

Factoring Update August 2023



SOUTHSIDE
residential



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Like most businesses, Southside Residential has undergone significant change over the last couple of years being faced with external and internal challenges. Our own approach to managing our customers has also changed and we are working on further reviews and improvements. We expect the outcomes of the review to be confirmed later this year.

We need to know where you think we are doing well and where we need to improve and are keen to receive your feedback to help us do this. To this end we would be grateful if you would take the time to complete a short survey, accessible via **QR code** or the link

www.surveymonkey.co.uk/r/Residential-Satisfaction-23



If you would prefer, complete the paper copy enclosed and return to us in the prepaid envelope provided. If you would like support to complete the survey, please call our Customer Service Department on **0141 422 1112** and one of our team will be happy to help.

The closing date for survey responses is

Monday 11th September



To ensure we are communicating with you in an appropriate and timely manner, there is also a section to provide your up-to-date contact information and you will be automatically entered into a prize draw to **win a £50 supermarket voucher.**

£50



Communal Buildings Insurance

We are in the process of preparing individual insurance quotes for all owners which will be sent to you by the end of August. Charges for your annual insurance premium, from April 2023 to March 2024 will be included in your monthly invoice to be issued in September. Our insurance provider for buildings insurance is NIG Insurance.

Should you need to make a claim please contact;



Bruce Stevenson Insurance Brokers (Claims Department)

76 Coburg Street

Edinburgh

EH6 6HJ

Telephone: 0131 553 229331

Email: ClaimsDepartment@brucestevenson.co.uk





Changes to our Repairs Contractors

To ensure that we are providing a quality value for money service, the Association routinely carries out a detailed tendering exercise. In recent years, City Building has carried out our reactive repairs and emergency out of hours work. From September 1st this is changing.

We will send you a postcard with the new contact details later this month for our Common Emergency Out of Hours Repairs, and we will also update our website and social media notifications.

You can report a Communal repair using one of the methods below:

By telephone – 0141 422 1112

All Emergency repairs should be reported by telephone

You can also email us at CSD@southside-ha.co.uk

Please check our website, Twitter and Facebook page for regularly updated information.

PLEASE NOTE EMAILS CANNOT BE DEALT WITH WHEN THE OFFICE IS CLOSED.

Southside Housing Association

T: 0141 422 1112

F: 0141 424 3327

E: csd@southside-ha.co.uk

A: Southside House, 135 Fifty Pitches Road, G51 4EB

www.southside-ha.org

Letting: www.southside-ha.org/letting

Residential: www.southside-ha.org/residential



Scottish Housing Regulator No. (RSL 186), Co-operative & Community Benefit Society
registration No. 1694(RIS), Scottish Charity No. SC036009, VAT Registration No. 886 7830 59.

