



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

**Chamber Ref: FTS/HPC/PF/24/1969**

**Parties**

**Mrs Elizabeth Campbell (Applicant)**  
**Hacking and Paterson Management Services (Respondent)**

**Mr Frederick Campbell (Applicant’s Representative)**

**Flat 0/2, 43 Queensborough Gardens, Hyndland, Glasgow, G12 9QP (Property)**

**Tribunal Members:**

**Alan Strain (Legal Member) and Robert Buchan (Ordinary Member)**

**This document should be read in conjunction with the First-tier Tribunal’s Decision of 16 April 2025.**

Having determined by Decision dated 16 April 2025 that the Property Factor had failed to comply with the Section 14 duty and its property factor’s duties in terms of the Act, and having given notice of the proposed Property Factor Enforcement Order (“PFEO”), no response having been received from the Parties.

**The Tribunal makes the following PFEO:**

No later than 30 June 2025 the Property Factor must:

1. Refund the Applicant the charge for the survey in the sum of £52.50 and late payment fee;
2. Pay the Applicant the sum of £750 as compensation for inconvenience and stress related to the failure to comply with sections of the Code of Conduct as described in the written decision of the Tribunal dated 16 April 2025.
3. The payments should be made directly to the Applicant and not as a credit to account.

**Right of Appeal**

**In terms of Section 46 of the Tribunal (Scotland) Act 2014, a party aggrieved by the decision of the Tribunal may appeal to the Upper Tribunal for Scotland on a point of law only. Before an appeal can be made to the Upper Tribunal, the party must first seek permission to appeal from the First-tier Tribunal. That party must**

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

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seek permission to appeal within 30 days of the date the decision was sent to them.

12 June 2025

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**Legal Member**

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**Date**