

Housing and Property Chamber First-tier Tribunal for Scotland



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

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 (“the Act”)

Reference number: FTS/HPC/PF/24/3638 (“the Application”)

Re: Flat 4/2, 25, St Andrews Square, Glasgow, G1 5PQ (“the Property”)

The Parties:

Mr. Michael Sweeney, residing at the Property (“the Homeowner”)

Hacking and Paterson Property Management Services having a place of business at 1, Newton Terrace, Glasgow G3 7PL (“the Property Factor”)

Tribunal Members

Karen Moore (Chairperson) and Peter McEachran (Surveyor and Ordinary Member)

Decision of the Tribunal

The Tribunal, having determined that the Property Factor Enforcement Order dated 16 January 2026 has been complied with, hereby certifies that the Property Factor has complied with the PFEO.

Reasons for Decision

1. By decision dated 25 November 2025, the Tribunal determined that the Factor had failed to comply with the Section 14 duty in terms of the Act in respect of compliance with the Property Factor Code of Conduct (“the Code”).

2. As required by the Act, after giving parties an opportunity to make representations on the terms of a proposed PFEO, the Tribunal issued the following PFEO *“No later than 13 February 2026, the Property Factor must at its own cost and expense, refund to the Homeowner his share of the cost of the repair to the water ingress at 20, St Andrews Square, Glasgow, G1 5PQ cost which repair is the subject of the Application.
No later than 13 February 2026, the Property Factor must at its own cost and expense, compensate the Homeowner in the sum of £2,000.00 by a direct payment and not by a credit to his common charges account for the inconvenience, stress and frustration caused to him by the Property Factor’s actions and
Evidence to the Tribunal that payment has been made.”*
3. By emails dated 11 and 12 February 2026, the Homeowner and the Property Factor agreed that the PFEO had been complied with. Accordingly, the Tribunal is satisfied that the PFEO has been complied with by the Property Factor.

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.

Karen Moore,

Chairperson

18 February 2026

