

Written Statement of Services

2025



CLYDE VALLEY
PROPERTY
SERVICES

Introduction

In accordance with the Property Factors (Scotland) Act 2011, it is a requirement that Clyde Valley Property Services Limited (CVPS), as a registered property factor, sets out in a written statement of services the delivery standards which will be in place between us and you, the homeowner.

Our Written Statement of Services is not intended to be a legally binding document and does not form part of any contract. It describes, in simple and transparent terms, how we will deliver services and sets out our service commitments to you. It also meets the requirements of the Code of Conduct for Property Factors as required in the Property Factors (Scotland) Act 2011.

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Our Written Statement of Service is key to telling you what we do and how we do it. We have duties under the Property Factors (Scotland) Act 2011 to be registered as a Property Factor and to include our registered number in any documents sent to homeowners (PF000106.). Part of that registration process includes registering every property we factor. You can review the register at www.propertyfactorregister.gov.scot/PropertyFactorRegister.

We also have a duty to comply with the Code of Conduct for Property Factors; this can be found at www.gov.scot/publications/code-of-conduct-for-property-factors-2021/

Authority to Act

Clyde Valley Property Services is the property factor for your estate. CVPS manages the common parts of blocks of flats for the homeowners of properties within the block.

The basis of our authority to act is detailed in Part 1 of the Schedule annexed.

Your Title Deeds describe the common parts of your property. They also contain the rules covering the management, maintenance, insurance, repair and improvement of these common parts of the block, and the rights and responsibilities of you as homeowner and your factor.

We will act in accordance with your Title Deeds and our Written Statement of Service, when arranging and carrying out necessary common repairs and other factoring duties. If your Title Deeds are unclear, we will refer to the Tenement (Scotland) Act 2004.

Everyone living within an estate has an interest in keeping the area a safe, pleasant and well-maintained environment in which to live. Every homeowner therefore has an obligation to contribute to the cost of the repair and maintenance of common areas within a block.



Delegated Authority

CVPS has the delegated authority of the homeowners within the block to instruct and have carried out repairs and maintenance of the common parts of the block provided the anticipated cost to each homeowner of any one item of repair at the time when it is instructed will not exceed the sum stated in your Title Deed or such other sum as may be agreed with a majority of homeowners of the block. Our delegated authority is detailed in Part 1 of the Schedule annexed.

If the anticipated cost of any such item exceeds our delegated authority and is below £10,000 it may be instructed and carried out only when the work has been approved by a simple majority of the owners of the block or in accordance with the provisions of your title deeds. In some circumstances, CVPS will reserve the right to ensure all the owners have paid their share of the costs in full before commencing design works, other preparatory works and/or the works on site.

CVPS will provide estimated costs when seeking majority agreement, or unanimous agreement in the case of significant improvements, from homeowners.

CVPS may also instruct “make safe” works if such works are required in any emergency or it considers the expense to be justifiable on grounds of health or safety and in these circumstances CVPS shall recover the costs of that work from homeowners. Emergency repairs are where urgent work is required to prevent damage, or in the interests of health and safety, and where there is not time to use the normal channels of consultation and decision making.



Our Role

In general terms it is a homeowner's responsibility to:

- Report repairs as soon as you spot an issue.
- Keep the common parts of your building clean, well-maintained and in good order.

We are here to help you do this by providing the services set out in our Written Statement of Services.

We will act on behalf of you and your neighbours to manage the common parts of your property such as the stairs and landings or shared backcourts and landscaped areas. Often homeowners are not clear about the role of the property factor and what we can and cannot do. We will provide help and support, for homeowners where we can, and act for you within the scope of our Written Statement of Services.

We do not have the same powers as social landlords or local authorities so there are some things we can't do, for example, getting involved in disputes between neighbours or tackling anti-social behaviour involving residents.



