



# Property Services Management Policy

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## 1. Introduction

The Association's property services management obligations are delivered by a wholly owned subsidiary, ng property (Scotland) Ltd in compliance with regulatory and statutory frameworks.

ng property (Scotland) Ltd has its own management board and produces its own operating accounts. It aims to provide property management services to homeowners which are efficient, effective, reliable, transparent, accountable and good value for money.

## 2. The Main Duties

The main duties of ng property (Scotland) Ltd will be to:-

- carry out planned, reactive and cyclical maintenance of the common parts of properties where there is common ownership.
- prepare invoices and collect the proprietors' share of all common repairs and common property service costs.
- ensure that building insurance is in place and recover premiums where appropriate.
- arrange all property management services where appropriate.
- convene and minute meetings of proprietors where appropriate.
- Produce and issue a Written statement of service to all new owners in compliance with the Property factors (Scotland) Act 2011
- Update and advise all owners on any changes of regulation that require to be reflected within the Written statement of service.

## 3. Legal Obligations

In deliverance of its property management responsibilities, ng property (Scotland) Ltd will comply with the appropriate Title Deeds, Deed of Conditions and relevant Dispositions.

When situations occur where any part of a Title Deed, Deed of Conditions or relevant

Disposition is unclear, out of date or otherwise unfit for purpose, ng property (Scotland) Ltd will deliver its obligations in compliance with the Property Factors (Scotland) Act 2011.

The Association will, where appropriate, follow the relevant sections of the following Acts:

- Abolition of Feudal Tenure Etc. (Scotland) Act 2000
- Title Conditions (Scotland) Act 2003
- Tenement (Scotland) Act 2004
- Housing (Scotland) Act 2006
- The Property Factors (Scotland) Act 2011
- Housing (Scotland) Act 2014

#### **4. Floats**

Where appropriate, ng property (Scotland) Ltd will collect a one off float of £100 from all new proprietors. This float is returnable when the property is sold or may be deducted from any outstanding charges due at the time of sale.

#### **5. Cyclical Maintenance Fund**

Where appropriate, ng property (Scotland) Ltd will operate a cyclical maintenance fund.

#### **6. Insurance**

In compliance with Deeds of conditions, ng property (Scotland) Ltd will: -

- provide appropriate building insurance on an annual basis.
- invoice the cost of building insurance on a quarterly basis.
- provide the building insurance policy schedule on request.
- provide advice regarding building insurance claims.
- check and keep a register of privately arranged building insurance.
- review the cost of the building insurance policy on an annual basis.
- collect excess payments where appropriate.
- provide electronic reports in support of potential claims.
- Monitor private commercial properties (these should carry their own building insurance)
- Claim the recovery of ng property (Scotland) Ltd costs from 3<sup>rd</sup> party insurers.

## **7. Management Fee**

In compliance with the Deed of Conditions, ng property (Scotland) Ltd will charge a quarterly Management fee payable by all proprietors to cover the following (including but limited to):

- Staff time for inspecting and organising repairs, tendering, writing to owners, calling and attending meetings and maintaining records.
- Administering the common building insurance police, making claims, etc.
- Printing, postage and delivery of letters and newsletters
- Issuing invoices, maintaining accounts, monitoring and recovering arrears

Management fees will be reviewed annually by the Board of ng property (Scotland) Ltd, all owners will be given 28 days notice of any proposed annual increase to be applied from 1<sup>st</sup> April each year.

Where properties are sold or purchased, the new proprietor will be charged the standard management fee.

## **8. Information for Proprietors**

The Property Factors (Scotland) Act 2011, came into force on 1st October 2012 and aims to protect homeowners by providing a minimum set of standards for property factors. The legislation introduced a code of conduct which all registered property factors must comply with.

The code of conduct introduced the requirement for the factor to provide each homeowner, to which they provide a service, with a Written Statement of Service setting out in a simple and transparent way the terms and service delivery standards of the arrangement between themselves and the homeowner.

New or potential proprietors will be issued with a Written Statement of Service at the time of house sales or within four weeks of the Association becoming aware of the change in ownership. This guide will contain information on buildings insurance, repairs & maintenance, property services, rights, responsibilities, burdens, billing and payment methods.

When we are advised by the solicitor that a change in ownership will take place the following fee(s) for the additional work are payable by the seller:

- Sales due to take place 7 days+ from receipt of request cost - £40.00
- Sales due to settle between 3-7 days from receipt of request cost - £50.00
- Sales due to settle within 48 hours of receipt of request cost - £60.00

## **9. Service Provision**

Where appropriate, ng property (Scotland) Ltd will provide a range of services including (but not limited to): -

- common landscape maintenance services.
- common stair cleaning services.
- common lighting and landlord supply services.
- common backcourt cleansing, de-littering and bulk services.
- common building insurance services.
- common roof and gutter cleansing services.

## **10. Meetings**

Where appropriate ng property (Scotland) Ltd will consult, hold meetings and participate in open forums with regard to: -

- the services offered by ng property (Scotland) Ltd.
- proposed changes to services provided by ng property (Scotland) Ltd.
- major works or repairs requiring approval by a majority of Proprietors.

In the case of some major works, proprietors may be required to sign a legally binding agreement that they will meet their share of the costs prior to any works being instructed.

All major works must be paid for within a 12 month period.

## **11. Selection of Contractors**

The selection of contractors and tendering procedures is detailed in the Development Procurement Policy and the Maintenance Policy.

## **12. Accounting Procedures**

Invoices will be issued quarterly, covering the periods January to March, April to June, July to September, and October to December.

Accounts will be issued within 28 days of the end of the period.

ng property (Scotland) Ltd will retain copies of contractor's invoices and other contract documentation which can be inspected on request. Proprietors requesting copies of invoices will be charged £10.00 per invoice in order to cover staff time and administrative costs.

## **13. Payment of Accounts**

Accounts should be paid within 14 days of the date of issue. A variety of payment methods will be offered including direct debit, standing order, telephone, internet via ng homes, allpay and cheque.

## **14. Debt recovery**

The Policy and Procedure for recovery of debt from proprietors is detailed in the separate Factoring Debt Recovery Policy.

Property services arrears will be reported to the ng property (Scotland) Ltd Board on a quarterly basis.

## **15. Adjustment to accounts**

Where accounts are manually adjusted, a statement will be issued to the proprietor showing the adjustment(s) made.

## **16. Feu Duty**

Where appropriate, ng property (Scotland) Ltd will redeem any feu duty payable and the cost of this will be passed on to the proprietors.

## **17. Complaints**

All complaints will be dealt with in accordance with the Complaints Policy.

Complaints or disputes will be addressed through the Association's approved complaints procedure. Should any complaints not be resolved by the in-house complaints procedures owners can apply to the:-

### **Housing and Property Chamber First-tier Tribunal for Scotland**

4th Floor  
1 Atlantic Quay  
45 Robertson Street  
Glasgow  
G2 8JB

Telephone: 0141 302 5900  
Fax: 0141 302 5901

## **18. Equality & Diversity**

This policy has been reviewed and complies with the Association's policy of providing socially inclusive services underpinned by our core values of equality and diversity. Services and procedures which are developed from this policy will be subject to similar assessment.

## **19. Review**

This policy will be reviewed in three years or sooner if new regulation and/or legislation is adopted.

