

Provanhall Housing Association Limited

POLICY

Factoring Policy

AUTHOR

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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.

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1. Introduction

- 1.1 This Policy describes how Provanhall Housing Association (PHA) will provide factoring services to owner occupiers, private landlords and owners of commercial premises.
- 1.1 Copies of this policy (Factoring Services Policy), the Code of Conduct and the procedures used by staff are available on request to anyone who wishes to see them. Where we provide Buildings Insurance, a summary of the key features of the Policy is provided to all owners annually.
- 1.2 This policy outlines the services provided and reflects the terms of Section 14 of the Property Factors (Scotland) Act 2011.

In accordance with the Act PHA:

- are registered with the Scottish Government as a Property Factor Registration Number PF000389;
 - will re-register every three years;
 - will submit an annual update of factored properties and land to the Scottish Government.
- 1.3 PHA will conduct its business in compliance with relevant legislation, in addition to the Act and will also meet the specific requirements of the Scottish Housing Regulator as set out in the Scottish Social Housing Charter.

The relevant legislation to be complied with includes:

- The Property Factors (Scotland) Act 2011
- Tenements (Scotland) Act 2004
- Title Conditions (Scotland) Act 2003
- Data Protection Act 2018
- The Equalities Act 2010
- The Occupiers Liability (Scotland) Act 1960. The Act imposes a liability on landlords to take reasonable care to avoid any risk arising from the state of the premises to the health and safety of all persons entering the premises.
- The Construction, Design and Management Regulations 1994. The CDM Regulations require the Association to meet prescribed health and safety requirements for some types of repair and maintenance work.
- The Control of Asbestos at Work Regulations 2002. The Regulations require the Association to determine the presence of asbestos in its housing stock and other premises, and to develop detailed policy and procedures for the management of asbestos.

2. Property management services

- 2.1 As the appointed factor, PHA can provide a property management service for residential and commercial owners as well as estates where they include common ground or access roads.

- 2.1 Details of the service(s) provided are contained in the Written Statement of Services (WSS) document provided to all owners along with the Factoring Agreement (FA)

3. Factoring Acquisitions – New Business

Criteria for where PHA have majority ownership in the close (or deeds):

- 3.1 PHA will respond to requests from owners to provide Factoring Services in accordance with the Factoring Policy initially where following criteria is met:
- The Association has majority ownership in the close.
 - A general condition survey of the property has been undertaken either by a suitably qualified staff member or an appropriate professional.
 - The property is located in close proximity to a property where PHA operate.
 - The property has been subject to recent improvement by GCC or another factor.

Criteria for where PHA have minority OR no ownership in the close (or deeds):

- 3.2 We will only look at properties with a strong fit with our strategic priorities. A different management fee structure will apply to closes in which the Association does not have majority ownership.
- 3.3 A list of priorities will be prepared annually to identify properties where PHA wishes to call meetings to discuss factoring services. The properties will be identified and agreed by the Housing Services Manager and the Director in conjunction with the Technical Services Manager in accordance with the agreed criteria.
- 3.4 Any property factored post 1 July 2023 will include a Sink Fund requirement where owners must make provision for future planned and cyclical maintenance.
- 3.5 A Sink Fund is a charge for ongoing expected maintenance and cyclical repair costs such as close painting and door entry systems. This is in addition to ongoing charges and is intended to avoid higher costs when property components reach the end of their useful life.
- 3.5 Similarly any property factored post 1 July 2023 will require a Deposit Float of £200 which is repayable net any charges when the owner sells the property at a future date.

3. Factoring Acquisitions – Property Condition Survey

- 3.6 As part of Acquisition Risk Assessment, PHA will undertake a general condition survey prior to taking forward any request for service at any property which has not been subject to refurbishment or was refurbished prior to the year 2010.
- 3.7 An analysis will be made of the survey to determine whether or not the service will be offered and the level of repair which may be required.
- 3.8 A maintenance plan will be developed to provide owners with information on repairs which may be necessary and indication of priorities and timescales.

