



**Certificate of the Homeowner Housing Committee issued under the
Homeowner Housing Panel (Applications and Decisions) (Scotland)
Regulations 2012**

Property Factor Enforcement Order

Hohp ref: HOHP/PF/14/0055

Re: 15/5 Hermand Terrace, Edinburgh EH11 1QZ (the property)

The Parties:

Mr Bruce Inglis, 15/5 Hermand Terrace, Edinburgh EH11 1QZ (the homeowner)

**Charles White Limited, Citypoint, 65 Haymarket Terrace, Edinburgh EH12 5HD
(the factor)**

Committee members:

Sarah O'Neill (Chairperson), Jean Thomson (Housing member)

Decision of the committee

The homeowner housing committee ('the committee'), having determined that the Property Factor Enforcement Order ('PFEO') relating to the property dated 23 December 2014 and issued on 29 December 2014 has been complied with, certifies that the factor has complied with the PFEO.

Reasons for the decision

1. On 23 December 2014 the committee issued a PFEO requiring the factor, within 28 days of the communication to the factor of the PFEO, to:
 - 1) Amend its written complaints resolution procedure in order to set out clearly the following information:
 - Details of each of the separate stages of its complaints procedure, including what the 'first tier' of resolution is; clear timescales for each stage and clear information about the means by which a complaint should be made.
 - Details of who will deal with the complaint at each stage of the process, and how to identify this person.
 - Details of how, when and by whom the outcome of each stage of the complaint will be communicated to the homeowner.
 - Details of how the homeowner will be informed that each stage of the process is at an end.

- 2) Provide documentary evidence to the committee of its compliance with this Property Factor Enforcement Order by sending such evidence to the office of the Homeowner Housing Panel by recorded delivery post.
2. On 20th January 2015, a letter enclosing a copy of the factor's revised complaints procedure (titled 'Customer Feedback Information Sheet') was received from the factor by recorded delivery. The committee considers that this now includes the information required by the PFEO.
3. The homeowner confirmed to the committee by letter dated 5 February 2015 that the factor had completed the actions required by the PFEO. The factor confirmed to the committee by email dated 10 February 2015 that it had completed the actions required by the PFEO.
4. The committee is therefore satisfied that the factor has complied with the terms of the PFEO. It therefore issues this certificate of compliance. No further action is therefore required by the factor in terms of the PFEO.

Right of appeal

The parties' attention is drawn to the terms of section 22 of the Act regarding their right to appeal, and the time limit for doing so. It provides:

- (1) An appeal on a point of law only may be made by summary application to the sheriff against a decision of the president of the homeowner housing panel or homeowner housing committee.
- (2) An appeal under subsection (1) must be made within the period of 21 days beginning with the day on which the decision appealed against is made.

More information regarding appeals can be found in the information guide produced by the homeowner housing panel. This can be found on the panel's website at:

<http://hohp.scotland.gov.uk/prhp/2649.325.346.html>

Sarah O'Neill

Chairperson Signature

Date..... 18/2/15