

On the 14th of July 2021, the Scottish Government published a revised Code of Conduct for Property Factors setting out the minimum standard to which factors should adhere when carrying out their services, these changes came into effect on the 16th August 2021.

Summary of Changes to the Written Statement of Services

You have received a copy of the North Ayrshire Council's Statement of Services which sets out the terms and conditions which the Property Factoring Service operates and details how you can report common repairs required to your home. We have now made some changes to this to ensure that we adhere to the new Code of Conduct for Property Factors.

The changes are:

Section 3- Charging Arrangements

On completion of a common repair affecting your property, the Council will issue you with an invoice for your share of the costs incurred. This will provide you with details relating to the work carried out and the amount that is due to the Council, you will need your invoice or customer number to make a payment.

You can pay using the following methods:

Online

<https://www.north-ayrshire.gov.uk/housing/private-sector-housing/north-ayrshire-property-factoring-service.aspx>

By telephone

Pay with a debit card or credit card, by calling: 01294 310000, Monday to Friday from 9am until 4:45pm.

Section 5: Communication Arrangements

Your Title deeds allow the Council to instruct repairs relating to most types of repairs and maintenance to the common parts of your property without the approval of all owners within the block.

However, as explained in section three, owners will be contacted by the Factoring Officer prior to any planned maintenance repairs being carried out where your share of the estimated cost for the required works will be more than £250.00+VAT.

North Ayrshire Council's Factoring Service aim to offer a service it can be proud of by providing high standards of service delivery.

The Factoring Service will:

- Be polite, respectful, and helpful
- Observe privacy and confidentiality where appropriate
- Handle enquires at first point of contact, where possible
- Respond to emails received to factoring@north-ayrshire.gov.uk within 5 working days (Where the Factoring Service is unable to meet this, you will be kept up to date with the progress)

- Provide accurate and up to date information on the public website and correct inaccurate or out of date information within 2 working days of it being brought to the services attention.
- Provide a response to a postal request within 10 working days.
- All communication will be handled within the Factoring Services working hours; 9:00am-4:45pm

Please note all other sections of the Written Statement of Services are valid and a new booklet will be issued in due course.

Should you wish to discuss the information provided or require a copy of the Written Statement of Service, please do not hesitate to contact me on factoring@north-ayrshire.gov.uk or by telephone on 01294324966.