3. Factoring Acquisitions – Consultation

- 3.9 Owners will be provided with a copy of the Factoring Agreement, Factoring Cost information and asked to return a mandate or attend a meeting to vote on appointing PHA as factor. Where there are significant repairs required; owners must agree to us carrying out the works within an agreed timescale before commencing a service.
- Owners will be sent a vote mandate in case they cannot attend.
 - Provision will be on basis of majority decision in compliance with title.
 - New closes will have weekly close cleaning and scheduled grounds maintenance including bin pull and return services as minimum standard.
 - If inquorate, PHA will make a decision on whether or not to pursue based on ownership at the close and location. If appropriate a postal vote will be taken or a further meeting called.
 - Owners will be sent copies of the minutes of the meetings.
 - If there is an existing factor they will be given the required notice as per the property title and supplied with copies of the signed factoring authorities.
 - A £200 float is payable on commencement of the factoring service.

4. Title Deeds and Deed of Conditions

- 4.1 The Title Deeds to a property give a variety of information in relation to the rights and responsibilities of owners. They may also define who owns the common parts of a building and outline each owner's obligation to manage and maintain them and how costs are shared or apportioned.

Where the Title Deeds are silent, have gaps or are inconsistent, then the provisions of the Tenements (Scotland) Act 2004 will apply.

5. Written Statement of Services

- 5.1 PHA will provide each homeowner with a Written Statement of Services (WSS), setting out in a simple and transparent way, the terms and service delivery standards of the arrangement in place between the factor and the homeowner.

The timescale for issuing and the contents of the WSS are as detailed in the Code of Conduct for Property Factors.

6. Repairs and maintenance services

7. Common Repairs

- 7.1 Owners will be advised of all common repairs undertaken. Where your share of the estimated costs are less than £250 inclusive of VAT, we will advise you prior to or within two weeks of work being instructed.
- 7.2 Owners' consent will be sought prior to instruction of works where your share of the estimated costs are in excess of £250 inclusive of VAT. Owners will be issued with the vote mandate to agree the works.
- 7.3 Works will not be instructed unless a majority of the owners (in accordance with title voting procedures) have returned their completed vote mandates except where the

work is deemed essential, for example, for health and safety reasons or meets the £250 share of works threshold.

8. Cyclical and Planned Maintenance

- 8.1 Cyclical and planned maintenance will be undertaken in compliance with the Association's Repairs and Maintenance Policy.
- 8.2 Owners will be advised of all cyclical or planned works proposed where the total costs of your share of the estimated work costs are in excess of £250 inclusive of VAT prior to or within two weeks of instruction.
- 8.3 Owners consent will be sought prior to instruction of works where your share of the estimated work costs are in excess of £250 inclusive of VAT. Works will not be instructed unless a majority of the owners (in accordance with title voting procedures) have returned their completed mandates agreeing the works.

9. Major Repairs (Including Improvement Works)

- 9.1 Major works will be undertaken in compliance with the Association's Major Repairs Policy including any consultant or specialist fees in planning and assessing the scheduled works.
- 9.2 Owners' consent will be sought prior to instruction of reinvestment works where your share of the estimated cost of works are in excess of £250 inclusive of VAT and will require a signed mandate from Owners. Works will not be instructed unless a majority of the owners (in accordance with title voting procedures) have returned their completed mandates agreeing the works.
- 9.3 Owners' consent will be sought where the works are deemed to be an improvement (an example being the installation of a door entry system where one did not previously exist).
- 9.4 Project management fees will apply to all repairs projects where your share of the tendered or estimated costs are in excess of £250 inclusive of VAT. Fee to be applied to works costs only; exclusive of VAT.
- 9.5 An annually reviewed fee will be charged in respect of project management costs where your share of the works costs exceed £250 inclusive of VAT (Appendix 1)
- 9.6 Properties factored after 1 July 2023 must have provision for a Sink Fund. A sink fund is where owners must contribute a quarterly payment to provide for future cyclical repairs. Owners are required to pay a Sink Fund contribution based on expected lifespan of each component along with current condition and anticipated prices. This will alleviate the need to face a high bill in the future as owners will have paid most (if not all) of the expected cost by the time the works are instructed.
- 9.7 The Association will provide a costed projection of required works over a 5, 10, 15 and 20 year period for Common assets within the close and or development. For example bi-annual gutter cleaning and 5-yearly close painting.

9.8 Documentation relating to any tendering process (excluding any commercially sensitive information) and Contractor's invoices shall be available for inspection for a 14 day period after issuing the account electronically.

