

Statement of Service Newton Farm 1



Scottish Woodlands Ltd is authorised and regulated by the Financial Conduct Authority for non-investment insurance business only.

Registered with Property Factors Scotland Act 2011
No. PF000121
Registered office:
Research Park, Riccarton
Edinburgh EH14 4AP
Company No. SC101787
Registered in Scotland

Scottish Woodlands Ltd
Customer Care
Landscaping Division
Research Park
Riccarton
Edinburgh
EH14 4AP
Free Phone 0800 783 1374
e:mail
customer.care@scottishwoodlands.co.uk

Scottish Woodlands Ltd has been appointed to be the Estate Manager for your Development in accordance with the registered Deed of Conditions/Title Deeds.

The areas for which we are responsible can be seen on the plan appended to this Statement, to comply with the Property Factors (Scotland) Act 2011 we are providing you with this Statement of Services which details in a clear and simple format the terms and service delivery standards between Scottish Woodlands and you, the homeowner. The current document will always be available by logging into our web portal at <https://myaccount.scottishwoodlands.co.uk> alternatively a paper copy will be supplied on request.

The requirement to maintain the Strategic Open Spaces within your development and to pay for the same is laid out in the Deed of Conditions for the Development and in your own Title Deeds.

The Strategic Open Space has been landscaped by the Developer in accordance with the Landscape Design, as approved by the Local Authority Planning Department and it is provided for the common benefit of all Residents in your Development. Appendices, where applicable, are attached to this schedule, providing information specific to your development, these should be read in conjunction with this document. The following details our service commitment to our clients:

CONTENTS

Services	-	Page 2
Compliance	-	Page 2
Services and Response Times	-	Page 2
Repairs	-	Page 2
Finance and Charging Arrangements	-	Page 4
Insurance	-	Page 4
Fees	-	Page 5
Accounting	-	Page 6
Accounts Disputes	-	Page 6
Communication Arrangements	-	Page 7
Declaration of Interest	-	Page 9
Complaints Procedure	-	Page 9
Data Protection	-	Page 11



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SERVICES

We will arrange routine maintenance and repair work to the areas for which we are responsible. For these services we will issue common charges accounts in accordance with title requirements detailing incurred expenditure.

We will arrange Insurance Cover as set out in the developments Title Deeds or Deed of Conditions.

Occasionally additional services may be required on your development, and these may incur further expenditure.

COMPLIANCE

In accordance with the Property Factors (Scotland) Act 2011 we are a registered Property Factor (Agent), and our registration number is **PF000121**. We also hold Professional Indemnity Insurance.

SERVICES and RESPONSE TIMES

We offer a grounds maintenance service. The schedule of maintenance where applicable, is attached to this document, providing information specific to your development, and should be read in conjunction with this document.

Development Inspections

Properties under our management will be inspected a minimum of quarterly, although the inspection frequency is likely to be greater in most cases. The inspections will usually be carried out by a Scottish Woodlands Manager and will be a visual inspection only, from ground level.

These inspections of the areas for which we are responsible will note any defects and action to remedy will be taken following inspection.

Where an equipped area for play is located within the Development we shall manage and inspect this in line with current best practice which at this time will mean an operational inspection shall be carried out by a Scottish Woodlands Manager monthly.

REPAIRS

We treat repairs on our adopted developments in three categories –

Emergencies

Our aim is to ensure any emergency repairs are carried out in a reasonable and practical timescale once we are aware of the issue to be addressed. Where circumstances prevent a full repair, we will instruct for temporary repairs to be made. Emergency repair works can be reported to us on the telephone number, or e-mail address, as shown in the Communication



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Arrangements Section on page 7. If you believe that the defect, or temporary repair, could result in an injury, please follow up any communications sent via email with a telephone call to our Customer Care staff to highlight your concern. Our routine response times for the various methods you can communicate with us are as detailed on page 3.

Major Repairs

Where an item of major repair is required, we will normally seek to appoint contractors for a negotiated price based on our industry knowledge of best value. The repair may require the appointment of specialists such as surveyors, architects, and structural engineers etc. to assist in the provision/production of specifications for major repair works.

