

# Housing and Property Chamber First-tier Tribunal for Scotland



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[www.housingandpropertychamber.scot](http://www.housingandpropertychamber.scot)

## Form C

0141 302 5900

### Applications by the homeowner regarding property factor duties/code of conduct

#### Section 17(1) of the Property Factors (Scotland) Act 2011

This application form should be completed if you wish the Housing and Property Chamber to consider whether your Property Factor has failed to comply with the Code of Conduct or otherwise failed to carry out their duties. Fill in this form in black ink, BLOCK CAPITALS and by ticking any boxes that apply. To take a complaint to the Chamber, homeowners must first notify their Property Factor in writing of the reasons why they consider that the Factor has failed to carry out the Property Factor's duties, or failed to comply with the Code. The Property Factor must also have refused to resolve the homeowner's concerns, or have unreasonably delayed attempting to resolve them. Remember that your Property Factor will be sent a copy of this form and any attachments received with it.

**The First-tier Tribunal has the power to award expenses against a party where that party through unreasonable behaviour in the conduct of the case has put any other party to unnecessary or unreasonable expense. Exercise of this power is not linked to the outcome of the case.**

There is guidance on our website relating to completing the application form and also the Information Guide to property factor cases. We recommend that you read these guides before you complete the application form. The guidance should assist you with completing this form, understanding the procedure relating to your application and understanding the types of factoring complaints which the Chamber can deal with. If you require this guidance in hard copy, then please contact us.

If you are filling in this form for someone else, please remember to fill it in as if you are the homeowner of the property. When we receive your application, we will send you a reference number which you should quote whenever you contact us. **If any information you give in this form changes, you must immediately give us written details of the change.** We aim to treat you politely and with care. In return we expect you to be polite to our staff.

**1. Details about your complaint which help us to identify if it is a residential property factoring issue or a land management issue**

a) Does the complaint relate to management of common parts of a building which is used to any extent for residential purposes?

Yes

No

If yes, is your interest as owner of a flat/terraced house/semi-detached house/detached house/other (please strike through ones which do not apply)

b) Do you currently pay a management fee for factoring services?

Yes

No

c) Does the complaint relate to management or maintenance of land (not a building) which you jointly own with others as part of a residential property which you own?

Yes

No

d) Does the complaint relate to management or maintenance of land (not a building) which adjoins or is neighbouring to your residential property and which is available for your use, but which is not owned by you?

Yes

No

**2. Details of the property or land to which the complaint relates**

a) **Property**

Address and postcode

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or

b) **Land**

designation/address

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### 3. Homeowner contact details

a) **Title** (Mr, Mrs, Miss, Ms)

b) **First name**

c) **Last name**

d) **Daytime** telephone number

e) **Mobile** number

f) **Email** address, if available

g) **Correspondence** address  
(if different from address  
in Section 1)

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### 4. Details of your representative if you have one (this may be either a legal representative or someone who has agreed to act for the homeowner). If you have no representative, then please leave this section blank.

If you name a representative, you should be aware that all our letters and correspondence will normally be sent only to them. If you do not have a representative, please move on to Section 5.

**Title** (Mr, Mrs, Miss, Ms)

a) **First name**

b) **Last name**

c) **Daytime** telephone number

d) **Mobile** number

e) **Email** address, if available

f) **Profession**

g) **Correspondence** address

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## 5. Property Factor contact details

Note 1: This application will be rejected if you have not notified the Property Factor prior to applying.

a) **Company name**

b) **Contact name\***

c) **Daytime telephone number**

d) **Email address, if available**

e) **Property Factor Registration Number (if known)**

f) **Correspondence address**

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\*Optional

## 6. Details of your Property Factor's representative (if known)

If you have been dealing with a representative of the Property Factor please complete this section with their details.

a) **Title** (Mr, Mrs, Miss, Ms)

b) **First name**

c) **Last name**

d) **Daytime telephone number**

e) **Email address, if available**

f) **Profession**

g) **Correspondence address**

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## 7. Details of your Complaint (continued)

### **FOR ALL COMPLAINTS – PLEASE COMPLETE THE FOLLOWING FOUR SECTIONS**

**What is your complaint?** Describe what has gone wrong and when this happened. Please continue on a separate sheet if necessary.

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**What are your reasons for considering that the Property Factor has failed to resolve the complaint?** Please continue on a separate sheet if necessary.

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**How has this affected you?** Describe how what has gone wrong has affected you. Please continue on a separate sheet if necessary.

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**What would help to resolve the problem(s)?** Tell us how you would like your complaint, if it is upheld, to be resolved, and provide us with your reasons. For example, asking the Property Factor to apologise, asking for your fees to be reduced or repaid, asking for the Property Factor to pay compensation, take other action.

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## 8. Mediation

Have you and your Property Factor attended mediation to resolve the issue?

Yes

No

If you answered Yes please supply evidence of this process and briefly state the outcome

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## 9. Signature

Subject to the following declaration, we will store and process the information you provide in line with the Data Protection Act 1988. Under the Act you can ask to see all the information we have about you.

In order to process your complaint, the Chamber may need to contact the Factoring Registration Team and we may require to write to the Property Factor for further information and obtain reports from relevant specialists. In terms of the legislation which governs the application process, we will require to send copies of any application, attachments, correspondence and representations to the Property Factor complained about. Do you authorise the Chamber to disclose information received from you relating to the complaint and to send copies of any documents to the Property Factor and the Registration Team or any specialist who is asked to provide a report?

Yes

No

Please note if you are unwilling to let us disclose information or obtain further details, then we will be unable to process your application. Please also note that legislation requires the Chamber to make any tribunal decisions and statements of reasons publicly available.

You/or your representative's signature

Date

**Required** attachments to application:

(please tick to confirm you have supplied the appropriate information)

- a) the notification from the homeowner to the Property Factor for the purposes of section 17(3)(a) of the Act;
- b) any response in writing provided by or on behalf of the Property Factor to that notification;
- c) any other correspondence between the homeowner and the Property Factor relating to the homeowner's concern;
- d) any written statement of services provided by the Property Factor to the homeowner as required by the Property Factor Code of Conduct.

**Additional** attachments:

Evidence of Mediation process having been undertaken and the result.

Evidence of the Property Factor's duties, if appropriate.