



**Decision of the First-tier Tribunal for Scotland Housing and Property Chamber
in relation to an application made under Section 17(1) of the Property Factors
(Scotland) Act 2011**

Chamber Ref: FTS/HPC/PF/24/3450

Property: Flat 3/1, 11 Melrose Gardens, Glasgow G20 6RB ("the Property")

The Parties:-

Dr Michael Ratcliffe, Flat 3/1, 11 Melrose Gardens, Glasgow G20 6RB ("the homeowner")

Ross & Liddell Limited, registered in Scotland (SC097770) and having their registered office at 60 St Enoch Square, Glasgow G1 4AW ("the property factors")

Tribunal Members:

George Clark (Legal Member/Chairman) and David Godfrey (Ordinary Member)

Decision

The First-tier Tribunal for Scotland Housing and Property Chamber determined that, as the property factors have made payment to the homeowner of the sum that the Tribunal proposed ordering them to pay, it is no longer necessary to make a Property Factor Enforcement Order.

Background

1. On 4 September 2025, the Tribunal, following a Case Management Discussion held on 10 August 2025, the Tribunal determined that the property factors had failed to comply with OSP 11 of the Property Factor Code of Conduct effective from 16 August 2021 and advised the Parties that it intended making a Property Factor Enforcement Order requiring the property factors to pay to the homeowner the sum of £500 by way of compensation.
2. On 21 October 2025, the property factors' solicitors provided the Tribunal with a copy of a cheque for £500 sent that day by the property factors to the homeowner and on 16 December 2025 the homeowner confirmed to the Tribunal that he had received the payment.

3. The Tribunal accordingly decided that, as the sum it would have ordered the property factors to pay had been paid by them to the homeowner, it was no longer necessary to make a Property Factor Enforcement Order.
4. The Tribunal's Decision was unanimous.

Right of Appeal

In terms of section 46 of the Tribunals (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 seek permission to appeal within 30 days of the date the decision was sent to them.

**George Clark
Legal Member
22 December 2025**