

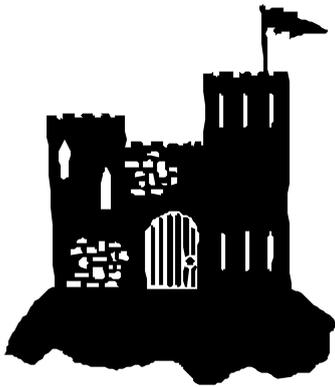
**Ross +  
Liddell**  
ESTABLISHED  
1854

**PROPERTY MANAGERS  
SURVEYORS  
ESTATE AGENTS**

**OCTOBER 2003  
NEWSLETTER**

Ross & Liddell Ltd

### **New Premises Edinburgh**



In April, 1999 we established an office in Edinburgh at 4B Atholl Place. These premises have served us well but, with increased numbers of staff to manage our expanding property portfolio, it is time to move to larger premises. Towards the end of this year we will be moving to new offices at 6 Clifton Terrace, Edinburgh, which is just across the road from Haymarket Station. This move is in accordance with planned expansion and will enable us to offer additional services, such as, residential letting and building surveying.

We will, of course, write to all clients whose properties are managed from our Edinburgh Office, with the exact date of transfer and any other relevant information.

### **Ross & Liddell's 150th Birthday**

It is with pleasure that we advise you of our forthcoming anniversary. In 2004, our firm will reach the age of 150 years.

We now manage over 20,000 properties from Inverness in the north, to Ayr in the south, and from Dunbar in the east, to Largs in the west, and all points in between.

To coincide with this exciting time, we are organising a number of events and we will update you on this in our April 2004 Newsletter and, of course, you may wish to visit our Website at [www.ross-liddell.com](http://www.ross-liddell.com) and find out more about the services we offer in addition to Property Management, e.g. Residential Furnished Letting, Estate Agency, Building Surveying, Insurance and Valuations.

### **Fees**

We are also pleased to announce that, following a management review, there will be no increase in our Management Fees applied at the current accounting term date.

This reflects not only greater efficiencies in administration due to computerisation, but also our investment in staff training and our continuing drive to reduce client debts. This we also believe will enable us to continue to offer our clients a service second to none.

#### INSIDE THIS ISSUE:

Property Matters	2
Multiple Occupation	2
Noisy Neighbours	2
Cold Weather & Bursts	3
Discounts for Landlords	3
Ways to settle your account	3
Emergency Contractors	4



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## PROPERTY MATTERS

### FREE BULK REFUSE UPLIFT

Unwanted, bulky items (such as cookers, wardrobes, carpets, sofas, etc.) will be uplifted free of charge by your Local Authority – however, these must be put out on the kerbside on the appropriate day and time for your area. A specific day and time can be obtained by contacting the Environmental Protection Offices of your Local Authority.

Please note, however, that it is an offence to put out bulk items at any other time.

Also contact your Local Authority about the disposal of Fridges & Freezers



### SECURITY

There has been a spate of break-ins in a number of locations where we manage property and, therefore, we would ask you to:-

- ◆ be vigilant and report any suspicious incidents to your local Police
- ◆ be vigilant when entering/exiting the main building or, indeed, the garage areas. Please ensure that all gates and doors are securely locked
- ◆ be vigilant and only allow access to individuals via the door entry system if known to you – if in doubt, refuse entry!
- ◆ shred, as much as possible, all bank statements, credit card bills and receipts, etc., which you are discarding and placing within a bin store area. It is well known that such documents may provide sufficient information to those wishing to perpetrate fraud.

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## HOUSES IN MULTIPLE OCCUPATION

The maximum penalty for operating an H.M.O. without a license is £5,000

Landlords will no doubt be aware that, from 1<sup>st</sup> October, 2003, three or more unconnected parties living in the same flat or house, constitutes multiple occupation and the flat or house is then known as a **house in multiple occupation** (H.M.O.). Such an H.M.O. requires a license from the local authority and this

entails ensuring that the flat or house is suitable for its purpose, especially with regard to fire safety. The maximum penalty for operating an H.M.O. without a license is £5,000, a penalty to be avoided.

Our Building Surveyors are currently advising a number of H.M.O.

landlords and processing their license applications. If you require advice in obtaining a license and, indeed, need to ensure that your property complies with H.M.O. legislation, why not contact our Head of Building Surveying, Gerry Gilroy, at our Paisley Office – 0141 889 8146 or e-mail [g-gilroy@ross-liddell.com](mailto:g-gilroy@ross-liddell.com)



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## NOISY NEIGHBOURS

Please note that, as Managing Agents, we do not have the necessary statutory powers to implement action against individuals, and should this be a problem you are experiencing, we would respectfully suggest that you contact your Local Authority's Environmental Protection Services Department, who will take whatever action is deemed necessary.

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## SAFETY TIPS FOR WINTER BURST PIPES

To minimise the occurrence of burst pipes this winter and, if you plan to leave your property vacant for more than a day or so, you should leave a source of heating switched on, which can dramatically cut down any likelihood of damage caused as a result of burst pipes.

We would also emphasise the problem of defective overflows and damage caused by this to the fabric of the building, and would advise that it is an individual proprietor's responsibility to have their overflows checked to ensure that they are not leaking, as failure to do so will, undoubtedly, cause damage.

