



**The Scottish Property Factor Register**

# **Property Factors (Scotland) Act 2011**

## **Guide to Registration**

**Version 2  
01 July 2015**

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Additional guidance is available from the Scottish Government website to support the bulk upload of property portfolio information to be requested at Stage 2.

[www.scotland.gov.uk/Topics/Built-Environment/Housing/privateowners/propertyfactors/2011Act](http://www.scotland.gov.uk/Topics/Built-Environment/Housing/privateowners/propertyfactors/2011Act)

# 1. BACKGROUND AND GUIDANCE

## A. Purpose of the Guide to Registration

This guide is aimed at residential property factors operating in Scotland who are applying for entry onto the statutory register of property factors. The guide has two purposes:

1. It will help you to complete Stage 1 and Stage 2 of the online register by providing step-by-step instructions as well as diagrammatic 'screen shots' from the system which will help you to navigate your way through the system.
2. It will outline all stages of the process from beginning to end, providing key dates, answers to frequently-asked-questions, and contact details if further help is required.

The registration system is managed and maintained by the Scottish Government. Access the system from the following link:

[www.scotland.gov.uk/propertyfactorregister](http://www.scotland.gov.uk/propertyfactorregister)

# 1. BACKGROUND AND GUIDANCE

## B. Background

The Property Factors (Scotland) Act 2011 was passed by Parliament on the 3 March 2011. The Act aims to set minimum standards of practice for the residential property and land management industry. It also aims to provide increased protection for homeowners who use the services of a property factor.

The Act does three main things:

1. Establish a **compulsory register** of property factors. It is an offence to operate as a property factor without being registered.
2. Introduce a **Code of Conduct**, setting out minimum standards of practice which all registered property factors are required to comply with. The Code is underpinned by the principle of transparency so that homeowners are clear about what they are paying for, how the charges are arrived at and the routes available in the event that they wish to make a complaint.
3. Create a new statutory **dispute resolution mechanism**, known as the Homeowner Housing Panel (HoHP), where homeowners can take complaints against their property factor if they believe the factor has failed to comply with the Code of Conduct or otherwise carry out their duties.

**All provisions of the Act came into force on the 1 October 2012.**

# 1. BACKGROUND AND GUIDANCE

## C. Who Needs to Register?

All organisations which operate as a property factor in Scotland are required by law to register on the national property factors register. Approval onto the register will be granted by Scottish Ministers.

Operating unregistered is a criminal offence. The type of organisations that the Act applies to will include:

1. Private sector property factors
2. Registered social landlords
3. Land maintenance companies
4. Local authorities

Section 2 of the Property Factors (Scotland) Act 2011 provides the definition of a property factor (see Annex A). Further advice to help you to consider your role as a property factor as well as answers to some frequently asked questions is available here:

[www.scotland.gov.uk/Topics/Built-Environment/Housing/privateowners/propertyfactors/2011Act](http://www.scotland.gov.uk/Topics/Built-Environment/Housing/privateowners/propertyfactors/2011Act)

### Who should fill in the online application for registration?

On the online registration system, each organisation will have one single login account. To set this up, Stage 1 of the registration process will request you to supply user account contact details.

It is up to you as the registering organisation to decide which member of staff will be named on the register as the **main contact person for user account purposes** and to whom any future communications relating to the register are passed.

However, regardless of who is named as the main contact for user account purposes, **responsibility for making sure that the application contains full and accurate information lies with the “responsible person” as defined by section 3(9) of the Property Factors (Scotland) Act 2011.** It is an offence (under section 3(6) of the Act) knowingly to specify false information or knowingly to fail to specify the required information.

At the end of the application there is a requirement to sign (electronically) a declaration relating to the completeness and accuracy of the application. This should be completed by the **“responsible person”**.

## 1. BACKGROUND AND GUIDANCE

### Definition of Responsible Person

In accordance with section 3(9) of the Act, the “responsible person” is either:

- Where the person making the application is a sole trader, that person – or
- In any other case, the person specified in the application by virtue of section 3(2)(c) of the Act:  
“the individual who holds the most senior position within the management structure of the partnership, company or body which is (or is to be) directly concerned with the control or governance of the property factor”.

This person should sign the registration application as the responsible person.

In the case of local authorities and housing associations, this is likely to be the Chief Executive, the Director or the most senior manager with main responsibility for the property factoring part of the organisation.

# 1. BACKGROUND AND GUIDANCE

## D. Key Dates

Date	Action
<b>1 April – 30 June</b>	All registered property factors to submit an update of property and land portfolio lists
<b>Immediately</b>	If there is a change of information provided in the application to the property factor register as follows: <ul style="list-style-type: none"><li>• Full name and business address of the organisation</li><li>• Change in responsible or relevant person</li><li>• Change of primary contact details</li></ul>
<b>3 years from date of approval of first registration</b>	A new application to register must be submitted by that date or the property factor will be removed from the register

### Annual Update of Property and Land

For property/land portfolio lists you must update/confirm the details you provided on the register annually between 1 April - 30 June.

### Changes to Other Information

For changes to the other information supplied (for example, company address, name of responsible person), you must inform a member of the Registration Team as soon as practicable after the change has occurred.

### Re-Registration

All registered property factors are required to apply to register before their current registration expires. Registration is not automatic.

# 1. BACKGROUND AND GUIDANCE

## E. Fit and Proper Person Test

Section 5 of the Property Factors (Scotland) Act 2011 states that Scottish Ministers must consider certain information in order to decide if a person is a fit and proper person to be a property factor. Section 5(2) of the Act lists the material to be considered, and the Property Factors (Registration) (Scotland) Regulations 2012 set out specifically what is to be supplied as part of an application for registration.

As part of Stage 2 of the online registration process, you will be asked to supply this “Fit and Proper Person” information.

### Whose “fit and proper person” information must be supplied?

Information must be supplied in relation to the **Responsible Person** and **any other Relevant Person(s)**. The definition of Responsible Person is given in the text box on page 6 of this Guide. The definition of Relevant Person is given in the text box below.

### Who is responsible for supplying the “fit and proper person” information?

As with all parts of the application to register as a property factor, the Responsible Person is responsible for the accuracy and completeness of the information supplied.

#### **Definition of Relevant Person**

In accordance with regulation 2 of the Property Factors (Registration) (Scotland) Regulations 2012, a “relevant person” is:

“Any person who is (or is to be) directly concerned with the control or governance of a property factor who is-

- (a) trading as a sole trader;
- (b) mentioned in section 3(2)(c) of the Act; or
- (c) mentioned in section 3(8) of the Act”

Parts (a) and (b) of the definition above relate to the definition of the Responsible Person. The definition of a “Relevant Person” includes the Responsible Person.

Part (c) of the definition above relates to “any other person who is (or is to be) directly concerned with the control or governance of the property factor” and this is noted to include “any person who owns 25% or more of the equity in a business which is a property factor”.

# 1. BACKGROUND AND GUIDANCE

## F. Property and Land Portfolios

At Stage 2 of the online registration process, if you already act as a property factor, you will be asked to supply details of the properties and land in relation to which you act as property factor. This is in line with section 3(2)(e) of the Property Factors (Scotland) Act 2011.

If you **do not** maintain any property/land at the present time, you do not need to complete this part of the registration process.

There are two options for entering the data within the system – manual entry or bulk upload (see page 21 for more information).

### Properties

“Properties” in this context means individual flats or houses, not whole developments. So, for example, if you manage three blocks of flats, each block containing 10 flats, then you would have 30 properties to list.

For land-owning land maintenance companies, this would mean listing all individual houses/flats where the owners are obliged by their title deeds to pay for the land maintenance. In these cases, you would also supply a land list (see below).

