



The Property Factors (Scotland) Act 2011 came into force on 1 October 2012 and aims to protect owners by providing minimum standards for property factors. The Act applies to all residential property and land managers whether they are private sector businesses, local authorities or registered social landlords. We are a property factor under this legislation as we manage land which is:

- owned by two or more people for residential purposes
- made available for use by neighbouring residents who are bound by their Title Deeds to pay for the management or maintenance of the land

If you want further information on this legislation please click [here](#)

The Property Factors (Scotland) Act 2011 (further information on legislation)

This legislation consists of three parts.

A Register

A compulsory register of all property factors operating in Scotland. We have registered all our Estates where we perform management or maintenance services, and all properties that receive management or maintenance services which could be open space or property specific common areas. This has been determined from the Title Deeds and Deed of Conditions that contain burdens identifying us as having a management responsibility.

A Code of Conduct

This sets out the minimum standards of practice that a property factor must comply. We have interpreted this code and adapted our procedures to ensure we comply with the legislation.

A Dispute Resolution Process

The Homeowner Housing Panel (HOHP) was set up to offer dispute resolution for problems occurring between owners and their factors. Applications can be made to HOHP where an owner believes that the property factor has failed to comply with their factoring duties or the Property Factors' Code of Conduct.

The HOHP can only be approached once our internal complaints process has been exhausted. We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our

behalf. Details of how to start this process can be obtained by contacting us directly or information on our website.

The objective of HOHP is to provide informal and flexible proceedings when issues arise between owners and property factors. They seek to deal with proceedings proportionately, considering the complexity of issues and the resources of parties. They undertake to resolve issues with the participation of both parties using the specialist knowledge of committee members to provide a solution to the problems raised within their jurisdiction.