Our Core Services

CVPS employs dedicated property factoring staff, and we provide core factoring services to you through the management fee we charge. These include:

- dealing with property factoring enquiries and complaints;
- provision of a reactive repairs and maintenance service in respect of the common parts;
- administering landscape maintenance (including inspection of landscaped areas and instruction of works by technical staff and specialist landscape maintenance consultants);
- administering common repairs (including inspection of common repairs as well as instruction and overseeing of such works);
- administering payments to contractors and consultants;
- preparing and issuing invoices to affected homeowners;
- processing payments and recovering debts;
- using our scale and expertise to procure, organise and manage a range of contractors when you need them;
- make quarterly periodic visits to the block and take appropriate actions to deal with any repairs which arise from this inspection, affecting common parts.

The above list is not intended to be exhaustive but does provide a general overview of the common repair issues and maintenance services provided by CVPS.

Depending on the type of property you live in, we may also have agreed to provide the following additional common services for which you must meet your share of the cost:

- back court maintenance including grass cutting
- Stair and close cleaning
- Stair lighting and door entry maintenance
- Communal electricity which may include meter readings
- Lift and related electrical maintenance
- Compliance monitoring
- Land maintenance which can include gardening, landscaping, and the maintenance and insurance of play areas

Please see Part 2 of the Schedule annexed for details of your service specification.

In addition, we may from time to time carry out other services considered by CVPS to be reasonably related to management of common parts of the property which do not fall under the heading of core services. These shall be known as non-core services for which additional fees or charges may be invoiced separately and costs apportioned in accordance with your title deeds or where appropriate the Tenement (Scotland) Act 2004. apportioned basis. An example of non-core services may be maintenance of common grounds e.g. bulk uplifts to cleanse bin areas.



**We're
here to
help
you.**

Insurance

Clyde Valley Property Services has professional indemnity insurance cover of £5 million.

Homeowners have a statutory duty to insure against prescribed risks such as fire or flood under the Tenements (Scotland) Act 2004 and the Tenements (Scotland) Act 2004 (prescribed Risks) order 2007.

Clyde Valley Property Services does not offer insurance for factored homeowners. It is important to note that for all properties factored by CVPS, every homeowner is responsible to ensure that their property is adequately insured to cover full reinstatement costs of the property as well as contents. CVPS strongly advises all homeowners to insure their property and to seek independent advice on the insurance cover that best suits their needs.

If we have agreed to arrange your buildings insurance, every year we will send you details of your cover, a policy

schedule showing your annual premium, any policy excess and details of the insurance provider. We will also tell you the maximum amount you can claim.

We will carry out property revaluations to establish the building reinstatement valuation for the purposes of insuring your property. We do this before re-procuring our overall building insurance needs which we do every 3-5 years. We will write to you with more information about this process when it is due to take place.

Outwith our revaluation exercise, it is your responsibility as a homeowner to tell us if the rebuild value of your home exceeds the maximum amount you can claim, as stated on the policy schedule. Our policy will cover higher rebuild values, but we need to notify our insurer if this is the case, and we need up to date information from you to do this. Your policy schedule will confirm what you are covered for.

We recommend that homeowners get regular valuations of their properties to make sure adequate insurance cover is in place.

As a Group we go out to the insurance market to make sure we negotiate the best deal available. We do this through a publicly regulated procurement process, which is open, fair and transparent and in is in line with procurement regulations.

We evaluate tenders based on best value for money and the contract is closely managed to make sure it complies with the terms of the contract agreed.



Carrying out Repairs and Maintenance

It is your responsibility as a homeowner to make sure the common parts of your building are kept in good condition. This is called the Duty to Maintain and is set out in the Tenements (Scotland) Act 2004, Section 8.

As your property factor, we are here to help you. We have delegated authority to complete routine repairs to the common parts of your property up to our delegated authority. This delegated authority means we can respond to issues quickly, helping minimise costs and further damage to your property.

Our delegated authority is detailed in Part 1 of the Schedule annexed and is exclusive of VAT.

We will not provide homeowners with updates regarding the progress of common repairs works, including estimated timescales for completion unless the cost threshold for the works exceeds our delegated authority.

We need majority permission (or such other permission as is stated in your title deeds) to proceed with any repairs where the costs will be higher than our delegated authority. We will consult with you and if we get permission from the majority of owners, the work will proceed subject to advance payment of the costs of the works (where requested).

