Flowchart showing the progress of a property factor application

Notify Factor of complaint and issue remains unresolved

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Deemed valid application to Chamber

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Chamber President

→ **Reject**

→ **Further information request**

→ **Offer Mediation**

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Notice of Referral/ Refer on to tribunal

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Oral Hearing/ Written determination case

→ **Complied or otherwise dismissed**

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Proposed PFEO

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Seek further representations from parties

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PFEO or other Decision

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tribunal will consider written representations and may hold Compliance Hearing

→ **Request to vary**

→ **Revoke PFEO**

→ **Complied with PFEO**

→ **Not complied with PFEO but lacks rights**

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Notice to SM under Sec 23 (4)

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Not complied with PFEO

→ **Notice of failure to comply to SM**

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Refer to police/ PF for prosecution

Definitions:

PFEO   Property Factor Enforcement Order
SM   Scottish Ministers
PF   Procurator Fiscal