



## **WRITTEN STATEMENT OF SERVICES**

Levern Property Services Limited (LPS) is required to provide all factored owners with a formal written statement of the services we provide. This document is your 'written statement of services'. Please keep this and read it in conjunction with the Title Deeds for your property.

### **Authority to Act**

Levern Property Services Limited has the authority to act as factor of your property at your address in accordance with title deeds and/or by formal appointment by majority voting at a meeting of owners.

As factor, we can instruct that repairs and maintenance to common parts of the factored property be carried out. However, you should note that our instruction to have any repair or maintenance work carried out is conditional on the basis that the anticipated resulting cost to each owner does not exceed £250. The only exemption would apply if work was required due to an emergency or where we consider the expense to be justifiable on the ground of health or safety.

If the anticipated cost of work exceeds the above sum and is not an emergency or health and safety issue then it shall be instructed and carried out only when the work has been approved by a simple majority of the owners of the development and LPS has been received funds by the owners for the full amount of the estimated cost. This procedure will apply to cyclical and planned works also.

### **Services Provided**

With regard to the management of your property we are obliged to provide the following core services. This includes details of the target times for taking action in response to requests for both routine and emergency repairs and the frequency of property inspections:

- Instructing repair and maintenance to common parts
- Arranging common utility services
- Arranging block insurance
- Provision and maintenance of information signs and notices
- Maintaining and servicing any firefighting equipment (optional)
- Invoicing of common charges
- Liaison with owners and interested parties
- Answering any queries
- Facilitating close meetings
- Periodic property inspections (1 per annum)
- Maintaining an approved contractors list
- Receiving and paying tradesman accounts

- Debt recovery and redistribution

### **Carrying out Repairs and Maintenance**

Levern Property Services Limited aim to maintain your building to a high standard and operate 3 main types of repair categories;

**Reactive – Day to Day** – these are repairs which are unexpected and require attention as an emergency (24hours), urgent (2 working days), routine (9 working days) or appointment (date specified by yourself) when applicable. Examples are broken glass, close lights and door entry fault. The majority of these repairs will be reported by residents in the building.

**Cyclical** – these are repairs which require attention on a regular cycle. Examples of this are internal close painting (normally 7-10 years) and external close painting (normally 5 years) and gutter cleaning (may be required on an annual basis). LPS will arrange these repairs.

**Planned Works** – this applies to elements of the property which have an anticipated life expectancy and will require to be replaced at some point to ensure the building remains water tight, secure and well maintained. Due to the cost implications, LPS will consult owners regarding this type of repair and will issue tenders to contractors.

Legally, homeowners are responsible to ensure that the common parts of the building are maintained and kept in good condition, as per the Tenement (Scotland) Act 2004 (Section 8).

LPS have delegated authority to act, which means that we are able to carry out repairs to your building up to your building up to a cost of £250.00 per owner within the block. If a repair is to cost more than the delegated level of authority amount, LPS will contact owners to seek permission to proceed with the repair. If a majority is not in favour of the repair being carried out, LPS will not proceed with the repair. This will only be reviewed if circumstances change (the damage gets worse or owners approach LPS to notify us that they have changed their mind)

LPS are not required to gain consent for a repair if there is a health and safety risk to the building and/or its occupants.

### **Reactive, Voids and Common Repairs Service**

Barrhead Housing Group operate a main reactive and void maintenance contract with one single term contractor who will provide a range of tradesmen to meet the maintenance requirements of our own properties and the common repairs generated through Levern Property Services.

The procurement of this reactive maintenance contract is completed through Public Contracts Scotland in accordance with the legislation set out in the Procurement Scotland Act 2014. The contract is operated using the National Schedule of Rates as model for pricing the tender submissions. On completion of the tendering process all submitted tenders are evaluated on price and quality and the outcome of the evaluation reported to the boards of Barrhead Housing Group and Levern Property Services for approval of the most economically advantageous tender. The successful contractor will then be appointed to undertake maintenance repairs as reported and the National Schedule of Rates will be used as the tool for pricing all works.