For local authorities/registered social landlords managing mixed-tenure blocks: Where you are the property factor for a block/development and you own some of the properties but not all and therefore you share responsibility for the common parts with other owner(s), include all the properties in that block/development in the list you supply. Do not include blocks/developments where you are the sole owner – ie which are entirely social rented tenure.

Commercial properties – if you manage commercial properties, you would include these in your list only if those properties share common parts with residential properties. For example, if there were shops below flats and those shops shared responsibility for the common parts of the building (eg roof, stairwell) then the addresses of those shops should be included.

### Land

If any land managed is entirely within the curtilage of the buildings managed – eg private gardens shared by the proprietors – then you don’t need to supply a separate list of land managed. Listing all the property addresses will cover this.

You should supply a list of land managed where that land is outside the immediate gardens of the buildings - such as where there is open ground that is either owned by the homeowners collectively, or is owned by you but where the homeowners have obligations in their title deeds to pay for the upkeep of the land.

When recording information in relation to land, only one record is required per development. One development may include several pieces of land that are maintained by the property factor.

# 1. BACKGROUND AND GUIDANCE

## G. Registration Fees

All registering property factors are required to pay a fee on registration. The fee once paid will last for the three-year period of registration.

Registration fees are set at the two following levels:

- £200 registration fee – for property factors with a portfolio size of 100 or fewer properties
- £750 registration fee – for property factors with a portfolio size of more than 100 properties

The fee will only be calculated on the number of properties that the property factor does not own. For example, a factor may manage 150 properties of which 50 properties are owner occupied. The fee would therefore be calculated using the lower rate. The requirement to provide full details of portfolio and land managed (outlined at Section F) will remain unchanged.

If the application is approved at Stage 2, then an invoice in relation to registration fees will be emailed to the primary contact and posted to the address listed on the register. On receipt of the invoice, payment can be made via:

- BACS or CHAPS
- Debit card via Internet
- By Cheque  
GBS Transfer

# 1. BACKGROUND AND GUIDANCE

## H. Contact us

The online register can be accessed at:

[www.scotland.gov.uk/propertyfactorregister](http://www.scotland.gov.uk/propertyfactorregister)

This Guide, along with other information and updates about the Property Factors Act, is available on the Scottish Government website:

[www.scotland.gov.uk/Topics/Built-Environment/Housing/privateowners/propertyfactors/2011Act](http://www.scotland.gov.uk/Topics/Built-Environment/Housing/privateowners/propertyfactors/2011Act)

Contact the registration team using the details below:

email to: **propertyfactorregister@gov.scot**

**If you have an urgent enquiry then please call 0131 244 9965**

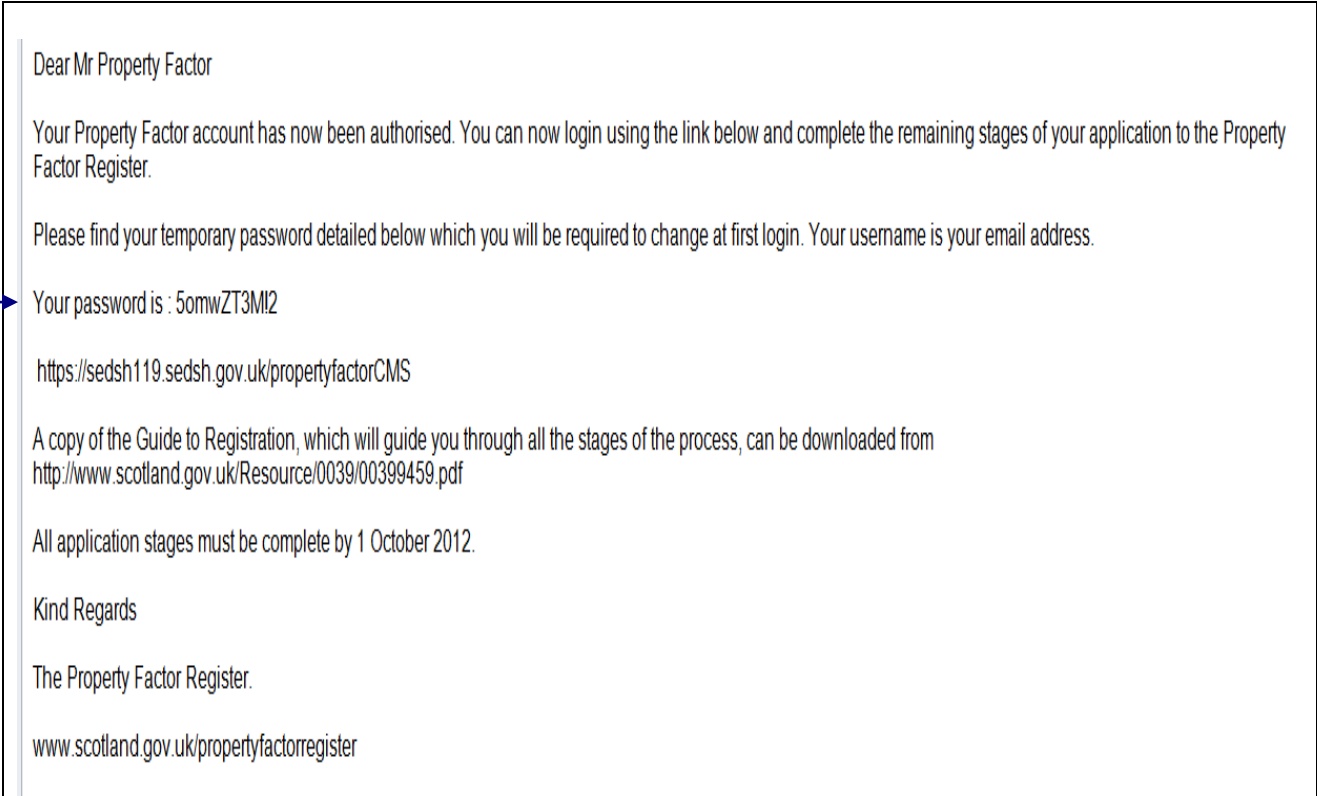


## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

### A. Accessing the Register

If you have received an email from [PropertyFactorRegister@scot.gov.uk](mailto:PropertyFactorRegister@scot.gov.uk) with a temporary password and login details as listed below, you can now complete the remainder of your application for the Property Factor Register.

#### Sample Email Confirmation



The register can be accessed from the following link:

<https://sedsh119.sedsh.gov.uk/propertyfactorCMS/>

1. You will be required to enter a **username** and **password** as follows:

Username:	This is the email address that you entered on the register when you completed Stage 1 of the registration process. This is also the same email address that your temporary password was sent to.
Password:	Enter the password that was sent to your email address from the <a href="mailto:PropertyFactorRegister@scot.gov.uk">PropertyFactorRegister@scot.gov.uk</a> mailbox. You may find it easier to copy and paste this into the password box.



## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

- At this point, you will be required to change this password. Your new password must contain between 8 and 16 characters, should contain at least one uppercase and one lowercase character, one numerical and one non-alphanumeric character.

**Property Factor Portal Login**

**Username**  
angela.cameron@scotland.gsi.g

**Password**

You must change your password before continuing.

**New password**

**Confirm New Password**

Once you are in the register, you will see the following screen. You will now have several tasks to complete by clicking through the **navigation menu** on the left hand side:

Font Size [A](#) [A](#) [A](#) [Help](#) [Contact Us](#)

You are here: [Home](#)

**Welcome Case Worker 2 (PF000095)**

Thursday, August 23, 2012

**Items requiring your attention**

Draft Registrations: no records.

