

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/24/0904

Re: Property at 1/1 181 Deanston Drive, Glasgow, G41 3JZ (“the Property”)

The Parties:

Ms Muniba Malik, 1/1 181 Deanston Drive, Glasgow, G41 3JZ (“the Applicant”)

Cumming, Turner and Watt, 40 Carlton Place, Glasgow, G5 9TS (“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** must take the following action:

1. Issue a written apology to the Applicant for their breaches of the Code.
2. Provide the Tribunal with evidence of having undertaken firm wide training on how it will try and avoid these issues happening again and how procedures have been improved, and
3. Make a monetary payment of £5,000.00 to the Applicant as compensation. 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 28 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
1 December 2025