If we don't get consent for a repair, we will only ask permission for the same repair again if you or a neighbour tell us about a material change in circumstances e.g. if the problem has deteriorated, or if enough owners change their minds to permit the works to proceed.

Where there is a risk to health and safety, and we do not have time to consult with all homeowners we can proceed with necessary repairs to make safe in order to protect all residents and their properties.

Your Repairs Service

You can report a repair at any time by calling us on 01698 268855 or emailing us at cvha@cvha.org.uk.

It's best to report repairs as soon as you are aware of an issue. This prevents further damage to your property.

If Clyde Valley Housing Association owns a flat in your block, their tenants or staff may report repairs. We can also report repairs if we see a problem.

We will deal with repairs within the following timescales, weather permitting:

Category	Type of repair	Overall timescale
Emergency repairs	An issue that causes immediate risk to health or is likely to cause serious damage to the property or make the property less secure. The aim of the repair will be to make the building safe. Follow up work is likely to be needed.	Attend within 4 hours and make safe within 24 hours.
Urgent repairs	To repair any defects that significantly detract from the use of the property, and which would cause rapid deterioration if not attended to.	Attend and complete within 3 working days
Routine repairs	Any repairs which are identified as responsive repairs, and which cannot be delayed until a future cyclical maintenance programme or planned programmed renewal.	Attend and complete within 10 working days

Cancellation of repairs

Repair works orders can be cancelled for a number of reasons:

- we were not able to secure the necessary consent from homeowners – we will write to you confirming this is the case.
- The repair has already been raised by one of your neighbours so we can cancel the duplicate.
- On attending the repair team assess that different work is needed, they will cancel the original work order and let us know to raise a new one so that the right trade with the right equipment and supplies can attend. We won't notify you if this happens.
- Investment work is already planned that will address the issue, to save owners money the repair is cancelled and a more comprehensive fix is carried out.

If you have raised a repair and want to check the status or if you have any questions or want to rearrange a cancelled repair please contact us on 01698 268855.

Cyclical maintenance

We recommend that homeowners arrange a programme of regular maintenance for items such as property inspections and routine cleaning of gutters and common water tanks. This helps to ensure the safety of all residents and avoids preventable damage to your home. Where instructed by a majority of homeowners, we will arrange a cyclical maintenance programme.

Where a programme is in place, you will be notified about any planned work to your property. Costs will be apportioned in accordance with the allocation of costs noted in the Part 1 of the Schedule annexed.

Major Works

To protect your property, make sure it complies with relevant legislation, and help to maintain its value, major repair or improvement works may be required. This could include new roof and render, insulation, upgrade of door entry controls, stair and close refurbishments.

CVPS may provide major works (where the anticipated cost of the works exceeds £10,000) including replacement and improvement if it is authorised by home owners within the block to do so all in accordance with the provisions of your title deeds. This work is not covered by the Management Fee. Where we provide this additional service, we will apply a 10% administration fee on the cost of the works and this will be notified to the owners in advance.

Where CVPS has been instructed to provide additional services we will, prior to commencement of the works, provide all homeowners with an anticipated start date and timescales for completion. In the event that a significant delay in completion of the works is anticipated CVPS will advise the owners accordingly.

Such additional services will potentially be of significant cost. As such we will always consult with owners prior to the work being undertaken. You should however be aware that it is your responsibility to ensure that you are able to meet your financial obligations for these services.

We will organise proprietors' meetings to ensure potential major improvement works can be discussed and voted on. We will organise estimates for works, and project manage agreed works on behalf of you and your neighbours once payment has been received from everyone.

Where Clyde Valley Housing Association has an interest in your property they may want to carry out major improvement work in line with their obligations as social or private landlords to protect housing assets and provide high quality homes for their tenants. If this is the case, Clyde Valley Housing Association, as owner in the block, will be in touch to let you know what the works are it proposes and estimated costs. We will then organise a proprietors' meeting to consult with you about the proposed works. Where a vote is required we will organise that in line with your Title Deeds.

