

Housing and Property Chamber

First-tier Tribunal for Scotland



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

Property Factor Enforcement Order (“PFEO”): Property Factors (Scotland) Act 2011 Section 19(3)

Chamber Ref: FTS/HPC/PF/25/1100

**Flat 1/2 2 Lochburn Gardens, Glasgow, G20 0SL
 (“the Property”)**

The Parties:-

**Mr Raymond Tortolano & Mrs Sukla Tortolano, 37 Whiteford Road, Stepps,
Glasgow, G33 6GA**

(“the Homeowner”)

**Newton Property Management Limited, 87 Dundas Road, Glasgow, G4 0HF
represented by
 (“the Factor”)**

**Tribunal Members:
Fiona Cook (Legal Member)
Sara Hesp (Ordinary Member)**

This document should be read in conjunction with the First-tier Tribunal’s Decision of 18th February 2026.

Decision

The Tribunal has decided that it should make a PFEO in the terms originally proposed by it.

The decision of the Tribunal is unanimous

Reasons for Decision

In the Tribunal’s decision of 18th February 2026, it proposed to make a PFEO as follows:

(One) The Factor must pay the Homeowners £100 for the inconvenience they have suffered from their own funds and at no cost to the owners. The sums to be paid within 28 days of the communication to the Factor of the Property Factor Enforcement Order.

The Tribunal indicated that prior to making a property factor enforcement order, it would provide the parties with a period of fourteen days within which to make representations under section 19(2)(b) of the Act.

The Tribunal's decision was intimated to the parties on 23rd February 2026.

No representations were received by either party.

Property Factor Enforcement Order

The First-tier Tribunal hereby makes the following PFEO:

(One) The Factor must pay the Homeowners £100 for the inconvenience they have suffered from their own funds and at no cost to the owners. The sums to be paid within 28 days of the communication to the Factor of the Property Factor Enforcement Order.

Under Section 24(1) of the Property Factors (Scotland) Act 2011, a person who, without reasonable excuse, fails to comply with a property factor enforcement order commits an offence.

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.

Fiona Cook Legal Member and Chair

21st March 2026 Date

