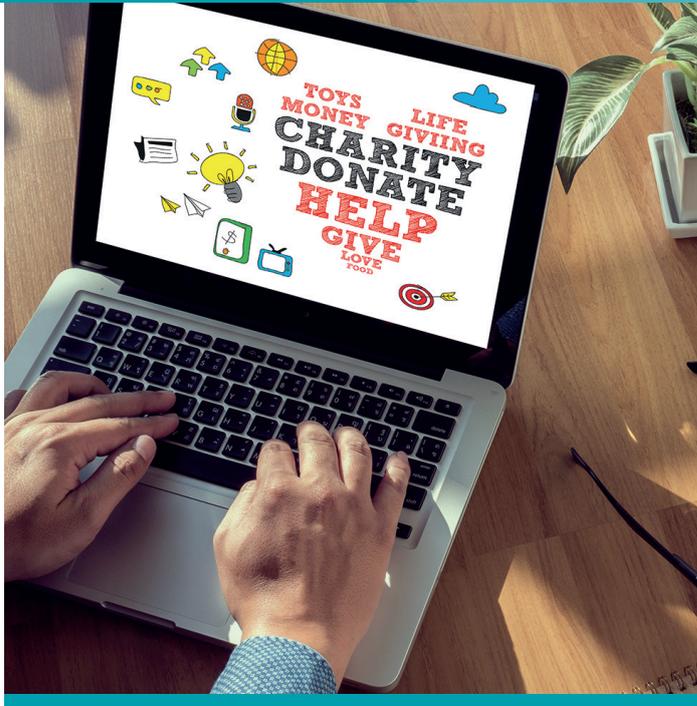


# the address

Registered property factor no: PF000103

YOUR NEWSLETTER FROM JAMES GIBB RESIDENTIAL FACTORS

AUTUMN 2021



## Welcome

During these difficult times, it's hard to imagine how some, much needed, charities manage to survive with greater demands and fewer donations. It is, therefore, more pleasing than ever that we were able to ask our homeowners, in our last edition, for their annual suggestions for our charity donations. We selected, at random, 8 charities (2 from each region) and have now passed our £500 donation to each. Although not a huge amount, each received our donations with enormous gratitude so a huge thank you to those who provided nominations.

In other news, during the last few months, we've been reviewing our communication paths and have now established a new, more efficient, process for each of our communication channels, in order that we can process your requests with maximum efficiency. Further details are provided within this newsletter.

THE JAMES GIBB TEAM

**James  
Gibb**   
residential factors

[www.jamesgibb.co.uk](http://www.jamesgibb.co.uk)

## Looking Ahead to Winter

It seems odd that, sitting in the middle of an August heatwave while writing this, we're thinking about snow and ice but we do have to look ahead, no matter how depressing the thought of cold, dark days is!

We've been in discussions with our suppliers, recently, about our winter services, including grit spreading and grit bin maintenance.

The feedback we have received is slightly concerning so it's right that we do provide some advance warning to our homeowners.

The hope, and expectation, is that our contractors will be able to deliver as required, but the costs are likely to escalate significantly from last year (at least 10%). This is as a result, primarily, of an expected short supply of shipping and road haulage services. Salt deliveries for stock are already suffering.

Because of this, we would ask that, for those who live in developments equipped with grit bins, please use as sparingly as possible: a little really does go a long way.

We've had calls, in previous years, from owners, commenting that some neighbours have used half the contents of a grit bin to cover their driveway. We would ask that, if you do have a grit bin supply, and when the time comes, as it inevitably will, please use as required but as sparingly as you can in order to maximise communal availability and to minimise the communal costs.

Of course, we will do everything we can to minimise the cost of supply for our homeowners and, remember, the price we pay is the price you pay as we do not apply a mark up on any of our contractors' invoices.



 **PMAS**  
PROPERTY MANAGERS ASSOCIATION SCOTLAND

 **The Property  
Ombudsman**  
RESIDENTIAL LEASEHOLD MANAGEMENT

## Communications Review

Since the start of the pandemic, we, and many other organisations, have received a significant increase in the number of calls and emails coming to us; about 30% more than before. This has led, on occasion, to unsatisfactory delays in answering calls, responding to emails etc. Any delay concerns us and it was important that we found ways to deal with the huge increase in communications.

We have been working hard to find a long term solution to this and we have done so in two ways. The first was easy; increase the staff numbers to deal with your requests but that's not the complete answer. We also had to determine the quickest, most efficient, way for communications, however made, to flow.

In our previous newsletter, we informed you of our plans to restructure our internal processes to enable us to cope with the increasing demands. We're now delighted to advise that, as of 1st September 2021, we will remove our enquiries@jamesgibb.co.uk email address and replace this with regional email addresses, meaning any emails you send will be received by the office who manages your property.

### The new regional office email addresses are:

edinburgh@jamesgibb.co.uk  
glasgow@jamesgibb.co.uk  
aberdeen@jamesgibb.co.uk  
dundee@jamesgibb.co.uk

### Our various head office departments can be contacted on:

**incomerecovery@jamesgibb.co.uk** for any debt related matters. Further information can be found in our Income Recovery Guide on the website.