Contractors

Any work CVPS instructs will be carried out by competent contractors.

Our governance framework, including the Group Procurement Strategy (available on our website), Standing Orders Policy and Procurement Manual sets out the process to be followed when procuring contractors and services.

Further details on the procurement of contractors can be provided on request. We utilise the service of Clyde Valley Group, who act as the procuring entity. Our procurement process is generally governed by several pieces of legislation. These include the Procurement Reform (Scotland) Act 2014, Procurement (Scotland) Regulations 2016 and any other relevant legislation.

CVPS will ensure procedures are in place for handling out-of-hours emergencies, including giving contractors access. CVPS will ensure all contractors appointed have public liability insurance. CVPS will pursue the contractor or supplier to remedy the defects in any inadequate work or service provided. If appropriate, CVPS will obtain a collateral warranty from the contractor.

CVPS does not receive any commission, fee or benefit from any contractors appointed to carry out work.

On request, CVPS will provide information relating to how and why contractors were appointed, including any tendering process (excluding commercially sensitive information) free of charge by email or at CVPS' offices. If copies are required CVPS may charge you a fee.



Our priority is more than housing, it's ensuring everyone feels safe, supported, and at home.

Financial and Charging Arrangements

You are responsible along with other owners in the block for a share of the cost of maintenance and repairs carried out in relation to the block. Your share is charged in accordance with your title deeds or where appropriate the Tenement (Scotland) Act 2004. Part 1 of the Schedule annexed details the share of the common charges payable by you as a homeowner in the block.

Management Fee

The services provided to homeowners by CVPS require input from staff, contractors and consultants who have to be paid for their services. CVPS seeks to ensure that fees charged to homeowners are reasonable, cover the costs of delivering the service and represent value for money when compared to other property factors.

The management fee is reviewed annually, with any changes effective from 1 April.

In setting this charge, CVPS looks to the actual costs associated with delivering the service, any emerging cost pressures, the economic climate and how this may affect homeowners, demand on our services and our ability to meet this within resources, changing regulations and legislation that may affect homeowners or our sector, and required investment in our services to ensure they are as efficient and effective as possible and will keep meeting changing consumer expectations.

We also periodically benchmark the fees charged by other property factors. Details of any revised charges are clearly stated within the property factoring invoice, as well as the CVPS newsletter and website.

Our current management fee is £95.24 per annum, per residential unit. CPVS shall be entitled to increase the Management Fee and additional service Fees with effect from 1 April of each calendar year. Any such increase shall be notified in writing to the owner no later than 28 days prior to the effective date of the increase.

Charges for specific services

We review service charges on an annual basis. When our Board sets the service charges for the coming year, they consider specific contractual arrangements with providers as well as the current rate of inflation and economic climate.

We don't receive any additional benefits or commissions from the provision of our services.

Billing

We are committed to providing you with clear itemised bills.

Factoring invoices are issued quarterly in April, July, October and January by post or email as agreed with the homeowner. These bills include: your quarterly management fee which is charged in advance, buildings insurance (if applicable), and service charges for the specific services provided to your property e.g. stair cleaning.

We charge for these costs quarterly in arrears. Works costs are also included and charged following completion of these. This will describe the work that has been done, the total cost of the work and your individual share of that cost due for payment.

Some customers choose to receive their invoices by e-mail and this is available to all who request it.

If you want to dispute any item on your bill, you should raise this within one month of receiving the bill. Other items on that bill or other bills from us should still be paid by the due date while we investigate the disputed item.

If you and the other homeowners in your block request major works to your property, we will need payment in advance before we can start the work.

All accounts are payable within 28 days of issue. If the account remains unpaid you will receive a reminder letter 28 days later. This is detailed further in our Arrears Policy. If the account remains unpaid we will have no option but to proceed to legal action.

CVPS will generally pursue each individual homeowner for their share of any debt, rather than pursue co-owners where there may be joint liability for the non-payment of fees or charges. Similarly, CVPS will not usually charge homeowners interest for late payments although reserves the right to do so at its sole discretion. However, where CVPS incurs third party costs, such as legal expenses, it will seek to recover these costs over and above the cost of the initial bill.

