

The Journal

The property people

Welcome to our 2023 Newsletter

New!

Dedicated Client Support & Inspection Teams

Within our last edition of The Journal, we advised clients of the introduction of our Repairs Team. Since then, we have been making additional changes to our operational structure, and staffing, to further improve the level of service provided to clients.

Due to the continued growth of our business and the current challenges of the recruitment market, we are adapting the way that services are provided in order to meet, and surpass, client expectations particularly on communication and progression of repair work.

In addition to our knowledgeable and experienced Property Management and Repairs Teams, we have put in place additional specialist teams, aimed at providing an efficient and effective management service for our clients. These newly created teams include:-

- Property Inspection Team
- Client Support Team

Property Inspection Team

Our newly developed Property Inspection Team will visit all developments on a regular programmed basis, completing a detailed digital Inspection Report, which will be shared with our Repairs Team to allow any repairs to be instructed. The Inspection Reports will be made available to clients through our Web Portal, or can be provided upon request.

Client Support Team

In order to ensure a prompt acknowledgement, and full response, to the ever increasing number of e-mail and telephone queries, we have created an additional communication and client focused team, comprising staff from strong Property Management and Customer Service backgrounds.

An allocated member of the team will take responsibility for individual client queries from receipt to resolution. Each query will be logged and tracked internally to ensure that all relevant colleagues provide required input to allow a full response and resolution to queries.

Repairs Team

As detailed in our last edition, our established Repairs Team now have direct responsibility for instructing and tracking all repairs through our Property Management System. All repairs will be regularly reviewed depending on priority to ensure progression and completion within required service level timescales.

The Repairs Team have recently taken responsibility for obtaining required Estimates for non-urgent repair works and larger proposed works. Estimates will be initially reviewed, to ensure that all work specifications are as requested, and comparable, and passed to the relevant Property Manager for further review and progression of work, as appropriate.

Importantly, requested Estimates will be tracked, in order to ensure prompt response from Contractors, and Property Managers, in progressing works, in accordance with internal procedures.

Property Managers

By establishing the additional teams, as outlined, our Property Managers will be in a position to focus on communication with clients on more specific tasks which have been identified as priorities at specific developments. Increasing, and improving, communication and consultation with owners is a priority for our Property Managers with increased attendance at Owners Meetings being a principal objective.

Our Property Managers will be involved in more complex management issues such as those relating to Title obligations, accounting and budgeting issues, or larger repair works and, importantly, experienced Property Managers will be allocated to resolve problematic, or complex issues in consultation with owners.

By creating a structure through which the individual core components of our Property Management Service are given specific team focus, and priority, we intend to improve internal transparency and accountability, which will ensure that all issues are quickly identified and addressed. In particular, we wish to substantially improve consistency and continuity of service with clients, through improved communication and prompt resolution of issues.

While recognising the change from the traditional approach of allocating an individual Property Manager for each development, we believe that our team approach will alleviate the problems which arise from the inevitable change in Property Managers, in the currently challenging employment / recruitment market.

If you would like to report a communal maintenance issue, you can reach our Repairs team on:

Glasgow Office

GlasgowRepairs@Ross-Liddell.com or 0141 221 9266 and selecting option 2

Edinburgh Office

EdinburghRepairs@Ross-Liddell.com or 0131 346 8989 and selecting option 2

Dundee Office

DundeeRepairs@Ross-Liddell.com or 01382 201 535 and selecting option 2

When contacting us please give full details of the issue such as the exact area affected, and if possible, a photograph of the issue is also helpful. This will allow us to allocate the most appropriate contractor to attend and direct them to the correct area for the works to be undertaken or for a report for the required works to be provided to us, this will depend on the extent of repairs needed and access availability.

Why Do Clients No Longer Have an Allocated Property Manager for Their Property?

Single Point of Contact

We appreciate that a shift from a single point of contact to a team focused structure will seem strange to our clients at first.

Typically, a Property Manager would receive all queries from our clients, via telephone and emails. However, this proved problematic when the Property Manager was off on annual leave, absent due to sickness, or when they moved on from the company, resulting in delays in responding to our clients, which caused delays in progressing required repairs or resolving other issues.

Our new structure will ensure continuity of service, as queries can be addressed via the wider team despite staff planned, or unplanned leave, which is essential, to ensure that our clients queries are acknowledged and responded to promptly, and that all required repair work is progressed as soon as possible.

Client Support Team

Following an extensive review of our management operations, it is apparent that the multi-tasking approach of the traditional Property Manager is not the most effective model through which to meet, and surpass, client service level expectations. Our newly formed Client Support Team will ensure that we meet the timescales for responses to clients, detailed within our SLA, and improve overall service to our clients.



Look out for our new Property Inspectors who will attend site in their Ross & Liddell branded uniforms and vehicles!

IRPM Qualification

This year, we were delighted to fund and support 8 members of our staff, through the “Professional Diploma in Property Factoring Scotland” provided by The Institute of Residential Property Management (IRPM).

IRPM is the professional body for property management and provides the leading and nationally recognised qualifications for the industry.

As always, we are keen to encourage and support our staff development and progression and will continue to roll out this opportunity to those who have not yet completed the course.

The qualification is beneficial to the business, as well as the individuals for their own professional development and understanding of the industry.

The course is a 12-month distance learning/online course, completed with a final exam.

We hope you will join us in wishing our staff who undertook the exam the best of luck with their results!