Routine

We aim to instruct contractors within a reasonable space of time and arrange for jobbing repairs during their next routine visit to the Development. The ability to appoint contractors is governed by funding made available to us by you and your fellow proprietors, as such the following timescales are based on their being adequate funding for the development. We will normally seek to appoint contractors for a negotiated price based on our industry knowledge of best value, however if we require competitive estimates for work, we will seek to have these provided to us as soon as possible. In exceptional circumstances (e.g., pandemic restrictions, severe weather, complexity of work) it may take longer to arrange the repairs.

Response Times

The following details our standard response times for repair works, these times may lead to a completed repair, a temporary repair to make safe, or works to close an area until works and materials can be organised.

CATAGORY	EMERGENCY	ROUTINE
Play Area	24hrs	7 Days
Structural Feature	24Hrs	14 Days
Grass Repairs	N/A	Seasonal – 14 Days
Replacement Planting	N/A	Seasonal – 14 Days
Mature Tree Works	48hrs	4 weeks

Funding Repairs

We shall carry out repair works in accord with the above timescales. The costs for these works shall either be applied to the development maintenance accounts or to the Cumulative Maintenance Fund. If repair costs exceed the available funding for the development, we retain the right to ask clients to provide additional funding to cover the shortfall in cost, prior to instructing the repairs.

Approved Contractors

We retain a panel of Approved Contractors who have passed our Contractor Assurance process and have proven their work is to a high standard and to be reliable in terms of performance. As part of our assurance procedures our contractors are required to provide



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written confirmation that they comply with all current legislation relating to Health & Safety, and hold the required Insurances needed to protect clients and their workforce. The standard of contractor's work is regularly assessed based on inspections and feedback from clients. We have no financial or business interest in any of our contractors or suppliers appointed to carry out work on the resident's behalf. The costs detailed on our common charge's accounts are the amounts invoiced by the contractor or supplier.

FINANCIAL AND CHARGING ARRANGEMENTS

Residents are required to provide us with sufficient funds to enable us to settle expenditure incurred through management of their Development. The level of funding will depend on the services provided. The method of funding will be determined by the Title Deeds, or Deed of Conditions, and generally will require the client to pay to us an advance charge, the amount of which will be governed by historic data and the level of anticipated expenditure on the property. The relevant number of people contributing towards the maintenance of the Development can be found on your invoice or Budget Reconciliation.

Estate Management Fee

Where a Deed of Conditions stipulates funding for the Development shall be by means of an advance charge, we will request from clients, at designated times, an amount estimated to meet future expenditure. At the end of the period, we will produce a common charge account(s) showing the actual expenditure in that period, against which will be offset the advance charges paid by the client in that accounting period. The resultant balance will be adjusted with the next advance charge due. The level of charge going forward will be reviewed annually, to reflect changing levels of expenditure.

Cumulative Maintenance Fund

If a Cumulative Maintenance Fund exists for the property, this will be held in a separate bank account on behalf of the proprietors. Payments to this fund are non-refundable, having become an asset of the Development and, therefore, transfers with ownership of the property.

INSURANCE

Where required by the Deed of Conditions/Title Deed we will through our brokers ensure that adequate insurances policies are in place to cover property owner's liability and public liability in so far as they relate to the Managed Strategic Open Space on the Development. Our appointed brokers will undertake a renewal process each year and provide their recommendations accordingly. Where required, we will also arrange additional cover for risks such as play areas.

We do not charge our residents a fee or commission for our insurance services. The costs for Insurance detailed on our common charges accounts is the amount invoiced by the broker.

Further details on the insurance policies we have in place are set out in the Insurance Summary as available through our web portal.



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FEES

Management Fees

Our management fee is for the provision of our management service as Estate Manager on your behalf and it is reviewed at the time of issue of our common charge accounts. If the fee is to increase, more than the rate of inflation noted in the Title Deeds we will notify you with detail as to why the increase will exceed that rate. Our fee is a separate charge on your common charges account.

