

Housing and Property Chamber

First-tier Tribunal for Scotland



Property Factor Enforcement Order

Under section 19 of the Property Factors (Scotland) Act 2011

Chamber Ref: FTS/HPC/PF/23/4235

Re: Property at 25 Waterfront Avenue, Edinburgh, EH5 1RT (“the Property”)

Parties:

Mr Daniel Castro, 25 Waterfront Avenue, Edinburgh, EH5 1RT (“the Homeowner”)

Residential Management Group Scotland Limited, Unit 6, 95 Morrison Street, Glasgow (“the Property Factor”)

Tribunal Members:

**Fiona Watson (Legal Member)
Frances Wood (Ordinary Member)**

The Tribunal hereby makes the following Property Factor Enforcement Order (“PFEO”):

The Property Factor must

- (i) **make reasonable payment to the Homeowner to compensate them for inconvenience, frustration and time spent. There being no direct evidence of financial loss, the Tribunal considers that a sum of £250.00 is reasonable in all the circumstances;**
- (ii) **refund all erroneous charges issued to the Homeowner, and to all other homeowners in Waterfront Avenue, insofar as they relate to roof repairs/cleaning to the townhouse roofs in Upper Strand Walk.**
- (iii) **Amend and reissue all outstanding invoices to remove all**

erroneous charges issues to the Homeowner, and to all other homeowners in Waterfront Avenue, insofar as they relate to roof repairs/cleaning to the townhouse roofs in Upper Strand Walk.

And the Property Factor must do so within 14 days of the date of the Order and provide evidence to the Tribunal that it has done so.

Legal Member/Chairperson

3 November 2024