



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

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

**Reference number: FTS/HPC/PF/24/1702**

**Re: Property at Flat 3/2, 32 Plantation Park Gardens, Glasgow, G51 1NW (“the Property”)**

**The Parties:**

**Mrs Cathy Morrison, Flat 3/2, 32 Plantation Park Gardens, Glasgow, G51 1NW (“the Applicant”)**

**Ross & Liddell, 60 St Enoch Square, Glasgow, G1 4AW (“the Respondent”)**

**Tribunal Members.**

**Legal Member: Mr A McLaughlin**  
**Ordinary Member: Mr R Buchan**

The Tribunal makes a Proposed Property Factor Enforcement Order in the above Application as follows: -

**The Respondent is to write to the Applicant take the following action:**

1. Apologise for breaching their obligations under Section 6.4 of the relevant Code of Conduct.
2. Make a monetary payment of £500.00 to the Applicant as compensation for her inconvenience. The payment should be by way of a direct payment to the Applicant rather than by way of a credit to the Applicant's account.

**This should be complied with within 30 days of the date of this decision**

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

Mr A. McLaughlin  
Legal Member and Chair

25 November 2025