

# **A GUIDE TO APPOINTING A PROPERTY MANAGER**

**USEFUL INFORMATION FOR  
HOME OWNERS**





# Organising Common Repairs

If you live in a block of flats or property with other areas of common ownership you will be responsible for repair and maintenance of the common parts along with other neighbours in the block.

**Organising common repairs can be time consuming and frustrating for owners. It can be difficult for an individual or small group to co-ordinate arrangements for work i.e. contacting owners, sourcing quotes and obtaining agreement to proceed. To remove this hassle many owners agree to the appointment of property managers (factors) to take on the role of arranging common repair works.**

Property managers can arrange for maintenance and repair works and can take responsibility for other items such as:

- arranging for stair cleaning and grass cutting;

- arranging block building insurance;
- dealing with any complaints owners may have in regard to property condition;
- the collection of payment for the works and chasing non payers.

Property managers will carry out the above tasks on your behalf with owners paying for the works carried out. The property manager appointed by you would charge a fee for the cost of providing their services.

## Should you have a property manager?

Your title deeds will state if it is compulsory to have a property manager in place. They will also give you information as to the process you should go through in consulting with your neighbours and appointing a factor.

You may however wish to do this even if your title does not require this. In this case you can make a decision based on the tenement management scheme, more details of which can be found under one roof. This can be downloaded from the website: [www.underoneroof.scot](http://www.underoneroof.scot) or requested from the Private Sector Section by phoning 01698 274179.

## Finding a registered property factor

Anyone operating as a property factor in Scotland must be registered with the Scottish Government who will assess the factor to establish if they are 'fit and proper'. It is now an offence to operate as a factor without this registration.

Property factors are required to comply with a code of conduct and must provide owners with a 'statement of services' detailing

items such as; what services will be provided, financial and charging arrangements, communication arrangements and how owners can change or end the factoring arrangement if they want to do this.

The requirement to register is contained within the Property Factors (Scotland) Act 2011 which was introduced to protect homeowners and provides minimum standards for property factors to act within. Homeowners or members of the public can use the register to check if a factor is registered or if a particular property is maintained by a factor on behalf of owners. Owners may wish to check this site before selecting a factor to manage their properties. The website can be found at: [www.propertyfactorregister.gov.scot](http://www.propertyfactorregister.gov.scot)

## First-tier Tribunal for Scotland Housing and Property Chamber

Homeowners can take complaints against a factor who has failed to carry out their duties or failed to comply with the code of conduct to the First-tier Tribunal for Scotland Housing and Property Chamber for their case to be considered. Before making an application, homeowners must notify their factor in writing of the complaint and allow their factor the opportunity to resolve the matter.

## Getting Owners Together

If the proposed common repairs involve multiple properties you may wish to set up an Owners and Residents Association. This would be a means of getting owners together to discuss appointing a property manager as well as other issues that are common to your properties relating to housing, community or environmental matters. Voluntary Action North Lanarkshire can provide advice and help with the forming and running of a group of this nature and may be able to assist you source funding towards the costs associated with this and other relevant projects. If you would wish help or more information on the services available

please contact Voluntary Action North Lanarkshire on 01236 748011.

## Further Information

- **Property Factors Register** you should ensure that the agent selected is a member of the Scottish Government Property Factors Register. Homeowners or members of the public can use the register to check if a property is maintained by a factor on behalf of owners.  
[www.propertyfactorregister.gov.scot](http://www.propertyfactorregister.gov.scot)
- **Under One Roof** provides impartial advice on repairs and maintenance for flat owners in Scotland.  
**e:** [info@underoneroof.scot](mailto:info@underoneroof.scot)  
[www.underoneroof.scot](http://www.underoneroof.scot)
- **First-tier Tribunal for Scotland Housing and Property Chamber** handle applications, appeals and references relating to disputes over property and land.  
**t:** 0141 302 5900  
**e:** [HPCadmin@scotcourtsribunals.gov.uk](mailto:HPCadmin@scotcourtsribunals.gov.uk)  
[www.housingandpropertychamber.scot](http://www.housingandpropertychamber.scot)

## Leaflets/Publications

- Tenement Handbook is a practical guide to tenement maintenance and management. It costs £10 plus postage and packaging.  
**t:** 0141 339 7054  
**[www.thetenement.co.uk](http://www.thetenement.co.uk)**
- Voluntary Action North Lanarkshire To help you set up a residents group.  
**Airdrie Office:** 01236 748011  
**Wishaw Office:** 01698 358866  
**e:** [info@vanl.co.uk](mailto:info@vanl.co.uk)  
**[www.voluntaryactionnorthlanarkshire.org](http://www.voluntaryactionnorthlanarkshire.org)**



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