



## Property Factor Enforcement Order

Hohp Ref: HOHP/PF/15/0022

Re:

**Property at Flat 3/2, 22 Sword Street, Dennistoun, Glasgow G31 1TD ("the Property")**

### The Parties:-

**Miss Nancy O'Neill, residing at the Property ("the Homeowner")**

and

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

**Decision by a Committee of the Homeowner Housing Panel in an application under section 17 of the Property Factors (Scotland) Act 2011**

### Committee Members:

Maurice O'Carroll (Chairman)  
David Godfrey (Surveyor Member)  
Helen Barclay (Housing Member)

**This Notice should be read in conjunction with the Decision and Proposed Property Factor Enforcement Notice of 4 August 2015 under reference HOHP/PF/15/0022**

1. By decision dated 4 August 2015, the Committee determined that the Factors had breached their duties in terms of s 17(1)(b) of the 2011 Act in that they had failed to comply with sections 2.5 and 6.1 of the Code of Conduct for Property Factors as required by s 14(5) of that Act.
  
2. In accordance with s 19(3) of the 2011 Act, having been satisfied that the Factors have failed to carry out the property factor duties, the Committee must make a Property Factor Enforcement Order ("PFEO"). Before making an Order, to comply with s 19(2) of the Act, the Committee before proposing a PFEO must give notice of the proposal to the factor and must allow the parties an opportunity to give representations to the Committee. A period of 14 days was provided in order to allow representations to be received.

3. The Factors made brief representations by email dated 14 August 2015 which were taken into account by the Committee in the making of the present PFEO. The Homeowner made no representations.
4. Therefore, the Committee makes the following Property Factor Enforcement Order:

Within 28 days of the communication to the respondent of the Property Factor Enforcement Order, the Factors must:

1. Reimburse the management fees paid by the Homeowner to the Factors during the six month period from 28 November 2014 to 27 May 2015 in recognition of its failure to comply with its factor duties during that period.
2. Provide documentary evidence of compliance to the Homeowner Housing Panel with the above Orders within 7 days of having done so by recorded delivery post.

## 6. Appeals

The parties' attention is drawn to the terms of s 22 of the 2011 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 a Homeowner Housing Committee; (2) An appeal under subsection (1) must be made within the period of 21 days beginning with the date on which the decision appealed against is made..."

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**Signed**

M O'Carroll  
Chairperson

**Date** 31 August 2015