

# **Housing and Property Chamber**

## **First-tier Tribunal for Scotland**

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

**Property Factor Enforcement Order: Property Factors (Scotland) Act 2011  
Section 19(3)**

**Chamber Ref: FTS/HPC/LM/24/1367**

**The Property: Holmes Park, 13 Joseph Cumming Gardens, Broxburn, West  
Lothian, EH52 5AN (“The Property”)**

**The Parties:**

**Mr David McLeod, residing at Holmes Park, 13 Joseph Cumming Gardens,  
Broxburn, West Lothian, EH52 5AN (“the Applicant”) and**

**Charles White Ltd, 14 New Mart Road, Edinburgh, EH14 1RL (“the Respondent”)**

**Tribunal Members:**

**Mr G. McWilliams (Legal Member)**

**Mrs H Barclay (Ordinary Member)**

**This document should be read in conjunction with the First-tier Tribunal’s  
Decision of today’s date.**

### **Property Factor Enforcement Order (“PFEO”)**

**The First-tier Tribunal (“the Tribunal”) make the following PFEO:**

**The Respondent is to submit to the Tribunal satisfactory documentation confirming a regular and appropriate training schedule for their customer relations managers (CRMs”), specifically relating to CRMs handling of homeowners’ queries and complaints in line with the terms of the Property Factors (Scotland) Act 2011 Code of Conduct for Property Factors (“the Code”), within 28 days of the date of issue of this PFEO.**

**In terms of Section 24 (1) of the 2011 Act, a person/ body who, without reasonable excuse, fails to comply with a PFEO, commits an offence.**

**G McWilliams      Tribunal Legal Member 9<sup>th</sup> May 2025**