



# ngps newsletter

SPRINGBURN | BALORNOCK | POSSILPARK | PARKHOUSE

## WELCOME

Welcome to the latest North Glasgow Property Scotland (NGPS) newsletter for owner occupiers. We hope that all our customers are keeping safe and warm as the nights get darker and we approach Winter 2024.

### New Gutter Cleaning Contract

We are pleased to advise that, following a pilot project, our contractor ng2 have been directly awarded the contract to provide gutter cleaning services throughout our stock including our factored owners in tenements and 4 in a block properties. This work will occur on a weather-permitting basis.



### Landscaping

- As the grass cutting season has now ended works have commenced on the contractor's winter programme. This includes leaf clearing, attending to shrubs and bushes and other winter works (as required).



### Getting in touch

Just a reminder that we have a new direct dial number, **0141 336 1313**.

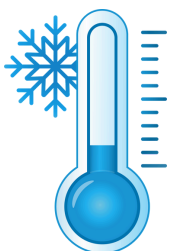
You can also get in touch via our email [factoring@nghomes.net](mailto:factoring@nghomes.net). If emailing us, please include your name and the address of your property. This allows staff to quickly identify which property an owner has an enquiry about.



### Winter weather & Emergencies

During periods of extreme cold weather there is 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 are unsure of how to locate this, please call the office for guidance.

**If you require an emergency repair please contact City Building on 0800 595 595.**



### Christmas and New Year - Office closures

The festive season will soon be upon us. We will be closed **Monday 23 December 2024** and will reopen **Monday 6 January 2025**.  
**Please check our website for updates.**



# 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**

Reminder

**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.

**HOWDEN**

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

## 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.

WE WISH YOU A

*Merry Christmas*

AND BEST WISHES FOR A SAFE AND HEALTHY

*2025!*

ng property is a subsidiary of ng homes