

The Property People



# Factoring

*Maintaining proud communities across the Highlands*



# How we can help

If you're looking for a professional factor to manage your development or block, we can help. We provide a wide variety of factoring services that include the upkeep and maintenance of communal areas and buildings, which homeowners and residents pay a value-for-money service charge.

Our experienced team can help answer your questions on our services and explain how they can be tailored to your specific needs.

Not happy with your current factor and looking to change? We can guide you through the process making the transition simple and stress-free. We can liaise with residents and offer advice on how to apply changes to your area, to help maintain a community that you can be proud of.

## Factoring Services

We can help you with a range of services to ensure your communal area or block is kept in good condition. Our services include:

### Common Stair Cleaning

We recommend carrying out stair cleaning on a fortnightly basis. This covers removing litter, vacuuming, cleaning common stairs, mopping (where required), dusting, and window cleaning (up to a certain level).

### Open space maintenance

Visits are usually carried out fortnightly but more work is allocated during the growing season. This includes grass cutting, weed spraying, shrub bed maintenance etc.

### Repairs to common areas

If you live in a block of flats, repairs to common internal and external parts of the block will be required from time to time. Replacing light bulbs, repairing the door closer, repairs to the door entry system (common parts only), tv aerial / satellite system faults (common parts only), smoke detector tests



***“We factor more than 3,000 homes sited in over 170 developments within Inverness and the surrounding areas”***

(communal), roof repairs etc, can all be covered. You might also be responsible for common external works such as street repairs (where the local authority has not adopted these), re-fixing loose slabs, fencing, play park repairs, etc.

### **Cyclical maintenance**

This covers work with a regular life cycle, such as gutter clearance, internal and external decoration, floor replacement, etc. If you live in a flat you may be responsible for both block and scheme costs. Your Deeds will give you more information on this.

## **Who does the work?**

The work is carried out by our approved contractors. Main service contracts such as ‘ground maintenance’ and ‘stairwell cleaning’ are tendered every 2-3 years to ensure best value for money. We work closely with all of our contractors to ensure they adhere to our strict specifications.



## Inspections

We monitor all sites where we've agreed to provide factoring services - at least once a month - to ensure all the work is up to standard. Play parks can be included in our inspection rota if required.

## Management Fees

To cover the cost of managing the services, a flat rate annual management fee is applied to your service charge account. The level of the fee depends on the number of core services provided to you.



## Service Charges Explained

Your service charge is the money you pay towards the day-to-day running costs of development. Every resident pays a service charge and the money is used to cover items such as maintenance, repairs, gardening and communal facilities.

Your share of the costs and amount you have to pay for your property and estate management services will be detailed on your account statement (sent out twice a year).

Payments towards the standard factoring charge are due on the first of the month (in advance). Costs for any additional work will be taken from the surplus held in any maintenance fund or be sought in advance of any work.



## Choose Highland Residential

At Highland Residential, we'll help you sell or buy your home with confidence and ease, providing exceptional estate agency services. It's why we were awarded Residential Sales Team of the Year 2018. We also provide properties on the open market as well as a large portfolio of affordable rental homes.

## Contact us

### Factoring at Highland Residential

98-100 High Street, Invergordon IV18 0DL

t: 01349 855 784

e: [factoring@highlandresidential.co.uk](mailto:factoring@highlandresidential.co.uk)

[highlandresidential.co.uk](http://highlandresidential.co.uk)

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