

5 New Recruit for Ross and Liddell

Ross and Liddell Lettings Appoints Regional Manager



Ross and Liddell Lettings has appointed Ann McMaster as its regional manager for the West of Scotland.

Ann has over ten years experience in lettings, and joins Ross and Liddell from Lets Let in Hamilton.

Ann has now been charged with leading the letting agent's growth strategy throughout the area.

"I am very happy to be joining Ross and Liddell Lettings at an exciting stage in its development," she said.

"We have over 30 years experience in the lettings market and our staff are all trained and qualified in line with standards set by the Association of Residential Letting Agents (ARLA).

"I hope to build and grow our retained skills set as well as continuing to develop our client footprint by engaging with property owners and evolving our marketing strategy."

Ann will be based in our letting's office on Great Western Road, Anniesland, Glasgow.

Ross and Liddell finance director Alec Cassidy added: "We established our office in the west end of Glasgow two years ago as part of our ambitious strategy to grow our lettings business throughout the West of Scotland.

"We have since continued to grow our client portfolio by offering an industry compliant and responsive lettings and property management service.

"Ann brings a wealth of experience to the business and I believe she will be a key driver in the growth of Ross and Liddell Lettings."

Ross and Liddell is delighted to announce that we can offer Rent Guarantee and Legal Protection on all new tenancies. (Terms & conditions apply).

WE'LL MARKET YOUR PROPERTY FOR £120+VAT



OUR LETTINGS DEPARTMENT CONTINUES TO GROW AND A NUMBER OF OUR PROPERTY MANAGEMENT CLIENTS HAVE APPOINTED US AS THEIR LETTING AGENT.

These clients have benefited from our full management service promotional offer.

We will market your property, carry out the viewings, create the lease and inventory all for £120.00 plus VAT.

The management fee is ten per cent of the monthly rental fee, which includes

Rent Guarantee and Legal Protection.

There are no hidden costs and this offer shall run for a limited time only, terms and conditions apply.

For more information on the promotion, call us on 0141 958 0975 or e-mail lettings@ross-liddell.com.

Tenancy Deposit Scheme

Landlords and tenants will soon be able to access a new tenancy deposit protection scheme in Scotland.

The new legislation will be a free service, with the resolution of disputes between tenants and landlords provided for no extra cost.

Further information about the regulations and tenancy deposit scheme can be found on the

Scottish government website www.scotland.gov.uk/Topics/Built-Environment/Housing/privaterent

A copy of Tenancy Deposit Schemes (Scotland) Regulations 2011 can be found on the UK legislation website at www.legislation.gov.uk

6 Boost for Glasgow Iconic New Museum Appeal

Ross and Liddell has recently donated to the Riverside Museum Appeal

The appeal has been launched in support of the new cultural landmark which replaces the former Transport Museum in the Kelvin Hall.



The fundraising board has set themselves a target of raising £5million and our donation is a benefactor of the museum, which will see us permanently recognised in Glasgow's new museum of transport.

Located on the banks of the Clyde, the £74million museum designed by renowned architect Zaha Hadid CBE will open to the public on June 21.

It will house many of the favourite transport artefacts held within the Kelvin Hall.

However the Riverside Museum will feature further exhibits and will seek to tell the same story of the collection in a modern and compelling way.

Director Brian Fulton said: "The former Transport Museum was an integral part of the Glasgow community since the 1960's and a landmark I visited regularly since my childhood. The new Riverside Museum brings the educational resource into a modern setting which will offer the city of Glasgow an iconic tourist destination for generations to come. Ross

and Liddell aims to identify and offer support to valuable capital projects as part of our ongoing community engagement commitments. As a business that has had its roots in Glasgow for over 150 years, we are therefore delighted to contribute to the Riverside Museum Appeal and support the fundraising board in delivering a truly magnificent community project."

Anyone wishing to donate to the Riverside Museum Appeal can do so by visiting www.riversideappeal.org or, to make a £5 donation, text your name and the word "Riverside" to 70700.

SPREAD THE COST - USING DIRECT DEBIT

If you want to spread the cost of your account we would advise setting up a monthly Direct Debit. The monthly instalment, as detailed on your Statement of Account would include any

outstanding balance you currently have and allow for future accounts to be covered.

All you need to do is complete the Mandate enclosed with your

account and return this to our Glasgow office. If you have any queries you can call any of our offices, or alternatively, email: finance@ross-liddell.com



Mutual Charges Floats

The recent passage of the Property Factors (Scotland) Bill has drawn attention to safeguarding clients' funds.

