who chose luxury, hand made, chocolates.



We say well done to our **Glasgow** winners, Mrs Sadie Gould (RIGHT) from McLaren Court (Champagne) and Mrs Catherine Lowe (FAR RIGHT) from The Verde, Templeton Court (Champagne).



In **Aberdeen**, congratulations are due to Gladys Wallace (RIGHT) of Westgate and Rosemary Stewart of our North Deeside Road, Cults development who both selected chocolates.

