

The Journal

The property people

Welcome to our 2022 newsletter

DEDICATED REPAIRS TEAMS

In recognition of the need to deal with increased levels of correspondence from clients as efficiently as possible we have made some important internal changes. We have created new dedicated Repairs Teams across our three offices to assist clients who simply wish to report a maintenance issue. Your Property Manager remains responsible for carrying out routine inspections of your property and will communicate with you on any relevant matters but we now also have defined teams in our offices to deal with invoicing, liaising with contractors on maintenance issues, the provision of insurance cover etc. so that, when you contact us, you will be able to speak to someone in our office who can help you, even if your Property Manager is out of the office carrying out inspections, or unavailable.

If you would like to report a communal maintenance issue, you can reach our teams 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 would also be very 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.



Since the programme was launched in 2011 as a means of offering much needed support and funding to local groups and organisations, we are extremely proud to have awarded more than £150k to over 260 community groups | organisations the length and breadth of the country. In addition to our average £500 application we have also been making significant single donations from our Bursary to various charities since 2018, our largest being £13k for Spina Bifida Hydrocephalus Scotland, £6k to Age Concern and various other worthwhile contributions to deserving groups.

Funding is provided to groups who can demonstrate they're making a vital difference in their communities. There's no lengthy application process, groups simply have to show us how they're making life better for individuals and families.

This year we have awarded donations to 30 community groups | organisations from our main fund.

The recipients are;

Dunterlie Foodshare

Trauma Informed Parenting

West Lothian Litter Pickers

Hope Garden SCIO

Friends of Queen's Park Glasgow

FEAT Trading CIC

Social and Business Community - Wellbeing Essentials

Glasgow's Golden Generation

The Speech Language Communication Company (SLCo)

STV Children's Appeal

Lismore RFC

CREATE Paisley

PAISLEY SEA CADETS

East Kilbride Gymnastics Club (EKGC)

Metta Wellbeing CIC

Sewing2gether All Nations: Caring, Creating, Connecting

The Glasgow Group of the Riding for the Disabled Association

Aoife's Senory Bus

Benarty, Dunmore and St. Kenneth's Parent and Toddler Group

CHSS Hospital to Home

Scott Murray School of Irish dancing

musicALL Scotland

Cambuslang Football Academy Girls Under 9s

Pain Concern

Biggar and District Men's Shed

Dundee Age Concern

Edinburgh Food Social

On Pointe Performing Arts

Dundee Starter Packs SCIO

United Glasgow Football Club

As we enter into the twelfth year of the programme. We're anticipating even more applications from an even more diverse selection of groups and we're really looking forward to learning more about the fantastic community organisations all over Scotland, applications will open on 1st October 2022.

For more information, visit

www.ross-liddell.com/community-bursary

WE ARE
HERE
TO HELP

UPDATED LEGISLATION – SMOKE ALARMS

From February 2022, a new standard was applied to fire and smoke alarms within residential homes which means they will be required to be interlinked.

What does this mean and what will be required in properties?

Interlinked means that if one alarm is set off, a signal is sent to the other alarms to set them off. This ensures that the occupant hears the alarm regardless of where they are in the property. Since the new legislation came into force, every home must have one smoke alarm in the living room (or the most frequently used room), one heat alarm in the kitchen and one smoke alarm in each landing or hallway. All alarms should be installed on the ceiling.

A carbon monoxide detector must also be installed in the room if any have any carbon fuelled appliances (boiler, fire etc) but there is no requirement for this to be interlinked.

Who is responsible for ensuring these are installed?

It is the responsibility of the homeowner to ensure these standards are met and all costs associated with this. Homeowners who are older or disabled or on low incomes may be entitled to help with the costs of installing these alarms. Further information regarding this can be seen on the Scottish Government website.

What type of alarms can be used?

There are two types of alarms which can be used – mains wired alarms or sealed battery. Sealed battery alarms must be enclosed in tamper proof units and have long life lithium batteries. These should last up to ten years. These types of alarms can be installed without the need of an electrician. An electrician must be used to install a mains wired alarm and these should be replaced every

ten years. If you have a carbon monoxide alarm and it is battery operated, you must ensure that it has a sealed battery which is operational for the entirety of its lifespan. Any alarm installed must comply with the below British Standard classifications:

Smoke Alarms - BS EN14604:2005

Heat Alarms - BS 5446-2:2003

Carbon Monoxide Detector - British Kitemark EN 50291-1

Communal Areas within Residential Blocks

Out with maintaining existing Fire Safety Systems, there is no requirement for additional alarms to be fitted within the communal areas of a shared residential building, nor is there any requirement alarms within the individual flats to be linked to each other.

Specialist Alarms and Shared

If the property has specialist

alarms for those hard of hearing or Telecare Systems, then these must be fitted alongside any interlinked heat or smoke alarms.

Will this have an impact on Insurance Cover?

Zurich PLC, our current Buildings Insurance provider has notified us that, in relation to the buildings insurance in place, there are currently no changes to the policy. If any of the terms do change, due to the new regulations, we will notify owners accordingly.

References

https://www.firescotland.gov.uk/media/1143416/fire-alarms-in-scottish-homes_leaflet.pdf

<https://www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/>

Alternatively, you can email newfirealarmstandard@gov.scot for more tailored enquiries.

IMPORTANT INFORMATION

SERVICE LEVEL AGREEMENT

Our Service Level Agreement was last updated as at February 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 Webportal. 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 2022 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>.

BUILDING REINSTATEMENT VALUATION

As a property management company, we have a duty to ensure

that your property is insured to meet the requirements of the Title Deeds and provisions of the Property Factors (Scotland) Act 2011.

In line with the requirements of the Act, your property should have a revaluation carried out regularly, by an external Chartered Building Surveyor to ensure that the sum insured remains adequate for the protection of all co-proprietors.

If a Building Reinstatement Valuation was carried out at your development this year, a copy will be available on the webportal, or on request to your property manager.