

The Journal

ROSS & LIDDELL

The property people

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KEEP IN TOUCH

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<http://www.ross-liddell.com/paperless.php>



“We have donated funding to more than 100 groups over the last five years”

Welcome

It's been another busy start to the year for Ross & Liddell and it will not have gone unnoticed the hive of activity currently taking place in the construction industry. After a number of years of doom and gloom it's extremely encouraging to see new homes being built and cranes returning to the skyline.

As our business covers a wide range of services including residential management, commercial and residential lettings, our experience and skill ensures that we can adapt to the changing market requirements and emerging trends to assist companies as we move forward.

Later this Spring we will hit a milestone with our Community Bursary Scheme. We will launch our fifth funding programme in May, providing the opportunity for community organisations throughout Scotland to apply for financial support.

We have donated funding to more than 100 groups over the last five years and it has really gone from strength to strength with hundreds of applications being received each year from a huge variety of different groups.

In 2014 more than 20 groups received funding and the money was used on various items, including new play equipment for a children's nursery garden, wheelbarrows for an allotment society and sports kit for a football club.

We have seen first-hand the positive impact the funding can have on local groups and we are looking forward to launching our 2015 Community Bursary very shortly.

Keep an eye on the Ross & Liddell website and your local paper for more information about how to apply.



IRENE C DEVENNY
Managing Director



R&L Property manager Robert Armstrong having a cuppa with his client Mrs Sandra Bendall.

PROTECTING TENANTS FROM LEGIONNAIRES' DISEASE

It is now the law that all landlords and lettings agents in control of private rented properties are required to protect their tenants against the risk of contracting Legionnaires' disease.

Legionella bacteria are found in the natural environment and in most water systems but in the right conditions the bacteria can multiply and increase to dangerous levels.

Risk assessments of water systems within properties should be carried out regularly in order to reduce the risk of tenants contracting the disease from water-borne infections.

All water systems must be properly maintained and the Health and Safety Executive has released revised Approved Code of Practice containing information on how to identify and assess potential sources of exposure and on introducing a course of action to prevent or control any identified risk.

Previously the Approved Code of Practice imposed a 300 litre limit for hot and cold water services, which removed responsibility from landlords. But this has now been removed.

ADVICE FOR TENANTS

Tenants are expected to play their part in ensuring control measures are maintained. Landlords should inform tenants of potential risk of exposure to Legionella and its consequences as well as encouraging them to get in touch should they notice any changes to their

water system – for example, the hot water system not heating properly.

UNOCCUPIED PREMISES

The risk from Legionella may increase if the property is unoccupied, even for a short period.

It is important that water is not left to stand in the hot or cold water systems and, as a general rule, all outlets on hot and cold water systems should be used at least once a week for at least two minutes to maintain a degree of water flow and minimise the chances of stagnation.

WHAT HAPPENS IF THE LANDLORD DOESN'T FULFIL THEIR OBLIGATIONS?

Anyone who fails to follow the Code of Practice faces heavy fines, and if someone were to die from the disease, a landlord could be prosecuted and could face prison.

Although most properties will be low risk, it is vital that landlords conduct the appropriate checks to ensure properties are safe, and to protect tenants from the potentially fatal disease. A landlord can carry out a risk assessment at their own property to identify if the conditions are right for bacteria to flourish.

Please contact Ann McMaster at:

LETTINGS OFFICE

89 Byres Road
Glasgow G11 5HN
0141 334 3670

to arrange for an assessment to be carried out on your behalf.

UNDER THE CODE OF PRACTICE LANDLORDS ARE REQUIRED TO:

- Carry out a risk assessment to identify and assess potential sources of exposure
- If a risk is identified, introduce a course of action to prevent or control a risk

By conducting a risk assessment, landlords will be able to identify areas where conditions could be right for bacteria to flourish.

