

## What Will The Written Statement Of Services Tell You?

The Statement will set out clearly the service delivery standards that you can expect from Clackmannanshire Council along with the terms and conditions of the factoring arrangement.

## Will The Property Factors Act Change The Service You Receive From The Council?

For most of our factored customers, there will be little change in the relationship with the Council. The Council will continue to repair and maintain common property and planned maintenance will continue to be done on a schedule and you will be informed of the works required. Where a large or expensive repair is required to common property, the Council will continue to consult homeowners on the best solution and you will continue to pay your share of the costs.

**If you would like a copy of this leaflet in a different format or language, please contact us on 01259 450000.**

## Will The Property Factors Act Mean Extra Cost For Homeowners?

The Act requires the Council to administer factoring services by, for example, invoicing customers, providing annual statements to customers, providing copies of the Written Statement of Services and complying with annual registration requirements. To cover the cost of this, the Council will need to include an administration charge on factored services. Services such as close cleaning, repairs to stairways and repairs to door entry systems, will also be chargeable.

**For Advice, Information Or To Discuss The Property Factors Act Further Contact Us:**



**Clackmannanshire  
Council**

[www.clacksweb.org.uk](http://www.clacksweb.org.uk)

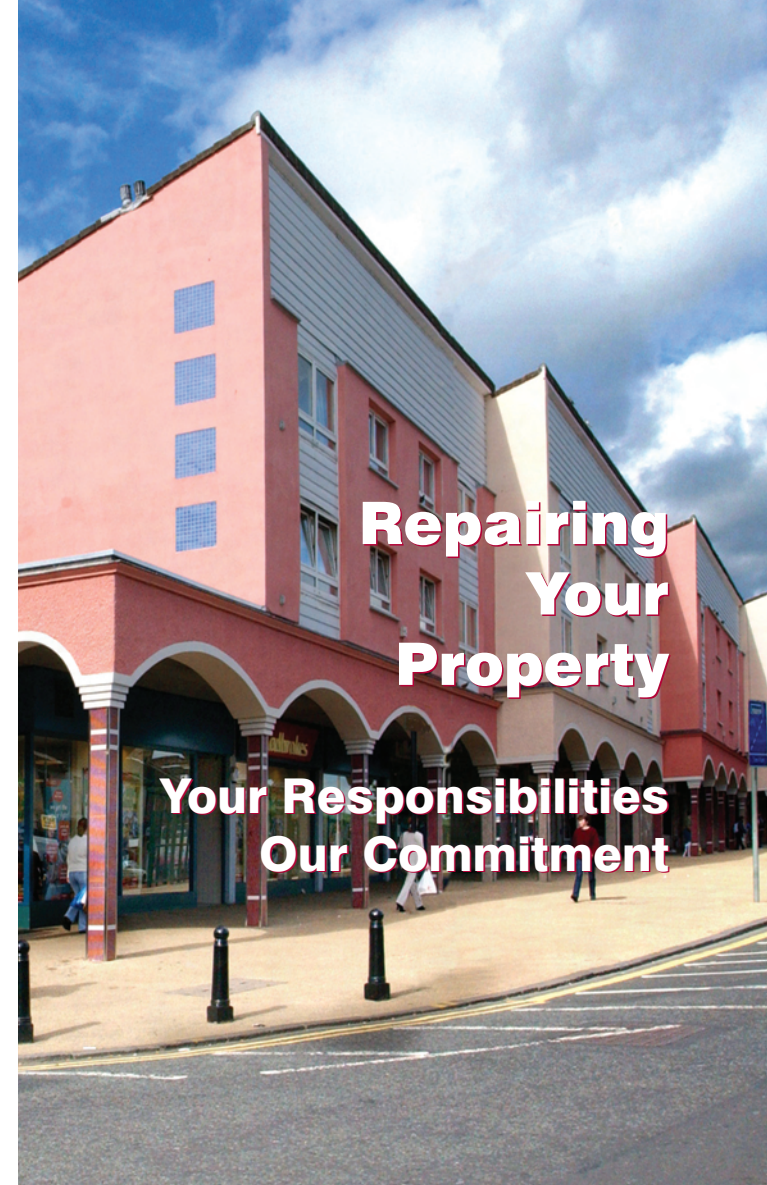
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**Repairing  
Your  
Property**  
**Your Responsibilities  
Our Commitment**

**A Brief Guide to the  
Property Factors  
(Scotland) Act 2011**

## Introduction - What Is A Property Factor?

Residential property factors manage and maintain the common parts of houses and flats, for example planned maintenance and repair of closes, stairways, roofs, chimneys, exterior walls, foundations and footpaths. A property factor may be a private business undertaking property and land management, a Local Authority or a Housing Association.

## Is Your Property Managed By A Property Factor?

**You may have a property factor if:**

- You are required to have one in your Title Deeds
- You have purchased your property through the Right To Buy system
- You have entered into an agreement with someone to act as a private factor
- You own a property in a flatted block and share the stairway with council tenants.

## How Does The Property Factors Act Help You?

From 1st October 2012, The Property Factors (Scotland) Act 2011 brings new help and protection to homeowners where a property factor carries out repairs and maintenance to their homes on its common parts.

**Homeowners will benefit from:**

- A compulsory register of all property factors operating in Scotland, ensuring your property factor complies with new standards implemented by the Act
- A code of conduct setting out minimum standards of practice with which all registered property factors must comply, ensuring professional standards and consistent quality of work for homeowners
- The introduction of the Homeowner Housing Panel to deal with instances where a homeowner believes that their property factor has failed to comply with the code of conduct or otherwise failed to carry out their duties, providing homeowners a mechanism for dispute resolution and redress

## Is Your Property Factored By Clackmannanshire Council?

If you purchased your property from the Council through the Right To Buy scheme and you are an owner in a block of flats, or four in a block, where there are both private owners and council tenants, then you may receive factoring services from the Council.

## When Will You Know If the Council Is Your Factor?

The Council must register as a property factor no later than 1st October 2012, and is required to contact factored homeowners as soon as possible after registration. As a factored homeowner, you will be provided with a "Written Statement Of Services" as soon as possible, but no later than 12 months after the Council has registered as a factor. If you are a new owner, you will be contacted within 1 month of purchasing your property.

