



## Lettings Written Statement of Service

Donald Ross Residential are proud to be a national award-winning brand. As a result, we take our level of client service very seriously. Below outlines our agreed Statement of Service as specified by the CLA and SAL.

This document should be read in conjunction with your agreement, our Complaints Procedure and relevant legislation provided by the Scottish Government.



### **Our Deadlines**

In the unlikely event you are unable to speak with our Trusted Property Advisors, we ensure the following terms of service:

- We aim to reply to any phone messages within 1 working day.
- We aim to reply to email correspondence within 2 working days.
- We aim to reply to correspondence via post in 3 working days from receipt.

Please refer to our Complaints Procedure for timescales and processes associated with raising a formal complaint.



### **Communication**

Donald Ross offer a variety of methods to ensure streamlined and efficient communication with our clients:

- FixFlo\* Repair Reporting Service (via our website)
- Monthly Statement / Rental Summary for Landlords
- Feedback opportunities to enhance our service
- Office contactable 9.00 – 5.30pm Monday / Friday
- Local High Street Offices in Ayr and Kilmarnock

*\*FixFlo is a specifically designed package that allows tenants to easily report repairs online with the aid of photographs and relevant detail.*



### **Schedule of Standard Lettings Service Repairs & Maintenance**

- Instructing repairs and maintenance on behalf of the landlord.
- Organise formal contracts where required with tradesmen and service providers.

- Where appropriate obtain competitive quotations from tradesmen and seek the authority of the landlord before proceeding.
- When necessary, investigate potential complaints regarding unsatisfactory work and make every effort to resolve.
- Provide general advice on repairs, maintenance and possible improvements where necessary.
- Ensure all contractors are vetted and placed on our approved contractor list.
- Production of Out of Hours Emergency Contact List.
- On receipt, each contractor invoice will be reviewed against original work orders or agreed contract before being authorised for payment.
- Contractor and supplier accounts will be settled within agreed time scales.
- Tenants have opportunity to report repairs via our FixFlo Package.



### **Property Visits and Inspections**

Minimum of two Inspections per annum (or as per frequency agreed). Please note, this service is not applicable for Tenant Find Only Agreements.



### **Profits and Fees**

Donald Ross do not believe in hidden charges or unrealistic costs for our service. As such, we only make profit from the clearly highlighted fees discussed prior to signing an agreement. A copy is provided at this point and can be consulted if required.



### **Authority to Act**

Donald Ross Residential will only action repairs without agreement from landlords in the event of an emergency. This is to safeguard your investment and protect the health of residents. All efforts will be made in advance to communicate with you to avoid such a situation.



### **Emergency Procedures and Out of Hours**

During an emergency, we expect contractors appointed on your behalf to attend within the following timescales, subject to Health and Safety Regulations:

- Plumbing emergency within 4 hours
- Electrical emergency within 12 hours
- Roofing emergency within 48 hours (weather dependent)

During working hours, non-emergency repairs will be reviewed no later than three working days. We aim to instruct repairs within the same day of reporting unless circumstances dictate otherwise.

Please see our website for full details on what constitutes an emergency. Please note, callouts outside of office hours are subject to higher rates.



### **Post and Mail**

Donald Ross Residential take no responsibility for addressed mail arriving at your rental property. It is the responsibility of the landlord to ensure that correspondence details are updated accordingly.

Tenants are advised to mark mail 'Return to Sender' and pass to the postal service.



### **Deposits**

All deposits are collected and held independently as per new legislation. Please refer to the following links for Government Information on deposits for tenants / landlords:

<https://www.mygov.scot/tenancy-deposits-landlords/> <https://www.mygov.scot/tenancy-deposits-tenants/>



### **Complaints Procedure**

Our Complaints Procedure can be requested from our office or downloaded from our website. We aim to resolve all complaints swiftly and reasonably. We place high importance on client service and hope you are never required to raise a formal complaint.



### **Terminating an Agreement**

An agreement can be terminated as per the terms outlined on commencement. Please refer carefully to all terms in your agreement before signing up.



### **Professional Insurance**

Donald Ross Residential Lettings holds PII to a limit of £1,000,000 on any one claim



## Key Processes

It is essential that keys to your investment or rental property are secure and protected. As a result, Donald Ross have a bespoke key process designed to provide peace of mind and efficiency in the event of an emergency.

On receipt of keys, they are immediately logged with a specific reference code, relevant to our management software. They cannot be identified by third parties and are cross referenced against our system.

All keys are held in a heavy duty, locked safe. Access is only available to our Trusted Property Advisors.

### Contractors and Keys

If a contractor is required to access your property (on agreement) to complete works, keys are signed out via our software package and monitored until their return. All Donald Ross Residential contractors are fully vetted and sign relevant service standard agreements.

### Tenants and Keys

It is your responsibility as a tenant to look after keys and entry fobs. It is also forbidden to make additional copies without consent. When you move out, all keys must be returned. If keys are missing, additional charges may be forthcoming towards ensuring relevant security.

If you lose a key, please contact us immediately.

### Landlords and Keys

Donald Ross also take copy images of keys for our records\* to ensure no dispute when they are returned to you.

We prefer keys are collected from our office should you terminate the contract. We can post if unavoidable but take no responsibility for missing keys lost in the post. *\*Please note, this service only commenced in 2017*



## Debt Recovery Information

Donald Ross offer a bespoke Rent on Time Service which ensures that landlords will receive their income, even if a tenant fails to pay on the required monthly basis. This product ensures your investments and financial circumstances are secure under our management.

The model means that Donald Ross will make payment to you and then recover the arrears via the insurance guarantee by raising a claim.

Please be aware that Donald Ross will always encourage communication from tenants and landlords to ensure streamlined communication on rental matters.

What does this mean for tenants?

If you fail to pay your rent on time, your arrears are passed to a third party to reclaim under the terms of our Rent on Time Service. Please refer to your Introductory paperwork for full details on the processes involved in reclaiming arrears.

We understand that financial difficulties happen. It is your responsibility to contact us and explain your situation. Failure to do so may result in late-payment fees and your account being passed to a debt collector.

Our dedicated Trusted Property Advisers are always on hand to listen if you wish to talk about problems paying your rent. There are a variety of bodies that can assist you during financial difficulty:

<https://www.moneyadviceservice.org.uk/en/articles/rent-arrears-problems-paying-your-rent>

<https://www.citizensadvice.org.uk/scotland/debt-and-money/>