



Factoring

Your Responsibilities

McTaggart Avenue, Denny

Meet your team



Housing Officer: Christina Johnston

Your housing officer can help you with queries about your factoring agreement, and with payments.



Asset Officer: Neill Ferguson

Your asset officer will be responsible for regular inspections and organising reactive and cyclical repairs as well as major improvements.



Estates Caretaker: Trevor Gartland

Your estates caretaker will be responsible for grounds maintenance and, where applicable cleaning and maintenance of communal areas.

Within your development each owner or sharing owner is responsible for a share of any repairs to common areas within the estate.

This includes repairs to any access route, parking areas, footpaths, garden walls, fences, railings and boundary features, the sewage drains, soil, gas, water and any other pipes, electricity, security systems, TV aerials, telephone cables and any other services not located within a block.

McTaggart Avenue	Share	Percentage
Common areas	1/27	3.70%

Within blocks, each owner or sharing owner is responsible for a share of any repairs to the block.

These include repairs to foundations, walls, external doors, lights, drains, gutters, wiring, common TV aerials, bin stores, paths, rotary clothes dryers, internal wall and floor coverings, the loft space, and the electrical door answering system but not any handset within an individual property.



As outlined in your title deeds, Horizon has the right to carry out any repairs under the value of £200 per share without consultation. If the repair is above this amount you will receive a letter from Horizon before any works commence. In some cases Horizon may also arrange a local meeting with owners and sharing owners if this is appropriate.

For more information on our services

E-mail: e-mail@horizonhousing.org

Telephone: 0330 303 0089

Website: www.horizonhousing.org

Visit or write to us:

Leving House, Fairbairn Place, Livingston, EH54 6TN

Opening hours:

Monday, Tuesday, Thursday: 9.00am to 5.00pm

Wednesday: 10.00am to 5.00pm

Friday: 09.00am to 4.00pm