The Code can be found at:

<http://www.hse.gov.uk/pubns/priced/l8.pdf>
<http://www.hse.gov.uk/legionnaires/>

IMPORTANT DOCUMENTATION

SERVICE LEVEL AGREEMENT & COMPLAINTS PROCEDURE

Ross & Liddell regularly reviews its Service Level Agreement and Complaints Procedure and the current documents can be found on the website or available on request.

INSURANCE CERTIFICATE

You should by now have received your Certificate of Insurance which will detail your sum insured and the premium for the forthcoming year, this document will also detail any additional terms that have been applied to your property including increased excesses or cover restrictions.

INSURANCE NEWSLETTER

We have also issued to all owners a copy of the "Insurance Newsletter" please read this document carefully as it does provide you with a simple guide to your insurance cover, including the cover restrictions applying to both unoccupied or tenanted properties.

You can also obtain copies of the newsletter and policy wording from our website which will detail in full the additional covers / optional extensions available to you. Alternatively contact our insurance department on 0141 221 9266.

REINSTATEMENT COST ESTIMATES

Reinstatement cost estimates for insurance purposes should be undertaken from time to time, particularly if there have been material changes in a building or development. The values are index linked, and increases – set by the Royal Institute of Chartered Surveyors – are applied to the sum insured at renewal each year.

A property should be insured for its full reinstatement rebuilding estimated cost and should include demolition and professional fees.

Arranging a reinstatement cost estimate for insurance purposes requires professional assistance and we recommend the employment of a chartered building surveyor for this service; and a fee based upon the size and complexity of your building or development will be charged.

Please discuss the requirement for reinstatement cost estimate for insurance purposes with neighbours or committee representatives and provide Ross & Liddell with written instructions. The firm will provide a written quotation to undertake a reinstatement cost estimates for insurance purposes. This advice is provided in accordance with the terms of the Property Factors (Scotland) Act code of conduct.

THE PITFALLS OF NO COMMONBLOCK BUILDINGS INSURANCE POLICY

Ross & Liddell works with a number of clients who do not have a common buildings policy, and who have opted to take independent cover through other agencies. However it is often found that this alternative cover falls short when it's needed most.

Alternative cover – despite being with a recognised insurer – may not provide fully comprehensive buildings insurance, and in many instances, will not cover the common areas of buildings, the roof and outer fabric, or developments as a whole.

Policies arranged by Ross & Liddell brokers provide full cover and includes the flats and common areas. If a client decides to insure a flat independently, they should seek the advice of insurers to establish if the cover is fully comprehensive.

To discuss further please call the insurance department on 0141 221 9266.



New look for Ross & Liddell

For more than 160 years, Ross & Liddell has been a part of local communities throughout Scotland. The company has worked hard to ensure it has created a brand of continuity, which generates loyalty and trust.

Over the last few months, Ross & Liddell has been working with Edinburgh-based boutique brand design agency, Wolffe, to give the business a fresh new look and feel.

Unveiling the revamped brand, Irene Devenny, managing director at Ross & Liddell, said:

"We have been keen to evolve our current identity, and while we want to keep the personality of the business, we want our core values of community, straight talking and proactiveness to shine through."

"In order to develop our idea, we have been working with Wolffe to discuss and develop the new look."

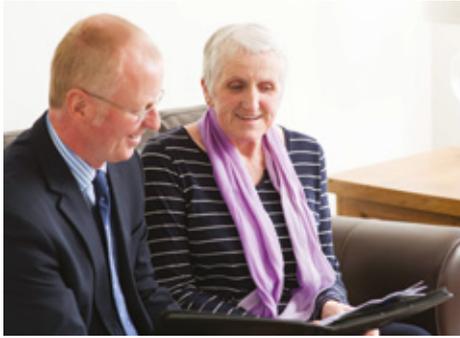
"I think the rebrand really brings some modern flair to Ross & Liddell and is an exciting time and we look forward to fully embedding our new look across all our offices."