The only exceptions to this main contractor being utilised will be in the instances where specialised contractors are required, the main contractor may not carry these specialist trades and in this instance a sub-contractor may be used or the Barrhead Housing Group will appoint a specialised contractor to undertake works in this situation. If another contractor is required to be appointed then Barrhead Housing Group including Levern Property Services will seek a minimum of 2 competitive quotes for the works or alternatively use Public Contracts Scotland and the Quick Quote facility to tender the works.

Alternative procurement pathways used by the Barrhead Housing Group including Lavern Property Services are the I-FLAIR Framework and the Scottish Procurement Alliance framework. These frameworks are generally utilised for main component replacements within developments or individual properties and include items such as Roofs, Render, Bathrooms, Windows, Doors, Kitchen, Heating Systems, Painterwork, Landscaping and may other major areas of work.

### **Service Contracts**

The Barrhead Housing Group including Lavern Property Services actively look to promote opportunities for local contractors and SME's to access the contracts that are available and will signpost them to contract opportunities as they arise. All service contracts such as Landscaping, Cleaning, Gutter Cleaning, Door Entry, Legionella, Asbestos and Insurance are tendered using Public Contracts Scotland or procurement frameworks that the Barrhead Housing Group have access to.

Details on the service contracts tendered will be reported to owners receiving a management service from Lavern Property Services where they receive the service being tendered. The owners will have the opportunity to approve or decline the service at this time as part of their consultation.

On completion of the tendering, evaluation and consultation process the boards of Barrhead Housing Group and Lavern Property Services will be asked to approve the most economically advantageous tender

Lavern Property Services will carry out an **annual** inspection on your building. This is along with estate management visits that will be conducted every **6-8 weeks** which will monitor the standard of works being carried out on a regular basis. Copies of the report will be available to all owners if they are requested.

### **Additional Services**

If you receive additional services, these will be listed and charged accordingly on your quarterly factoring invoice. Should you wish to have additional services added to your management package, please contact us at the office.

Additional services may include but are not limited to:

- Landscape maintenance
- Common area cleaning
- Bin management.

All works carried that are **£1500 or above** will incur a **10% Project Management fee**. This fee is put in place to cover the cost of

- Cost of original consultation
- Preparation to tender
- Report drawn up for owners
- Management of tender
- Administration and setting up of contract
- Final report to owners
- Management of the defects period with contractors

### **Financial Arrangements**

Lavern Property Services Limited will charge each owner an annual management charge for the provision of the factoring service. Currently, our management fee is £167.96 (inc VAT) per annum for flatted dwellings, and £42.40 per annum for houses.

The management charge will be reviewed annually and any amendment will be intimated no later than 28<sup>th</sup> February in any year.

All owners will be consulted over the proposed charges and offered the opportunity to attend a forum meeting to discuss them. Any amendment to charge will be implemented on 1st April. This fee will be payable in 4 equal instalments in arrears payable in the months of

- April
- July
- October
- January

The management charge will cover routine management duties as set out in Schedule 1 of our approved Terms and Conditions, however, we may charge an additional fee for any complex repair or additional work beyond our routine management duties provided such charge is reasonable and in accordance with the amount of time we spend dealing with the matter in question.

**Share of responsibilities (building)** – this shall mean all works to the structure and fabric of the building relating to the whole block, excepting those outlined below. With regard to your property, the proportion of charges for common repairs to the building that you are responsible for is detailed in your title deeds.

**Share of responsibilities (close)** – this shall mean all electrical systems relating to door entry and common close lighting (including energy costs if applicable), close doors and entry screens, windows relating to the common areas, cleaning charges to common stairs if applicable. Maintenance and replacement of close floor coverings, tiles and walls. (Each close relating to specific property only) With regard to your property, the proportion of charges for common repairs and maintenance to the close that you are responsible for is detailed in your title deeds.

Payment for repairs will be intimated on issue of an invoice.

Each type of repair is itemised on the invoice and various methods of payment are available such as:

- Postal payment by Cheque
- Standing Order
- Direct Debit
- Post Office
- Payzone
- Allpay
- Chip and Pin
- Pay Point.

