



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

**Certificate of Compliance  
Property Factors (Scotland) Act 2011 Section 21**

**Reference number: FTS/HPC/PF/23/1619**

**The Parties:**

**Miss Heather Buist residing at 2/1 Dromore Street Kirkintilloch Glasgow G66 3EJ ('the Homeowner').**

**Homesbook Factoring Limited having a place of business at 66 Townhead Kirkintilloch Glasgow G66 1NZ (" the Property Factor").**

**Property: 2/1 Dromore Street Kirkintilloch Glasgow G66 3EJ ('the Property').**

**Legal Member: Lesley Anne Ward**

**Ordinary Member: Nick Allan**

- 1. The Tribunal being satisfied that the Property Factor Complied with the proposed Property Factor Enforcement Order issued on 28 February 2024, accordingly issues a Certificate of Compliance.**

**Background**

- 2. The First-tier Tribunal proposed to make the following Property Factor Enforcement Order ("PFEO" on 28 February 2024.**

- (1) The Tribunal order the Property Factor to amend the Written Statement of Services as follows:**
  - (a) to set out a clear timescale for responding to enquiries.**
  - (b) To provide details of the procedure they will follow for organising repairs over £250.**
  - (c) To set out the system of periodic inspection of the property.**

A copy of the amended document shall be provided to the Homeowner and the Tribunal no later than 2 months of intimation of the PFEO.

- (2) The Tribunal order the Property Factor to pay to the Homeowner the sum of £750 for her time, effort and inconvenience, within 28 days of intimation of the PFEO.**

Section 19 (2) of the Act provides as follows:

In any case where the First-tier Tribunal proposes to make a Property Factor enforcement order, it must before doing so

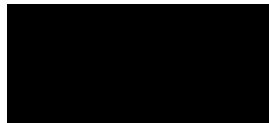
(a)give notice of the proposal to the Property Factor, and

(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.

## **Reasons**

3. The Property Factor has provided evidence of compliance with part 1 of the proposed PFEO. The Home Owner has confirmed that she has received the payment of £750. The proposed PFEO has therefore been complied with.



9 May 2024

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**Lesley A Ward Legal Member**

**Date**