

Housing and Property Chamber

First-tier Tribunal for Scotland



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

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

Reference number: FTS/HPC/PF/24/1702

Re: Property at Flat 3/2, 32 Plantation Park Gardens, Glasgow, G51 1NW (“the Property”)

The Parties:

Mrs Cathy Morrison, Flat 3/2, 32 Plantation Park Gardens, Glasgow, G51 1NW (“the Applicant”)

Ross & Liddell, 60 St Enoch Square, Glasgow, G1 4AW (“the Respondent”)

Tribunal Members.

Legal Member: Mr A McLaughlin

Ordinary Member: Mr R Buchan

The Tribunal makes a Proposed Property Factor Enforcement Order in the above Application as follows: -

The Respondent is to write to the Applicant take the following action:

- 1. Apologise for breaching their obligations under Section 6.4 of the relevant Code of Conduct.**
- 2. Make a monetary payment of £500.00 to the Applicant as compensation for her inconvenience. The payment should be by way of a direct payment to the Applicant rather than by way of a credit to the Applicant's account.**

This should be complied with within 30 days of the date of this decision

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

Mr A. McLaughlin
Legal Member and Chair

25 November 2025