



LEVERN PROPERTY  
SERVICES LTD

# LEVERN PROPERTY SERVICES

September 2017

## A Change in Contractors ..

### Changes to the service

- **Change in contractors**
- **Admin fee removed as of April 1st**
- **Gutter Cleaning**
- **Levern Property Services Goes Online ..**

As of the beginning of May, our grounds maintenance contractor changed from ISS to McDermott Contracts for everyone, excluding Broadlie Court & the St Mary's Development. With this change, we are hoping to see a vast improvement to how the communal areas at your properties look, and as always, welcome any feedback you may have.

McDermott Contracts will be on site every 2 weeks to carry out the grounds maintenance. If you wish for additional maintenance to be carried out that is not part of the day to day contract, you can contact Emily on 0141 881 0638 to have this arranged.

We also put out communal cleaning service back out to tender, and the successful bidder is Cameron Cleaning Services. Having listened to your feedback, it became apparent that the existing contractor was not meeting the standards of both Levern Property Services and our owners. We hope that with this new contractor, standards of cleaning will be significantly higher and our owners will feel that they are getting value for money.

**Levern Property Services**

Specialist services for:

- Home owners
- Private landlords
- Voluntary organisations
- Commercial companies
- Housing support services for elderly care

## Removal of Admin Fee

We wrote to our owners in February to advise of some changes we were making to the way we run our Property management service. One of the changes that we felt was necessary was the removal of the Admin fee that all owners who received any additional services (close cleaning, grounds maintenance), were charged. As of April 1st, this fee has been removed from all accounts. In future, any invoice you receive will not have an administration charge on it, unless the works are the value of £1500 or more.

## Fire Safety



Following on from the tragic fire in London in June, we want to assure all our owners how seriously we take your safety. Please be aware that the Scottish Fire Service will come to your property free of charge, and discuss with you an escape route in the event of a fire and also fit smoke alarms if deemed necessary. This is an excellent service and should be taken full advantage of if you are not completely sure of what to do in the event of a fire. This can be arranged by either visiting their website [www.firescotland.gov.uk](http://www.firescotland.gov.uk) or by calling 0800 0731 999.



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## Gutter Cleaning

As you will have seen on your January—March invoice, we recently cleaned the majority of our owners gutters.

These works were carried out by Paterson Safety Anchors, a local company based in Barrhead who specialize in gutter cleaning and roof repairs. The feedback received, in general, was extremely positive, and we will be looking to continue working with Paterson Safety Anchor in the future.

Our next steps will be to assess which properties will require a gutter cleaning service on a 6 monthly, yearly or 2 yearly basis. We welcome all feedback on this topic and queries or comments can be made via the contact information on the left hand side.

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## Levern Property Services Goes Online ..

We are currently in the process of developing our website.

We hope that with this, we are able to communicate with our owners on a broader spectrum. We are also aiming to have documentation readily available for our owners to download, including the Written Statement of Services and Block Insurance Policy.

It will also be used to communicate what days each block is due to have close cleaning and grounds maintenance carried out.

We do of course appreciate that not everyone has access to the internet, or prefers to communicate face to face. All services will still be available within the Levern Property Office, and appointments can always be made to see Emily, your Factoring Assistant, Monday—Wednesday 9am—5pm, Thursday 11am-7pm or Friday 9am-4pm.

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## Owner's Meetings



Levern Property Services are currently in the process of scheduling our annual building inspection to your property which is more comprehensive than the Estate Management visits which is carried out on a 6-8 week basis currently. This inspection will provide a more in depth and comprehensive overview of the condition of the communal areas including the roof of your building. The findings of these inspections will be issued to owners in a new layout format. Meetings with all developments will be scheduled for November and an Agenda will be issued to highlight matters being discussed. The inspection will also be included as an agenda item to allow owners to discuss any aspects of the report.