**REGISTRATIONS EXPIRING**

Company Name	Town	Trading Type	Date Fee Paid	Days To Expiry	Expiry Date	
Cameron Properties	town	Limited Company				<a href="#">Edit</a> <a href="#">View</a>


1

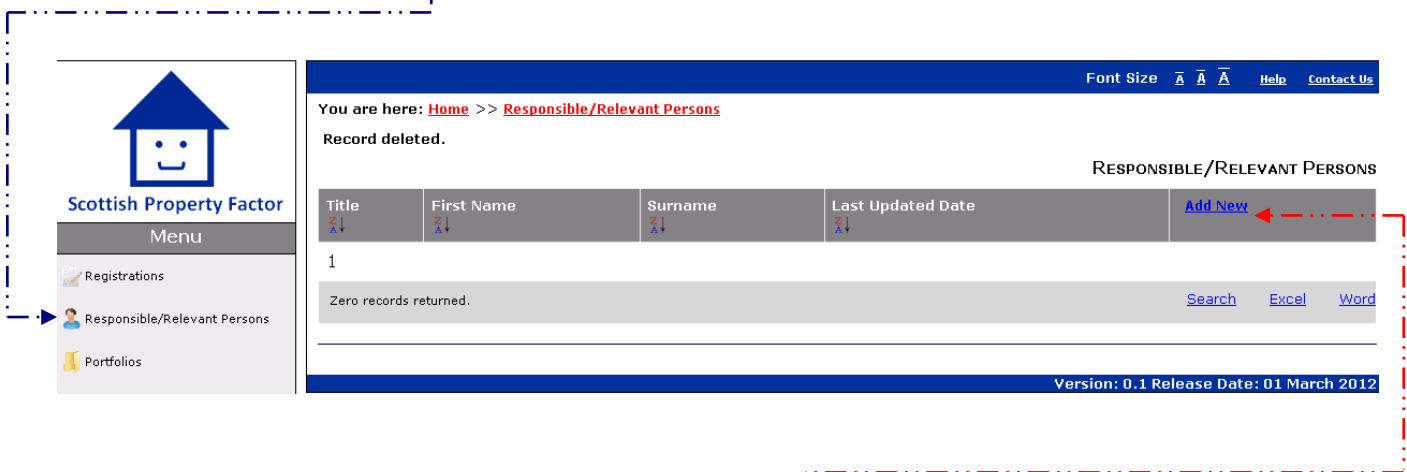
Records 1 to 1 of 1 [Search](#) [Excel](#) [Word](#)

## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

### B. Responsible/Relevant People

You will find a definition of a Responsible/Relevant Person on page 6 and 8 of this guide.

1. Click on the  Responsible/Relevant Persons icon on the left hand side of the menu.

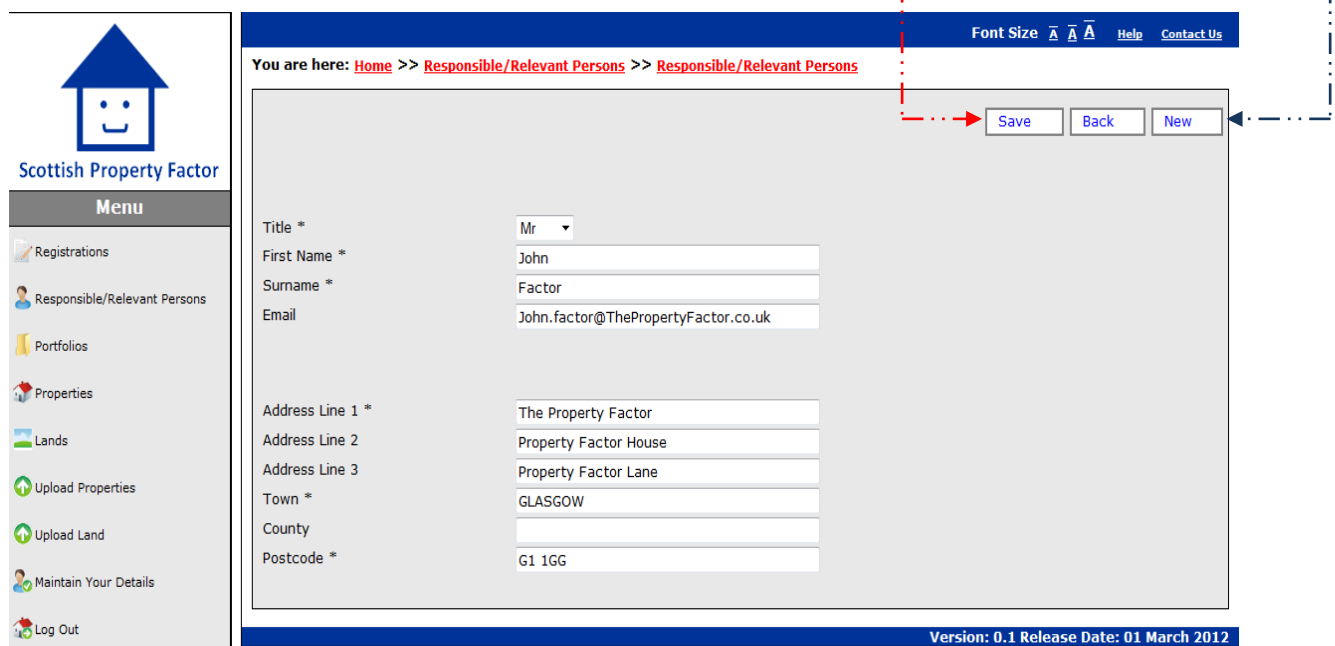


2. Once you are in this section, click on the **Add New** icon on the right hand side of the screen.

Fill in the fields as specified below (any field that is denoted with a \* is mandatory and must be completed).

3. Once you have completed this section, click on .

4. If you need to add any additional relevant people, click on  to add a new record.



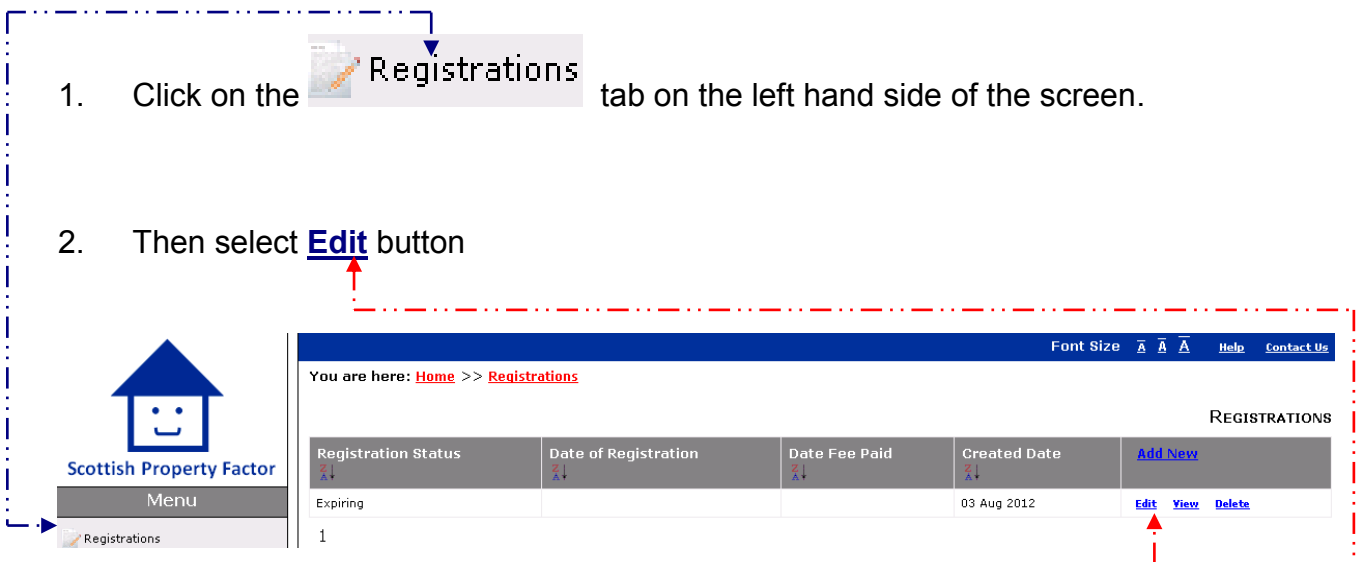
## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

