

# Housing and Property Chamber

## First-tier Tribunal for Scotland



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

**Proposal regarding the making of a Property Factor Enforcement Order:  
Property Factors (Scotland) Act 2011 Section 19(2)**

**Chamber Ref: FTS/HPC/PF/18/0413**

**214 Prospecthill Circus, Glasgow, G42 0LF ("The Property")**

**The Parties:** -

**Mrs Linda Higgins, 214 Prospecthill Circus, Glasgow G42 0LF  
("the Homeowner")**

**Your Place Property Management Limited, Wheatley House, 25 Cochrane Street, Glasgow, G1 1HL  
("the Property Factor")**

**Tribunal Members:**

**Josephine Bonnar (Legal Member)  
David Godfrey (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"):

- (1) The Tribunal order the Property Factor to pay to the Homeowner the sum of £150, for her time, effort and inconvenience, within 28 days of intimation of the PFEO,
- (2) The Tribunal order the Property Factor to review and revise its written statement of services to provide homeowners with full details of all payments made by Insurance Companies to the Property Factor, including commission and profit share arrangements, within 28 days of intimation of the PFEO,
- (3) The Tribunal order the Property Factor to review and revise its written statement of services to provide homeowners with information on the procedure for making insurance claims for common repairs, within 28 days of

PFEO, and

- (4) The Tribunal order the Property Factor to establish a procedure for the proceeds of insurance claims for common repairs to be paid direct to the Property Factor in all cases, within 28 days of intimation of the PFEO.

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 may have serious consequences and may constitute an offence.

Josephine Bonnar,  
Legal Member

20 June 2018