Apportionment Fee

In the event of a property sale, solicitors normally ask us for information in respect of common obligations and costs. We will assist in this, however, as our management fee only covers the common management of the Development; we will charge you a fee for this additional administration.

Our standard Apportionment Fee is £50 plus Vat, however a higher fee may apply, if matters become complicated, protracted, or additional documents are required. We require 10 to 14 working days' notice to undertake apportionment, and we will confirm the fee to the solicitor in our initial response. For apportionments with less than 7 working days' notice, an express apportionment fee of £100 plus vat will apply. For apportionments requested after the sale date a late apportionment fee of £150 plus vat will apply, and thereafter we will include the fee in the seller's common charges account.

Green Fee

To aid in the reduction of Administration Charges and to reduce our carbon footprint we would prefer to communicate with you via email or using our Web Portal. Should you wish us to send our communications to you in paper format we will apply a green fee charge which is currently set at £5.00 per issued document set.

Late Payment Fee

As described in the following Debt Recovery section of this document on page 6 we will apply late payment charges when our Common Charge Accounts remain unpaid. These charges will apply when we are required to issue a Second Reminder and will be as follows:

- Second Reminder – £25.00
- Notice of Intended Action - £35.00

Additional Fees

Circumstances may arise over and above our normal day to day management which could lead to extra work and as such may attract extra charges. Examples of these could be:

- Additional Meetings
- Tendering for non-routine or repair works
- Supplying copy invoices or statements or other development related paperwork
- Unforeseen additional works such as inherited Developer issues
- Administering repair works.



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- Extraordinary items which generate workload more than our standard management fee.

ACCOUNTING

Common Charges

We will account to our clients on an annual basis at the end of each year's maintenance period dated from our commencement of service on the site. These accounts are due for immediate payment, as contractors and supplier's invoices will already have been paid on our clients' behalf. The relevant number of people contributing towards the maintenance of the Development can be found on your invoice or Budget Reconciliation.

Methods of Payment

There are a variety of payment options, in respect to your account.

Payment can be made by Debit, or Credit Card, through our secure on-line web portal, or by telephone to our Customer Care Department on 0800 783 1374. Alternatively, we also accept payment by cheque, cash, or bank-giro credit.

Instalment arrangements are also available allowing you to spread the payment of common charge accounts by making monthly or quarterly payments by Direct Debit.

ACCOUNT DISPUTES

If you are disputing any item on your account, you should contact our office to discuss matters. Contact can be made directly with us by telephone, letter, or e-mail. We may agree to delay payment of the account in part, or in whole, while matters are resolved, however, we will require immediate payment of the undisputed balance to ensure the liquidity of the development account is maintained.

Debt Recovery

We operate strict procedures for debt recovery associated with the management of common property. We will produce a detailed invoice providing detail on the contractor and supplier charges, a description of work, the date the work was undertaken, or period covered, the total charge applicable to the property owner, and will indicate where VAT is applicable and at what level. Accounts are due for immediate settlement unless direct debit or standing order arrangements exist.

First Reminder

If, following issue of the account, payment remains outstanding after a period of fourteen days, we will issue a First reminder which will include intimation of a late payment fee should the account remain unpaid for a further seven days, resulting in the requirement to issue a Second reminder.



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Second Reminder

If settlement is not made or repayment terms agreed by seven days after the issue of a first reminder, then we shall issue a Second reminder which will include a late payment fee. Should the account remain unpaid for a further seven days, this will result in the requirement to issue a Notice Prior to Court Proceedings.

Notice Prior To Court Proceedings

If settlement is not made or repayment terms agreed by seven days after the issue of a second reminder, then our Agents will be instructed to issue a "Notice Prior to Court Proceedings" advising of imminent legal action should payment not be made within seven days. If such a notice is issued, you will be liable for the administration charge and the late payment fee.

Notice of Intended Action

If settlement is not made or repayment terms agreed by seven days after the issue of a Notice Prior to Court Proceedings, we may instruct court proceedings to be raised against you in the Sheriff Court. The Court will be asked to grant a judgement against you for payment of the outstanding debt and legal expenses. If the judgment is granted, and payment is not made, Sheriff Officers may, subject to the authority of the Courts, be instructed to proceed with enforcement action against you and any assets owned by you. All costs incurred in the enforcement process will be payable by you. If such a notice is issued, you will be liable for the administration charge and a further late payment fee.