Ways to pay

More and more customers are paying their bills by Direct Debit. People who have made the switch tell us it's so much easier and convenient.

You can pay your account via a variety of methods including:

- ✓ Direct Debit
- ✓ By calling us directly on 01698 268855
- ✓ At the Post Office.
- ✓ At our office by debit card. Please note that for security reasons we cannot accept cash payments at our office.
- ✓ Clyde Valley Property Services
Sort 20 33 70
Account 43321746
Please use your account reference or first line of address
- ✓ Pay360, You will need your 19 digit Payment Reference Number and your Bank or Building Society details. You can find your reference number on your payment card. If you don't have a payment card or you have lost it and you don't know what your number is then please give us a call on 01698 268855.
<https://cvha.org.uk/paying-for-factoring/>
- ✓ By 'Paypoint' at any Post Office, shop or outlet where you see the 'Paypoint' logo.



CVPS will update customers on any changes to payment methods on our website or by written correspondence.

Debt recovery

Our Arrears Policy sets out the steps we will follow where you or your neighbours have failed to make payment. This includes action we will take to recover the debt, including the use of Notice of Potential Liabilities, and court action in order to secure debts against a property or other assets.

We can recover court costs from customers, and under most Title Deeds can also apply interest charges to monies owed. Where we have been unsuccessful in recovering some or all of the debt of an existing or former homeowner CVPS may, where the title permits, redistribute the debt between the remaining homeowners in line with the title deeds.

This measure would be considered as a last resort, and this would be communicated to homeowners prior to the redistribution of the debt. In addition, we may review service provision to your block if debt levels are high.

Having difficulty paying?

If you are having difficulty paying your bill, for whatever reason, please contact us as soon as possible. CVPS staff are here to help.

Our website has information and links to organisations that can support you. Our staff can also signpost you to agencies who can offer help and support.

**Facing
difficulties?
Talk to us
first.**



Customer service commitments

Our full complaints policy is available online at www.cvha.org.uk. Alternatively, a printed copy is available on request.

You can complain by talking to us in person or by telephone, by writing to us by letter or e-mail or using the form in the complaints leaflet. If you have a complaint, please tell us what aspect of the service you are unhappy with, what you think should have happened and what you want us to do to put the matter right.

We operate a two-stage complaint procedure. We will always try to deal with your complaint at stage one. If the matter needs a detailed investigation, we will require you to set out your complaint in writing. We will tell you this and keep you updated on progress. To help us investigate, please report issues with any of our services as soon as possible. If your complaint relates to a service provided by one of our contractors we will handle it in the same way.



Complaints

Stage 1 – Frontline Resolution

We will tell you who is responsible for resolving your complaint and we will always try to resolve your complaint quickly, within five working days.

If you are unhappy with our response, you can ask us to consider your complaint at stage two.

Stage 2 – Investigating your complaint

If you are unhappy with our response at stage one, we will review your complaint at stage two. If it is clear that a complaint is more complex, sensitive or needs a detailed investigation or if there is a specific reason why it cannot be resolved quickly, we will investigate it as a stage two complaint.

We will acknowledge your complaint within 3 working days, and we will give you our decision as soon as possible. This will be after no more than 20 working days unless there is clearly a good reason for needing more time.

If we are unable to resolve your complaint at stage 2 and the complaint is considered to be a breach of the Property Factors Code of Conduct, you can refer your complaint to the Homeowners Housing Panel. Full details of how to do this will be outlined in our final response letter.



Your information and General Data Protection Regulation (GDPR)

We take protecting your information very seriously. Our Privacy Notices set out how we will use your information.

Our Privacy Notice can be found on our website at www.cvha.org.uk/privacy-statement/.

We are registered with the Information Commissioner's Office Data Protection Public Register. CVPS is subject to the rules set out in the General Data Protection Regulation (GDPR). To allow us to deliver our services to you, we will need to process your personal data (which may be held in paper, electronically, or otherwise) and we recognise the need to treat it in an appropriate and lawful manner.