Andrew Wolffe, Founder and Creative Director at Wolffe commented:

"In order to maintain Ross & Liddell's strong position in the marketplace it was important to evolve the look and feel, to freshen up the colours, and ensure consistent application of the brand identity across digital and print media."

"The designer's main task in a rebrand is to ensure a company's brand is fit for purpose for the future, and supports the company's ongoing business objectives."

"With the new look and feel, Ross & Liddell is well placed to face the next 160 years with confidence."



Electrical checks to become mandatory

The Scottish Government has finalised its guidance on mandatory electrical testing for the Housing (Scotland) Act 2014.

Although the term used by the government is 'guidance', please note that this is a statutory regulation which will come into force from 01 December 2015. All Scottish privately rented property covered by the Repairing Standard will be required to comply, regardless of tenancy type.

Under the new requirement, landlords will have to have fixed wiring Electrical Installation Condition Report (EICR) checks carried out at least every five years. This will apply from December for any new tenancies entered into on or after this date, including current tenants signing a new lease. For existing tenancies, this will come into force in December 2016.

The EICR must include an appliance check report (a Portable Appliance Test or PAT) on all appliances provided by the landlord, but not those belonging to the tenant.

EICRs and PATs carried out from December must be documented on the forms specified on the guidance in order to be acceptable under the regulations. In addition, all appliances checked must have test labels placed on them.

Enforcement of electrical testing requirements is the responsibility of the Private Rented Housing Panel (PRHP) who can issue a Repairing Standard Enforcement Order and ultimately a rent penalty for non-compliance, which is a criminal offence.

The key points include:

- PAT check to be carried out at a different time to the EICR check, provided both are carried out at least every five years
- Landlords are required to take only reasonable steps to ensure that electrical items in common areas such as stairwells or electrical gates on an underground car park – are safe. PAT checks are required on appliances in common areas in shared properties such as HMO kitchens or hallways
- EICR checks carried out on or after 1st January 2012 by a competent electrician are acceptable, even if they do not include an appliance check
- A clear checklist must be completed by an electrician to demonstrate competence in cases where they are not a member of SELECT or NICEIC
- New build/newly rewired properties to meet the standard provided an in-date electrical installation certificate is in place

All landlords and letting agents are advised to read the guidance in full to familiarise themselves with the detail of the requirements.

This can be found on the Private Rented Housing Panel (PRHP) website: <http://www.prhpScotland.gov.uk/prhp/137.26.33.html>

STAFF CERTIFICATION

Ross & Liddell employs high quality staff across the company and recognises that gaining suitable qualifications, along with continued professional development, is an integral part of the experience and professionalism of staff.

Ross & Liddell property managers are qualified through the Institute of Residential Property Managers (IRPM) while the building surveyors and commercial managers are members of the Royal Institute of Chartered Surveyors. Members of the lettings team are ARLA qualified.

The company encourages employees to seek requisite qualifications and to support those qualifications with continued professional development.



BILLY FREW
Property Manager



FEEDBACK FORM

Feedback is essential in business and Ross & Liddell welcomes comments and suggestions relating to the quality of service it provides. The feedback form can be found at <http://www.ross-liddell.com/feedback.php>

CONTACT PHONE NUMBERS

It is important that Ross & Liddell is able to contact its clients at short notice, or in the event of an emergency.

If your details have changed, please contact your property manager.

Phone numbers for our offices are:

- 📞 **GLASGOW** 0141 221 9266
- 📞 **PAISLEY** 0141 887 9365
- 📞 **EDINBURGH** 0131 346 8989
- 📞 **DUNDEE** 01382 201 535

ENVIRONMENTALLY FRIENDLY

Recycling is now an important part of daily life and Ross & Liddell is encouraging clients to recycle wherever possible. It is now possible to recycle tin cans, paper, cardboard, plastic bottles, glass, batteries and gardening materials.

To find out if you are taking full advantage of your local recycling facility, please visit: <http://www.gov.scot/Topics/Government/local-government> and click on the link Scottish Council Websites.