

Housing and Property Chamber

First-tier Tribunal for Scotland



Certificate of Compliance following upon a Decision of the First-tier Tribunal for Scotland (Housing and Property Chamber) in an application under Section 17(1) of the Property Factors (Scotland) Act 2011.

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”)**

Certificate of Compliance with Property Factor Enforcement Order dated 12 November 2025.

The tribunal determines that the said Property Factor Enforcement Order has been complied with.

Terms of the Property Factor Enforcement Order:
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.

Reasons for Decision

1. On 2 December 2025 the Property Factor confirmed to the Tribunal that sum of £1000 had been paid to the Homeowner. On 9 December 2025, the Homeowner confirmed to the Tribunal that the sum of £1000 had been paid to her by the Property Factor.
2. The tribunal determined that, since payment had been made, the property factor enforcement order had been complied with.

Appeals

A homeowner or property factor 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.

Alice Stobart, Legal Member, 22 January 2026