



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

**Proposed Property Factor Enforcement Order (“PPFEO”): Property Factors (Scotland) Act 2011 Section 19(2)**

**Chamber Ref: FTS/HPC/PF/24/0058**

**Re: Property at 2 Moray Court, Rutherglen, South Lanarkshire, G73 1BF (“the Property”)**

**Parties:**

**Mr Martin McDonald, 2 Moray Court, Rutherglen, South Lanarkshire, G73 1BF (Applicant)**

**Rutherglen and Cambuslang Housing Association, Aspire Business Centre, 16 Farmeloan Road, Rutherglen, G73 1DL (Respondent)**

**Tribunal Member:**

**Melanie Barbour (Legal Member)  
Sandra Brydon (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”):

Within a period of two months from the date of the PFEO the Factor must:

- (1) Review the complaints handling procedure, update its terms in order that it conforms to the Property Factors Code of Conduct 2021 and submit a copy of the revised procedure to the Tribunal for its consideration ; and
- (2) From their own funds pay the homeowner the sum of £100.00 as compensation.

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 has serious consequences and may constitute an offence.**

Melanie Barbour

Legal Member and Chair

Date

14 February 2025