As a company which is regulated for insurance mediation purposes by the Financial Services Authority, we maintain both a separate bank account for Insurance funds, and for other client's monies.

A potential consequence of the bill is that property managers will be required to ensure that the monies held for each property are sufficient to pay for anticipated repairs and maintenance. Therefore we have to consider the adequacy of the levels of funding that we hold on behalf of clients.

There are currently two methods by which our clients pre-fund expenditure on a property. The first is by paying an Advance Charge in accordance with the Deed of Conditions that is offset against the invoice for the actual expenditure at the end of an accounting period. The second method of pre-funding is by the client depositing with us a sum known as a Mutual Charges Float, which is retained by the property manager during the client's ownership of the property to fund expenditure for repairs and maintenance prior to the issue of accounts which, depending upon Title conditions, may be rendered half yearly or annually in arrears. This category of funding is now under review.

If we currently hold a float on your behalf, payment of this was probably made when you purchased your property, or when we requested an increase following an earlier review of the adequacy of the float. We are now reviewing the level of expenditure for repairs and maintenance in relation to floats held on a per property/client basis, if we have to request an increased level of float from you, it will be included in the account we render to you in November, 2011. Depending on the increase, we will request payment by two equal instalments to alleviate the burden of a single payment.

If you sell your property, the amount of the float paid by you will be set-off against your final invoice, with any credit balance being returned.

If the review reveals there is a requirement to increase the level of float held by us on your behalf, we will provide you with details in due course. If you have any questions in the meantime, please call your property manager.

THE JOURNAL

Comprehensive Residential & Commercial property services

Glasgow | Edinburgh | Paisley | Dundee

the property people **ROSS LIDDELL**

Spring 2011

INSIDE THIS ISSUE

2

Property Factors Bill Digital is Almost Here Trained to Serve

3

Looking the Part Scottish Home Awards 2011

4

Where are the Owners? Insurance Changes Reactive or Pro-active?

5

New Appointments Tenancy Deposit Scheme Special Offer

6

Museum Appeal Direct Debit Mutual Charges Floats

Charity Fund Available for Local Communities

We have launched a Community Bursary programme to fund community groups across Scotland.

VISIT our website ross-liddell.com



The bursary will give all non-profit groups in the country the opportunity to apply for financial support of up to £500 from a total fund-pot of £5000.

The fund has been established to support organisations that make a vital difference to the people in their area, helping them to pay for materials and services they might otherwise be unable to afford.

Applicants are encouraged to demonstrate how their organisation benefits the local community and how the funding would support their work.

Irene Devenny, Managing Director at Ross and Liddell expects the Community Bursary to attract interest from a wide range of groups, from football teams to gardening clubs, mothers and toddlers clubs and music and drama groups to charitable trusts.

She said: "Ross and Liddell is committed to helping community groups across the country, and we are proud to launch our first Community Bursary. We look forward to receiving a wide range of applications.

"The bursary will help provide essential assistance that will allow recipients to carry on the fantastic work they do in their communities. We are looking forward to helping more groups improve their vital services. The £5,000 fund-pot is sure to attract interest from all areas across the country."

Any groups wishing to apply for funding from Ross and Liddell's Community Bursary 2011 should visit www.ross-liddell.com to download an application form. The closing date for applications is Thursday 30th June.

2 Property Factors (Scotland) Bill

Good News for Property Owners and Property Managers

Patricia Ferguson, MSP, has successfully taken the Property Factors (Scotland) Bill through the Scottish Parliament...

Patricia Ferguson, MSP, has successfully taken the Property Factors (Scotland) Bill through the Scottish Parliament, with wide cross party support, including the support of the Property Managers' Association (Scotland) Ltd., consumer focus, and other industry bodies.

In our summer 2010 Newsletter, we gave front page billing

to an important article on the industry led accreditation scheme. The scheme was being drafted to give home owners peace of mind when choosing an accredited Property Manager. We intimated that public consultation for the voluntary scheme would be launched in May 2010. The public consultation did take place, public meetings were convened, and many interested parties and bodies provided formal responses, all of which were considered by the accreditation working party.

