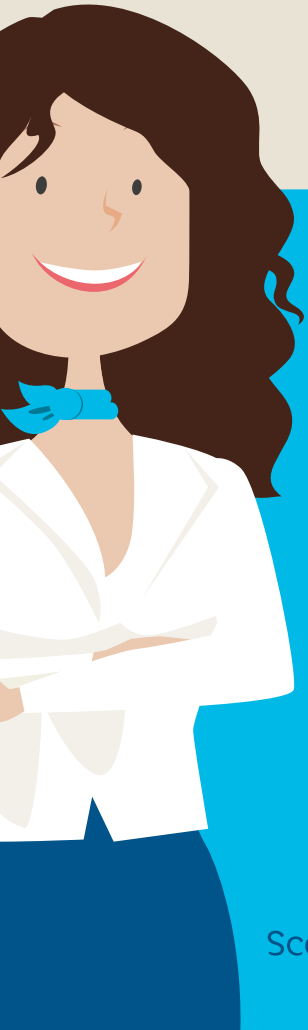
YOUR PLACE



Welcome to YourPlace

Scotland's Feel Good Factor

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At YourPlace, we are committed to providing excellent services, and good value for money.

We are part of Wheatley Group, Scotland's leading housing, care and property-management group. We have now been appointed to deliver factoring services on behalf of Dunedin Canmore Housing, which is also part of Wheatley.

This guide tells you about the services we offer and what you can expect. We have a team based in Edinburgh to help you with any issues, however small. And remember we're here 24/7. So if you need to speak to us, just get in touch.

We're here to help

Repairs and maintenance

Do you need something repaired? If you need a common repair, don't worry – call us on **0131 478 8888** to report it.

24/7 access

For all your enquiries, we're here to help 24 hours a day, everyday. Call us on **0131 478 8888.**

Insurance

We provide a building insurance policy to many customers, so their block is always protected.

This cover is provided by Ageas.

If you need to make a claim on your buildings insurance, call the loss adjuster as soon as you can after the incident and before employing any contractor.

Call Ageas on **03444 124 221** and quote policy number **AGG114571.**

There's a £100 individual excess on any successful claim made.

Great value services

We offer a wide range of great value services:

- Contents insurance, from as little as £1.18 a month
- Boiler and central heating cover from £13.33 a month

Call us to find out more **0131 478 8888**

Decision making

Together, you and your neighbours make decisions affecting the shared parts of your building. Occasionally, we might have to use specific powers we have under the title deeds for the long-term benefit of the property. Typically, this allows us to deal with emergencies and repairs below consent levels set out in the deed of conditions.

As an individual owner, you can ask for a meeting to discuss or vote on issues affecting the shared parts of the building, such as major repairs or improvements.

Shared and individual repairs

You are personally responsible for any repairs and improvements within your home – we are only responsible for the shared parts of the property. If you are not sure if a problem is shared or individual, please contact us for advice.

Useful Information

Your first point of contact should be our dedicated Customer Service Advisors on **0131 478 8888.** We're here to help 24 hours a day.

You can email us at **talk@your-place.net**

You'll soon be able to access your account online, meaning you can view accounts, raise repairs, pay bills and also send direct requests to our Property Management Team. We will be in touch over the coming months to let you know more about our online services.

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Wheatley Group