

The Journal

The property people

ROSS &
LIDDELL

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Welcome

It's been a busy start to 2016 for Ross and Liddell – we are strengthening our presence in the digital world, growing our Edinburgh office and making links with community groups across Scotland.

We are delighted to announce that we are expanding, and upgrading, our offices in the capital, while retaining our existing location in Edinburgh's Clifton Terrace.

This expansion reflects the steady, and significant, level of our new appointments in the East of Scotland. It is also indicative of the ongoing recruitment of additional experienced managerial staff and will allow the continued growth and improvement of the services which can be offered to clients from our Edinburgh office.

We are launching our new web portal which will develop the service we offer and maintain the strong relationship we have with our clients.

As part of our continuing commitment to providing a high level of service, the site will give our clients direct access to their account online – allowing users to utilise a range of services including paying fees, accessing insurance documents and viewing property manager details.

Those who prefer to pick up the phone haven't been overlooked

either as our new menu driven telephone system will also be coming into operation soon.

In the physical world, our property managers have certainly been busy delivering bursary awards to all corners of the country.

Last year we launched our fifth Community Bursary Scheme, and it might have been easy to rest on our laurels after reaching such a milestone.

But the funding programme hasn't slowed one bit – and this year has been our best yet.

The 2015/2016 scheme has given more than 30 groups across Scotland a cash boost. We are now helping some fantastic projects come to fruition – from building playparks in Craignish in Argyll, to revamping allotments in Govan. The variety of applicants has been wonderful.

The initiative has had some great coverage in the local press and it really has been fantastic to see the positive impact the funding can have on local groups.

The 2016/2017 scheme is now open, please see our website for further details.



IRENE C DEVENNY
Managing Director

PRIZE DRAW

Two winners of an iPad mini 4 will be drawn on the 30th June 2016, along with three runners-up who will each receive £50 Marks and Spencer Vouchers.

To be eligible for entry into the prize draw, you must access your online account at least once before the end of June 2016, your account should also be settled, or have a satisfactory instalment agreement in place by the 24th June, 2016.

The lucky winners will be contacted directly, published on our website and in our next newsletter.

IMPORTANT INFORMATION

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

All property owners should now have received our Insurance Newsletter. Please read this document carefully as it provides you with a simple guide to your insurance cover and information on any cover restrictions applying to both unoccupied and tenanted properties.

You can also obtain copies of the newsletter and policy wording from our website and can find out more about the additional covers and optional extensions available to you. Alternatively, you can contact our insurance department on 0141 221 9266.

SERVICE LEVEL AGREEMENT

Ross & Liddell's Service Level Agreement can be viewed at www.ross-liddell.com Printed copies can be provided on written request. We ask clients to note that the document is the subject of review from time to time, and that the most up-to-date agreement will always be found on the Ross & Liddell website.

WEB PORTAL

We recently launched a new web portal for our customers. You can access the services via -

<https://myaccount.ross-liddell.com>

You should by now have received your web portal login and password details. We would ask that you log in, check your details, and let us know if there are any issues.

TELEPHONE SYSTEM

We have recently introduced a new, menu-operated telephone system. Providing our customers with efficient, user-friendly ways of getting in touch is very important to us and we believe the introduction of this system will help us develop the service we provide.

DIRECT DEBIT PAYMENTS

Paying monthly by direct debit helps to spread the cost of your charges. Ross & Liddell calculates the monthly sum based on your account balance and what we anticipate your charges will be over the coming year.

We endeavour to have everyone living in the same block or site paying around the same monthly instalment.

You may not pay the same as your neighbour does every month but this does not mean that you are being charged different amounts overall. It may mean that the starting account balance was different when the direct debit was put in place.

We will always notify you of any change to the collection amount.



Our 2015/2016 community bursary scheme has been our most successful to date.

More than 30 groups have received funding this time around and we have awarded more than £10,000 to groups across Scotland. Funding will be used for a wide range of projects – from allotment enhancement and employability skills training to supporting veterans and building music studios.

As a successful business with offices across Scotland, it's important to us that we give something back to the community and we're delighted to be able to award funding the length and breadth of the country. Our 2016/2017 community bursary will launch on the 1st of May 2016.



Ross & Liddell will be headline sponsor of the Scottish Home Awards for the next four years. The awards showcase the best new housing in Scotland and recognise the hardworking and dedicated teams behind some of the country's biggest and best developments. To find out more, visit <http://kdmedia.co.uk/homeawards/>

NEW APPOINTMENT

We are delighted to announce the appointment of Elaine Bald as Head of Property Management (Glasgow). Elaine joined us in the autumn of 2015.

Elaine brings a wealth of knowledge and considerable experience of managing traditional stone tenements, building conversions, and new build developments to this newly created role.





DID YOU KNOW THAT WE ALSO SPECIALISE IN COMMERCIAL PROPERTY?

Our services include Repairs and Maintenance, Health & Safety Compliance, Financial Management, Provision of Staff, Implementation of Service Charge, Insurance, Rent Collection, Enforcement of Lease obligations, Landlord Accounting, Rent Reviews, Assignations, Dilapidations, Energy Performance Certificates and Commercial Agency.

Please contact Jennifer Harkins (j-harkins@ross-liddell.com) to find out more.

GARDENING SCOTLAND

Ross & Liddell has previously participated in this show, by building a show garden, we also supported a local school to build and display a pallet garden, as well as arranging for those children to attend the show.

This year we are assisting a group of students to develop their skills by building a garden for the show.