Declaration of Interest

CVPS is a subsidiary of Clyde Valley Housing Association.

Where Clyde Valley Housing Association owns property in your block or development it will have an interest as an owner in the common parts. This means that Clyde Valley Housing Association will have rights and responsibilities in terms of looking after and paying for the upkeep of the shared parts of the building or development.

Part 1 of the Schedule annexed will indicate if CVPS has an interest in the common parts of your block.

Where your Title Deeds identify Clyde Valley Housing Association as the property factor, CVHA have appointed us as their agent to carry out factoring duties on their behalf.

All Board Directors and staff annually sign a Declaration of Interest form, where any financial interest in companies or contractors that CVPS deal with are declared. CVPS receives no commission or any benefit from any service provider appointed by us on behalf of homeowners.

Code of Conduct for Property Factors

If you feel we haven't complied with the Code of Conduct for Property Factors or our duties as a factor, you can ask the First Tier Tribunal for Scotland (Housing and Property Chamber) to look at it.

This was set up as part of The Property Factors (Scotland) Act 2011.

Before the tribunal will look at your case, they will expect you to advise them that we have refused to resolve your concerns or have unreasonably delayed attempting to resolve them. They will also expect you to have notified us in writing why you consider we have failed to carry out our duties.

We will treat your concerns as a complaint and follow our Complaints Policy, and the timelines set out (see page 21).

We will comply with any relevant requests for information from the First Tier Tribunal. The Tribunal can make a 'property factor enforcement order' requiring us to take action.

The Tribunal's contact details are:

Housing and Property Chamber
First-Tier Tribunal for Scotland
Glasgow Tribunals Centre
20 York Street
Glasgow
G2 8GT

Telephone: 0141 302 5900

You can read the Code of Conduct on the Scottish Government website – www.gov.scot.

How to End the Arrangement

Changing property ownership

If you sell your property, you or your solicitor need to contact us as soon as you know the identity of the new owners. If we don't have this information, we won't be able to update our records and allocate charges to you and the new owner. Your solicitor should also give us your forwarding address.

On notification of the sale, the property factor will apportion the common repair costs and management costs due by the homeowner for the period to the date of sale and notify the homeowner. A charge of £25 is also made by the property factor to cover all work involved in processing resale details.

Changing service arrangements or factor

If you are thinking about opting out of some common services or changing property factor and ending your relationship with CVPS, please check your Title Deeds which will set out the process you and your neighbours should follow.

In most cases it is straightforward, as long as it is agreed by a majority of the owners within an estate. You would ask for a meeting for all property owners to discuss your property management options. At that meeting you and your neighbours would take a vote.

If you decide to opt out of a common service or end your relationship with us all together, you will need to give us 3 months' notice in writing. A majority of owners will need to agree this decision, unless your Title Deeds say something different. This will give us time to settle any outstanding accounts, terminate any contractual arrangements related to your estate, and at your direction, share relevant information about your property with your new property manager.

Where you decide to appoint a new property manager you need to give us a letter of authority stating that this is the case, the contact details for your new factor, the date when you wish this factor to take over which should be no sooner than 3 months from the date the letter is received by us, and what information you wish to be shared with that new factor.

We commit to provide the following information:

- List of all properties factored.
- List of any outstanding repairs and timescales for their completion.
- List of any planned investment works – the timescale and scope of works.

If the list above is not sufficient and you would like further information to be provided you should detail that in your letter.

Subject to the Group's Data Protection Policy and wider data protection legislation we will

provide the information about your estate requested by you and your new property manager within 28 days of receipt of your letter. We will work with your new factor to make the transition as easy as possible.

When there is a change of ownership or termination of the factoring arrangement, we will return any funds due to you, less any outstanding debts, when you settle your final bill within three months of being made aware of the change of ownership or termination of your factoring arrangement.

It is your responsibility to cancel any Direct Debits or standing orders for payments to us at this point. It is not our responsibility to automatically return payments that continue to be made to us after your factoring arrangement with us has ended unless we are still awaiting bills from third party contractors or providers.

