

# **Housing and Property Chamber**

## **First-tier Tribunal for Scotland**

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

**Proposed Property Factor Enforcement Order ("PFEO"): Property Factors (Scotland) Act 2011 Section 19(2)(a)**

**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**

This document should be read in conjunction with the First-tier Tribunal's Decision of the same date.

The First-tier Tribunal proposes to make the following Property Factor Enforcement Order ("PFEO"):

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.

Section 19 of the 2011 Act provides as follows:

*"(2) In any case where the First-tier Tribunal proposes to make a property factor enforcement order, it must before doing so—*

*(a) give notice of the proposal to the property factor, and*

*(b) allow the parties an opportunity to make representations to it.*

*(3) If the First-tier Tribunal is satisfied, after taking account of any representations made under subsection (2)(b), that the property factor has failed to carry out the property factor's duties or, as the case may be, to comply with the section 14 duty, the First-tier Tribunal must make a property factor enforcement order."*

The intimation of the First-tier Tribunal's Decision and this proposed PFEO to the parties should be taken as notice for the purposes of section 19(2)(a) and parties are hereby given notice that they should ensure that any written representations which they wish to make under section 19(2)(b) reach the First-tier Tribunal by no later than 14 days after the date that the Decision and this proposed PFEO is sent to them by the First-tier Tribunal. If no representations are received within that timescale, then the First-tier Tribunal is likely to proceed to make a property factor enforcement order without seeking further representations from the parties.

**Failure to comply with a PFEO has serious consequences and may constitute an offence.**

Legal Member and Chair

Date : 22 September 2021