

Housing and Property Chamber
First-tier Tribunal for Scotland



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

**Property Factor Enforcement Order: Property Factors (Scotland) Act 2011
Section 19(3)**

Chamber Ref: FTS/HPC/LM/24/1367

**The Property: Holmes Park, 13 Joseph Cumming Gardens, Broxburn, West
Lothian, EH52 5AN (“The Property”)**

The Parties:

**Mr David McLeod, residing at Holmes Park, 13 Joseph Cumming Gardens,
Broxburn, West Lothian, EH52 5AN (“the Applicant”) and**

Charles White Ltd, 14 New Mart Road, Edinburgh, EH14 1RL (“the Respondent”)

Tribunal Members:

Mr G. McWilliams (Legal Member)

Mrs H Barclay (Ordinary Member)

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

Property Factor Enforcement Order (“PFEO”)

The First-tier Tribunal (“the Tribunal”) make the following PFEO:

**The Respondent is to submit to the Tribunal satisfactory documentation
confirming a regular and appropriate training schedule for their customer
relations managers (CRMs”), specifically relating to CRMs handling of
homeowners’ queries and complaints in line with the terms of the Property
Factors (Scotland) Act 2011 Code of Conduct for Property Factors (“the Code”),
within 28 days of the date of issue of this PFEO.**

**In terms of Section 24 (1) of the 2011 Act, a person/ body who, without
reasonable excuse, fails to comply with a PFEO, commits an offence.**

G McWilliams
Tribunal Legal Member
9th May 2025