



## Factoring Policy

### Summary Statement

Factoring is a service provided to home owner customers in Scotland. The policy sets out Home Group's approach to delivering services to factored customers and has been written using feedback from customers and colleagues, best practice and equality information.

#### **Standard 1: Delivering a Property Factoring Service**

Home Scotland will provide a factoring service for properties where we are appointed. We will carry out core functions, such as maintenance and repairs of communal areas, as well as other responsibilities as set out in each home owner's title deeds. Owners remain responsible for repairs and maintenance inside their property.

The terms and service delivery arrangements are set out in the Written Statement of Service.

Home owners have the right to revoke our Authority to Act as a Factor, subject to qualifying criteria and the terms of their title deeds.

#### **Standard 2: Communications and Consultation**

We will be open and upfront with information and clear in explaining costs and charges. We will provide clear, easy to read general information on all key factoring services and local contact details wherever possible.

We will offer opportunities for home owners to meet with Home Group colleagues at least annually.

#### **Standard 3: Value for Money**

We aim to ensure that our services for factored customers are effective, responsive and represent value for money.

We are required to consult with customers on any repairs or maintenance expenditure above our delegated limits.

The charges we set for the services provided will be affordable, fair and reasonable.

Charges are made up of a management fee, charges for services provided and, where applicable, insurance.

#### **Standard 4: Disputes**

We have a Complaints Procedure that factored customers can use to resolve disputes with Home Group. If the Complaints Procedure has been exhausted, factored customers have the right to seek resolution at the First Tier Tribunal.

The full Factoring Policy can be obtained by contacting the Policy Team by emailing [policy@homegroup.org.uk](mailto:policy@homegroup.org.uk).