

For Noting

Agenda Item: 10.5
Date of Meeting: 26/11/25

To: The Management Committee
From: The Factoring Co-ordinator
Subject: Factoring - Progress Report

1. Introduction/Purpose

- 1.1 The purpose of this report is to update Committee on matters relating to the Factoring service.

2. Outstanding Works

- 2.1 The Factoring Co-ordinator continues with efforts to ensure electric meters are installed at all blocks in the Glenmuir Estate. Scottish Power Energy Networks have finally re-engaged and after investigation on their side can find no record of their subcontractors reporting on the required works for the remaining blocks. They have raised the enquiry under a completely new reference number, and we have been supplied with a single point of contact in order to progress the matter

3. Factoring Issues

- 3.1 The factoring at Glenmuir Estate continues to improve. The ground maintenance has continued to be completed in a single fortnightly visit throughout the growing season and not on a staggered basis this gives a more uniformed finish across the development and in addition it makes oversight of the quality of the works easier.

The invoices continue to be issued with statements of account to all owners. In addition, the arrears information has now been supplied to Glasgow City Council. The current invoice has been issued with an information letter advising of the matter and it is envisaged this may prompt some of the longer standing non-payers to pay prior to having the council intervene.

The storm damage works are well underway with the contractor working their way through the blocks in sequence. To date the feedback received regarding the works has been positive.

4. Update on Service provision

- 4.1 Common area cleaning and window cleaning has been in place since the commencement of the factoring service at Glenmuir Estate. The contractors are now providing a settled team of cleaners to the development, and this has mitigated any fluctuations in the quality being received. During the previous six months there have been no complaints about the standard of the cleaning contract.
- 4.2 The next phase of the gutter works was recently completed successfully with no complaints received

5. Acquisitions

- 5.1 We have recently had two valuations undertaken however both fell short of the valuations anticipated by the owners. In one example the surveyors valued the property at £47,000 however the owner, who was marketing the property through an agent had already turned down an offer of £50,000.

6. Arrears

- 6.1 The total gross arrears figure was supplied to the council of £78,175.00; this was not adjusted to take into account the most recent invoice, the adjusted figure in the region of £45,000 which is broadly similar to the two previous quarters. The confirms that we have more owners consistently paying their ongoing invoices when they are due. Also to be considered are landlords who own multiple properties currently there are six owners in this category with total arrears of £15,800. There are twenty-four addresses that have had no payment made since we commenced factoring.

7. Risk

- 7.1 When considering the factoring service progress, we have identified the main risks under the following risk categories and the measures we have taken to mitigate such risks.

Risk Category	Mitigating Measure
Financial - <ul style="list-style-type: none">• Substantial arrears• Sufficient funding available for acquisitions	Currently GCC via maintenance plan are underwriting all arrears. Offers of grant from GCC for acquisition and 50% refurbishment costs.
Reputation -	

<ul style="list-style-type: none"> Unable to provide a factoring service of choice 	Experienced Factoring Co-ordinator now in post improved invoicing and overview being provided to owners
---	---

8. Delivery of our Strategic Objectives

Area	Related Strategic Objective(s)
Factoring Service	Engaging effectively with tenants and service users Delivering Value for Money Building and contributing to effective partnerships Using our resources efficiently and effectively Achieving the highest standards in all that we do Additional, experienced factoring contractors being considered to bolster the options for maintenance and repairs

9. Application of our Core Values

Area	Related Core Value(s)
Factoring Service	Engaged and Responsive Accountable and Compliant Fair and Approachable Efficient and Responsible Excellent and Committed

10. Compliance and Assurance

- 10.1 Having a progress report that covers the Factoring Service contributes to good governance. This approach means we are compliant with Regulatory requirements as follows:

Compliance Source	Details
The Scottish Social Housing Charter	4. Quality of Housing 5. Repairs, maintenance and improvements
The Standards of Governance and Financial Management for RSLs	Standard 4 – The governing body bases its decisions on good

Property Factors (Scotland) Act 2011	quality information and advice and identifies and mitigates risks to the organisation's purpose. Compliance with the current legislation

10.2 Evidence Bank

Evidence	Assurance Exercise Location
<ul style="list-style-type: none"> Progress Report 	Standard 4

10.2.1 Committee is reminded that our Assurance Exercises are available in the Committee Log-in Area of our website, which Committee can access at any time.

11. Summary

11.1 Progress across the factoring service is reported in sections 2 – 6 covering outstanding works, general issues, service provision, acquisitions and arrears.

11.3 Risk has been considered at Section 7.

11.4 Section 8 shows how having a Factoring Service and monitoring its progress, links to the delivery of our strategic objectives.

11.5 Section 9 shows how having a Factoring Service and monitoring its progress, links to the application of our Core Values.

11.6 Section 10 sets out how we comply with Regulatory requirements.

11.7 Committee is invited to note this update.