



**Decision and Certificate of Compliance with Property Factor Enforcement Order
in terms of Section 20 of the Property Factors (Scotland) Act 2011**

Chamber Ref: FTS/HPC/PF/24/1687 & FTS/HPC/PF/24/1689

**Re: Property at Lauderdale Mansions, Lauderdale Gardens, Glasgow, G12
9QT (“the Property”)**

Parties:

**Mrs Pauline Bourhill, 44 Lauderdale Gardens, Apt 3/2, Hyndland, Glasgow,
G12 9QT (“the Homeowner”)**

**James Gibb, Red Tree Magenta, 270 Glasgow Road, Glasgow, G73 1UZ (“the
Property Factor”)**

Tribunal Members:

Fiona Watson (Legal Member)

Mary Lyden (Ordinary Member)

Decision

The First-tier Tribunal for Scotland (Housing and Property Chamber) (“the Tribunal”) having determined that the Property Factor has complied with the Property Factor Enforcement Order (“PFEO”) dated 4 August 2025, certifies that the Property Factor has complied with the PFEO.

The Tribunal issued a decision dated 17 February 2025 and Final Order dated 4 August 2025 in terms which the Property Factor was required to:

- (i) make reasonable payment to the Homeowner in the sum of £250.00 and which must be paid within 14 days;
- (ii) produce an itemised account to the Homeowner of all electricity charges she has paid since the Property Factor was appointed over the development to date, and which account must include (i) sums paid (ii)

date each sum was paid (ii) reference to which utility invoice each sum relates and (iv) attached to said account a copy of each utility company invoice relating to each sum paid, and which must be produced within 28 days hereof.

- (iii) provide a written monthly update to the Homeowner on the steps taken by the Property Factor in the preceding month to resolve matters with the utility company, until conclusion of the outstanding utility account issues.
- (iv) provide the Homeowner with a copy of the contractual arrangement between the Property Factor and their broker, Indigo Swan, insofar as it relates to services provided relating to the building within which the Property forms part.

On the basis of email evidence received from parties, the Tribunal is satisfied that the Property Factor has complied with the terms of the PFEO. It therefore issues this Certificate of Compliance.

Right of Appeal

In terms of Section 46 of the Tribunal (Scotland) Act 2014, a party aggrieved by the decision of the Tribunal may appeal to the Upper Tribunal for Scotland on a point of law only. Before an appeal can be made to the Upper Tribunal, the party must first seek permission to appeal from the First-tier Tribunal. That party must seek permission to appeal within 30 days of the date the decision was sent to them.

Legal Member/Chair

Date: 9 November 2025