



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

Certificate of Compliance following upon a decision of the First-tier Tribunal for Scotland (Housing and Property Chamber) in an application under section 17(1) of the Property Factors (Scotland) Act 2011 (“the Act”)

Reference: FTS /HPC/PF/23/2448

Re: Property at Flat 1/1, 1 Central Avenue, Broomhill. Glasgow G11 7AQ (“the Property”)

Parties: Mr Martin Jarvie, Flat 1/1, 1 Central Avenue, Broomhill, Glasgow, G11 7AQ (“the Applicant”)

Lorimer Stevenson, CoVault, 1 Redwood Crescent, Glasgow G74 5PA (“the Respondent”)

Tribunal Members:

Valerie Bremner (Legal Member) and Nick Allan (Ordinary Member)

Decision

The Tribunal, having determined that the Property Factor Enforcement Order dated 13th October 2025 has been complied with hereby certifies that the Property Factor has complied with the Property Factor Enforcement Order (“ PFEO”).

Reasons for Decision

1. In the Tribunal’s decision of 15th July 2025, it found that the Respondent had failed to comply with Overarching Standard of Practice 11 and sections 2.1, 2.4, 2.5, 2.7 and 3.1 of the Code of Conduct for Property Factors 2021 (“the Code”).

2. The Tribunal granted a PFEO dated 13th October 2025 in the following terms :-

“The Property Factor is required to pay to the Applicant the sum of £200.00. This sum is to be paid with 28 days of communication of the Property Factor Enforcement Order. The Property Factor is required to advise the Tribunal in writing of the steps it has taken to ensure that it provides responses to homeowners in line with its WSS and

steps taken to ensure that it does not act outwith the scope of its services in relation to payment of invoices for work done on communal areas for homeowners. This information is required to be sent to the Tribunal with 28 days of communication of the Property Factor Enforcement Order”.

3. By email dated 14th October 2025 the Respondent confirmed that the sum of £200 had been paid to the Applicant in August 2025. The Applicant Homeowner has confirmed to the Tribunal that this sum has been received by him from the Respondent.

4. By email dated 10th December 2025 the Respondent stated in detail the actions they have taken to comply with the remaining part of the PFEO. The Tribunal administration sent an email to the Applicant Homeowner on 15th December 2025 notifying him of the information received. The Applicant did not contact the Tribunal administration in response to that email.

5. Given the terms of the Respondent’s emails of 14th October and 10th December 2025 and also, as the Applicant Homeowner has not made any representations to contradict those terms, the Tribunal is satisfied that the PFEO has been complied with. No further action is required by the Respondent in terms of the PFEO which is now deemed to be completed.

Right of Appeal:

In terms of section 46 of the Tribunals (Scotland) Act 2014, a party 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.

Valerie Bremner
Legal Member and Chairperson

24th April 2026