

Housing and Property Chamber

First-tier Tribunal for Scotland



CERTIFICATE OF COMPLIANCE IN TERMS OF SECTION 23(1) OF THE PROPERTY FACTORS (SCOTLAND) ACT 2011

Chamber Ref: FTS/HPC/PF/21/1132

Re: 23C Greenholme Street, Glasgow G44 4DU ("Property")

The Parties:-

**David and Norma Grier, 23C Greenholme Street, Glasgow G44 4DU
("Homeowners")**

Ross & Liddell Limited, 60 St Enoch Square, Glasgow G1 4AW ("Factor")

Tribunal Members:

Joan Devine – Chairing and Legal Member

Robert Buchan – Ordinary Member

Decision

The Tribunal having determined that the PFEO relating to the Property has been complied with certifies that the Factor has complied with the Property Factor Enforcement Order relative to the Property dated 26 October 2021.

In terms of its Decision dated 22 September 2021 the Tribunal issued a Property Factor Enforcement Order (PFEO) in the following terms:-

Within a period of three months from the date of service of this PFEO :

1. The Factor will provide to the Homeowners and to the Tribunal evidence that a procedure has been put in place to monitor cleaning of the Property by the provision of three consecutive months of screenshots of the Factor's portal showing date stamped photographs and work schedules submitted by the cleaners.
2. The Factor will provide to the Homeowners and to the Tribunal evidence of site inspection forms uploaded to the Factor's portal following an inspection of the Property
3. The Factor will pay to the Homeowners the sum of Five Hundred and Fifty Pounds (£550) from their own funds in order to compensate the Homeowner for the cleaning services paid for which did not take place, the increased cost of repairs as a result of repairs not being dealt with timeously and the inconvenience caused as a result of the Factor's failure to comply with the Property Factors Code of Conduct.

Reasons for Decision

By email dated 8 February 2022 the Homeowners advised that :

1. The Factor had put in place a procedure to monitor cleaning of the Property by the provision of screenshots on the Factor's portal showing date stamped photographs and work schedules submitted by the cleaners.
2. The Factor had uploaded site inspection forms to the Factor's portal following an inspection of the Property.
3. The Factor had paid to the Homeowner the sum of £550 in compensation.

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.

Legal Member

Date 9 March 2022