

OPS015 - Estate Management Service to Owners Policy

MONITORING FORM

Department	Housing Management
Department Director	Operations
This procedure is applicable to	Housing Management
Author / Owner	Owner Liaison Officer
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Date of minor modification	
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Date of next review	July 2021
Internal /external consultees (if required).	

1. AIM

The Property Factor (Scotland) Act 2011 came into force on 1 October 2012 and aims to protect homeowners by providing minimum standards for property factors. Weslo aims to provide an estate management service to all owners within our estates that meets the requirements of this legislation.

2. SCOPE

The Act applies to all residential property and land managers whether they are private sector businesses, local authorities or registered social landlords. We are a property factor under this legislation as we manage land which is:

- owned by two or more people for residential purposes
- made available for use by neighbouring residents who are bound by their Title Deeds to pay for the management or maintenance of the land

For the purposes of this policy it is deemed to include the following: Weslo Housing Management, all owner occupiers in our estates receiving a service from us, employees and any other stakeholder if relevant to the Policy.

3. OBJECTIVES

Weslo wants to promote good practise in carrying out its factoring responsibilities, engaging with owners, and compliance with the Property Factor (Scotland) Act 2011. This legislation consists of three parts;

3.1. A compulsory register of all property factors operating in Scotland. Weslo have registered all our Estates where we perform management or maintenance services, and all properties that receive management or maintenance services which could be open space or property specific common areas. This has been determined from the Title Deeds and Deed of Conditions that contain burdens identifying us as having a management responsibility.

3.2. A Code of Conduct that sets out the minimum standards of practice that a property factor must comply with. We have interpreted this code and are committed to complying with the code of conduct in all our owner related activities.

We have in place the following processes with owners to ensure compliance:

- Written Statement of Service
- Communication and consultation
- Carrying out repairs and maintenance
- Financial obligations
- Debt recovery
- Insurance
- Complaint resolution

3.3. A Dispute Resolution Process, the Housing and Property Chamber First-tier Tribunal for Scotland has been incorporated into our complaint process as the final dispute resolution step.

Our service to owners is covered by a detailed procedure, which states our processes and practice relating to each of these legislative requirements. This ensures compliance with the code of conduct, and shows our commitment to the service we provide to owners.

3.4. We are committed to and:

- Comply with the Property Factor (Scotland) Act 2011
- Ensure continuous management of our estates and improvement in our services.
- Respond in a courteous, professional, efficient manner to ensure owner enquiries are dealt with effectively.
- Ensure we provide value for money and a quality service.
- Endeavour to get it right first time.

4. EQUALITY & DIVERSITY

This policy will always be carried out in accordance with Weslo’s Equal Opportunities Policy which aims to promote diversity, fairness, social justice and equality of opportunity by adopting and promoting fair policies and procedures.

5. PUBLICISING AND AVAILABILITY

This policy is available on the Weslo website where there is dedicated owner section, to Board and staff members and any other key stakeholders such as owners. A summary of this policy can be made available in other formats and languages.

6. MONITORING & REPORTING

This policy will be reviewed regularly to ensure compliance with applicable legislative changes, changes within the organisation and best practice.

7. COMPLAINTS

Anyone wishing to make a **formal** complaint about the application of this policy should do so as per our Complaints Procedure.

8. OTHER RELEVANT POLICIES AND PROCEDURES

This Policy relates to:

Right to Repair procedures (internal only) this must be read in conjunction with this Policy.