In the intervening period, Patricia Ferguson, MSP, introduced the Property Factors (Scotland) Bill. The bill received cross party support and as a consequence, the work undertaken on the Government led accreditation scheme was suspended and has

now been brought to a halt. It is anticipated that the work undertaken by the accreditation body in respect of the core standards will be imported into the Property Factors (Scotland) Bill. The Government's intention with regard to the implementation of the bill, are that the bill will be implemented by October 2012 or earlier.

All Property Management firms will be required to apply for formal registration, and will require to meet set criteria, set out by the Bill, to become formally registered to continue to trade as a Property Management business. The aim of the bill is to drive standards up within the Property Management profession, and to ensure that owners have access to the Dispute Resolution

programme, if required. Ross and Liddell fully support the aims of the Bill and the good works undertaken by Patricia Ferguson, MSP. Managing Director, Irene Devenny, said: "As active members of the Property Managers Association (Scotland), we continue to participate in the on-going discussion with Patricia Ferguson and her advisers, in respect of the final drafting of the Bill and its component parts."

She added: "It is hoped that the discussions on the different aspects of the bill and implementation of the bill will add to greater consumer confidence and assist property management professionals in their daily role representing many thousands of clients across the country."



3 Looking the Part

Milngavie Boys Club Set to Play in Style

Milngavie Boys Club U16s are looking the part after receiving a £1300 kit sponsorship from Ross and Liddell Lettings.



Our lettings agent - based on Great Western Road, Anniesland, Glasgow - has backed the local youth football side by funding new tracksuits and kit bags. The coaching and management team have also been kitted-out with new training tops.

McMaster, said: "Ross and Liddell Lettings is now firmly established in the west end of Glasgow and we continue to grow our client footprint throughout the area, including Bearsden and Milngavie.

"As a business, we aim to identify and provide support to clubs and voluntary organisations as part of our ongoing community engagement objectives.

Speaking after the presentation at the club's Oakburn Park, Ross and Liddell Lettings Manager Ann

"And as a club that is currently celebrating 22 years in football and the local community, we are very happy to back Milngavie Boys Club.

"It's important for any football team to look the part and Ross and Liddell Lettings hopes the new kit sponsorship will give the boys and management the confidence and impetuosity to be successful in their current and future league and cup campaigns."

The U16s currently play in the Glasgow and District Youth Football League (GADYFL).

Head coach David Browning said: "We have just added new players to achieve a full strength 16s squad. We are looking forward to a successful second half of the season and we thank Ross and Liddell Lettings for their valuable support."

SCOTTISH HOME AWARDS 2011



Ross and Liddell will sponsor the Apartment of the Year category at this year's Scottish Home Awards.

Founded in 2007, the awards recognise excellence in the Scottish house building industry.

The competition is open to house builders, housing associations, architects and supply companies, and is run with the objective of helping house builders and housing associations sell and market their properties more effectively.

Further information can be found at www.scottishhomeawards.com

The Point of Contact



Do we have 'phone numbers, postal addresses and e-mail addresses to contact you in the event of an emergency? The extreme weather of December 2010 and January 2011, highlighted the need for emergency contacts for a number of clients. In a number of instances it was necessary to force entry to homes to source burst or frozen pipes. Forced entry could have been avoided if we had contact details and it is important that we have contact details for you. To do so, please log on to our website at www.ross-liddell.com and complete the questionnaire. Alternatively, you can write to us at any of our offices, or contact the office by telephone if desired. May we also remind you to update the information we hold on your behalf if, for example, you have a change of mobile number, e-mail address or works number.

4 Where are all the Non-Resident Owners



The Buy-to-Let market has created many issues for householders and managing agents, due to the problems with Buy-to-Let property being repossessed at significant levels, or simply because non-resident owners have little or no dialogue with fellow proprietors, or indeed the Property Manager.

Some Buy-to-Let clients are represented by letting agents, some of whom may be local to the area, others who may not. There has, and continues to be considerable difficulty in some buildings or developments, where non-resident Buy-to-Let clients cannot be contacted, or will not

contribute towards running expenditure or upgrade or improvement work.

What's the solution? Non-resident owners must provide us with a means of contact. Non-resident owners must accept that Title conditions may bind them, as they do other owners to majority decisions and consequently, they must fund on-going expenditure and any form or additional expenditure when requested and, therefore, should budget accordingly. If you are a non-resident owner client, please note that owner/occupier clients, who are your fellow proprietors, need you to help the Property Manager to help all clients!