10. Emergency Repairs

10.1 PHA provides our own tenants will a telephone number to speak to an Emergency Contractor out-with office hours. This service is available to factored owners, only for common repair emergencies. A leak or flood to your own home would need to be addressed by your insurers. A leak or flood in the common close would potentially be dealt with by (and at the sole discretion of) our Emergency Contractor. Owners will be charged in respect of repairs to owner occupied properties where works have been carried out in limited circumstances on a make safe basis, within closes where the Association is the factor. Normally, these works would arise where failure to make safe may result in a risk, damage or loss to other residents in the building or damage to its fabric e.g. gas escape, burst or leaking pipes.

10.2 The emergency response does not include follow up work required. Any necessary follow up work will be carried out in normal working hours. The cost of any common repairs resulting from the call out will be invoiced in the next factoring account, with the costs being shared between all applicable owners.

11. Owners' Alterations

11.1 Permission for owners' alterations will be carried out in compliance with the Association's Repairs and Maintenance Policy with particular reference to the following:

11.2 The Association's permission to install satellite dishes or receiving equipment must be obtained in writing in advance.

11.3 The Association will inspect the completed installation for compliance with this policy. The owner will be responsible for any damage to the common property caused during the installation, maintenance or removal of the equipment. The Association reserves the right to make good any defective or sub-standard workmanship and will hold the owners liable for costs incurred as a result of any works arising either directly or indirectly from the above.

11.4 The owner should ensure that they have adequate insurance cover, as PHA will not accept responsibility for damage to, or loss of the equipment, for whatever reason. The owner will also be responsible for storm damage or injury to the public caused by his/her equipment.

11.5 Any installation must meet the requirements below:

- The requirements of the City Council Development Control (Planning and Building Control) Department are met, and
- The equipment is fitted to the Association's standards.
- The owner will be responsible for arranging erection, maintenance and removal of their receiving equipment and all associated costs.

12. Service administration

12.1 Management Fee

12.2 PHA charge an Annual Management Fee for all factored properties invoiced quarterly in advance. Owners who chose to receive their communications from us by postal service incur a £15 +VAT charged per quarter to do so. Owners are encouraged to receive electronic mail (email) to avoid this additional charge.

12.3 All fees are subject to: annual review, be approved by the Management Committee, and will take account of management costs involved in providing the services.

12.4 Current fees are set out in Appendix 1

12.5 The Management Fee will include the following (not exhaustive) potential liabilities for owners in accordance with the WSS

- management of the service and responding to customer enquiries
- access to our common area repairs service for emergency, urgent and routine repairs
- pre & post inspections of common repairs, where appropriate
- arranging and managing contracts for services such as close cleaning and landscaping
- arranging, monitoring and supervision of our cyclical, reinvestment & improvement service
- collation of charge information and issuing of invoices
- collecting everyone's share of costs including debt recovery actions
- co-ordination of payment for common electricity within the block (such as stair lighting or power for door entry systems)
- arrangement & apportionment of buildings insurance
- maintaining ownership records
- inspections to monitor the cleanliness of your block
- arranging owners' meetings and arranging votes
- keeping our customers informed through our website, newsletters and other communications

13. Issuing of accounts

13.1 Accounts are issued quarterly. We aim to send them to Owners within 14 working days of the end of the accounting periods of 31 May, 31 August, 30 November and 28 February

13.2 Accounts are issued by electronic mail. A charge of £15 +VAT applies for paper statements and invoicing per quarter.

13.3 Payment is due and payable within 14 days of the date of the invoice.

13.4 Contractor's invoices shall be available for inspection for a 14 day period after issuing the account.

- 13.5 All standard charges (management fee grounds maintenance and close cleaning) will be charged quarterly in advance. Building Insurance will be charged annually in the May invoice. Common electricity supplies, i.e. for stair-lighting, will be billed based on actual costs in the previous year to ensure accuracy. Repair charges will be charged in arrears in the next available invoice on completion of the works.
- 13.6 There are differing management fee structures. Different rates will apply depending on whether the owner is the only owner in a mixed tenure building or a building where there are majority owners.
- 13.7 Invoices will only be issued in the name of the property owner and not in the name of letting agents or tenants who sub-lease from the owner.
- 13.8 Every property factored will have its own account in the name of the owner within our housing management system and all invoices and payments will be processed through the appropriate account. Monies retained on behalf of Owners for this purpose will be held in a separate Client Funds Account.