As a successful property management company with offices across Scotland, it's important to us that we give something back to the community, by financially supporting local groups and organisations across the country.

Our community bursary scheme, which is now going into its thirteenth year, raises awareness of the amazing organisations out there, supporting individuals and families all over Scotland, and helps us find out more about the great work that's taking place.

Funding is provided to groups who can demonstrate that they're making a vital difference in their communities.

This year, we have awarded donations to 40 community groups/organisations.

THE RECIPIENTS ARE:

Rookie Rockstars	Autism Understanding Scotland	Busy Bee Playgroup
Include Me 2 Club	Kirkintilloch & Kilsyth ASC	The Hidden Gardens Trust
Port Edgar Watersports CIC	Perth Festival of the Arts	The Karate Initiative
Volunteer Team	Clean Coast Outer Hebrides	Hilton Family Support
Friends of Kings	Coffee & Chat Co	Ronald McDonald House
Dundee Mixed Martial Arts	All Strong Scotland Recovery Group CIC	Nil By Mouth Charitable Trust
Youth Community Sports Association Park	East of Scotland Boccia Club	LINK - East Fife Mental Health Adolescent Befriending Project
New Hope Community House	Cairns Counselling	Care for Carers
You Pay Your Way, Somebody Cares Scotland	The Children's Wood Toddler Group	West Lothian 50+ Network
Hope Garden, Hunter Jones Animal Assisted Therapy & Learning CIC	Scotland's Bravest Manufacturing Company	Town Break Dementia Support
Dads Rock	Carnegie Canines Flyball team	Garvald Edinburgh
Buttons & Bows Baby Bank	Space Youth Befriending	Families First St Andrews
Upward Mobility Ltd	The Living Well Project	CREEM International
Glasgow Pre Loved Uniforms		

We are extremely proud to have supported many community groups/organisations since launching our community bursary scheme in 2011.

We are anticipating in receiving more applications from fantastic organisations from all over Scotland and we can't wait to find out more about the good causes.

Groups can apply via our website at: www.ross-liddell.com/community-bursary

Development Management Scheme

For those who live in newer developments, you may have noticed reference to the Development Management Scheme in communication from Ross & Liddell, however may be unfamiliar with the term.

The Development Management Scheme (hereafter referred to as the DMS) is a set of rules which follows the Title Deed that provides detail on how the development should be managed.

The DMS always has at least 22 rules. These rules will set out anything from what parts of the development are “scheme property” and therefore are common to all to what is required to call a meeting on your development.

The DMS automatically enrolls all owners into the “Association”.

The DMS tends to be split into several parts. One of which will advise on the “conveyance of scheme property”. Meaning that when seen fit by the Developer, they can pass the common parts of the development to the ownership of the Association. This doesn’t have to be in whole, the Developer may choose to convey the development in parcels.

Ross & Liddell will advise the owners of the steps taken when we receive this notification and will assist with the process, keeping you informed each step of the way.

What are SUDS?

Sustainable Urban Drainage Systems - or SUDS for short are found in most new build developments. SUDS are a series of retention pools which capture and divert any water run off and allows the excess water to percolate back into the water table. They are designed to mimic natural drainage patterns and therefore reduce the risk of flooding. SUDS are drainage solutions that provide an alternative to the channelling of surface water through networks of pipes and sewers to nearby watercourses.

Typically as your Factor, we arrange the landscape maintenance of the perimeter verge area of a SUDS basin as well as any other open area of land surrounding the SUDS, which may be open grassed area or semi wild or marshland areas. The SUDS basin itself is usually vested by Scottish Water and stays with the Developer until such time Scottish Water confirm vesting of the basin.

On some occasions the SUDS basin may be classed as common to all and to be maintained by the development until it is vested to Scottish Water. This will be stated in the Deed of Conditions and Ross & Liddell will check this when dealing with issues arising around the SUDS.

SERVICE LEVEL AGREEMENT

Our Service Level Agreement was last updated as at November 2022. this can be viewed at www.ross-liddell.com. Please note the Service Level Agreement is subject to review from time to time, all and any changes are catalogued in the history of changes section, and the most up-to-date agreement will always be found on the Ross & Liddell website or Web portal. Printed copies can also be provided on written request.

INSURANCE CERTIFICATE

All owners should, by now, have received your Certificate of Insurance which details your Property Owners Liability Insurance, Building Sum Insured, the Building Declared Value and the Annual Premium including the Insurance Premium Tax (IPT) for the forthcoming year. This certificate will also detail any additional terms that have been applied to your property including increased excesses or any cover restrictions.

INSURANCE NEWSLETTER

As in previous years a comprehensive Insurance Renewal 2023 Towergate Statement was provided with your certificate, which should be read fully for a thorough understanding of this year's renewal. All previous year's Newsletters are also available for download from our website at <https://ross-liddell.com/insurance/newsletters>.

INSURANCE DOCUMENTS

Copies of all of our important insurance documents like the Buildings Policy Wording, Contents Policy wording, Summaries of Cover, Insurance Terms of Business, Meeting Your Insurance Needs and the Engineering Policy are all available for download from our website at <https://ross-liddell.com/insurance/insurance-documents>.



PICK UP AFTER YOUR PUP!

Dogs can do some impressive things, however cleaning up after themselves is not one of them!

In Scotland under the Dog Fouling (Scotland) Act 2003, you could receive a fixed penalty notice of £80 which increases to £100 if not paid in 28 days.

Please help Ross & Liddell keep your development clean by picking up after your pup.