### C. Fit and Proper Person Test

Once the Responsible and Relevant People (if applicable) have been added to the register, a fit and proper test will need to be completed from the registration screen as follows:

1. Click on the  Registrations tab on the left hand side of the screen.

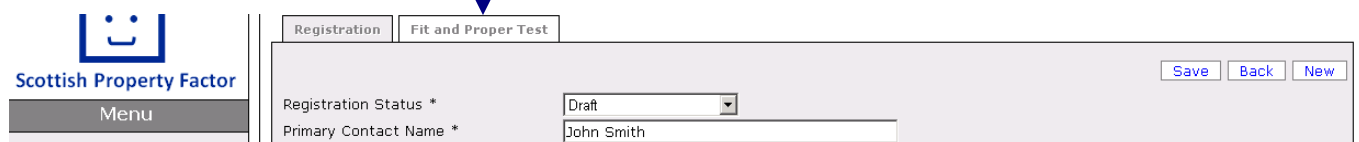
2. Then select **Edit** button



The screenshot shows the 'Registrations' page. The left sidebar has a 'Registrations' tab selected. The main content area has a table with the following data:

Registration Status	Date of Registration	Date Fee Paid	Created Date	
Expiring			03 Aug 2012	<a href="#">Add New</a> <a href="#">Edit</a> <a href="#">View</a> <a href="#">Delete</a>

3. Click on the **Fit and Proper Test** tab.

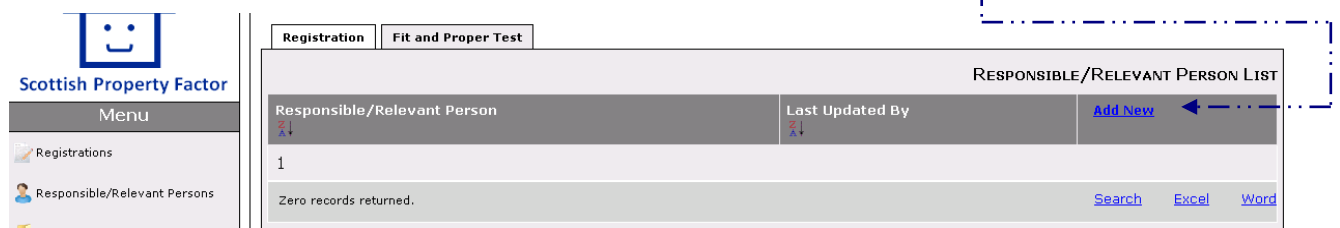


The screenshot shows the 'Fit and Proper Test' form. The left sidebar has the 'Fit and Proper Test' tab selected. The form contains the following fields:

- Registration Status \*: Draft
- Primary Contact Name \*: John Smith

Buttons: Save, Back, New

4. Once you are in the **Fit and Proper Test** tab select the **Add New** option.



The screenshot shows the 'Responsible/Relevant Person List' page. The left sidebar has the 'Responsible/Relevant Persons' tab selected. The main content area has a table with the following data:

Responsible/Relevant Person	Last Updated By	
1		<a href="#">Add New</a>

Below the table, it says 'Zero records returned.' with links for Search, Excel, and Word.

## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

5. From the drop down menu, select a **responsible/relevant** person (see page 15 for information on how to add responsible/relevant people)

**Responsible Person Registration**

Responsible/Relevant Person \* Mr John Factor

Responsible Person Type Relevant Person

Status \* Draft

Have you previously acted/or are currently acting as a responsible/relevant person for another property factor organisation?

6. Select a **Responsible Person type**. There are two options in this drop down menu which are:

Responsible Person (see page 6)	There can only be <b>one</b> responsible person
Relevant Person (see page 8)	There can be <b>multiple</b> relevant people

7. If you have previously acted/or are currently acting as a responsible/relevant person for another property factor organisation, please tick the following **box**:

8. The online fit and proper test consists of a series of questions. Please check the **box** if anything on this list is applicable and provide further details in the box below. If nothing on the list is applicable, do not check the box and leave the page blank:

Responsible/Relevant Person \* Mr John Factor

Responsible Person Type Relevant Person

Status \* Draft

Have you previously acted/or are currently acting as a responsible/relevant person for another property factor organisation?

**(Tick all applicable boxes, and specify further details where a box has been ticked):**

**a) Has the Responsible/Relevant Person named above been convicted of any offence involving:**

Fraud or Other Dishonesty  (check to indicate Fraud Or Other Dishonesty convictions)  
Specify details

Violence  (check to indicate Violence convictions)  
Specify details  
2005 - Breach of the peace

Drugs  (check to indicate Drugs convictions)  
Specify details

**b) Has the Responsible/Relevant Person named above had any court or tribunal judgments against him/her under any of the following:**

## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

9. The series of questions the Responsible and Relevant Person will be asked are as follows:

a) Has the Responsible/Relevant Person named above been convicted of any offence involving:

- Fraud or Other Dishonesty
- Violence
- Drugs

b) Has the Responsible/Relevant Person named above had any court or tribunal judgments against him/her under any of the following:

- The Equality Act 2010
- The Equal Pay Act 1970
- The Sex Discrimination Act 1975
- The Race Relations Act 1976
- The Disability Discrimination Act 1995
- The Employment Equality (Sexual Orientation) Regulations 2003
- The Employment Equality (Religion Or Belief) Regulations 2003

c) In relation to a contravention of any provision of the law relating to tenements, property or debt, has the Responsible/Relevant Person named above had:

- Any conviction of an offence
- Any finding of a court or tribunal against him/her

10. If you have checked the following box:

Have you previously acted/or are currently acting as a responsible/relevant person for another property factor organisation?

You will need to complete the **Responsible/Relevant Person Record** before you change the status from **Draft** to **Pending Approval** (see page 19 for further details).

Responsible Person Registration	Responsible/Relevant Person Record
<p>• You must complete the "Responsible/Relevant Person Record" section before you can change the status from "Draft" to "Pending Approval"</p>	
<p>Responsible/Relevant Person * Responsible Person Type Status *</p>	<p>Save Back New</p>
<p>Mr John Factor Relevant Person Draft</p>	
<p>Have you previously acted/or are currently acting as a responsible/relevant person for another property factor organisation? <input checked="" type="checkbox"/></p>	

11. If you have not checked the following box:

Have you previously acted/or are currently acting as a responsible/relevant person for another property factor organisation?

Change your registration from **Draft** to **Pending Approval** then click **Save**. Then follow the instructions from page 20.

Draft  
Pending Approval  
Draft

## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

### D. Responsible/Relevant Person Record

If the Responsible or Relevant Person is currently or has previously acted as a Responsible/Relevant Person for another factoring organisation, the **Responsible/Relevant Person Record** should be completed:

1. Click on the Responsible/Relevant Person Record
2. Select [Add New](#)

Responsible Person Registration				Responsible/Relevant Person Record										REGISTRATION HISTORY LIST	
Responsible Person Registration	Property Factor	Responsible Person Type	Date From	Date To	Is Current	Company Name	Address Line 1	Address Line 2	Address Line 3	Town	County	Postcode	Last Updated By	Last Updated Date	<a href="#">Add New</a>
1															
Zero records returned.															