### **Debt Recovery**

Our debt recovery procedure details the steps that LPS will take in order to recover monies owed. This includes raising Notices of Potential Liability against a property, and/or raising court action against an owner. We will recover any costs associated taking an owner to court, and apply interest if the Title Deeds allow. If there is a high level of debt within a block, then services provided to this block may be reviewed, or the service removed completely.

## **Communication Arrangements**

Each owner will assist LPS by reporting complaints of unsatisfactory work to LPS as soon as possible. You can contact LPS by email, letter, and telephone or in person.

Phone: 0141 881 0638

Address: 60-70 Main Street, Barrhead, G78 1SB

Website/Email: [www.levernps.co.uk/enquiries@levernps.co.uk](http://www.levernps.co.uk/enquiries@levernps.co.uk)

**Emergency** Common Repairs: 0800 652 0633

Levern Property Services always aims to respond to queries within **5 working days**.

## **Complaints**

We will investigate all complaints in accordance with LPS complaints policy. In general we will respond within 5 working days to an initial complaint and 20 working days if the complaint goes to further investigation. If you remain dissatisfied having exhausted our complaints process, you can take your complaint to the Home Owner Housing Panel at:

Housing and Property Chambers First-tier Tribunal for Scotland

4<sup>th</sup> Floor  
1 Atlantic Quay  
45 Robertson Street  
Glasgow  
G2 8JB  
0141 302 5900

For further information on our complaints policy, a full copy can be accessed on our website at:  
<http://www.levernps.co.uk/services/complaints/>

## **Declaration of Interest in Associated Property**

Our parent company Barrhead Housing may own properties within your block. As such we have a joint interest in your block which you should be aware of.

We do not receive any commission or other hidden payment from contractors or suppliers that we engage or appoint.

Levern Property Services Limited (LPS) is a private limited company registered with Companies House, registration number 411917. We are a wholly owned subsidiary of Barrhead Housing Association, registered under the Industrial & Provident Societies Acts and also registered as a Registered Social Landlord. Barrhead Housing Association's Scottish Housing Regulator Registration is HCB70. Barrhead Housing Association is Scottish Registered Charity with Registered Number SC036265.

## **Insurance**

To ensure that your building is covered for damage and public liability the appointment of LPS means that you have to take our compulsory insurance. This insurance is arranged through our parent company Barrhead Housing Association (BHA), BHA is regulated by the Financial Services Authority.

Full details of the policy are available on request and online at [www.levernps.co.uk/services/useful-documents/](http://www.levernps.co.uk/services/useful-documents/).

## **VAT**

VAT is applicable to most service charges (close cleaning, grounds maintenance, gutter cleaning) and to common repair charges for works carried out at your building. LPS are also a VAT registered company, and a VAT breakdown will be applied to your quarterly invoice for the management fee. If owners would like a copy of contractor's invoices, these can be supplied, however a charge may be applicable, depending on the level of administration required.

## **Changing Your Factor**

We would hope that our service will never lead to you seeking to remove LPS as factor. Should this become necessary however you can do this by calling a meeting of your block owners in accordance with your title deeds and terms and conditions of appointment with LPS.

Appropriate legislation is listed below but you are recommended to seek your own advice:

- Tenement (Scotland) Act 2004
- Reference to your title deeds
- Common law
- LPS Terms and conditions

## **Withdrawal of Factoring Service**

In some circumstances, we may consider no longer providing all or some of our factoring services to a property, and we reserve the right to do so. In these circumstances, homeowners who are affected by the change or withdrawal of service will be written to notify them of this, along with the process and timescales involved. LPS will give 28 days' notice to owners to allow time to make alternative arrangements.

## **House Sales**

If you decide to sell your property, a **fee of £100 (inclusive of VAT)** is chargeable before we can proceed and prepare your final account. This covers the cost of Lavern Property Services carrying out the administrative and legal duties bound to us by the sale of a property. These include

- Responding to solicitor enquiries and providing information they require to proceed with sale
- Providing final account
- Closing account

## **Letting**

If you rent your property out, it is essential you notify LPS and provide us with the following details.

- Correspondence address
- Contact details
- Letting agency details (if applicable)
- Tenant details (name, contact number(s), email address)