

cairn

# Property Management Services Newsletter



June 2018

## Spring

Spring has arrived, Easter has been celebrated and the lambs are playing in the fields. The weather is warming up slightly and hopefully warm sunny days are ahead but as the saying goes “Never cast a clout till May is oot.”

The original meaning goes back even further than the 15th century and indeed, it can be traced back to the 12th century. During Medieval times in Brittany, a man proposed to his beloved by leaving a hawthorne (also known as a Mayflower) branch at the door of his beloved on the first of May. By leaving the branch at the door she accepted his proposal.

Since at least the early 15th century ‘clout’ has been used to mean a fragment of cloth or clothing and was spelled as clowt, clowte, cloot, or clute. It’s here that the saying took on two meanings rather than just the original. The new meaning was a reminder not to be too quick to shuck the warmer winter clothes before cooler days during the month of May were most likely over.



## Written Statement of Services - Update

In your last newsletter we informed you that your written statement of Services are being updated and will be issued during 2018. All updated version have now been completed and have been sent to all Homeowners. We are looking at getting them on our website to allow our Homeowners to download them. We will keep you up to date on this progress in the next newsletter.

## Head Office Relocation

We have moved our head office in Edinburgh from Haymarket Terrace across the city centre to Hopetoun Street, near Leith Walk.

The move to our new office allows us to work in more flexible and modern ways, which complements our home working scheme and family friendly policies. The big benefit, of course, is that a smaller office, in a not-quite-so central location, has lower rents.

Jason MacGilp, Chief Executive of Cairn said:

“Cairn is always on the move and we’re equipping our teams across all our sites with the technology and resources they need to provide great services to our customers. The move to a new head office with a smaller footprint and lower rents will also realise cash savings of over £1m over ten years, which will be reinvested in our homes and services.”

Cairn’s head office is now at Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH.



## Invoices

You have now received your property management invoice for the billing period 1st October 2017 to 31st March 2018. Enclosed with your invoice was a letter providing details of our new bank account details. The reason to have a new bank account set up was for audit purposes and ensures that all income and costs relating to property management are now kept in one account. If you currently have a direct debit in place this will not impact on your payments and no further action is required by you. If you normally make a payment through the internet and you have a standard template set up with your bank, please ensure that you update the template with our new bank details, which are:

Account Number:	21018026
Sort Code:	83-06-08

## Building Insurance

One of the services we provide is building insurance. The cost for this service has been kept as low as possible. As a housing association, we have to ensure that this service does not make a profit. Tenants cannot subsidise homeowners and homeowners cannot subsidise tenants. Unfortunately, due to rising costs, we have had to increase your building insurance from 1 April 2018. This charge will be processed on your invoice for the billing period 1st April – 30th September 2018 and invoices will be issued during November 2018.

## Site Inspections

In February we wrote to all homeowners to confirm that along with introducing quarterly newsletters we would also be carrying out site visits to all our factored schemes during the year. This gives you an opportunity to meet with our Factoring team. In February, four site visits were completed and during these visits we had great pleasure meeting some of our homeowners. It is always nice to put faces to names. The next site visits are scheduled for to commence in September. We will let you know the details of when we'll be in your area closer to the time.

## Title Deeds

You may not know but you can obtain a copy of your title deeds without needing to contact your solicitor. During the last year The Scottish Government have been working closely with Scotlis - Registers of Scotland who are a non-ministerial government department responsible for compiling and maintaining 18 public registers. These relate to land, property, and other legal documents such as the Land Register of Scotland and General Register of Sasines. A copy of your title deed can be downloaded by going to [www.scotlis.ros.gov.uk](http://www.scotlis.ros.gov.uk)

## In-house Ground Maintenance Service

Following feedback that we received from both homeowners and tenants in the north of Scotland, we have decided to set up an in-house ground maintenance service. Our current grounds maintenance contract is up for renewal at the end of June and, after careful consideration, it became clear that the best option for Cairn and for our customers was to set up an in-house service. By doing so, we can provide value for money and an improved level of customer service.

## Breakdown of Property Management Fee

We have an obligation to maintain all the communal areas for the mutual benefit of everyone within your development. We are obviously keen that the areas are kept clean and tidy so that everyone can enjoy these green spaces and everyone can take pride in the area where they live. The property management service we provide is a mixture of owned and rented properties, and each home is responsible for payment of a share. As part of this service, we need to carry out a postal ballot every five years to be voted in and recognised as the factor for your area. We will be carrying out a postal ballot in November.



Costs are regularly reviewed to ensure we are providing customers with a value for money. Our management fee covers the following:

- Management of blocks and common areas
- Consultation with owners
- Keeping and maintaining records of money received from owners
- Allocating monies to owner's accounts when paid
- Issuing property management invoices and statements to owners
- Office administration such as employee salaries, time, correspondence, telephone calls of arranging repairs and maintenance
- Processing and paying third party invoices

As a housing association we are heavily regulated by the Scottish Housing Regulator and our management fee is reflected by the guidelines set by them. The current fee of £25 a year (La Scala Apartments is the only exception) has remained the same since 2013 and is very low in comparison with our peers.

