



Property
Managers
Association
Scotland

Reflecting on: Improvements in Factoring Service

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The Act

Primary objective - to create a statutory framework which would protect Scottish homeowners who contract with property factors:

- property factors to be registered to ensure *“fit and proper persons”*
- creating an accessible and effective form of alternative “dispute resolution between property factors and homeowners.”

Executive Note of the draft Code of Conduct Order further stated:

“Transparency is a key principle It is important that homeowners are clear about

- what they are paying for,
- how the charges are arrived at and
- the options available in the event that they wish to make a complaint.”

The Impact

- 346 factors
- 571,293 factored stock
- 179 complaining owners
- 55 hearings

Service Improvements

- **Paperless Service** - correspondence and invoices by email. Service considered convenient with positive impact on the environment.
- **Mobile App** - allows clients to report repairs, intimate a claim, pay a bill and access emergency contractors from their mobile device. Considered convenient and user friendly with particular favour for ability to send photos of the specific defect when reporting a repair.
- **Client Gateway** - online system to view or download invoices, view statements, pay bills, see who their inspector is, get development news. Being developed to allow clients to view deeds, plans.
- **Notification of Inspections** - Advising in advance when due to inspect - enables arrangements to meet our inspectors.

Service Improvements

- **Owners meetings increased** - improve communication - discussions not only in difficult or challenging situations
- **Online repairs reporting 24/7**
- **Reviewed recruiting** - right staff with the right capabilities enhanced by increased training
- **Performance management** - staff KPI's in line with written statement of services.
- **Survey Monkey utilised** - client satisfaction and feedback surveys.
- **Increased transparency** - insurance documentation detail improved
- **Ongoing initiatives** - reviewing documents for Plain English and communication response times.

Service Improvements

- **Technology to enhance transparency** - portal via website for personal account, development blog, development service level agreements, contracts, service reports, site visit reports. Coming soon - contractor invoices
- **Education on factoring** - focussed on first time buyers and downsizers (who may never have experienced factoring)
- **Mobile app** - portal information and payment via hand held
- **Trust accounts per development** - ensures all interest is given back to owners
- **Financial explanations** - annual budget vs. actual for each development- enable understanding of running costs and causes of surplus / deficits
- **24 Hr emergency contact centre**

Good practice already in place

Historically, PMAS member firms have brought into their businesses:

- dealing effectively with common building insurance
- sinking funds
- maintenance plans linked to regular inspections/surveys
- residents meetings
- financial management and controls

Opportunities

- Joint working towards clear objectives for customer benefit - Scottish Government with industry experts
- Publication of best practice advice and highlighting potential of 'Under One Roof' website for impartial advice
- Links to and from websites - hohp / PMAS /other trade and industry bodies



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