



Property Factor Enforcement Order

HOHP reference: HOHP/PF/15/0044

Re: 22 Tabard Place, Knightswood, Glasgow G13 3XF ('the property')

The Parties:

Sam Macartney, 22 Tabard Place, Knightswood, Glasgow G13 4XF ('the homeowner'); and

GHA (Management) Limited, registered in Scotland under the Companies Act 1985, Registered No. SC245072, trading as YourPlace Property Management and having its Registered Office at Granite House, 177 Trongate, Glasgow G1 5HF ('the property factor')

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

Committee members:

George Clark (chair) and Brenda Higgins (housing member)

The Committee makes the following Property Factor Enforcement Order ("PFEO"):

"Within 2 weeks of the communication to the property factor of the PFEO, the property factor shall (1) re-issue to the homeowner the Common repair consent request letter and Common Repair Consent Form, stating the correct area of the roof that requires to be repaired and provide to the Committee proof of the posting of that documentation (2) send a written apology to the homeowner for its failure to complete Stage 2 of its complaints process (3) send the homeowner a letter confirming which elements of his complaint were upheld at Stage 1 and which (if any) were not upheld and (4) pay to the homeowner the sum of £100 by way of compensation for the inconvenience and distress caused by the property factor's failure to comply with the Property Factors (Scotland) Act 2011 Code of Conduct for Property Factors. "

This Notice should be read in conjunction with the Decision of 14 November 2015 under reference HOHP/PF/15/0044

George Clark

Signed

Chairperson

Date 17 March 2016