

Housing and Property Chamber

First-tier Tribunal for Scotland



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

**Certificate of Compliance with the Property Factor Enforcement Order
("PFEO") dated 19 December 2025**

Chamber Refs: FTS/HPC/PF/24/1078

4 Nether Liberton Court, Edinburgh, EH16 5UN ("the property")

Henry Downie, 4 Nether Liberton Court, Edinburgh, EH16 5UN ("the Applicant")

Charles White Ltd, 14 New Mart Road, Edinburgh, EH14 1RL ("the Respondent")
Tribunal Members:

Josephine Bonnar (Legal Member) and Mary Lyden (Ordinary Member)

Decision

The Tribunal, having determined that the PFEO dated 19 December 2025 relative to the property has been complied with, certifies that the Respondent has complied with the PFEO.

The decision of the Tribunal is unanimous.

Reasons for decision

In the Tribunal's decision of 19 December 2025, it made a PFEO in the following terms:

- (1) The Tribunal orders the Respondent to issue a letter of apology to the Applicant for their failure to carry out their property factor duties to a reasonable standard, and
- (2) The Tribunal orders the Respondent to pay the Applicant the sum of £150 for his time, effort, and inconvenience.

All within 28 days of intimation of the PFEO.

On 22 December 2025, the Respondent sent an email to the Tribunal stating that they had complied with the PFEO. They provided a copy of a letter of apology which also referred to a cheque for £150 being enclosed.

On 5 January 2026, the Applicant emailed the Tribunal and confirmed that the Respondent had complied with the order.

Having considered the submissions from both parties, the Tribunal determines that the Respondent has complied with the PFEO.

Appeals

A homeowner or property factor aggrieved by a 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.

Josephine Bonnar
8 February 2026