3. Complete the required information as stated below then click Save and New if you need to add another record.

**Responsible Person Other Registration History**

Save
Back
New

Property Factor	PF95
Responsible Person Type	Relevant Person
Date From *	01 Feb 2013
Date To	28 Nov 2014
Is Current	<input type="checkbox"/> (check to indicate Is Current)
Company Name *	The Property Management Company
Address Line 1 *	Property Square
Address Line 2	1 Property Factor Lane
Address Line 3	
Town *	EDINBURGH
County	
Postcode *	EH1 1HH

4. If additional fit and proper tests are required to be completed for additional relevant people, click on the **Fit and Proper Tests** heading and follow the steps from page 16.

You are here: [Home](#) >> [Registrations](#) >> [Registrations](#) >> [Fit and Proper Tests](#)

Registration		Fit and Proper Test	
RESPONSIBLE/RELEVANT PERSON LIST			
Responsible/Relevant Person			Last Updated By
Mr John Factor			Angela Cameron
		<a href="#">Add New</a> <a href="#">Edit View</a> <a href="#">Delete</a>	

When all the fit and proper tests have been completed, change the status of the fit and proper test from “Draft” to “Pending Approval” (see page 18 bullet point 11 for information on how to change the status) then follow the instructions from page 20.

## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

### E. Registration

Now you have completed all your fit and proper tests, you can complete the registration screen.

1. Click on the **Registration** tab.



2. Check over all the information you have supplied on the registration screen is correct.

3. Check that the **Current Portfolio Size \***  figure is the same and the number of individual properties that your organisation maintains.

The screenshot shows the registration form with a left-hand menu for 'Scottish Property Factor'. The form fields are as follows:

- Registration Status \* (Draft)
- Primary Contact Name \*
- Primary Contact Email Address \* (Submitted For Approval@uk)
- Primary Contact Telephone \* (01234 - 5678910)
- Company Name \* (Property Factor)
- Company Registration Number
- Trading Type \* (Limited Company)
- Address Line 1 \* (Property House)
- Address Line 2 (1 Property Lane)
- Address Line 3
- Town \* (PERTH)
- County
- Postcode \* (PH1 1PJ)
- Telephone \* (01234 - 567899)
- Fax
- Email Address \* (Info@PropertyFactor.org.uk)
- Website Address
- Current Portfolio Size \* (500)

At the bottom, there is a 'Declaration' section with a text area and a signature field. The text area contains: 'I, Peter Brown (full name) Property Factor, Property House, 1 Property Lane, Perth, PH1 1PJ (business address), the responsible person in terms of section 3(9) of the Property Factors (Scotland) Act 2011, hereby sign this application and certify that its contents are true and accurate.' The signature field contains: 'Peter Brown (type in signature)'. There are 'Save', 'Back', and 'New' buttons at the top right.

4. The Responsible Person should complete the **declaration** at the bottom of the registration screen.

5. Change the status from **Draft** to **Submitted for Approval** then click save .

6. Once the status has been changed to **Submitted for Approval**, the registration screen will become un-editable.

7. If your organisation **does not** maintain any property and/or land. You have now **completed the registration process** and you **do not** need to complete any of the actions listed from pages 21 to 32.

## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

### Properties and Land Inputting Options

If you maintain property and/or land, you will need to add your property and land details to the register.


There are two options available for the inputting of property and land information:


<p>Option 1 – Manual Input:</p> <p><b>(Suitable for organisations with a small property/land list)</b></p> <p>See page 22 for this option</p>	<p>This option allows the user to enter data directly onto the register via data input screens. This may be the preferred option if you have a small number of records to enter onto the register or you are unable to automatically generate via the Bulk Upload file.</p>
<p>Option 2 – Bulk Upload:</p> <p><b>(Suitable for organisations with a large property/land list)</b></p> <p>See page 25 then 28 for this option</p>	<p>This option allows the user to upload a previously prepared CSV data file directly onto the system. This may be the preferred option if you have a large number of records to enter onto the register.</p> <p>You may wish to consult with your own internal IT department and give them a copy of the file specification (linked below) before you create the bulk upload file.</p> <p><a href="http://www.scotland.gov.uk/Resource/0039/00398213.pdf">http://www.scotland.gov.uk/Resource/0039/00398213.pdf</a></p>

## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

### F. Properties – Manual Input

If you maintain a small number of properties, you may prefer to enter them in manually. If you maintain a large number of properties, you may wish to use the bulk upload option. For this option, go straight to page 25 (Portfolios) then to page 28 for bulk upload options.

1. Click on the  **Properties** tab on the left hand side of the screen

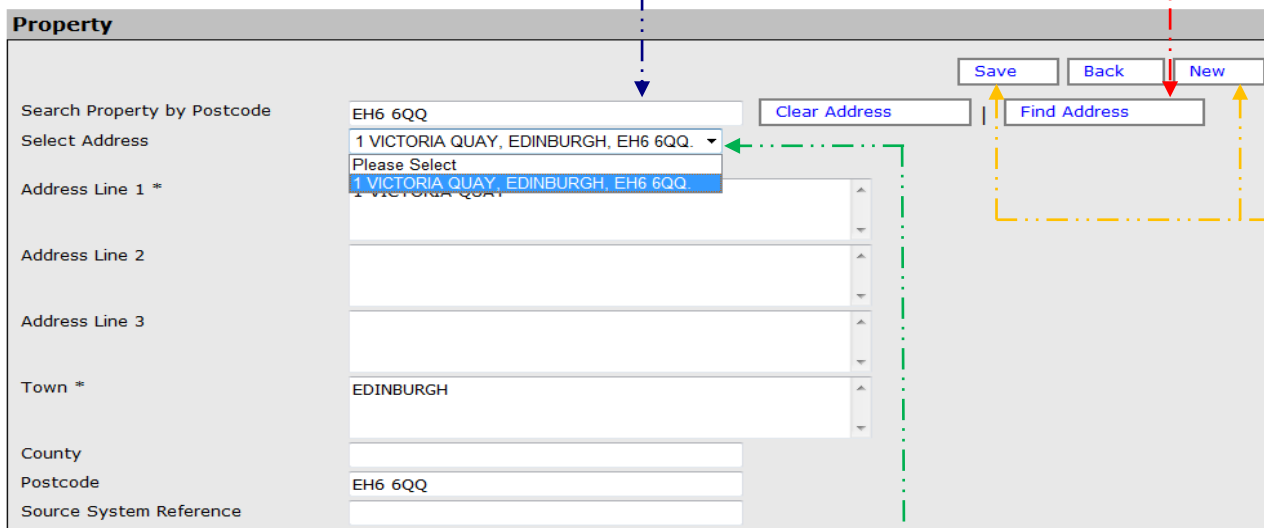


The screenshot shows the 'Scottish Property Factor' interface. On the left is a 'Menu' with options: Registrations, Responsible/Relevant Persons, Portfolios, Properties (highlighted), and Lands. The main area shows 'You are here: Home >> Properties' and a 'PROPERTY LIST' table.

