



First-tier Tribunal for Scotland (Housing and Property Chamber)

**Proposal regarding the making of a Property Factor Enforcement Order
Property Factors (Scotland) Act 2011 Section 19(2).**

Reference number: FTS/HPC/PF/23/1619

The Parties:

**Miss Heather Buist residing at 2/1 Dromore Street Kirkintilloch Glasgow G66 3EJ
'the Homeowner'.**

**Homesbook Factoring Limited having a place of business at 66 Townhead
Kirkintilloch Glasgow G66 1NZ (' the Property Factor').**

Property: 2/1 Dromore Street Kirkintilloch Glasgow G66 3EJ ('the Property').

Legal Member: Lesley Anne Ward

Ordinary Member: Nick Allan

This document should be read in conjunction with the First-tier Tribunal's Decision of the same date.

The First-tier Tribunal proposes to make the following Property Factor Enforcement Order ("PFEO"):

- (1) The Tribunal order the Property Factor to amend the Written Statement of Services as follows:
 - (a) to set out a clear timescale for responding to enquiries.
 - (b) To provide details of the procedure they will follow for organising repairs over £250.
 - (c) To set out the system of periodic inspection of the property.

A copy of the amended document shall be provided to the Homeowner and the Tribunal no later than 2 months of intimation of the PFEO.

- (2) The Tribunal order the Property Factor to pay to the Homeowner the sum of £750 for her time, effort and inconvenience, within 28 days of intimation of the PFEO.

Section 19 (2) of the Act provides as follows:

In any case where the First-tier Tribunal proposes to make a Property Factor

enforcement order, it must before doing so

(a) give notice of the proposal to the Property Factor, and

(b) allow the parties an opportunity to make representations to it.

(3) If the First-tier Tribunal is satisfied, after taking account of any representations made under subsection (2)(b), that the property factor has failed to carry out the property factor's duties or, as the case may be, to comply with the section 14 duty, the First-tier Tribunal must make a property factor enforcement order.

The intimation of the First-tier Tribunal's Decision and this proposed PFEO to the parties should be taken as notice for the purposes of section 19(2)(a) and parties are hereby given notice that they should ensure that any written representations which they wish to make under section 19(2)(b) reach the First-tier Tribunal by no later than 14 days after the date that the Decision and this proposed PFEO is sent to them by the First-tier Tribunal. If no representations are received within that timescale, then the First-tier Tribunal is likely to proceed to make a property factor enforcement order without seeking further representations from the parties.

Failure to comply with a PFEO may have serious consequences and may constitute an offence

27 February 2024

Lesley A Ward Legal Member

Date