



**Certificate of the Homeowner Housing Committee issued under the
Homeowner Housing Panel (Applications and Decisions) (Scotland)
Regulations 2012.**

Case Reference Number: HOHP/14/0133

Re:

21 Homeshaw House, Broomhill Gardens, Newton Mearns, G77 5HP ('the Property')

The Parties:

Miss Elizabeth Patterson residing at 21 Homeshaw House, Broomhill Gardens, Newton Mearns, G77 5HP ('the homeowner')

Bield Housing and Care, Craighall Business Park, 7 Eagle Street, Glasgow, G4 9XA ('the factor')

**CERTIFICATE OF COMPLIANCE with PROPERTY FACTOR
ENFORCEMENT ORDER DATED 11th September 2015 ('The PFEO')**

in terms of Section 19(3) of the Property Factors (Scotland) Act 2011.

Decision of the Committee

The homeowner housing Committee having determined that the PFEO relating to the Property has been complied with, certifies that the factor has complied with the PFEO.

Reasons for the Decision

1. The homeowner has confirmed to the Homeowner Housing Committee by letter received on 6th October 2015 that the actions required by **The PFEO** namely:

(1) The factor is required to send the homeowner a written apology for their failings in the way they handled the homeowner's original complaint.

(2) The factor must pay the homeowner £200 for the inconvenience she had suffered from their own funds and at no cost to the owners. The said sums to be paid within 28 days.

have been complied with.

2. The Homeowner Housing Committee is therefore satisfied that the factor has complied with the PFEO. It therefore issues this Certificate of Compliance. No further action is required by the factor in terms of the PFEO.

Right of Appeal

The parties' attention is drawn to the terms of section 22 of the Act, regarding their right to appeal, and the time limit for doing so. It provides:

(1) An appeal on a point of law may only be made by summary application to the sheriff against a decision of the president of the homeowner housing panel or homeowner housing committee.

(2) An appeal under subsection (1) must be made within the period of 21 days beginning with the day on which the decision appealed against is made.

More information regarding appeals can be found in the information guide produced by the homeowner housing panel. This can be found on the panel's website at: <http://hohp.scotland.gov.uk/prhp/2649.325.346.html>

J Taylor

Signed.....

.....Date 8th October 2015

Chairperson