**propertysales@jamesgibb.co.uk** if you are selling your property. Further information can be found in our Selling your Home guide on the website.

**complaints@jamesgibb.co.uk.** Further information can be found in our Complaints Guide on the website.

**directdebit@jamesgibb.co.uk.** You can also set up or amend your direct debit through your online account.

Our telephone number is unchanged but the options have been modified for efficiency. If you would like to speak to one of our team, please call our centralised number, **0333 240 8325**, and choose the option relevant to your query.



## E-Comms

Over the years, we have been delighted to deliver a more complete and informative service experience to our customers, by offering much more, on-line than we could ever have done using hard copy communications alone. For example, your individual Portal (James Gibb+) provides a one-stop location for all communications, minutes of meetings, your own account and statements history, details of development news and development debt on a "live" basis and much more.

We also have an APP so that you can keep up to date with all your development related matters while on the move.

Once again, we would ask, if you don't currently use our on-line services and you have access to the internet, that you consider giving it a try. We're confident that you will see the benefits.

Please contact your regional office if you wish to move to our Electronic Communications service.

You can also log on to your **James Gibb+** Portal by clicking the link on our website and using your Account number and JG+ ref (both available on your invoice)

## Annual Management Fee Review

Section 5.1 of our Written Statement of Services, along with your accompanying Development Schedule, describes the process and timescales by which our management fees are reviewed and notified.

Please refer to your JG+ Portal, into which our review notification will be posted in the "news" section, one month prior to the annual implementation of any change in fee. (Dates vary depending on your invoicing cycle. Please refer to your development schedule.)

Of course, and as ever, if you don't have access to the internet, please call your regional office who will be able to advise you of any amended fee implementation date or arrange a hard copy on request.

Each year, costs increase and we try and absorb as much as we can but we do normally have to pass on some increases in order to fulfil our need for capital investment and continual service improvements.

As you know, we work closely with our contractors to ensure they deliver best value for money and we take no mark up or commission on any of our contractors' invoices.



# Our Written Statement of Services (WSS)

Every so often, we amend our WSS in line with improvements in our internal processes etc. We have just completed our latest upgrade, Issue 12, which you'll find on our website, in the documents and guides tab, and in your James Gibb+ Portal.

This revision, however, is slightly different from most. In August of this year, The Scottish Government issued an updated version of the Code of Conduct which accompanies the Property Factors (Scotland) Act 2011 and, as a consequence of this, we had to revise our WSS to comply with the changes made to the Code.

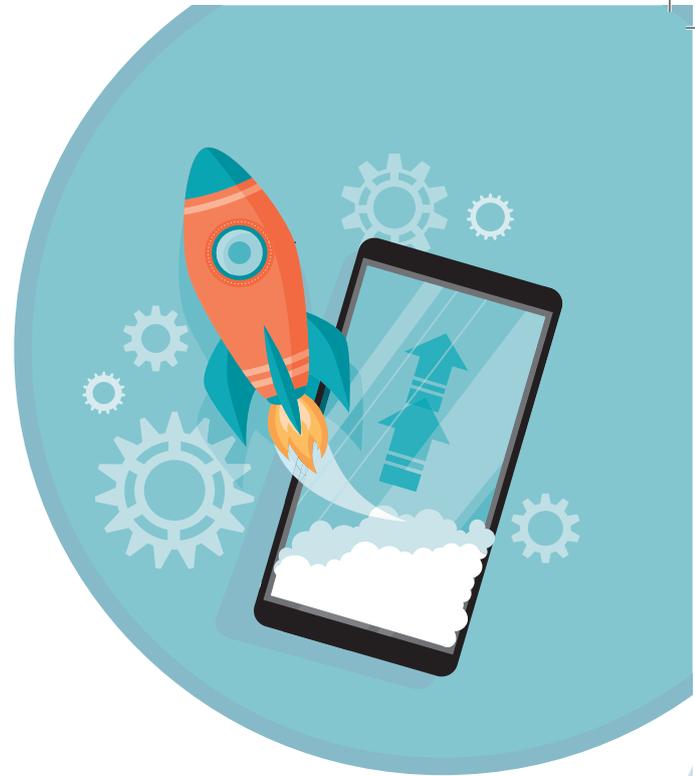
We also took the opportunity to review the whole document and to update, for example, our communication details, as described elsewhere in this newsletter.

Most changes are subtle and relatively inconsequential, but please take the time to read and understand the contents of the document.

Our WSS details our commitments to you and outlines levels of service, timescales, application of costs etc. so it's important that we work in accordance with it and that you have full visibility of what you should expect of our services.

Details of the Code and its amendments are available online at [www.gov.scot](http://www.gov.scot) or by searching for "Scottish Factors Code of Conduct changes".

If you would like a copy of our version history amendments (Issue 11 - Issue 12), please contact your regional office who will be able to supply you with a list of the changes.