To ensure that you can minimise any damage caused by burst pipes please :-

1. Find out where the main stopcock is and make sure you can turn it on and off.
2. Protect all your pipes and tanks with proper lagging.
3. If you go away from home in winter, leave the central heating on at the normal setting; if you do not have central heating, turn off the main stopcock and drain the water system.
4. If a pipe bursts, turn off the mains stopcock, turn off the central heating system and turn on all the taps.
5. If you find a frozen pipe and decide to defrost it, use gentle heat such as hot water bottles or cloths soaked in hot water and remove any items which may be damaged by a burst.



If you live in an area with a history of flooding and you receive a flood warning, in order to reduce the possibility of damage, move as much as possible upstairs, especially electrical items, valuables and personal effects.

Further information on this topic, together with other subjects that may be of interest to you, are available on our Website.

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## DISCOUNT FOR RESIDENTIAL LANDLORDS

“This initiative has proved extremely Popular”

In our April, 2003 newsletter, we offered incentives to property management clients who also appointed us as their letting agents. This initiative has proved extremely popular and, therefore, we draw your attention to the special

discount on our management/letting fees. Whilst your property is let and we are receiving rental income on your behalf, the equivalent of your common management fee, as charged on your common charges account, would be refunded to you. For more

information as to whether your property qualifies for this offer, and details of our letting services, please telephone Isabelle Doyle on 0141 889 8146 or e-mail: [i.doyle@ross-liddell.com](mailto:i.doyle@ross-liddell.com) or visit our website at [www.ross-liddell.com](http://www.ross-liddell.com).

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## WAYS TO SETTLE YOUR ACCOUNT



Ross & Liddell offer a variety of ways to settle your account. One of the easiest methods is to use the bank giro credit slip issued with your account and pay over the counter at any post office or bank. You can also phone your local R & L office and pay by credit/debit card or, alternatively, pay by cash/cheque.

We also offer the option of monthly Direct Debit instalments. Please contact our Finance Department who will organise this : 0141 221 9266. Another option is by Telephone Banking. Please ensure you quote your Ross & Liddell account number. Our bank details are as follows: Royal Bank of Scotland, 22 St. Enoch Square, Glasgow. Sort Code 83-41-00, Account No 00247963

WEB Payments:-

Payment can also be made over the secure pages on our website, [www.ross-liddell.com](http://www.ross-liddell.com). Most credit and debit cards are accepted.

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## PROPERTY EMERGENCIES

### IMPORTANT NOTE

You may only use this emergency service if your Property is managed by Ross & Liddell, and you are entitled to our full management service. You may be requested by any contractor who calls for a copy of your last account, or other proof of entitlement. Misuse of this emergency service may involve you in additional charges. Normally only work to remove the immediate source of damage, where this is possible, will be undertaken outside normal tradesmens' working hours. If contacting the Loss Adjusters, please have your insurance details available. After contacting any contractor, please forward to us details of the emergency call-out.

### Emergency Contractors

1. **Please select from the type of trade required and the contractor nearest to you.**
2. **Please phone the telephone numbers in the order listed for your area.**
3. **Please ensure you comply with the conditions detailed in the Important Note above.**

Trade	Contractor	Town/District	Telephone
Door Entry	Walker Security	Glasgow	0141-9491177.
Electrician	D. B. Banner	Edinburgh	0131-665-6716
Electrician	John Girvan	Ayr	01292-267243
Electrician	George Rigby	Falkirk	01324-623-113 0771-1810820(Mobile)
Electrician	G. M. Electrical	Glasgow	07860-217586(Mobile)
Electrician	G.F.Contracts	Inverclyde	07817-472767(Mobile)
Gas Heating	Stewart Services	Glasgow	0141-440-0454 0141-427-2688
General Builders	S. R. Bell	Shotts	01501-825293 07734-961040(Mobile)
Glazier	Wm. Drennan	Glasgow/Paisley	0150-569-0238 0141-564-8527
Joiner	R. Gilmour	Glasgow	07973-348098(Mobile)
Joiner	Alder Joinery	East & West Lothian, Fife & the Borders	077-7036-2991(Mobile)
Joiner	Barr & Maxwell	Paisley	0141-881-1937 0770-226-2631 (Mobile)
Plumber	T. B. Mackay	Edinburgh	0131-552-6103
Plumber	A. M. Reid	Dunfermline	0776-8566-595
Plumber	W. C. Crann	Glasgow	0141-637-3199 0141-637-4452
Plumber	Alex. Anderson	Glasgow	0141-334-9354 0777-347-5426(Mobile)
Plumber	James Allan	North Ayrshire	01475-673383 07836-691165(Mobile)
Plumber	W. Kennedy	Ayr/South Ayrshire	01292-289522
Plumber	Colin Grierson	Inverclyde	07831-631770
Slater	Dunwell Roofing	Edinburgh	0131-661-4727 0131-476-2606 0771-252-9703(Mobile)
Slater	B.M.C.	Glasgow	0781-217-2121 0777-912-4338 0789-991-6248(Mobile)
Slater	A. Shaw	Paisley	0141-889-3406
Slater	J. Wallace	Paisley	01505 359352 0774-8906-701(Mobile)
Slater	James Mearchent	Glasgow	0141-644-3414 0776-276-0663(Mobile)
Slater	Hugh Scott	Glasgow/Paisley	0141-420-1616
Slater	W. J. Straine	Inverclyde/North Ayrshire	01475-522545
Slater	W .G. Walker	South Ayrshire	01292-263-122 0776-616-3602(Mobile)