The show will take place at Ingliston Edinburgh, on Friday 3rd to 5th June, more details can be found on the Garden Scotland website at:

www.gardeningscotland.com



EDINBURGH MARATHON

A determined team of Ross & Liddell property managers are taking on the Edinburgh marathon on the 29th of May.

Susan Gates and colleagues Mark Hazlewood, Scott Ross and Wayne O'Connor will be running in aid of Macmillan Cancer Support.

Their just giving page link is: www.justgiving.com/Susan-Fong



RoSPA Playpark Inspection Training

A team of property managers from Ross & Liddell recently participated in a Royal Society for the Prevention of Accidents (RoSPA) training course.

Elaine Bald, Joanne Knox, Susan Gates, Gordon Howie, Wayne O'Connor, Stephen Morrison and Gavin Baird completed a course on playpark inspections - and everyone passed.

Ross & Liddell property management staff participate in ongoing training programmes and the company is committed to the continued professional development (CPD) of employees.

Staff in our commercial management, surveying and lettings departments also participate in CPD programmes.

CLIENT CONTACT DETAILS

Do we hold your current contact details in the form of mobile phone number, landline number, email address and keyholder details?

It is important that we have access to up-to-date contact details for you so that we can contact you in an emergency. It will only take you a few minutes to call our administration staff or email us (please e-mail your property manager), with keyholder and other contact details. Please take the time to ensure your details are correct.

Phone numbers for our offices are –

📞 **GLASGOW** 0141 221 9266

📞 **PAISLEY** 0141 887 9365

📞 **EDINBURGH** 0131 346 8989

📞 **DUNDEE** 01382 201 535

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

<https://ross-liddell.com/contact-us>

LETTINGS UPDATE



Electrical Safety Legislation

Following on from legislation introduced in December 2015, private landlords are now responsible for ensuring that an electrical safety inspection of their property is carried out by a registered electrician at least once every five years. If your property was tenanted prior to this date, this legislation will not come into force until December 2016.

THE NEW LEGISLATION EXPLAINED

Under sections 13(4A) and 19B (4) of the Housing (Scotland) Act 2006, private landlords in Scotland are required by law to ensure that their properties are electrically safe.

THIS COVERS:

- Any installations in the property for the supply of electricity
- Electrical fixtures and fittings
- Any appliances provided by the landlord under the tenancy

Landlords must be able to prove that all of the above are in a reasonable state of repair and in proper working order.

WHAT DO LANDLORDS NEED TO DO?

Landlords are required to ensure that regular electrical safety inspections are carried out by a competent person and that any appliance that fails to pass the inspection is replaced or repaired immediately.

As a minimum, an electrical safety inspection must be carried out:

- Before a tenancy starts, and
- During the tenancy, at intervals of no more than five years from the date of the previous inspection.

A copy of the most recent electrical safety inspection reports must be provided to both new and retained tenants.

The person who conducts the checks must be employed by a firm that is a member of an accredited registration scheme operated by a body recognised by the Scottish Government – this will usually mean that they are registered with NICEIC or a member firm of the Electrical Contractors' Association of Scotland (SELECT).

Both the NICEIC and the Electrical Contractors' Association of Scotland (SELECT) provide online tools for finding local members.

TRANSITIONAL RULES

The Scottish government guidelines detail the transitional rules for the scheme.

- Any new tenant must receive an EICR if they take up their tenancy after the 1 December 2015.
- Any existing tenant should receive a copy of an EICR before 1 December 2016 (unless their tenancy will end before that date).
- If an EICR (or new installation certificate) is available for a property that was produced since 1st January 2012, this is still in its perceived 5 year lifecycle this is still valid (for 5 years from issue). These do not need any PAT report.
- Any EICR produced after 1st December 2015 will also need Appliance test reports.

WHAT HAPPENS DURING THE ELECTRICAL SAFETY INSPECTION?

An electrical safety inspection has two parts:

- A Portable Appliance Test (PAT) on any portable appliances that you have provided by the landlord is carried out.

For the Electrical Installation Condition Report, the registered electrician will carry out checks of installations for the supply of electricity, electrical fittings (including but not limited to switches, sockets and light fittings) and fixed electrical equipment (including but not limited to boilers, panel and storage

heaters and hard-wired smoke and fire detectors).

- An Electrical Installation Condition Report (EICR) – formerly known as a Periodic Inspection Report (PIR) – on the safety of the electrical installations, fixtures and fittings will be produced.

The EICR document will highlight any problems using different classifications: code C1 indicating 'danger present', code C2 indicating 'potentially dangerous' and code FI indicating 'further investigation required'. Any remedial work that is undertaken as a result of the inspection will then be recorded on a Minor Electrical Installation Works Certificate.

You may have a copy of an Electrical Installation Certificate rather than an EICR if:

- Your property is a new build
- The property has been fully rewired.

If you have an Electrical Installation Certificate, you can provide this to demonstrate that your property complies with the new guidance, provided that the date of the next inspection indicated on the certificate has not elapsed.

For more information on Electrical Installation Condition Reports, please contact Ann McMaster on 0141 334 3670 or a-mcmaster@ross-liddell.com.

The PAT test covers any movable electrical equipment that the landlord has provided as part of the tenancy (refrigerators, toasters, TVs, etc.) and must be carried out by either a registered electrician or any person who has completed appropriate training as a PAT Tester (which can include the landlord)

Anything that fails to pass the electrical safety inspection or PAT test must be replaced or repaired immediately.

WE ARE HERE TO HELP

If you have any lettings related issues please contact:

ANN McMASTER
☎ 0141 334 3670