Insurance

Index Linking

Index linking is applied to the sum insured for your property which is linked to the House Cost Index that is published by the Royal Institution of Chartered Surveyors. This year the sums insured on the residential policy will increase by 4% and our commercial insurances will be increased by 4.4%. This increase is comparable with that being applied by other insurers.

Claims

A review of the claims experience of every property is carried out each year and as we previously reported, claims relating to "escape of water" make up a high percentage of our claims experience. These types of claims can be avoided if regular checks are made to bath and shower seals to ensure that they are intact, thus preventing water damage to floors and flats below. Whether you are the owner or the tenant would you please make arrangements to have these checked on a frequent basis.

Should you require to intimate an insurance claim under your policy please contact our loss adjuster Cunningham Lindsey UK. The 24 hr, 365 days a year helpline number is 0141 240 2626. They will ensure that your claim is dealt with promptly and efficiently.

Alternative Quotes

We insure on behalf of our clients a substantial £2.1b portfolio of property. This year our newly appointed broker Willis Ltd carried out an extensive marketing exercise and approached some 17 Insurers, including Aspen, Aviva, AXA, Brit, NIG, Towergate and Zurich to name but a few.

Whilst we were able to obtain alternative quotes, not all the feedback was positive but Allianz, our current insurers, presented the most attractive overall package. We have, because of the improvement in the claims experience, been able to negotiate very competitive rates compared to last year. Although this is a welcome outcome, a number of our properties which have suffered from a higher than average claims experience will have an increase in their premiums. Details of your current sum insured and premium will be found on your invoices. Please note that your sum insured has been increased by 4% (4.4% Commercial) in line with the index linking recommended by Allianz. We also confirm that your insurance premiums have to incorporate a further 1% increase due to the government increasing the rate of Insurance Premium Tax (IPT) to 6%.

We are pleased to confirm that we have negotiated an increased level of cover for our Contents Insurance Policy to a maximum sum insured of £75,000.

We are pleased to confirm that we have negotiated an increased level of cover for our Contents Insurance Policy to a maximum sum insured of £75,000.

Amendments to Cover

EXCESSES

All policy excesses will remain the same as last years. If you require a copy of the policy wording please request this from our insurance department or view on our website at www.ross-liddell.com

Reactive or Pro-active Property Maintenance



How well is your property being managed? Is it reactive or pro-active property management? How are you and your fellow proprietors instructing your property manager?

Why are buildings often managed in a reactive manner? The general view is that clients, individually or collectively, do not provide us with an annual budget to meet the on-going annual expenditure. Why not come together as a group of owners and challenge us with the implementation of a planned maintenance programme, therefore, allowing for pro-active management and maintenance, going forward through the course of the current year and years that will follow. If you wish to live in a well maintained building/development, why not set us this goal. We need your input, and we need your instruction and funding to allow us to achieve that goal!

It's Almost Here

Digital Switchover Commences May / June 2011



The Digital Switchover in the Scotland will commence during the months of May and June, starting on May 11 in the West Highlands and Islands and parts of Argyle and Bute, followed by the Lothians and parts of Edinburgh and Fife on June 1. Glasgow, central Scotland and parts of Edinburgh will follow on June 8.

To ensure you receive television reception at digital switchover, you must have a digital television or a digital set-top box connected to your television.

Many modern blocks of flats built over the last 30 - 40 years, had common aerial systems installed at the time of construction. Whilst many of the traditional tenement buildings have been upgraded, including the provision of a communal aerial system, there will be many flat owners who have independent aerials, either in addition to the communal aerials or separate aerials where no communal facility exists. We recommend, in the case of individual aerials, that you establish that you can obtain

reception by connecting a free to view set top box to your television. If you obtain good quality reception and the free to view channels, no action is required. If you do not obtain a reception we recommend you contact your property manager, a reputable aerial contractor or OnDigital.

Further information and assistance on the Digital Switchover can be obtained by contacting Digital UK on 08456 50 50 50 or www.digitaluk.co.uk

ROSS AND LIDDELL-STAFF TRAINED TO SERVE

Ross and Liddell recognises that training forms an integral part of the career development of its staff, with each of our employees given a structured professional development programme.

Many of our staff have been successful in meeting the required criteria for Membership of the Institute of Residential Property Managers, and have obtained qualifications which are now recognised as being of degree level.

The Institute works to raise standards in property management and the IRPM courses have enabled our property managers to continue their professional development whilst keeping up to date in the latest statutory compliance standards.