COMMUNICATION ARRANGEMENTS

Our Landscaping Division is based in Research Park, Riccarton, Edinburgh, EH14 4AP. We have a dedicated freephone Customer Care telephone number, 0800 783 1374. We can be contacted by email, telephone or in writing. See the email and postal address at the end of this document.

Should you have any issues with the quality of the maintenance on the Managed Strategic Open Space or wish to report damage to any part of the Managed Strategic Open Space, please let us know using the Customer Care contact details provided at the end of this document and we shall deal with the issue as soon as possible.

We are committed to providing a quality service for our Residents. To this end all Scottish Woodland's works are quality assured and as such we hold external quality and environmental accreditations to ISO9001, ISO14001 and ISO 45001. Where our maintenance operations cover play areas, our staff also carry qualifications from ROSPA and are on the Register of Play Inspectors International.

Whilst we endeavour to meet your expectations, we recognise that at some point customers may feel that we have failed to do so. To this end we have produced the following Customer Care Charter:



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Customer Care Charter

The Customer Care service provided by Scottish Woodlands aims to ensure that all our residential clients are treated in an honest and fair manner. In addition, we aim to give the resident a clear and open understanding of our services and how we operate.

Our Commitment to our Clients

We will endeavour to:

- Provide an efficient, cost-effective service that meets the site management specification and creates a pleasing landscaped environment.
- Deal with your enquiry promptly and efficiently giving accurate advice and information in accordance with our Customer Care Charter.
- Communicate to you in a clear manner.
- Update you with progress on your enquiry.
- Always respect your confidentiality.

Help us to Help You

Whilst we endeavour to ensure that all our services are of a high standard, should you perceive a problem with our landscape maintenance or there is an amendment required in your billing contact details please do not hesitate to get in touch via the methods below:

There are three ways to contact our Customer Care Team:

Telephone

Our company operates a Free Phone Customer Care telephone system which has voice recording software and is operated in accordance with GDPR. Our normal hours of operation are 09.00 – 17.00 Monday to Friday (excluding public holidays). We aim to answer your call promptly and efficiently. Should our operators be busy, there is a facility to leave a message which will normally be responded to within 10 working days. We will aim to address all queries during any initial telephone call. If this is not possible, we will ensure that clients receive a full response to their query within 20 working days. If a full response cannot be provided within this period, we will confirm this in writing and intimate to clients our intended actions, and timescale for reverting with a full response.

By Email

We will confirm receipt of email enquiries within 10 working days of receipt. We will aim to address all queries in our initial response. If this is not possible, we will ensure that clients receive a full response to their query within 20 working days. If a full response cannot be provided within this period, we will confirm this in writing and intimate to clients our intended actions and timescale for returning with a full response.

By Letter



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We will confirm receipt of your letter enquiry within 10 working days of receipt. We will aim to address all queries in our initial response. If this is not possible, we will ensure that clients receive a full response to their query within 20 working days. If a full response cannot be provided within this period, we will confirm this in writing and intimate to clients our intended actions and timescale for returning with a full response.

New Clients

When a new client purchases a property, their appointed solicitor should make them aware that there is an Estate Manager in place and they should provide the new client with all relevant information relating to common management issues and costs, prior to concluding the purchase.

Upon confirmation of a new client, we will contact the new owner within 4 weeks? of the confirmed date of entry or the date we are subsequently advised of ownership, whichever occurs first. In this communication we will detail the current management provisions, including share allocations for the development, and provide details of the budgeted expenditure, including our charges, and we will thereafter address any questions which may be raised from the information provided.

Residents Associations

We encourage all owners to form a Residents Association for their Development. This is an ideal way of improving communications between homeowners and the Estate Manager and help to build a sense of community. We can provide guidance on forming Associations on request.