Select to Delete	Address Line 1	Address Line 2	Town	Postcode	Source System Reference	Last Updated By	Actions
<input type="checkbox"/>	3 THE STREET		EDINBURGH	EH1 1HH	P12347	Angela Cameron	<a href="#">Add New</a> <a href="#">Delete Selected</a>
<input type="checkbox"/>	4 THE STREET		EDINBURGH	EH1 1HH	P12348	Angela Cameron	<a href="#">Edit View</a> <a href="#">Delete</a>
<input type="checkbox"/>	5 THE STREET		EDINBURGH	EH1 1HH	P12349	Angela Cameron	<a href="#">Edit View</a> <a href="#">Delete</a>
<input type="checkbox"/>	6 THE STREET		EDINBURGH	EH1 1HH	P12350	Angela Cameron	<a href="#">Edit View</a> <a href="#">Delete</a>
<input type="checkbox"/>	2 THE STREET		EDINBURGH	EH1 1HH	P12346	Angela Cameron	<a href="#">Edit View</a> <a href="#">Delete</a>

2. Click on the **Add New** icon on the right hand side of the screen.

3. If you have the postcode for the address, you can use this to find the address for you. Enter the post code into the **Search Property by Postcode** box then click on the **Find Address** icon.



The 'Property' form includes the following fields and controls:

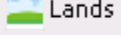
- Search Property by Postcode:** Input field containing 'EH6 6QQ'.
- Select Address:** A dropdown menu showing '1 VICTORIA QUAY, EDINBURGH, EH6 6QQ.' and 'Please Select'.
- Address Line 1 \*:** Input field containing '1 VICTORIA QUAY, EDINBURGH, EH6 6QQ.'
- Address Line 2:** Empty input field.
- Address Line 3:** Empty input field.
- Town \*:** Input field containing 'EDINBURGH'.
- County:** Empty input field.
- Postcode:** Input field containing 'EH6 6QQ'.
- Source System Reference:** Empty input field.
- Buttons:** 'Save', 'Back', 'New', 'Clear Address', and 'Find Address'.

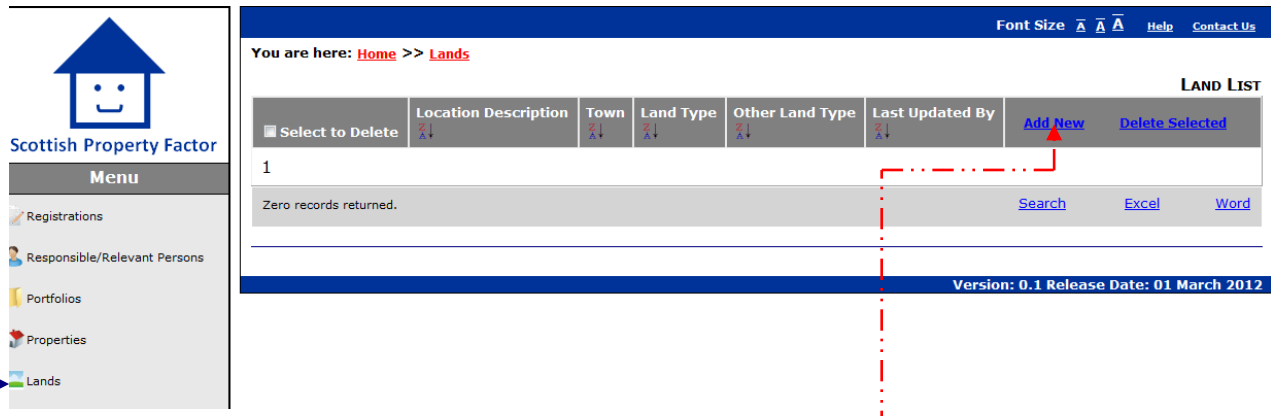
4. Select the correct address from the **drop down menu** to populate the address in the appropriate fields and click on **Save** then **New** to add another record.
5. If you don't have the postcode, you can enter the information in manually. Any field donated with a \* is a mandatory field and must be completed.
6. The Source System Reference is an optional field that your organisation can use to enter their own internal reference numbers. This may help you to cross reference the information held on the Property Factor Register with your own internal systems.

## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

### G. Land – Manual Input

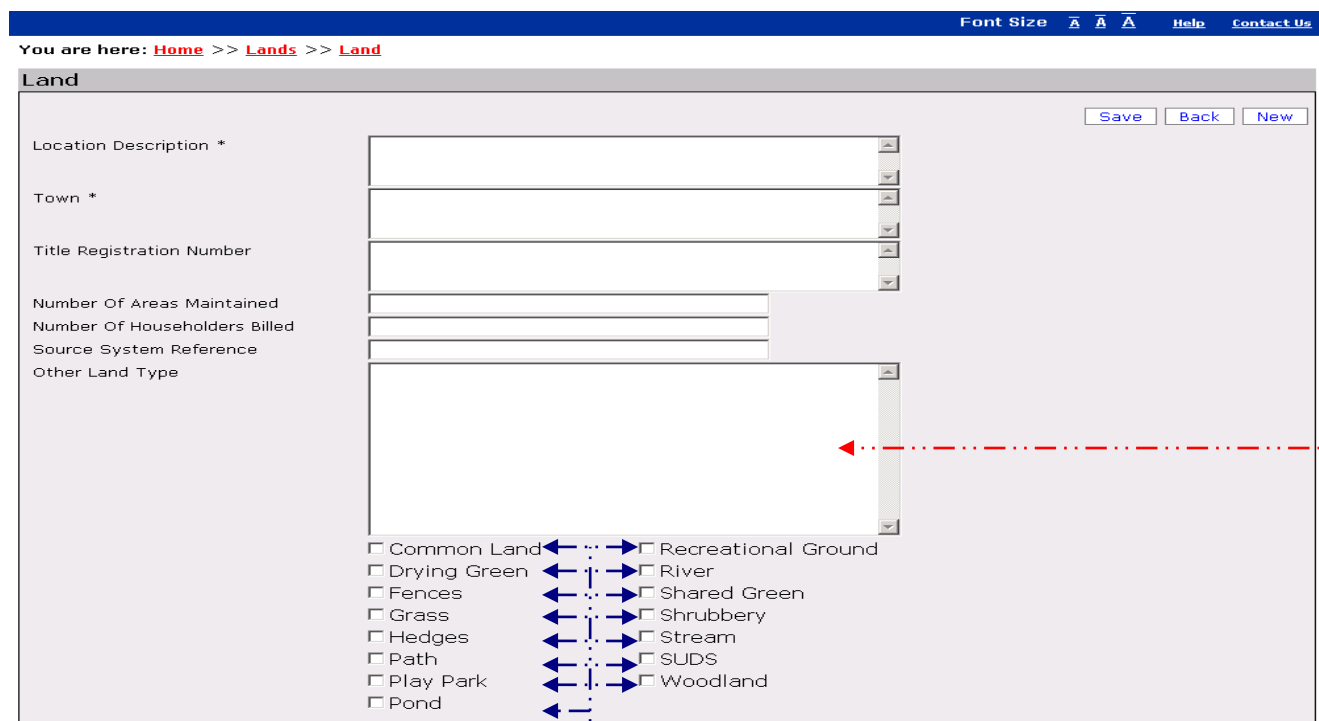
If you maintain land, you will need to complete the land and property section. In the property section, you should provide the addresses of the customers who are responsible for maintaining the land that is factored.

1. Click on the  Lands tab on the left hand side of the screen.



2. Click on the Add New field on the right hand side of the screen.
3. Fill in the required fields as specified in the table below:

**Please Note:** When recording information in relation to land, only **one** record is required per **development**. One development may include several pieces of land that are maintained by the property factor. These areas can be added onto one entry by selecting all the applicable **land descriptions** or by entering a description into the **Other Land Type** box.



## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

4. Any field that is denoted with a \* is mandatory and must be completed.
5. The Location Description is a free text cell for you to provide a description of the location of the areas maintained within a development. A maximum of **100 characters** can be used.
6. If you hold details of the Title Registration Number for the areas your organisation maintains, please enter the details in this field.
7. The Number of Areas Maintained field is the number of areas that are maintained per development.


