



**First-tier Tribunal for Scotland (Housing and Property Chamber)  
Decision and statement of reasons under Section 19(3) of the Property Factors  
(Scotland) Act 2011 as to whether to make a Property Factor Enforcement Order**

**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**

[1] On 25 November 2025, The Tribunal made a Proposed Property Factor Enforcement Order in the above Application in the following terms:

*“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.”*

[2] The Applicant has confirmed that the Respondent has complied with the above order.

[3] The Tribunal therefore declines to make a Property Factor Enforcement Order beyond the terms of the proposed order already made as per Section 21 (1) (b) of the Act. This is because the order is no longer necessary.

**Mr A. McLaughlin**  
**Legal Member and Chair**  
**22 January 2026**