



# **Paisley South Property Services Ltd**

## **Quarterly Newsletter November 2022**

### **We are changing how we communicate with owners**

As we continually looking at ways to reduce costs and improve our processes, we have recognised that continuing to use post for communicating with our customers is not the most cost effective or efficient process.

To give our owners the quickest service and reduce our costs, we will now be sending our communications via email where possible.

#### **What are the benefits of moving to email for you?**

- We can ensure you get the necessary information promptly.
- You can send/respond to emails at a time that suits you and we will respond to you during our working hours.
- You can save copies of emails and access information easily rather than keeping paper copies.

#### **How will we implement this change?**

If we hold an email address for you, you will receive **all future** communications from us by email. Please contact us using the details below to ensure we have the correct email address for you on file.

#### **Opting out of receiving emails**

We would prefer to use email for cost and efficiency, but we appreciate that this may not suit everyone. If you would rather still receive your correspondence by post, you can contact Steffani by phone on 0141 840 5017 or by email at [steffani.mcdonald@paisleyha.org.uk](mailto:steffani.mcdonald@paisleyha.org.uk) to let us know.

If you have any thoughts on this change, please let us know. We are always keen to hear from our customers and take their opinions into consideration to allow us to provide the best service possible.



## **Customer Satisfaction Survey 2022**

PSPS has surveyed all our factored owners to get your views on our services.

We are currently reviewing the responses received and will feedback to all the outcome of the survey in the February 2023 Newsletter.

## **Winter Closure**

Please note that our office will close at 12.30pm on Friday 23<sup>rd</sup> December 2022 for the festive holidays. We will reopen at 9am on Thursday 5<sup>th</sup> January 2023.

For emergency common repairs during this time please call 0141 889 7105 to be directed to our out of hours contractors.

For Owners on our Block Insurance Policy, who need to register a claim during this time, please contact our Insurance Broker Bruce Stevenson on 0131 553 2293.

Other Emergency Numbers: Scottish Energy Network 105 & Scottish Water 0800 0778 778

See our website [www.paisleyha.org.uk](http://www.paisleyha.org.uk) for more detailed information.