



Property Factor Enforcement Order

HOHP reference: HOHP/PF/16/0022

Re: Flat 33, Falcon House, 91 Morningside Road, Edinburgh EH10 4AY ('the property')

The Parties:

Mrs Ethel Thomson, residing at Flat 33, Falcon House, 91 Morningside Road, Edinburgh EH10 4AY ('the homeowner');

and

Places for People Scotland, incorporated in Scotland (Company registration Number 278428) and having its Registered Office at 1 Hay Avenue, Edinburgh EH16 4RW ('the property factor')

Decision by a Committee of the Homeowner Housing Panel in an application under section 17 of the Property Factors (Scotland) Act 2011('the Act')

Committee members:

George Clark (chair) and Mary Lyden (housing member)

This Notice should be read in conjunction with the Decision of 5 September 2016 under reference HOHP/PF/16/0022

The Committee hereby makes the following Property Factor Enforcement Order:

Within 4 weeks of the communication to the property factor of this Order, the property factor shall (1) amend the Complaints Procedure section of the Castle Rock Edinvar Housing Association website to state that a homeowner not satisfied with the outcome or with the way in which a complaint has been dealt with has the right to make an application to the Homeowner Housing Panel, (2) provide the homeowner with a written apology for the property factor's failure to acknowledge receipt of 2 letters sent by the homeowner to its managing director and for the incorrect statement made by Angela Kirkwood in her letter to the homeowner dated 21 April 2015 regarding the application of increased charges for window cleaning, (3) undertake a review of its processes and confirm having carried out such staff training as it regards as being necessary to ensure that accounting errors are kept to an absolute minimum and (4) pay to the homeowner the sum of £100 by way of compensation for the inconvenience and distress caused by the property factor's failure to comply with the Code."

Signed G Clark

Chairperson

Date 4 October 2016