14. Payments

- 14.1 Payments may be made by, cheque, Standing Order, Allpay and Direct Debit or by telephone to PHA's office. PHA does not accept cash.
- 14.2 If a customer wishes to pay arrears by Direct Debit the customer will have their account assessed and payments agreed taking into account the current balance outstanding and a projection of costs over the next twelve month period. The monthly sum agreed should allow for accounts to be clear within the twelve month period. Payment arrangements are at the sole discretion of PHA and debt recovery action will commence if the arrangement is not strictly adhered to.

15. Administration Fees

- 15.1 For providing information to a solicitor for the sale / purchase of property factored by us. Where information is requested less than 14 days prior to the date of sale a penalty fee will apply of £100 +VAT. Routine fee is £50 +VAT
- 15.2 Providing copies of Local Authority Certificates, £15 +VAT per copy if we hold them.
- 15.3 Providing copy factoring invoices, £15 +VAT
- 15.4 Arrears Administration Fees will be applied as follows:
- 15.5 £50 +VAT administration fee will apply when we instruct our solicitors to send a 7-day letter in respect of costs of recovery.
- 15.6 Interest will be applied as per property title. Where the title is silent and does not indicate the level of interest to be applied, interest will be charged in accordance with our policy. Interest will be applied to all accounts where debt is due beyond 28 days of invoice.
- 15.7 Interest charges will be at Bank of England base rate +6% per annum.

15.8 If your mortgage provider requires their interest in your property to be noted on the insurance policy, PHA will charge a one-off policy endorsement fee, of £15 + VAT, to cover the administration costs.

16. Payments for High Cost Repairs

16.1 Where a customer wishes to make payment in respect of larger repairs over an extended period policy will be as follows:

16.2 We reserve the right to charge owners interest on late or missing payments in respect of payments due for agreed repairs on the basis of the Bank of England base rate +6% per annum to be reviewed annually.

16.3 Owners will sign an agreement with the Association in respect of the arrangement to pay and to set up separate Direct Debit Mandate in respect of payments prior to works commencing.

16.4 The Association requires payment of costs within a maximum period of 12 months.

16.5 Advance payments in respect of works which do not proceed will be refunded. Interest will be added at the Bank of England base rate +6% per annum for the period.

16.6 PHA will place a Notice of Potential Liability for Costs on the property where it is considered appropriate to do so taking into account the risk to the Association.

17. Change of ownership

17.1 PHA requires 14 days' notice where an owner intends to sell their property and will require the following information:

- the property address
- the date of sale
- the purchaser's name(s)
- details of the purchaser's solicitor

17.2 Where the seller's solicitor has contacted us 14 days or more in advance of the sale, a fee of £50 + VAT applies for the provision of the following information:

- the current outstanding balance including any Notice of Potential Liability for Cost or Decree we have in place
- details of any repairs reported but not yet billed
- details of any planned investment work under consideration and costs if available;
- buildings insurance information
- details of any sinking fund
- an estimate of the retention required to be held by the solicitor on behalf of the seller
- An estimate of annual charges for the incoming owner

- 17.3 The sales admin fee will be payable prior to us providing the requested information and will be increased to £100 + VAT where the required 14 days' notice has not been provided.
- 17.4 After properties change ownership, PHA will apportion all common charges and bills outstanding and will aim to issue the final account within six weeks but no more than three months of PHA being made aware of the actual date of change in ownership (the date of settlement) unless there is a good reason not to (for example, awaiting final bills relating to contracts which were in place for works and services or the property factor has not been provided with the specified period of notice informing them of the change in ownership).

