

# OWNERS NEWS JUNE 2024



# Frequently asked questions

## What are the Open Space Maintenance Charges?

The open space maintenance charges are the costs involved in maintaining all the common landscaped areas owned by Angus Housing Association within the estate where you live.

Angus Council are carrying out our landscaping contract until 31/3/2027. The contract will then be put out to re-tender.

## Why am I charged?

Contained within your Deed of Conditions and your Statement of Factoring Services ; it is your legal responsibility to pay a share of all maintenance costs. You may wish to contact your Solicitor to confirm this.

## How are the charges calculated?

The total cost of maintaining each complete open estate is divided amongst the number of houses in the estate, this includes every tenant. Every owner - occupier is then charged the appropriate share. For example, 228 properties in total, each owner and tenant is responsible for 1/228 share. Owners who live in flats/blocks may also have additional repairs costs, this too is calculated on an equal share basis. You can again refer to your Title Deeds or Statement of Factoring Services for more information on costs.

## Who carries out the work?

An external contractor carries out the work on behalf of Angus Housing Association. A contract was awarded to Angus Council following a competitive tendering process. This contract will run until 31st March 2027

## What work is carried out?

The majority of the regular work includes grass cutting at least 16 times between late March & September or as required, shrub beds are maintained, weeding, litter picking in the landscaped areas, annual tree pruning etc. for more information go to our owners page on our website at <https://www.angusha.org.uk/owner-occupiers/landscaping-information/>

## Why am I charged when there are no grassed areas beside my house?

You are responsible for a share of the cost for the whole scheme, not only for the area outside your house. You can ask for a copy of the estate plans for where you live by contacting our customer service team on 03451 772244 or refer to our website to see your schedule.

## Why is this charge not covered by the Council Tax that I pay?

Your council tax bill includes charges for maintaining specific adopted roads and footpaths. It does not include the cost of any management services for areas owned by Angus Housing Association such as cutting the grass and maintaining shrub beds and the common areas.

Adopted areas are the responsibility of your local authority and are paid for out of Council Tax. Unadopted areas on your estate are maintained by Angus Housing and you contribute to the maintenance through our system of shared charges.

## What if I have any issues with the work carried out?

If you are not happy with the work being carried out, or want to query anything on your invoice, please contact us on 03451 772244. If you have issues, please raise them at the time the work is carried out if possible, as that will give us more opportunity to rectify them with our contractors.

## Why am I charged an admin/mgt fee?

Your Title Deeds will determine whether you pay an admin fee or a Management Fee.

The admin fee is to cover our costs for -

- Appointment and continuing supervision of our contractors
- Contract tendering/negotiation and annual renewals
- Meetings with Owners on request
- Corresponding with Owners
- General Administration
- Annual preparation of accounts
- dealing with owners telephone queries
- answering correspondence
- credit control
- Change of Ownerships

## How can I get involved in helping to look after my estate?

You can join in on our estate walkabouts or flatted property inspections, for more information visit our website <https://www.angusha.org.uk/wp-content/uploads/2024/03/Estate-Walkabouts-Area-Dates-4.pdf> or contact our office on 03451 772244

Home Owners who feel that Angus Housing Association has failed to carry out its factoring duties or comply with the Property Factors Code of Conduct have after exhausting Angus Complaints procedures, the right to apply to the First-Tier Tribunal for Scotland ( Housing and Property Chamber)  
For more information on our complaints procedures please go to our website <https://www.angusha.org.uk/complaints-feedback/> or contact us on 03451 772244. For lots of further information regarding Owner Occupiers please go to our Owners Page at [www.angusha.org.uk](http://www.angusha.org.uk)