

Housing and Property Chamber

First-tier Tribunal for Scotland



Decision of the First-tier Tribunal for Scotland (Housing and Property Chamber) issued under section 31 of the First-tier Tribunal for Scotland Housing and Property Chamber Procedure Regulations 2016.

CERTIFICATE OF COMPLIANCE with the PROPERTY FACTOR ENFORCEMENT ORDER DATED 10th July 2017 ('The PFEO')

Chamber Ref:FTS/HPC/LM/17/0037

5 Hillpark Grove, Edinburgh, EH4 7AP ('the Property')

The Parties:

Aylmer Millen residing at 5 Hillpark Grove, Edinburgh, EH4 7AP ('the Homeowner')

Charles White Limited, Citypoint, 65 Haymarket Terrace, Edinburgh, EH12 5HD ('the Factor')

Committee members:

Jacqui Taylor (Chairperson) and Ahsan Khan (Ordinary Member).

Decision of the Tribunal

The Tribunal having determined that the PFEO dated 10th July 2017 relating to the Property has been complied with, certifies that the Factor has complied with the PFEO.

Reasons for the Decision

1. The PFEO required the Factor to provide the Tribunal with written confirmation that they have reviewed their complaints handling procedure to ensure that it complies with their Written Statement of Services. Karen Jenkins, team leader of the Factor confirmed by email to the Tribunal dated 30th August 2017 that they had reviewed their complaints handling procedure to ensure that it complies with their written statement of services. Thereafter the Factor sent the Tribunal a copy of their revised complaints procedure (Client Feedback Information Sheet) on 16th November 2017. The Tribunal satisfied themselves that the said revised complaints procedure complies with the Factor's Written Statement of Services.

2. The Tribunal being satisfied that the Factor has complied with the PFEO issues this Certificate of Compliance. No further action is required by the Factor in terms of the PFEO.

Right of Appeal

In terms of section 46 of the Tribunals (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.

J Taylor

Signed.....
Chairperson

.....Date 28th December 2017