

Housing and Property Chamber

First-tier Tribunal for Scotland



Proposed Property Factor Enforcement Order (“PFEO”): Property Factors (Scotland) Act 2011 Section 19(2)

Reference number: FTS/HPC/PF/24/5614

Re: 16 Market Street, Forfar, Angus DD8 3EY (“the Property”)

The Parties:

Ms Rowena Frankl, 20 Morrison Street, Kirriemuir, Angus DD8 5DB (“the Applicant”)

James Gibb Property Management Ltd, Red Tree Magenta, 270 Glasgow Road, Glasgow G73 1UZ (“the Respondent”)

Tribunal Members:

Alice Stobart, Advocate, (Legal Member)

**Robert Buchan, Surveyor (Ordinary Member)
(the “tribunal”)**

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 Factor shall pay the Applicant the sum of £1000.00 for the worry, distress and inconvenience suffered by her as a result of the Factor’s breaches of the 2021 Code.
- (2) The Factor must provide the Tribunal with written confirmation that parts (1) of this Order has been completed within 21 days of the date of this Order.

Section 19 of the 2011 Act provides as follows:

“(2) 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 has serious consequences and may constitute an offence.

Alice Stobart, Legal Member, 12 November 2025