



ngps newsletter

SPRINGBURN | BALORNOCK | POSSILPARK | PARKHOUSE

WELCOME

Welcome to the first 2025 North Glasgow Property Scotland (NGPS) newsletter for owner occupiers. We hope that all our customers had a lovely festive season and wish you all the best for the coming year.

Getting in touch

We previously advised that our team have a new direct telephone line - 0141 336 1313 - which takes you directly to the Factoring team. If the team are unavailable, you can leave a voicemail.



**From Monday 3 March 2025
0141 336 1313 will be the only way to
contact the Factoring team by phone.**

There **will no option to connect** to the Factoring team through ng homes' contact number (0141 560 6000).



You will still be able to get in touch via our email [**factoring@nghomes.net**](mailto:factoring@nghomes.net). If emailing us, please include your name and the address of your property. This allows staff to quickly identify which property an owner has an enquiry about.

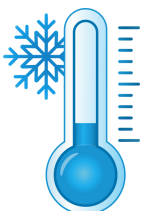
Storm Damage



Following Storm Eowyn, we are collating any damage and will be in contact with our insurance provider regarding any claims for repairs.

Our contractor has responded to all reports of damage and has carried out 'make safe' works. Any remedial works required will be programmed in to be completed as soon as possible.

Winter weather & Emergencies



While spring is coming, please remember that cold weather can still pose a risk of pipes freezing and bursting. To prevent this from happening, keep heat circulating in all your rooms and find your main stopcock in case of leaks. **If you require an emergency repair please contact City Building on 0800 595 595.**

Reminder - Building Insurance

We hope that everyone has a safe and secure festive period.

If you are part of our block building insurance and need to make a claim, please contact **Howden** on **0131 553 2293** or email **claims.scotland@howdeninsurance.co.uk**

Policy number: CP000084/X5000009

If you do not have ngps building insurance, please remember to submit a copy of your insurance documents to the office.

The policy has standard excesses as below:

- £350 each and every claim for residential owners
- £500 each and every claim for escape of water
- £1000 each and every claim for subsidence

The logo for Howden Insurance, featuring the word "HOWDEN" in a bold, blue, sans-serif font.An orange banner with a white border, containing the word "Reminder" in a white, cursive font.The word "Reminder" in a yellow, cursive font, with a yellow arrow pointing from the end of the word towards the left.

Factoring Accounts - Ways to pay

Direct Debit This is the way we recommend you pay your factoring charges. This can be set up weekly or monthly. 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**