

Provanhall Housing Association

Provanhall
Housing Association

Delivering effective estate management and factoring services to our owners for over 30 years. The following sets out what service standards you can expect from us.

On request, the Association can provide services for an interpreter, preferred method communication for those with hearing impairments and translation of all our documents, policies and procedures in various languages and other formats such as computer disc, tape, large print, Braille etc. These can be obtained by contacting the Association's offices.

What we offer...

Value For Money

We pass on the savings we achieve from contracting for over 500 properties can deliver high quality service at cheaper prices

Friendly Service

Our service is locally based in Provanhall with easy to reach friendly staff

Property Management Services

Our professional staff team has extensive experienced in delivering property management services

Flexible Payment Methods

You can choose to pay monthly or quarterly to suit your budget

Consultation

Where applicable we will consult with owners regularly regarding all aspects of the factoring service.

Service Specification

- ✓ Building insurance for your home (not contents) and common areas
- ✓ 24 hour reactive repair service for faults to the common areas
- ✓ Back court landscaping and maintenance service
- ✓ Close and stair cleaning service
- ✓ Communal close electricity supply costs

As your factor we also attend to
(and for additional cost than shown here)

- ✓ Close lighting repairs
- ✓ Major work
- ✓ Improvement works





Close Cleaning

Our close cleaning contractor has many years of experience cleaning closes for housing associations on behalf of tenants and owners. Our close cleaning specification includes:-

Each week we will...

- ✓ Sweep & remove all litter and debris, wash and disinfect landings & stairs
- ✓ Remove all litter & debris from close entrance, steps & front path
- ✓ Clean front and rear close door

Each month we will...

- ✓ Clean all wall tiles & handrails and window cills
- ✓ Clean both sides of landing windows and remove cobwebs

Backcourt & Common Area Maintenance plus Wheelie Bin Management

- ✓ De-litter backcourts & surrounding common areas once per week
- ✓ Minimum of 14 visits to cut grass in backcourts & common areas during growing season
- ✓ Weed control & edging of all planting beds and hard surfaced / slabbed areas
- ✓ Remove & put back green wheelie bin for collection
- ✓ Remove & recycle & dispose of backcourt bulk

All contractor services above are closely monitored and inspected on weekly basis by our staff.
A full detailed specification can be provided on request.

Local Owners Forum

The Association is keen to establish a local owners' forum. This would provide owners with the opportunity to meet with our staff and to jointly review our factoring service and to discuss owners' issues. If you would like to find out more please contact Stephen Baxter on 0141 771 4941 or email: info@provanhallha.org.uk

Full details are contained in the
Written Statement of Services
for your block or development and in
your individual Factoring Agreement.



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Provanhall Housing Association
34 Conisborough Road
Easterhouse Glasgow G34 9QG
T: 0141 771 4941
E: info@provanhallha.org.uk
www.provanhallha.org.uk