



## **INFORMATION FOR OWNERS**

### **PROPERTY FACTORS (SCOTLAND) ACT 2011 EFFECTIVE FROM 1 OCTOBER 2012**

- In 2011 the Scottish Government passed the above act.
- The Act aims to protect homeowners by setting minimum standards of practice for property factors through a Code of Conduct.
- It will be a criminal offence to operate as a Factor without registering on The Scottish Property Factor Register. The Association completed their registration in September 2012 and will be required to re-register every 3 years.
- The Act has introduced a Code of Conduct, which all Factors will have to comply with.
- Each owner will be issued with a Statement of Services and a separate Statement of core costs and details specific to their property.
- Homeowners will be able to complain to the Homeowners Housing Panel (HHP) if they believe that a Factor has failed to comply with the Code of Conduct.
- A copy of the Act, the Code of Conduct and our Statement of Services is available on our website. [www.cathcartha.co.uk](http://www.cathcartha.co.uk)