

# 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/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 23 January 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 23 January 2026, it proposed to make a PFEO as follows:

- (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.

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 3 March 2026.

The Applicant responded on the 3 March 2026, to state that he was happy with the terms of the PFEO as proposed.

No representations were received by the Tribunal from the Respondent during this 14-day period.

The Tribunal accordingly confirms the decision made on 23 January 2026 in its original terms.

### **Property Factor Enforcement Order**

The First-tier Tribunal hereby makes the following 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.

**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.**

Yvonne McKenna

---

13 April 2026

---

Legal Member and Chair

Date