



ngps newsletter

SPRINGBURN | BALORNOCK | POSSILPARK | PARKHOUSE

WELCOME

Welcome to your next North Glasgow Property Scotland (ngps) newsletter. As we enter the autumn/winter months we're happy to tell our customers that we have successfully migrated to our new integrated housing system.

We are also pleased to welcome a new member to the team, Chloe Stewart, who has joined us on a two-year Modern Apprentice scheme.

Our new system

For the next few months, we would ask that you be patient when contacting the office as we work between the old and new systems and staff get up to speed with the new way of working.

As we have moved to the new system you will notice a difference to your invoice. Landscaping and close lighting charges have only been charged for the period 1 July 2025 – 31 August 2025 in this current invoice.

You'll remember we told you in the last newsletter that we were changing the billing cycle for common repairs. If your invoice includes common repairs chargeable for your property – these are only for the same period (1 July 2025 – 31 August 2025) in this current invoice.

Any outstanding charges (for landscaping, close lighting and common repairs) for the period 1 September 2025 – 30 September 2025 will be included within your next quarterly invoice which will be issued at the end of January 2026. This invoice will cover the period 1 October 2025 – 31 December 2025.

You will remember that we asked our customers in the last newsletter to contact us if you would prefer to continue to receive postal invoices and communications. A number of customers have contacted us to advise on this or to update their contact details. If you have already contacted us there's no need to do this again but there's still time to do this so please get in touch with the team if you haven't already.

If you think we don't have your up-to-date email address, please contact the team by email factoring@nghomes.net or call 0141 336 1313 quoting your name and address and we will update our records.

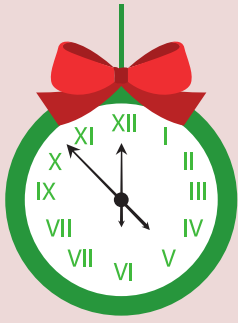
Landscaping

The end of September saw the completion of the grass cutting season throughout our stock. Our contractor will now focus on shrub maintenance, leaf clearing and other winter works (as required).



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Christmas and New Year – office closures



The festive season will soon be upon us. We will be closed from **12.30pm on Friday 19 December 2025** and will reopen on **Monday 5 January 2026**. Please check our website for updates.

Winter weather & emergencies

During periods of extreme cold weather there is a risk of pipes freezing and bursting. To prevent this happening, keep heat circulating in all your rooms and find your main stopcock in case of leaks.



If you require an emergency repair to a common part when our office is closed, please contact City Building on 0800 595 595

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.

WE WISH YOU A

Merry Christmas

AND BEST WISHES FOR A SAFE AND HEALTHY

2026!

