

For Noting

Agenda Item: 9.5
Date of Meeting: 27/08/25

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 continued to fail to respond to requests for further information after the survey previously undertaken identifying works required. SPENS were again contacted in June and July with no response received to date. We have again reverted to SPENS and reiterated that their engineer has intimated that they require to undertake remedial works prior to any progress to install a metered supply can be made. We cannot progress this matter without a positive response from SPENS. SPENS have however undertaken significant work on Househillmuir Road running directly in front of the flatted blocks at 233, 241 and 247 however again they have not confirmed if this relates to the works required in Glenmuir Estate. This matter will continue to be pursued.

3. Factoring Issues

- 3.1 The factoring at Glenmuir Estate continues to improve. The ground maintenance contract has commenced for the growing season with grass cutting progressing on a fortnightly basis with all works being concluded in the same visiting cycle and not staggered as it was last season providing a more uniformed service and better finish. The issue of bulk items being deposited is vastly improved although monitoring continues.

The invoices continue to be issued with statements of account to all owners. We continue to identify owners who own multiple properties under different names both personal and company names which allows for debt to be consolidated and perused collectively from these owners.

We are currently arranging with Glasgow City Council regarding underwriting the debt, the process as to how this will be managed is being put in place. It is envisaged that once payment is received from GCC for the debt then any payments regarding the debt will be made directly to Glasgow City Council.

Storm damage works will be completed imminently. This relates to the repairs to soffits and fascias covered by an insurance claim we made on behalf of the owners.

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. We are pleased to report that we have again not received any complaints during the previous quarter however the service continues to be monitored to ensure we are receiving the high level of service required for the factored owners
- 4.2 The next phase of the gutter cleaning work has progressed. An isolated complaint was received upon completion from one owner, which has subsequently been resolved.

5. Acquisitions

- 5.1 We have arranged one new valuation. The report having been sent to the owner who currently resides abroad for consideration. The previous enquiry did not result in an acquisition as the valuation was considered below a previous offer received by the vendor.

6. Arrears

- 6.1 The adjusted arrears considering the most recent invoices is £55,500.00. This continues to show a reduction as we establish contact with some of the larger debtors. One landlord who has previously undertaken to make substantial payment for the 4 properties has been in contact after being traced to an alternative correspondence address, their debt is currently £3,400.00 they have indicated that they are in the process of securing funds to pay this sum in full.

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 Reputation - <ul style="list-style-type: none"> Unable to provide a factoring service of choice 	Currently GCC via maintenance plan are underwriting all arrears. Offers of grant from GCC for acquisition and 50% refurbishment costs. 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 quality information and advice and identifies and mitigates risks to the organisation’s purpose.
Property Factors (Scotland) Act 2011	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.