18. Buildings insurance

- 18.1 All owners will be required to join PHA's block Building Insurance Policy for the Association to factor the property.
- 18.2 Owners are not permitted to arrange their own buildings and block insurance regardless of the title to the property as set out in our Factoring Agreement with all owners.
- 18.3 An annual review of the insurance cover will be provided by email to every owner who participates in the scheme including summary of cover, together with details of the insurance premium due and procedure for claims.
- 18.4 Property valuations will be uplifted annually in line with BCIS Rebuilding Cost Index. At least every five years, PHA will appoint valuers to revalue stock for insurance purposes. Where a revaluation has been undertaken, this will be used for the next insurance quotation and the cost of the valuation will be split among owners in accordance with the Title Deeds.
- 18.5 The insurance premium is charged annually and included on the invoice issued in May. If an owner sells his property during the period of cover, the final account will include a refund of the relevant portion of the insurance premium, calculated on a pro-rata basis. The incoming owner will then be charged an equivalent amount in respect of the premium refunded.
- 18.6 No Commission or other fees may be receivable by PHA in connection with the block insurance policy.
- 18.7 All common repairs which occur as a result of an insurable peril will be carried out in accordance with the Association Repairs and Maintenance Policy. In cases where individual properties are involved, the owner will be responsible for submitting the claim.
- 18.8 On request we will provide details of how and why we appointed our insurance providers.
- 18.9 Invoices in respect of common insurance repairs will be invoiced to owners in the normal manner. To ensure full recovery of insurance excesses payments received from the insurer will be credited to owners' accounts.

18.10 Owners reporting internal damage to their property as a result of an insurable peril will be issued with a claims pack to allow them to deal directly with the insurers on all aspects of their claim including the arrangement of works and contractors.

18.11 PHA may undertake works on behalf of an owner if there is a necessity to prevent on-going damage to other properties or if there are strong social reasons for doing so. Any such works would be progressed on the following basis:

- Agreement has been reached with the insurer that a loss has occurred in terms of the insurance policy and the extent of works to be undertaken.
- A signed mandate has been obtained from the owner agreeing to the specification of works to be undertaken and acknowledging responsibility for payment of the excess.
- A project management fee will be charged in respect of providing this service. (Appendix 1)
- Where an owner is in arrears no works will be carried out under insurance unless premiums are paid up to date.

19. Risk Management

19.1 In developing this policy the Association has given due consideration to the following risk areas.

19.2 Financial: the results of failure to manage the factoring service efficiently and control costs would lead to

- Increased costs through management failures
- Increased accounts written off
- Increased legal costs

19.3 Reputation: The Association's reputation may be damaged with the following by the failure to deliver effective service

- Existing Customers
- Regulators
- Contractors
- Insurers
- Prospective Customers

20. Arrears Management

20.1 Early contact is essential if an owner's factoring account falls into arrears and every attempt will be made to establish personal contact by visit, letter, telephone or email.

20.2 Arrangements for payment by instalment will be made where appropriate and at the sole discretion of PHA. A pro-forma in respect of the agreement should be signed by the owner. The arrangement should ensure that the accounts are cleared by the end of following quarter taking circumstances into account. Owners who default on an arrangement will be referred for legal action where deemed appropriate.

20.3 Owners should be directed to money advice facilities in the area.

- 20.4 Accounts will be referred to our solicitors where all attempts to achieve payment or come to an arrangement have failed and a balance of £500 or more remains. All legal fees and outlays associated with the recovery of the debt shall be the liability of the owner.
- 20.5 Interest will be added to accounts at Bank of England base rate +6% per annum on accounts outstanding for more than two quarters, or where the matter has been referred to our solicitor.
- 20.6 A Notice of Potential Liability for Costs will be lodged against a property where works have been carried out and there are arrears in excess of PHA's annually agreed limit. A notice will also be lodged where works are proposed at a property where there are high levels of existing arrears and it has agreed that these should proceed. A notice may also be lodged where arrears are in excess of £500, where there are significant costs relating to proposed works or where there are difficulties contacting an owner or concerns the property may be sold without prior notification. The cost of the notice (charged by Register of Scotland, plus an administration fee of £15 + VAT, will be charged to the owners account, either as a one off fee, or in the next factoring invoice if it is due to be issued soon.

21. Legal Action

- 21.1 Legal action will be considered where there is an arrear of £500 or more. All legal action must be authorised by the Housing Services Manager and legal costs will be charged to the account where possible.
- 21.2 Decrees obtained through recovery action may be enforced by any of the following:
- Wage arrestment
 - Bank account arrestment
 - Inhibition on sale of property
 - Intercepting payments due by a third party e.g. rent
 - Notice of Potential Liability for Costs
 - Sequestration

This list is not exhaustive and PHA reserves the right to consider all opportunities to recover the debt.