## Celebrating

We are celebrating after being recognised as one of the 50 best not-for-profit employers in the UK.

Jason MacGilp, Chief Executive, said:

“We are absolutely delighted to see Cairn recognised again this year in the Best Companies Top 100 not-for-profit companies in the UK. To make the Top 50 confirms our commitment to making Cairn a great place to work and acknowledges the importance our colleagues place on our ‘One Team’ value. High staff engagement means great services to our customers in communities across Scotland. Onwards.”



## Have your Say - Competition

We hope you are enjoying your quarterly newsletters and are finding the topics covered informative. We'd love to hear your feedback; please get in touch with suggestions for future content or if you have ideas for how to improve the newsletter.

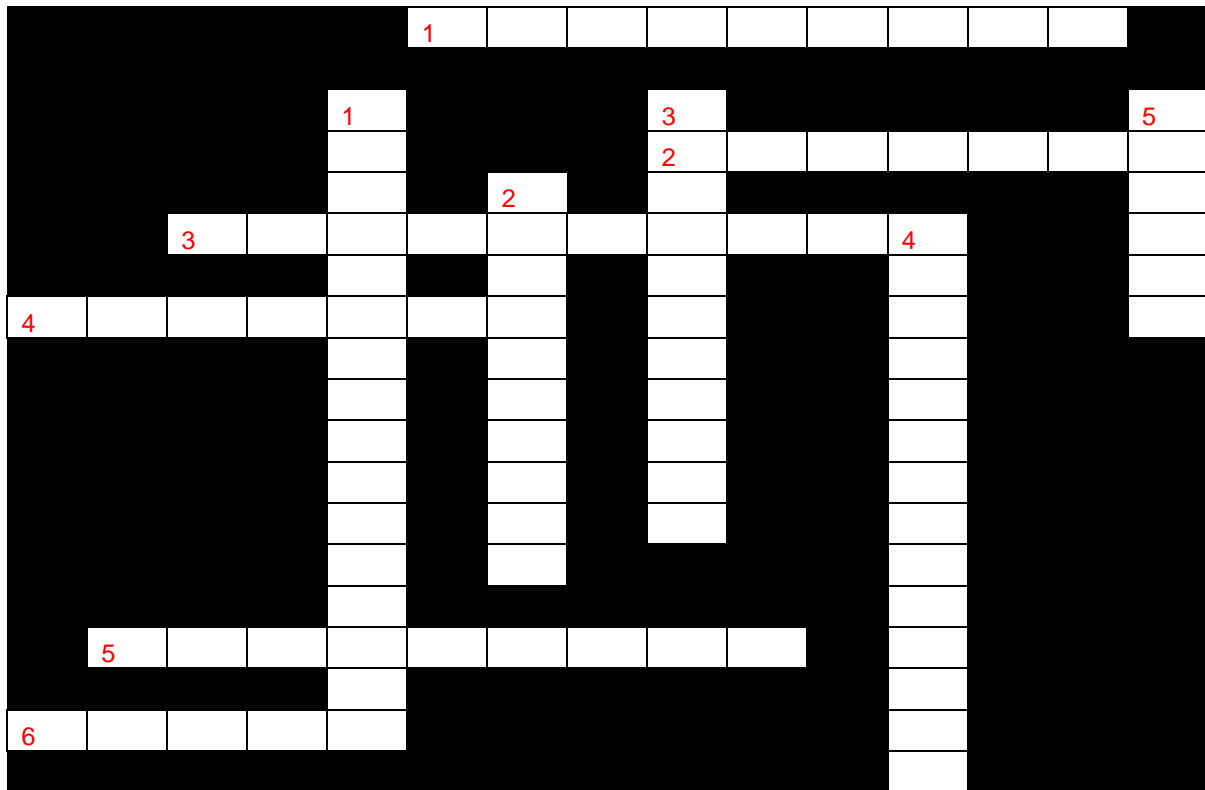
We'd love it if you came up with a name for the newsletter. Please email [enquiries@cairnha.com](mailto:enquiries@cairnha.com) or call 0800 990 3405 to give us your ideas. The winner will receive a £20 Marks & Spencer gift voucher. Closing date 31<sup>st</sup> July 2018.



# Just for Fun

## Property Management Crossword

You will find all the answers to the questions within the last two newsletters.



### Across

1. There are two types of this - contents and building what? (9)
2. You receive your charges on this every six months (7)
3. The name of the legal document you get when you purchase your property (5,5)
4. Where you would find out your legal requirements as a Homeowners within your title deeds (7)
5. When you own your property 100%, you are known as this? (9)
6. Never cast a what till May is out (5)

### Down

1. According to the Property Factors (Scotland) Act 2011, all Homeowners must receive this ? (7,9)
2. We have recently introduced a quarterly what? (10)
3. Preferred method of payment for paying your property management charges (6,5)
4. We will carry out at least one annual what? (4,10)
5. If you live in a block of flats, you may need to report this fault in order for it to be fixed (6)

This document is available on CD, in Braille, large print and community languages from  
Cairn, Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH.  
Email [enquiries@cairnha.com](mailto:enquiries@cairnha.com) or call 0800 990 3405.

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