DECLARATION OF INTEREST

We confirm that we do not receive any commission, or derive any benefit, from the instruction of contractors or suppliers who undertake work or supply materials on behalf of our clients. The cost detailed on our common charges accounts is the amount invoiced to us by our contractor and suppliers. Furthermore, we have no financial interest in any of the contractors or suppliers employed on behalf of our clients. Further to this we do not receive any income or benefit from our involvement as managers of residential property, except as stated in this document.

COMPLAINTS PROCEDURE

Scottish Woodlands is committed to providing a high level of customer service satisfaction; however, we recognise that this is not always possible, and we have, therefore, put in place a formal Complaints Procedure which can be used when our residential clients feel our Customer Care Process has not resolved their enquiry. Examples of where this may be required are:

- A failure to meet our company's stated objectives in the Customer Care Charter or our Services Statement.
- An alleged grievance against one of our employees, ground personnel or contractors.
- An incident which involves criminal damage.



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LANDSCAPE DIVISION
RESIDENTIAL PROPERTY MANAGEMENT
STATEMENT OF SERVICE



In the first instance any queries, concerns, or issues, regarding our services should be raised, preferably in writing to our Customer Care Manager within our Customer Care Department. It would be helpful if your communication could be as detailed as possible.

In the event the Customer Care Manager cannot satisfactorily resolve your concerns we ask that you write to the Head of Division – Landscaping addressing the correspondence to Customer Care, Scottish Woodlands Ltd., Research Park, Riccarton, Edinburgh, EH14 4AP. We will acknowledge receipt of your complaint within 10 working days. Scottish Woodlands will deal reasonably with the complaint and carry out an investigation into the circumstances. We will aim to respond fully within 21 working days from the date of acknowledgement, however if this is not possible, we will provide you with an explanation and amended timescale for replying to you fully.

If you remain dissatisfied, following receipt of a response from the Head of Division - Landscaping, you should refer full details of your complaint, in writing, to our Director in Charge of Landscaping, Scottish Woodlands Ltd., Research Park, Riccarton, Edinburgh, EH14 4AP. The Director in Charge of Landscaping will carry out a further investigation and confirm their findings within 30 working days.

Should you choose to make your complaint by email we shall follow the same procedures and timescales as detailed above.

After progressing through our Complaints Procedure, if you continue to remain dissatisfied with our findings, referring specifically to property management, you can lodge a complaint in writing with the Housing and Property Chamber First-tier Tribunal for Scotland.

An application to the Housing and Property Chamber must be made in writing using one of their application forms. Their contact details are:

Housing and Property Chamber
First-tier Tribunal for Scotland
Glasgow Tribunals Centre
20 York Street
Glasgow
G2 8GT

Email – HPCAdmin@scotcourtribunals.gov.uk

Web Address – <https://www.housingandpropertychamber.scot>

How to End the Arrangement

Scottish Woodlands Limited is appointed as the Estate Manager by your Developer. We have taken ownership of the Strategic Open Space as a result. The Deed of Conditions requires that we maintain the Strategic Open Space. There is no provision in the Deed of Conditions and/or relevant title deeds for the ownership of the Strategic Open Space, and our obligation to maintain it, to be transferred to any other party.



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DATA PROTECTION

As a client of Scottish Woodlands Limited, we are required to store and process information about you for the sole purpose of performing our duties as Managers of your Development. On occasion, certain parts of this information may be provided to other directly interested third parties, where we are lawfully permitted to do so, and where such disclosure is made by us to meet our obligations as property managers.

You have a right of access to personal information held by us about you. You may correct factual errors in such information by sending a request to us that credibly shows the error. Any personal data which you inform us is incorrect will be amended or deleted, as appropriate.

Applications for information should be made in writing to:

Scottish Woodlands
Landscaping Division
Research Park
Riccarton
Edinburgh
EH14 4AP

Or emailed to customer.care@scottishwoodlands.co.uk

Scottish Woodlands Ltd collects personal data, including names and addresses, in several different ways in order to perform its day-to-day business. We are committed to maintaining your personal information in a manner which meets the requirements of the General Data Protection Regulations and will take all reasonable steps to ensure that your personal data is kept secure against unauthorised access, loss, disclosure or destruction.



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