

Property Maintenance

www.ethicalmaintenance.org

Save money, Pay Less

Ethical Maintenance works with homeowners who live in flats just like you. We're proud to put you in control and work for your best interest.

We know we can **save you money** for exactly the same the service you get now. The same cleaning and maintenance regime, the exact same cleaners and tradesmen.

Because we're not-for-profit we save you 25% on your property factor's fees.

Because we're a Community Interest Company we don't take commissions. Most factors take around 10% commission on your building's insurance. We give this back to you.

Because we're a Community Interest Company we search the market to get you best value and will probably save you even more money.

ethicalmaintenance.org, or
f @ethicalmaintenanceCIC, or
call us on 0845 468 1480

Proud to Serve You

Happy with your property factor? Do you feel in control, does your factor do what you ask and let you know what they're doing? Are their prices reasonable and are you involved in setting them? Have you ever met your factor?

Ethical Maintenance offers:

- involvement of homeowners at every stage, so you are in control setting the level of service and the charges and so that you know what is being done;
- easy access "open book" maintenance works with on-line reporting, so you know each month what is being done and can comment on it;
- a no strings, no quibbles contract, so if you don't like the service, homeowners can get out;
- regular meetings between homeowners and the Ethical Maintenance team so you know who you're dealing with; and
- The free no-commitment Ethical Switching Service to help homeowners through the process should they wish to change their factor.



An Introduction to Ethical Maintenance cic

1. Ethical Maintenance cic is the only not-for-profit Community Interest Company property factor in Scotland. The company has nearly 30 years' experience in the property industry and Ethical Maintenance was started over 16 years ago to address the problems in the property management industry. Homeowners kept telling us that they had no say in the work that was carried out on the common areas around their homes, no say in who did the work and no say in how much they paid for that service. Their property factor just sent them a bill!
2. As a Community Interest Company (CIC), Ethical Maintenance is independently regulated to serve you. The CIC Regulator applies an additional layer of control over Ethical Maintenance that other factors are not subject to. We can only do what you ask us to do and there is an independent complaints process if we don't. Every year we ask each of our communities if they want the service to continue for another year. This keeps us on our toes and means you are never stuck with us if our service is not satisfactory.
3. The 'ethical' part of our name comes from the way we work for you. Your community always comes first. In addition, the 'ethical' part of our service means we also offer an eco-friendly and carbon-neutral service should you wish. We work with you in a way that puts you, the homeowners, in charge. Every community is different, so we work with you the way you want us to. We take the view that there are two main aspects to a factoring service: the cleaning and maintenance service and then the financial management services. As each community is different, we tailor these to your needs. We can offer the full factoring service, or just manage the cleaning and maintenance service, or just manage the finances. Alternatively, we can just offer a professional administrative service for major projects whilst you, the owners, carry out the routine work.
4. As a not-for-profit we save you money. Hundreds of homeowners are delighted that on average we save around 25% on their previous factor's fees and up to 10% on their building insurance. We work with an independent insurance broker to ensure you get the best deal; you choose which insurance you want from a choice of quotes and we don't add any fee or pay commission to the broker. We work closely with you using an open-book approach for cleaning and maintenance services and you decide what services are needed for your property. In so doing, this ensures good value for money and you get only the services you want.
5. We will meet with you twice a year to see how things are going and if anything needs to change. If you're not sure how to run an Owners' Association to manage your common areas we can help get you up and running to work together, always ensuring you're in charge. And of course, we're happy to meet with you whenever there are issues you'd like to discuss.
6. We operate an Ethical Switching Service which is recognised as one of the best there is in the industry. It offers to benchmark your current factoring service and offers suggestions on how it might improve. If you want to change factor as a result of the review, we can analyse your Title Deeds and advise how you might go about this. This is a no-commitment service we offer, without any obligation to switch to Ethical Maintenance.
7. Ethical Maintenance's expertise has meant we have been a consultee to investigations by the Scottish Consumer Council, The Office of Fair Trading, Consumer Focus Scotland and the Scottish Government. Each of these organisations has investigated property factoring in Scotland.
8. If you have any questions, please get in touch at 01786 342006 or write to us at mail@ethicalmaintenance.org.

Kevin Wilkinson, Director
Ethical Maintenance cic