

## **Glasgow Factoring Commission – Call for Written Evidence**

The Leader of Glasgow City Council, Councillor Gordon Mathieson, has established a Factoring Commission, chaired by Mrs Jean Charsley, with the aim to establish a blueprint for how common property can best be managed and maintained in the city.

**As part of its work, the Commission is issuing a public call for evidence, inviting interested parties to register their views and supporting evidence regarding common property management in the city.**

The Call for Evidence is seeking to collate a range of property management and maintenance experiences around seven key questions:

1. What are the key problems/issues being experienced by owners with respect to factoring/property management services?
2. What are the key problems/ issues being experienced by factors/property managers in providing factoring/ property management services?
3. How satisfactory are the procedures used in resolving complaints/disputes between owners and factors/property managers?
4. How can owner/ consumer experiences of factoring services be improved and what opportunities are there for introducing improvements?
5. What are the issues facing owners where properties are not factored and how can owners be helped to address these issues?
6. The Commission is interested in good practice of property management where arrangements are working well, and/ or where issues have been resolved satisfactorily. Please provide examples. What actions can be taken in Glasgow to grasp and/ or replicate these examples?
7. What are the wider impacts of an absence or minimal level of property management?

The closing date for written evidence is **Monday, 3 September 2012**.

**IMPORTANT:** Please see notes with respect to providing evidence to the Commission set out below.

It should be noted that the Commission cannot investigate or resolve individual property management/ factoring disputes.

Written evidence of no more than four sides of A4 can be submitted by email to [factoringcommission@drs.glasgow.gov.uk](mailto:factoringcommission@drs.glasgow.gov.uk) or to:

Factoring Commission  
Housing Services  
Development and Regeneration Services  
Glasgow City Council  
231, George Street  
Glasgow  
G1 1RX

## **Policy on treatment of written evidence**

Our approach will be to publish written evidence after completion of the Commission's work. If you wish your evidence to be treated as confidential, or for your evidence to be published anonymously, please contact Housing Services (at the details above) before you submit your evidence.

### ***Data Protection Act 1998***

The Factoring Commission must comply with the Data Protection Act 1998. This affects what information about living people (personal data and sensitive personal data) we can make public.

Your evidence may contain personal data or sensitive personal data relating to you. We will publish it if relevant to the Commission's inquiry. We will not publish your signature or personal contact details arising in your private life.

We may also have to edit information which can identify another living person who has not specifically given their consent to have information about them made public. In the above respects, Commission members will have access to the full text of your evidence even if it will not be published in full.

### ***Potentially defamatory material***

The Commission will not publish defamatory materials or statements. Where we receive submissions that contain potentially defamatory statements we will return it to you with an invitation for you substantiate the comments or remove them. Where evidence is returned which still contains material which we may consider defamatory it may not be considered by the Commission and may have to be destroyed although every endeavour will be made to capture the general relevant issues raised in the evidence.

### ***Freedom of Information (Scotland) Act 2002***

The Commission is covered by the Freedom of Information (Scotland) Act 2002 and affects the way we deal with your evidence.

If you want your evidence treated as confidential or published anonymously, as stated above, please contact Housing Services (at the details above).

In particular you should be aware that if we receive an information request under the Freedom of Information (Scotland) Act 2002, we may be legally required to release this information to the person who has requested it even where the Commission has agreed to treat all or part of the information in confidence or publish it anonymously.

While we can assure you that your document/name will not be circulated to the general public in the context of the Commission's work we are unable to give a guarantee that the full document will never be released, given the circumstances above.