

## Owners bulletin Spring 2021

Welcome to our news bulletin for owners who receive a factoring service from Horizon Housing Association. We hope you find this information useful. If you are interested to hear more about Horizon, our services or anything else, please get in touch. You can contact us by emailing [e-mail@horizonhousing.org](mailto:email@horizonhousing.org) or calling 0330 303 0089.



You can find lots of detail about the factoring service in your area on our website <https://www.horizonhousing.org/owners/property-factoring/>

### Meet our Asset Officers

We are pleased to welcome a new team of Asset Officers. Your Asset Officer is responsible for regular inspections and for organising reactive and planned maintenance to the communal areas of your development.



Adam Chisholm will be responsible for Mid Gogarloch Syke & Golfdrum Street.



David Gray will be responsible for Campbell Street and Sandbank Street.



Neill Ferguson will be responsible for Winton Crescent; Myreside Gate; McTaggart Avenue; Henderson Street and Archway.

The Asset Officers, along with the Housing Officers, are planning to arrange joint visits to each development over the summer and will give all owners a chance to join them. Of course, if you have any issue you want to raise in the meantime please get in touch. Reminder that you can report a repair to any communal area by the following means:

You can report a shared repair by any of the following methods, but if it is an emergency please call.

Telephone 0330 303 0089

Email [e-mail@horizonhousing.org](mailto:e-mail@horizonhousing.org)

Website [www.horizonhousing.org](http://www.horizonhousing.org)

## **Policy and service review**

During summer 2021 we intend to review the Estate Management Policy. The purpose of the Estate Management policy is to lay out the Association's approach to ensuring that our developments are well maintained and attractive places to stay. We will provide an opportunity for owners' as well as our tenants, to have an input into this. We'll provide more detail in our next bulletin.



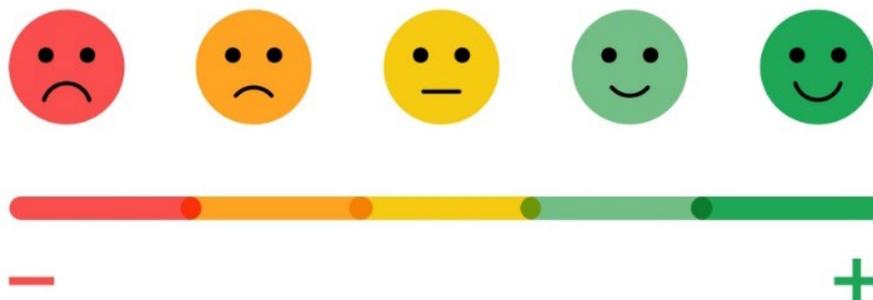
## Satisfaction survey

Our latest satisfaction survey was carried out in April 2021. In total, 20 out of our 55 owners responded, up from the 15 in 2020. The table below shows how those who took part rated our factoring service overall.

	2021	2020	
Very satisfied	5%	0%	↑
Fairly satisfied	45%	27%	↑
Neither satisfied nor dissatisfied	25%	20%	↑
Fairly dissatisfied	10%	13%	↓
Very dissatisfied	15%	40%	↓

Although we still have a long way to go to achieve the level of satisfaction we would like to see, we were pleased to see an increase in overall satisfaction from 27% to 50% and a decrease in people who were dissatisfied from 53% to 25%. Several owners left individual comments and by now, our team should have been in touch to discuss these. Last year, due to lockdown, we were unable deliver the level of service we had hoped and the opportunities for us to be out in the estates and to have face to face meetings with owners were simply not there. We intend rectifying this year and will be in touch to set up meetings in individual developments.

We were disappointed that satisfaction with our factoring service dropped so significantly. Last year we reviewed our charges for the first time in many years and now recharge what it costs to deliver the service. This may have contributed to poor satisfaction levels but we are also aware that our communications and our maintenance service for factored owners could be improved and we are working on this in 2021/22. Please contact us if you have suggestions of how to improve our services and communication with you.



**Would you rather receive communications from us by email?**

If so, please simply email us with your name, address and email address.



**Horizon Housing Association**, Leving House,  
Fairbairn Place, Livingston, EH54 6TN

T: 0330 303 0089

E: [e-mail@horizonhousing.org](mailto:e-mail@horizonhousing.org)

W: [www.horizonhousing.org](http://www.horizonhousing.org)

**Opening hours**

Monday, Tuesday, Thursday: 9am-5pm

Wednesday: 10am-5pm

Friday: 9am-4pm

Our offices remain closed to visitors in line with the Scottish Government guidelines.