

R+L News

Ross +
Liddell
Since 1854

2025 Edition 1

Previously known as The Journal, R+L News provides our clients with updates and important information, annually. A copy of all our newsletters can be found on our website.



Welcome to **The New Chapter** of Ross + Liddell

Ross + Liddell are excited to share our new brand with clients, which reflects our continued commitment to innovating service excellence.

Our refreshed logo and brand identity reflects our **forward thinking** and dedicated commitment to providing an excellent service to our clients, and setting new standards within the industry.

Our New Chapter

Delivering the best customer service to our clients has always been a priority for Ross + Liddell. Our move to a team approach to factoring and the introduction of our Live Chat function demonstrates our commitment to innovation and service excellence, which puts our clients needs first.

We are working behind the scenes to finalise our new website, which will allow clients to access required information more easily and will provide a more seamless customer experience.

In the meantime, we currently have a temporary website in place, which features our new brand identity and logo, with access to key features and information.

Our improved brand identity seeks to promote clarity and transparency for our clients, and we hope this will be reflected in our new design. We regularly review client and staff feedback, which is what has driven our operational changes so far.

Within our temporary website, there is a link to submit feedback on any other improvements you would like to suggest, and we welcome this feedback from you.

Our team are committed to ensuring a seamless experience for our clients, and they are on hand to resolve your queries as quickly as possible. Our Live Chat service allows us to resolve client queries much quicker than we ever have before.

As part of our new brand, and our commitment to sustainability, we are placing more focus on digital communications, where possible. Not only is this kinder to the planet, but it also allows our clients to have quick accessibility to all information relevant to the management of their property.

Our Written Statement of Services, previously known as our **Service Level Agreement** has also been renewed, to reflect our team approach to management and our commitment to excellent service. Our current version of Written Statement of Services will always be available on our website. Should clients prefer to have this emailed or posted to them, this can be arranged, on request.

[View WSS Online](#)

Postal Costs

We would encourage all clients to receive communications digitally, as this will allow our communications to be received in a more timely manner and help support the environment.

To support our move to be more sustainable, and our focus on digital communications, we would draw owners attention to our new **Paper Communication Charge**, which will be payable by owners who have selected to receive communications by post.

A charge of £10.00 plus VAT, per year will be applied to owners common charges accounts, to cover the additional administration and increasing costs arising from stationery, printing and postage.

If you are currently set up to receive communications via post, but would prefer to avoid such a charge and switch to digital communications, you can do so by logging on to the client portal, or by contacting our team, who can update your preferences. **We would encourage clients to update their preferences prior to 8th April, 2025, to avoid this charge.**

Owners still signed up for paper communications after 8th April, 2025, will be charged the annual fee of £10.00 plus VAT.

The Paper Communications Charge is a fixed fee. Changes to communication preferences after 8th April 2025 will result in removal of this charge in future, but will not remove part or all of the charge for the year that it was applied.

Our Written Statement of Services (and previous Service Level Agreement) states that we will advise clients in the event that our management fee is to increase in excess of the published inflation rate, per the Retail Prices Index, at the time of review.

The introduction of our Paper Communication Charge will enable Ross + Liddell to maintain an increase in management fee which will not exceed the published inflation rate at the time of review. Despite additional business costs and taxation being absorbed by us, Ross + Liddell have sought to ensure that our management fee increases only in line with inflation during 2025.



One Year of Live Chat

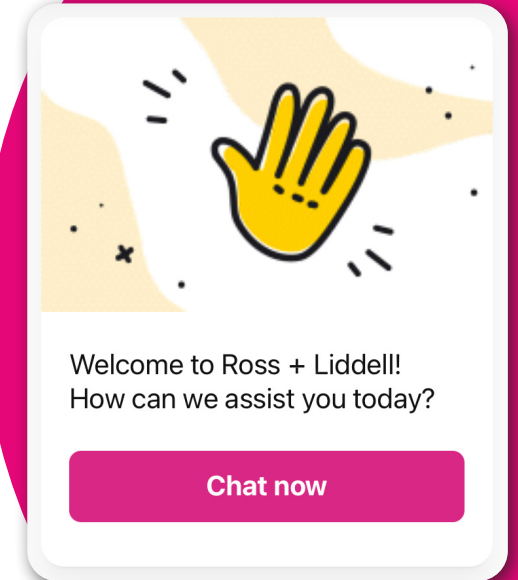
Happy birthday to R+L Live Chat.

Last month, we celebrated one year since the introduction of our Live Chat function. This was introduced in February 2024 in recognition of our clients desire for quick responses to their queries.

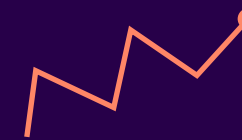
One year on, we are pleased to note that this service has been effective in achieving our goal to respond to our clients quickly.

Our Teams are answering client queries faster than ever, and satisfying the requirement for quick responses. The Live Chat function, together with our team structure has allowed client queries to be seamlessly addressed and resolved by the appropriate team.

The positive effects of Live Chat can be demonstrated, below:



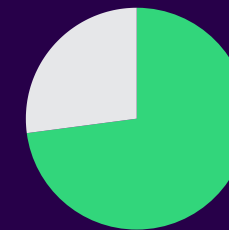
Number of Live Chats over past year:



20,000

Client satisfaction rate after using Live Chat:

71%



Average chat time to answer client queries:

16 mins 42 secs

Stat period February 2024–February 2025

Owners can access our Live Chat via the homepage of our website, ross-liddell.com

Introduction of Lorraine

We are thrilled to announce that Lorraine Stead has joined our team as Senior Associate Director, bringing with her 28 years of expertise in the factoring industry.

In her new role, Lorraine will oversee Property Managers across all three of our regions, with a strong focus on driving continuous improvements in service delivery and operational efficiency.

We are confident that Lorraine's wealth of experience and leadership will be invaluable in supporting our ongoing growth and ensuring the delivery of exceptional service to our clients.

Lorraine Stead
Senior Associate Director



Community Bursary

Ross + Liddell would also like to take this opportunity to highlight our Community Bursary Initiative. This is an initiative that Ross + Liddell have been running since 2011 as a way to give back to local communities. We recognise the importance of having an active role in the community and using our platform to support organisations making a vital difference. Our bursary provides funding to local groups and organisations every year, so that they may continue their meaningful work within the community.

During 2024, we received an unprecedented number of applications, from a wide variety of charities and social enterprises, all of whom are conducting incredible work within their local communities.

Our Board have recently concluded the very difficult process of selecting the successful applications, and we are very pleased to have **provided over £18,000 of financial support across 37 charitable organisations this year.**

Applications for the 2025 bursary will open later this year, with updates posted on our website. To apply for our Community Bursary Initiative, to obtain funding for a group within your local community, you can complete a short application form, which will also be available on our website.



ross-liddell.com

Glasgow 60 St Enoch Square, Glasgow, G1 4AW
0141 221 9266

Letting Office 89 Byres Road, Glasgow, G11 5HN
0141 334 3670

Edinburgh 6 Clifton Terrace, Edinburgh, EH12 5DR
0131 346 8989

Dundee Unit 21A City Quay, Camperdown Street, Dundee, DD1 3JA
01382 201 535