- 21.3 Where an owner is declared bankrupt the debt will be pursued in accordance with legal procedures. Accounts will be written off on receipt of legal confirmation of the bankruptcy if there are no free funds.

22. Bad Debt

- 22.1 Every reasonable effort will be made to recover outstanding sums. Debts will be written off where:
- there is no means of recovery
 - it is not cost effective to pursue the debt further

23. Disputed Accounts

- 23.1 Every attempt will be made to resolve disputed accounts within five working days. If this is not possible we will inform the customer of the reasons why and the date by which we intend to respond
- 23.2 Where a dispute remains unresolved the customer will be provided with information in respect of PHA's Complaints Procedure.
- 23.3 The Housing Services Manager should be advised at the outset of disputes in relation to services or repairs in order that the dispute can be logged on the system and arrears procedure suspended. The Owner should be requested to pay the balance of the account excluding the disputed amount.
- 23.4 The Housing Services Manager has delegated authority to make credits to owner's accounts up to a maximum of £100 per incident; credits above this level require the authority of the Director.
- 23.5 The Housing Services Manager should be advised on the outcome and provided with and authorised credit request where appropriate authorised by the Director

24. Estate management

- 24.1 All queries relating to disputes with neighbours (e.g. failing to do stair cleaning) or concerns about the physical condition of the area should be notified to PHA. Staff will advise owners on the steps that PHA will take to remedy problems (where possible) or inform owners what action they themselves should take.

25. Service delivery

- 25.1 PHA will deliver the factoring service as follows:
- The Housing Services Manager is responsible for the delivery of the factoring service, including monitoring and reporting on its performance against Key Performance Indicators to PHA's Management Committee.
 - Finance Staff will deal with factoring enquiries of a financial nature, change of ownership, the recovery of factoring debt and issuing invoices.
 - Technical staff will deal with factoring enquiries in relation to all repairs and identify and process common, cyclical and major works, including notification and consultation with owners. Technical staff will also be responsible for monitoring the landscape maintenance contract and dealing with enquiries in relation to this service.
 - Housing Services staff will deal with factoring enquiries in relation to all estate management issues.
- 25.2 For the purposes of the Scottish Property Factor Register, the Director is nominated as the responsible persons for PHA.

26. Withdrawal of Factoring Service

- 26.1 PHA may withdraw its factoring service at a property if it considers that the financial risk of maintaining the service is too great or there are management issues which it is unable to resolve.
- 26.2 In order to withdraw services a report must be submitted to Management Committee for their agreement that this should proceed.
- 26.3 Owners at the property will be issued with three months' written notice that the service is being terminated.
- 26.4 If an agency agreement is appropriate owners will be advised of the changeover of service.
- 26.5 Owners will be issued with final factors accounts at the end of the notice period.
- 26.6 Any owner who has a surplus in their account will be issued with a refund once we have reconciled the accounts for the period in which we ceased factoring the property.

27. Complaints

- 27.1 PHA has a clear written procedure for dealing with complaints which outlines the steps we will take when an owner is dissatisfied with any aspect of our service. PHA will not charge for handling complaints and will keep a written record of all complaints received and their outcome.

Appendix 1 – Table of Charges

Activity	Charge
Factored (post 1 July 2023) Deposit / Float	£200
Project management fee	12% flat rate
Paper Invoicing per quarter	£15 +VAT
Sale Administration Fee (received 14 days prior to sale)	£50 +VAT
Sale Administration Fee (received less than 14 days prior to sale)	£100 +VAT
Providing copies of Local Authority Certificates per copy	£15 +VAT
Providing copy factoring invoices	£15 +VAT
Fee for solicitors to send a 7-day letter in respect of costs of recovery	£50 +VAT
Interest charge for Payment in respect of larger repairs over an extended period	Bank of England base rate +6%
Where PHA has to add a property into our Building Insurance Policy due to an owner failing to have their own adequate cover	full year premium plus £50 + VAT
Notice of Potential Liability for Costs – Register of Scotland fee for the notice and PHA charge an additional admin fee for applying.	ROS fee plus £15 + VAT
Interest charges	Bank of England base rate +6%
If your mortgage provider requires their interest in your property to be noted on the insurance policy, PHA will charge a one-off policy endorsement fee to cover the administration costs	£15 +VAT

* Fees are exclusive of VAT unless otherwise stated