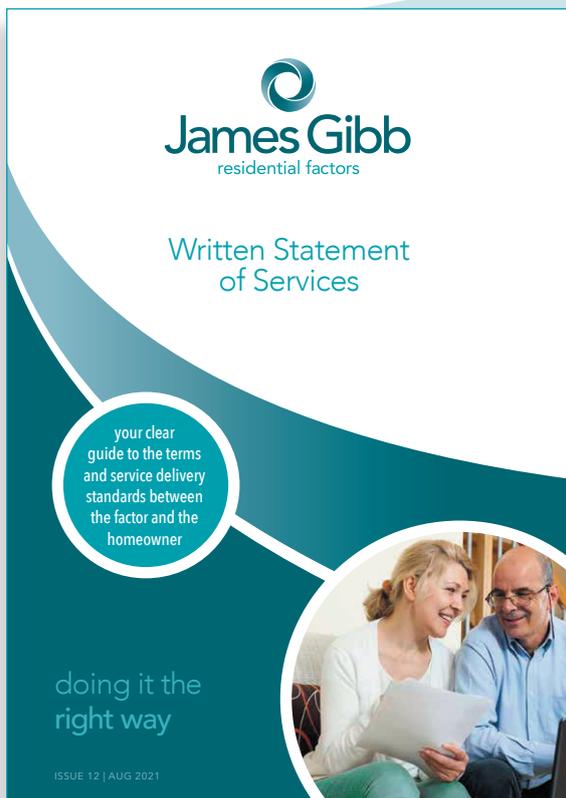
## New Website

As part of our ongoing journey of continual improvement, we have just launched a new website. Our web address has not changed, though; you can still reach us at [www.jamesgibb.co.uk](http://www.jamesgibb.co.uk).

Our new site is more user friendly and interactive, with all the information you'll need more easily accessible. For example, our detailed "Documents and Guides" tab offers more useful information than before in an easier to follow format.

Many owners have complimented us on our Customer Guides and the level of detail that they provide. If you've not had a look at them, please consider doing so. The level of information given supplements, in many cases, the contents of our WSS and provides really useful information.

In the near future, we hope to upload, to our website, a number of video presentations to supplement our guides. In the past, these have been found to be very well received as a good, instructive and useful format for providing information, some of which may be easier to digest in visual format.



**Office Contact Details:**

**Glasgow Bellahouston  
Head Office**

James Gibb residential factors  
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423 Paisley Road West  
Glasgow G51 1PZ

Tel: 0333 240 8325

Email: [incomerecovery@jamesgibb.co.uk](mailto:incomerecovery@jamesgibb.co.uk)  
[complaints@jamesgibb.co.uk](mailto:complaints@jamesgibb.co.uk)  
[propertysales@jamesgibb.co.uk](mailto:propertysales@jamesgibb.co.uk)  
[businessdevelopment@jamesgibb.co.uk](mailto:businessdevelopment@jamesgibb.co.uk)  
[directbdebit@jamesgibb.co.uk](mailto:directbdebit@jamesgibb.co.uk)

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Email: [edinburgh@jamesgibb.co.uk](mailto:edinburgh@jamesgibb.co.uk)

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Email: [aberdeen@jamesgibb.co.uk](mailto:aberdeen@jamesgibb.co.uk)

**Dundee**

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Dundee Technology Park Dundee DD2 1SW

Tel: 0333 240 8325

Email: [dundee@jamesgibb.co.uk](mailto:dundee@jamesgibb.co.uk)

[www.jamesgibb.co.uk](http://www.jamesgibb.co.uk)

doing it  
the right way

# This year's charity donations chosen by you



As usual, many nominations for your charity donations have been received since our call in the last newsletter.



Also, as usual, we selected, at random, two nominations from each region and we are delighted to present the details below.

Congratulations to all whose nominations were successful and, as ever, if you weren't selected this year, please try again next year.

## EDINBURGH

**Edinburgh Dog and Cat Home** (Seafield Road Edinburgh)

<https://edch.org.uk>

*Thank you to Christine Meacock (Sheriff Bank) for suggesting this.*



**Signpost** <https://www.signpost-online.co.uk>

*This nomination was submitted by Lesley Mount (North Fettes Apartments).*



## GLASGOW

**The wee mobile food bank**

<https://www.facebook.com/theweemobilefoodbank>

*Many thanks go to Mrs Rae (Windyedge Meadows) for this nomination.*

**CHAS** <https://www.chas.org.uk>

*Our thanks go to Liz Leonard (Middlebank Rise) for this nomination.*



## ABERDEEN

**Kincardine and Deeside Befriending**

<https://kdbefriending.org.uk>

*This charity was nominated by Trish Hughes (Margaret Court).*



**Scotland's Charity Air Ambulance**

<https://www.scaa.org.uk>

*Congratulations to Jan Strandskog (Westgate, Inverurie) for submitting this nomination.*



## DUNDEE

**Maggie's Centre** (Dundee)

<https://www.maggies.org/our-centres/maggies-dundee>

*Customer details withheld by request.*



**Eagles Wings Trust**

<https://www.facebook.com/EaglesWingsTrust>

*Customer details withheld by request.*

