

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)

Chamber Ref: FTS/HPC/PF/24/4189

Re: Property at 25 Kingsburgh Crescent, Flat 1, Edinburgh, EH5 1RU (“the Property”)

Parties:

Mr Christopher Purnell at 25 Kingsburgh Crescent, Flat 1, Edinburgh, EH5 1RU (“the Applicant”)

Residential Management Group Scotland LTD, RMG House, Essex Road, Hoddesdon, Hertfordshire, EN11 0DR (“the Respondent”)

Tribunal Members:

Yvonne McKenna (Legal Member) and Ahsan Khan (Ordinary Member)

This document should be read in conjunction with the First-tier Tribunal’s Decision of the same date.

The First-tier Tribunal proposes to make the following Property Factor Enforcement Order (“PFEO”):

- (1) The Respondent shall pay the Applicant the sum of £150 (one hundred and fifty pounds) for the stress, inconvenience and administrative burden suffered by him as a result of the Respondent’s breach of the Code.
- (2) The Respondent will provide the Tribunal with updated versions of their written complaints procedure, and written statement of services. These documents will detail an identical formal complaints procedure.
- (3) The Respondent must provide the Tribunal with written confirmation that part (1) of this Order has been completed within 21 days of the date of this Order.
- (4) The Respondent must provide the Tribunal with the documents referred to in paragraph (2) within 21 days of the date of this Order.

Section 19 of the 2011 Act provides as follows:

"(2) In any case where the First-tier Tribunal proposes to make a property factor enforcement order, it must before doing so—

(a) give notice of the proposal to the property factor, and

(b) allow the parties an opportunity to make representations to it.

(3) If the First-tier Tribunal is satisfied, after taking account of any representations made under subsection (2)(b), that the property factor has failed to carry out the property factor's duties or, as the case may be, to comply with the section 14 duty, the First-tier Tribunal must make a property factor enforcement order."

The intimation of the First-tier Tribunal's Decision and this proposed PFEO to the parties should be taken as notice for the purposes of section 19(2)(a) and parties are hereby given notice that they should ensure that any written representations which they wish to make under section 19(2)(b) reach the First-tier Tribunal by no later than 14 days after the date that the Decision and this proposed PFEO is sent to them by the First-tier Tribunal. If no representations are received within that timescale, then the First-tier Tribunal is likely to proceed to make a property factor enforcement order without seeking further representations from the parties.

Failure to comply with a PFEO has serious consequences and may constitute an offence.

Legal Member and Chair; Yvonne McKenna

Date 23 January 2026