

Housing and Property Chamber
First-tier Tribunal for Scotland



Decision of the First-tier Tribunal for Scotland (Housing and Property Chamber) in an application under section 17(2) of the Property Factors (Scotland) Act 2011 (“the 2011 Act”)

Reference number: FTS/HPC/PF/24/4653

Re: Property at Flat B5, 69 Kent Road, Glasgow, G3 7EG (“the Property”)

The Parties:

Miss Elizabeth Todd, Flat B5, 69 Kent Road, Glasgow, G3 7EG (“the Homeowner”)

Newton Property Management limited, 87 Port Dundas Road, Glasgow, G4 0HF (“the Property Factor”)

Tribunal Members: Ruth O’Hare, Legal Member and Carol Jones, Ordinary Member

Decision

The First-tier Tribunal for Scotland (“the Tribunal”) having determined that the Property Factor has complied with the Property Factor Enforcement Order (“PFEO”) dated 22 June 2026, hereby certifies that the Property Factor has complied with the PFEO.

Background

1. The Tribunal issued a PFEO dated 22 June 2026 in terms of which the Property Factor was required to make payment to the Homeowner in the sum of £1500 and provide her with a formal written apology.
2. On 2 July 2026 the Tribunal received an email from the Property Factor with a copy of the written apology provided to the Homeowner. The Property Factor confirmed that a payment of £1500 had been made to the Homeowner.
3. On 31 August 2026 the Homeowner emailed the Tribunal to confirm she had received the payment of £1500 along with a letter of apology from the Property Factor. On 1 September 2026 the Homeowner emailed the Tribunal again with a copy invoice from the Property Factor querying whether the payment of £1500 had been applied to her outstanding factoring bill. The Tribunal sought clarification from the Property Factor who provided further evidence to confirm that the payment had been made at no cost to the Homeowner in accordance with the requirements of the PFEO.

Reasons for decision

4. Having considered the written representations from the parties, the Tribunal is satisfied that the Property Factor has complied with the PFE0.
5. The decision of the Tribunal was unanimous.

Right of Appeal

In terms of Section 46 of the Tribunal (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.

18 September 2026

Legal Member

Date