



ngps newsletter

SPRINGBURN | BALORNOCK | POSSILPARK | PARKHOUSE

WELCOME

Welcome to your next North Glasgow Property Scotland (ngps) newsletter. We hope that all our customers have enjoyed the summer months - here's an update from your Factoring team.

Getting in touch - we're going digital

To facilitate improved communication, our preferred way of getting in touch will soon change to email. Starting October 2025, all communication/letters will be sent by email. Invoices will move to email from January 2026.

If you would prefer **not** to receive these by email or if you think we don't have an up to date email address, please contact the team on **factoring@nghomes.net** quoting your name, address and communication preference so we can update our records.



Common Building Insurance Policy

We apologise for the anomaly in the previous newsletter. Please find a revised statement below:

While the general insurance market is improving, the full impact of the storms which occurred in winter 2024/2025 (including Storm Eowyn) is expected to see large increases in claims (in the region of £100m) for Scotland. A significant number of our properties were affected; over 300 repairs have been instructed following the storm at the end of January 2025.

Our Insurance Brokers Howden have advised that this has led to increases in premiums from all providers. Following negotiations, we have secured a 12-month term agreement with our insurer effective from 1st April 2025.

Do you know what issues can be claimed from your common building insurance policy and what can't?

It will typically **include** damage caused by:

- fire, lightning, explosion, smoke, storm damage, flood, escape of water (in certain circumstances);
- theft and attempted theft, malicious damage;
- impact and accidental damage, subsidence, ground heave, and landslip;
- third party liability/Property Owners Liability.

It will typically **exclude** damage caused by:

- frost;
- wear and tear, gradual deterioration;
- latent defects;
- problems caused by major structural alterations;
- defective design or workmanship, use of defective materials;
- asbestos.

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Asbestos and Fire Risk Assessments

Please note that a ng homes contractor will be carrying out non-disruptive Asbestos surveys and Fire Risk Assessments within the tenement common areas. We will write to you to confirm when this will take place.

New System

We will be moving to a new management system this year and aim to have this implemented by October 2025. The new system will allow for more information to be added to your quarterly bill.

This will result in a change to **one bill per quarter**. There will no longer be a separate repairs bill sent out - any repairs will be noted within the quarterly bills. **We will implement this change from the next bill in January 2026 to allow customers to get used to the new set up.**

Due to this change, it may mean that charges typically included in your July – September 2025 invoice may fall within October – December 2025 due to the transition period.



Pest Control

If you experience issues with pests such as mice or rats, please contact Glasgow City Council's Pest Control team in the first instance on **0141 287 1059** or use their online form at <https://www.glasgow.gov.uk/article/5060/Report-Mice-or-Rats-Problem>

Glasgow City Council Pest Control is responsible for:

- Investigating and treating issues with mice when the pests occur indoors at domestic properties;
- Investigating and treating issues with rats at domestic property either indoors or outdoors.

Factoring Accounts - Ways to pay



Direct Debit This is our preferred method. To arrange this please contact the Factoring Team on **0141 336 1313**. Please note that a Direct Debit must be set up or amended at least 2 weeks before the payment is due.



Debit or Credit Card You can contact the Factoring Team directly on **0141 336 1313** to make a card payment over the phone. You can also pay by debit or credit card online at <http://www.nghomes.net/>. You will need your property reference number.



Cheque You can send a cheque to the office address – Ned Donaldson, 50 Reidhouse Street, Springburn, Glasgow, G21 4LS. Please make cheques payable to **ng property (Scotland) Ltd** and quote your property reference number on the back of the cheque. Please allow up to 7 days for cheque payments to be credited to your factoring account.



Standing Order & Internet Banking You can make one off payments or set up regular payments from your bank account to ours (sort code: 82-64-29 account number: 80324248) via your online banking facility, telephone banking or by contacting your bank. Please ensure that you quote your property reference number.



Email: factoring@nghomes.net



Telephone: **0141 336 1313**