Withdrawal of factoring services

It is important to note that CVPS reserves the right to withdraw from the role as property factor within an estate where it considers this appropriate, such as if it is no longer cost effective to factor an estate. If this was to happen, CVPS would write to every affected homeowner giving reasonable notice that homeowners require to make arrangements to appoint an alternative property factor.

We will give 3 months' notice that we plan to withdraw our core factoring service. This will give homeowners time to arrange alternative factoring provision including buildings insurance if appropriate.

Financial Obligations and Agreement

Homeowners are required to sign a factoring agreement and to pay a deposit of £100 to CVPS, the property factor, who will hold the deposit and may use the deposit, at their discretion, towards payment of the homeowner's common repair costs and management charge. The deposit will be returned to the homeowner, less any sums due by the homeowner to the property factor when the homeowner or his executors cease to own the property. No interest shall be paid on the deposit.

We ensure a clear separation of funds by keeping all deposits from homeowners separately within our accounting arrangements

When homeowners sell or dispose of the property, they shall immediately notify the property factor of the date of sale or disposal and the identity of the new homeowner who has bought the property.

Part 1

Property Factor's Registration Number – PF000106

PROPERTY ADDRESS	
PROPERTY TOWN	
PROPERTY POSTCODE	
APPORTIONED SHARE	
AUTHORITY TO ACT	

Relevant Legislation:

Title Conditions (Scotland) Act 2003

Tenements (Scotland) Act 2004

Property Factors (Scotland) Act 2011

Reference Documents:

Title Deeds

Deed of Conditions

Clyde Valley Property Services - Contact Details:

Clyde Valley Property Services Limited

50 Scott Street


Motherwell

ML1 1PN

Telephone 01698 268855

E-mail factoring@cvha.org.uk

Website www.cvha.org.uk



Annual management fee	£95.24
Vat on management fee	

There will be additional costs for ad-hoc repairs, and any planned works agreed with homeowners, however, we will engage with homeowners where these works are required and confirm an agreed cost, where possible, prior to the commencement of any works. The exception to this would be where an emergency repair was required – please refer to the Written Statement of Service for further detail on this.

Management fees are collected quarterly in advance and works fees are collected quarterly following completion of works.

Communication Arrangements

Registered Address:



Clyde Valley Group
50 Scott Street
Motherwell
ML1 1PN



Monday – Thursday:	9.00am – 5.00pm
Friday:	9.00am – 4.30pm



01698 268855



cvha@cvha.org.uk



www.cvha.org.uk

Public holidays and office closures will be advertised on our website.

The following information and procedures can be located on our website:

- Property Factoring Policy.
- Complaints Handling Procedure.
- Privacy Notice.
- Factoring Arrears Policy.
- Registration details with the Information Commissioner's Office's Data Protection Public Register.

Printed copies can be provided on request.

Accessibility:

To read this document in the language of your choice please use the 'change language' icon on the CVHA website.

You can also access the document by using the text to speech icon on our website.

要以您选择的语言阅读文档，请使用 CVHA 网站上的“更改语言”图标

Aby wyświetlić ten dokument w preferowanym języku, użyj ikony zmiany języka w witrynie internetowej CVHA.

ਦਸਤਾਵੇਜ਼ ਨੂੰ ਆਪਣੀ ਮਨਪਸੰਦ ਭਾਸ਼ਾ ਵਿੱਚ ਪੜ੍ਹਨ ਵਾਸਤੇ, ਕਿਰਪਾ ਕਰਕੇ CVHA ਵੈੱਬਸਾਈਟ 'ਤੇ 'ਭਾਸ਼ਾ ਬਦਲੋ' ਆਇਕੋਨ ਦੀ ਵਰਤੋਂ ਕਰੋ

Щоб прочитати документ обраною вами мовою, скористайтесь значком «змінити мову» на веб-сайті CVHA

ویب سائٹ پر ' زبان بدلیں' آئیکن کا استعمال کریں۔ CVHA دستاویز کو اپنی پسند کی زبان میں پڑھنے کے لیے براہ کرم

