



**Notice of proposal to make a Property Factor Enforcement Order made under
Section 19(2)(a) of the Property Factors (Scotland) Act 2011 ("the Act")
following upon a Decision of the Housing and Property Chamber of the First-
tier Tribunal for Scotland in an application under Section 17(1) of the Act**

Chamber reference: FTS/HPC/PF/18/1472

The Property: 2B Netherton Court, Ayr Road, Glasgow G77 6EN ('the property')

The Parties:

**Mrs Rosalind Sylvia Hallside, 2B Netherton Court, Ayr Road, Glasgow G77 6EN
("the homeowner")**

**Macfie & Co Management Services Limited, incorporated in Scotland under the
Companies Acts (SCO84796), having their Registered Office at 5 Cathkinview
Road, Mount Florida, Glasgow G42 9EA ("the property factors")**

**Tribunal Members - George Clark (Legal Member) and Helen Barclay (Ordinary
Member)**

**This document should be read in conjunction with the Tribunal's Decision
under Section 19(1)(a) of the Act of the same date.**

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

**"Within 4 weeks of the communication to the property factors of the PFEO, the
property factors shall undertake such training as is necessary to ensure that
all personnel dealing with complaints about their service are fully conversant
with and adhere to the complaints procedure set out in their written
Statement of Service and will confirm to the Tribunal that this training has
been carried out "**

Section 19 of the Act provides as follows:

"... (2) In any case where the tribunal proposes to make a property factor enforcement order, they 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 them.

(3) If the tribunal are 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 committee must make a property factor enforcement order..."

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

Failure to comply with a property factor enforcement order may have serious consequences and may constitute an offence.

George Clark

Chairperson Signature .

.....

Date 15 October 2018