

cairn

# Outlook

Your Homeowners newsletter



September 2018

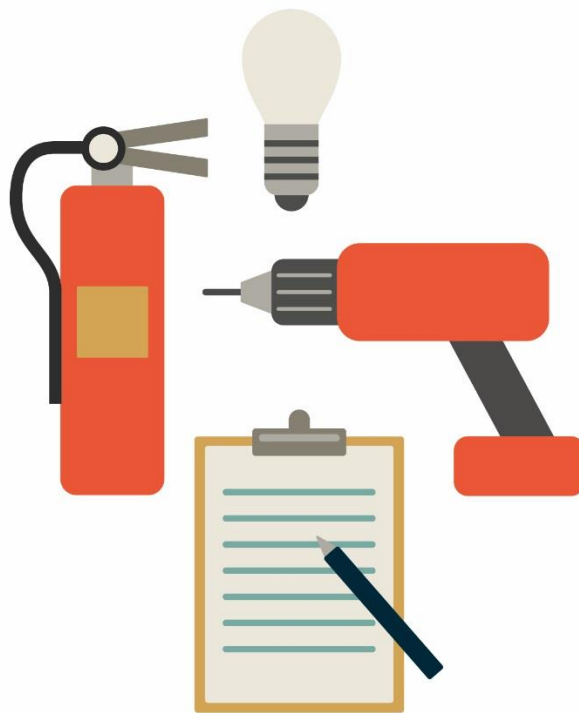


Welcome to the third edition of your homeowners newsletter which has a new name, Outlook. In the last edition we asked for suggestions for a name, sadly we did not receive any. The new name has been collectively named by staff based at head office.

## Your part in keeping all residents safe

Please remember that your property management service covers common repairs and maintenance to the building. It is still your responsibility to keep your property tidy which includes the communal landing and stairs, communal bin stores and communal gardens.

If you leave goods outside your property these must be disposed of as soon as possible as they could become a fire and health and safety risk.



Cairn are not responsible for removing items that have been left inside closes or any parts of the shared property or grounds as this is the owners responsibility. This means you are also responsible to your tenants if you are a private landlord. Items will only be removed by Cairn if they impose a risk and the cost of this will be recharged to all those within the shared area.

If you require anything to be uplifted and disposed of, please contact your local council and ask for a special uplift.

## Hazards within the Common Close

All common areas and stairs must be kept clear at all times. During recent site visits we have noticed precarious items being stored on the communal landings and stairwells. These items include:

**Bikes**  
**Plant Pots**  
**Builders Materials**  
**Prams**  
**Tables**

We would ask that these items are removed as they are potentially a trip hazard not to mention being a health and safety risk in the event of a fire.



## Introduction of Charges

Invoices for your property management charges are produced twice yearly, which are for the billing periods:

1<sup>st</sup> April – 30<sup>th</sup> September  
1<sup>st</sup> October – 31<sup>st</sup> March

Payment of all invoices must be paid within **28 days** of the invoice unless you have an agreed direct debit set up. In the unlikely event you do not make payment we will pursue legal action to recover the debt.

## If you are thinking of selling your Property

When you sell your property your solicitor is required to contact us and request an up to date invoice which needs to be paid before the completion date of the sale of your property. Your solicitor is required to provide us with details of the new homeowners.

## Commercial Units & Leasing

If you are a commercial owner and/or you rent your property to a third party, please note that all correspondence including your property management invoices will be sent direct to you at your property address we have on record. If you would like a forwarding address to be added to your account, please let us know.

If you have a lease agreement with your tenant, you are responsible for ensuring that your property management invoices are paid on receipt.

Any queries you have with your account or invoices, should be made direct by yourself as a landlord as we cannot discuss this with tenants or lessees.



## Stay Safe in your Home

We recently had it reported to us by telephone to say a man showed up at their door saying he was from Cairn Housing Association and was there to check his boiler. He was unable to show any ID so they rightly phoned us up to check whether we had sent anyone to the house. After checking, we confirmed that no one from Cairn was due at this house so they were quickly sent away.

This is an important reminder that everyone should take the time to make sure that anyone who comes to your door is genuine. All Cairn staff and our contractors carry photographic ID with them. If you have any doubts please call us and we will confirm the ID and appointment. Don't feel embarrassed about leaving our staff on your doorstep as our team expect their ID to be checked.



## Written Statement of Services - Update

We informed you in the last newsletter that your Written Statement of Services will be available to download from our website. Currently this is a work in progress and a further update will be provided in the Autumn Newsletter.



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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