

Housing and Property Chamber

First-tier Tribunal for Scotland



Proposal regarding the Making of a Property Factor Enforcement Order

**Following Upon a
Decision of the First-tier Tribunal for Scotland (Housing and Property
Chamber)
In an Application under section 17 of the Property Factors (Scotland) Act 2011**

by

**Catherine Crossan, Flat 7, Charlotte Court, 37 East Princes Street,
Helensburgh G84 7DF
("the Applicant")**

**91BC Property Services, Garscadden House, 3 Dalsetter Crescent, Glasgow
G15 8TG
("the Respondent")**

Chamber Ref: FTS/HPC/PF/19/0553

**Re: Flat 7, Charlotte Court, 37 East Princes Street, Helensburgh G84 7DF
("the Property")**

Tribunal Members:

John McHugh (Chairman) and Andrew Taylor (Ordinary (Surveyor) Member).

This document should be read in conjunction with the Tribunal's Decision of the same date.

The Tribunal proposes to make the following Property Factor Enforcement Order ("PFEO"):

"Within 31 days of the date of the communication to the Respondent of this property factor enforcement order, the Respondent must:

1 Take steps to ensure that its staff are aware of its Complaints Handling Procedure and the relevant terms of the Code to ensure that these are followed when complaints are received.

2 Confirm in writing to the office of the Tribunal that step 1 has been carried out."

Section 19 of the 2011 Act provides as follows:

"...(2) In any case where the First-tier Tribunal proposes to make a property factor enforcement order, it must before doing so—

(a) give notice of the proposal to the property factor, and

(b) allow the parties an opportunity to make representations to it.

(3) If the First-tier Tribunal is satisfied, after taking account of any representations made under subsection (2)(b), that the property factor has failed to carry out the property factor's duties or, as the case may be, to comply with the section 14 duty, the First-tier Tribunal must make a property factor enforcement order..."

The intimation of the Tribunal's Decision and this proposed PFEO to the parties should be taken as notice for the purposes of section 19(2)(a) and parties are hereby given notice that they should ensure that any written representations which they wish to make under section 19(2)(b) reach the Tribunal office by no later than 14 days after the date that the Decision and this proposed PFEO is intimated to them. If no representations are received within that timescale, then the Tribunal is likely to proceed to make a property factor enforcement order without seeking further representations from the parties.

Failure to comply with a property factor enforcement order may have serious consequences and may constitute an offence.

JOHN M MCHUGH

CHAIRMAN

Date: 29 May 2019