The screenshot shows a web-based form titled 'Land'. The breadcrumb navigation at the top reads 'You are here: Home >> Lands >> Land'. The form contains several input fields: 'Location Description \*' (a large text area), 'Town \*' (a text field), 'Title Registration Number' (a text field), 'Number Of Areas Maintained' (a numeric field), 'Number Of Householders Billed' (a numeric field), 'Source System Reference' (a text field), and 'Other Land Type' (a text area). Below the 'Other Land Type' field is a list of land types with checkboxes: Common Land, Drying Green, Fences, Grass, Hedges, Path, Play Park, Pond, Recreational Ground, River, Shared Green, Shrubbery, Stream, SUDS, and Woodland. At the top right of the form are three buttons: 'Save', 'Back', and 'New'. A red dashed line with an arrow points to the 'New' button, and a blue dashed line with an arrow points to the 'Save' button.

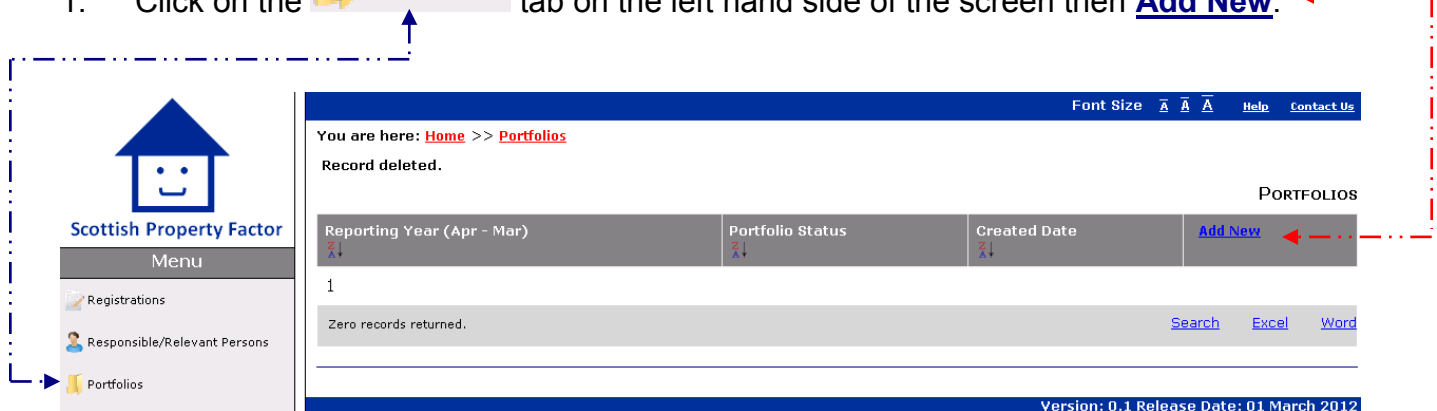
8. The Number of Householders Billed field is the number of people who receive a bill for the areas that are maintained per development.
9. The Source System Reference is an optional field that your organisation can use if you want to enter your own internal reference number. This may help you to cross reference the information held on the Property Factor Register with your own internal systems. You may also find it useful when you provide the Scottish Ministers with an annual update of the land you act as a property factor for on behalf of homeowners.
10. The Other Land Type field is a free text field for you to add a description of the areas maintained if you feel the land is not adequately described using the tick boxes on the land screen of the register.
11. When you have entered a record on the register, click on the **Save** icon and then the **New** icon every time you want to enter another record.
12. Once you have added all your property and land records (if applicable) you need to create a portfolio for the current financial year (see page 25).

## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2


### H. Portfolios

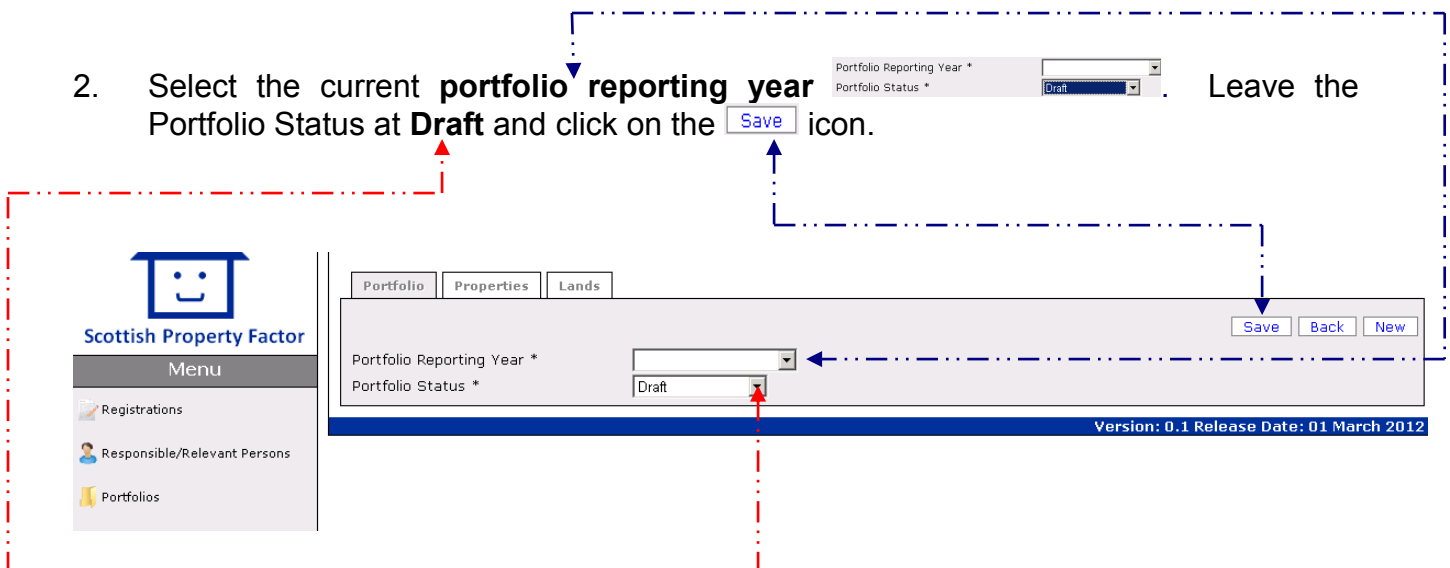
You will need to create a portfolio for all the property and land records that your organisation maintains. A portfolio is a folder that contains all your organisation's property/land records and linked to a specific financial year. You **do not** need to create a portfolio if your organisation **does not** currently maintain property/land.

1. Click on the  **Portfolios** tab on the left hand side of the screen then **Add New**:



The screenshot shows the 'Scottish Property Factor' web application. On the left is a navigation menu with 'Portfolios' selected. The main content area shows a table with columns: 'Reporting Year (Apr - Mar)', 'Portfolio Status', 'Created Date', and 'Add New'. Below the table, it says 'Zero records returned.' and has links for 'Search', 'Excel', and 'Word'. A red dashed arrow points from the 'Add New' button in the table to the text 'Add New:' in the instruction above.

2. Select the current **portfolio reporting year** . Leave the Portfolio Status at **Draft** and click on the **Save** icon.



The screenshot shows the 'Add New' form for a portfolio. It has two dropdown menus: 'Portfolio Reporting Year \*' and 'Portfolio Status \*'. The 'Portfolio Status \*' dropdown is set to 'Draft'. There are 'Save', 'Back', and 'New' buttons at the bottom right. A red dashed arrow points from the 'Save' button to the text 'click on the Save icon.' in the instruction above.

### Please Note

If you **have** already added property/land records onto the register, follow the steps from **page 26** or;

If you **have not** added properties/land records onto the register, go to **page 28** and follow the instructions for property and land bulk upload.

## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

3. Click on the **properties** and/or **land** tab Portfolio Properties Lands at the top of the page. You will see that your properties/land records are **Excluded** from your portfolio. When properties are **Excluded**, they will not be available on the public register. To include a property in a portfolio, you have two options:

PORTFOLIO PROPERTY LIST				
Address	Town	Postcode	Selected	<a href="#">Include all properties</a> <a href="#">Exclude all properties</a>
1 High Street	Perth	DD1 1DD	Included	<b>Included</b>
10 High Street	Perth	DD1 1DD	Excluded	<b>Excluded</b>
11 High Street	Perth	DD1 1DD	Excluded	<b>Excluded</b>
12 High Street	Perth	DD1 1DD	Excluded	<b>Excluded</b>

- To include an individual property/land record, click on the word **Excluded** at the side of each address and it will change to say that it is **Included** in the portfolio or;
- If you want to add all the property/land records in a portfolio, click on the **Include all properties** icon on the header bar and the properties/land will change from **Excluded** to **Included**

4. Once you have **Included** all the applicable property/land records to your portfolio, you can check to see if you have the correct number of properties in your portfolio by using the search facility in the portfolio section. To use the search facility, click on the Search icon at the bottom of the page.

PORTFOLIO PROPERTY LIST					
Address	Town	County	Postcode	Source Ref	<a href="#">Include all properties</a> <a href="#">Exclude all properties</a>
3 THE STREET	EDINBURGH		EH1 1HH	P12347	<b>Included</b>
4 THE STREET	EDINBURGH		EH1 1HH	P12348	<b>Included</b>
5 THE STREET	EDINBURGH		EH1 1HH	P12349	<b>Included</b>
6 THE STREET	EDINBURGH		EH1 1HH	P12350	<b>Included</b>
2 THE STREET	EDINBURGH		EH1 1HH	P12346	<b>Excluded</b>

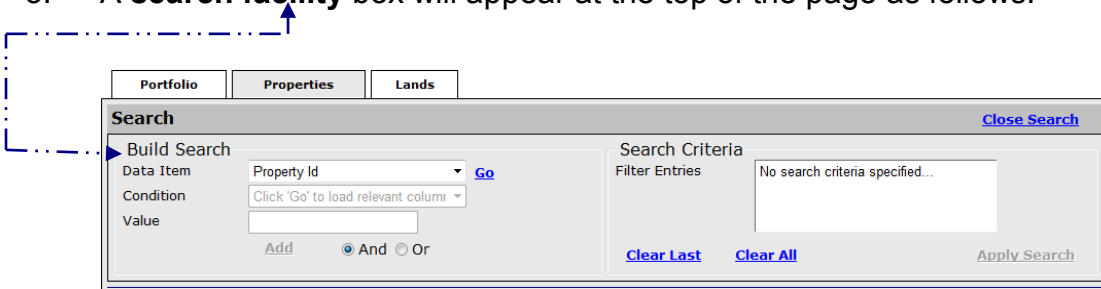
1

Records 1 to 5 of 5

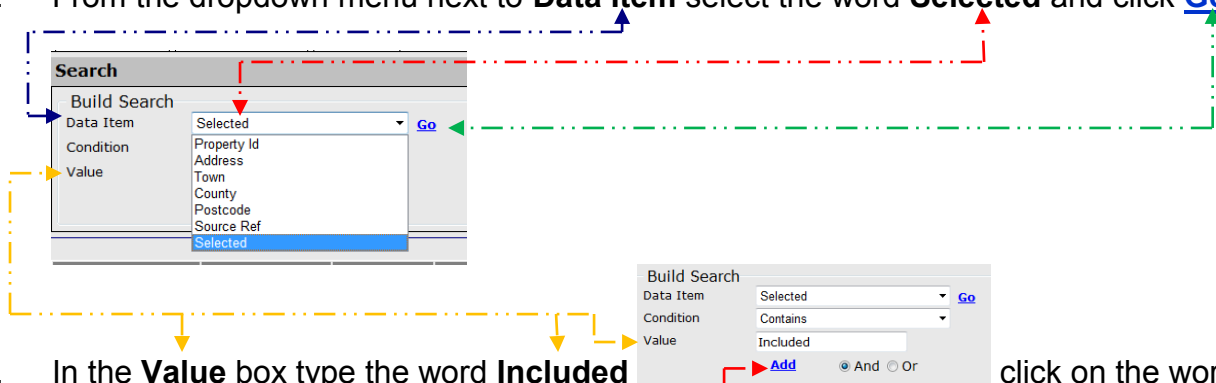
Search Excel Word

## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

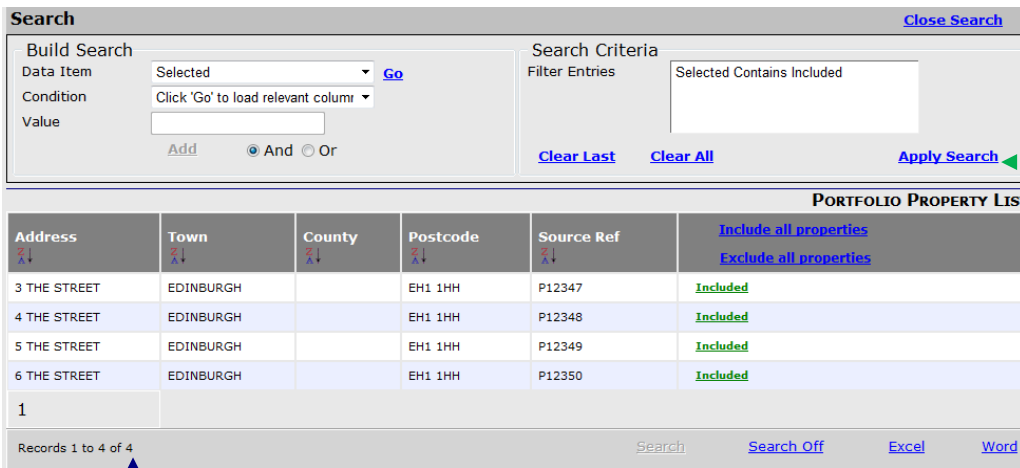
5. A **search facility** box will appear at the top of the page as follows:



6. From the dropdown menu next to **Data Item** select the word **Selected** and click **Go**.

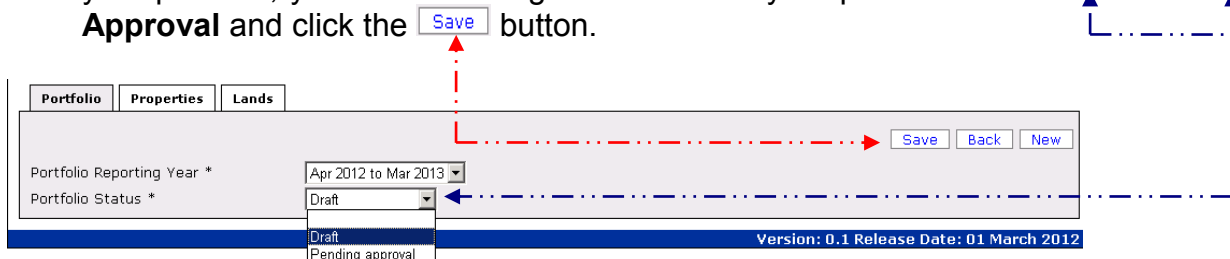


7. In the **Value** box type the word **Included** click on the word **Add** then **Apply Search**.



8. At the bottom of the page, you will see the **number** of properties/land records that are **Included** in your portfolio. The figure at the bottom on the property section should be the same as the figure you have recorded on the registration screen called **Current Portfolio Size**. See page 20 bullet point 3 for clarification.

9. Once you are happy that you have the correct amount of property/land records in your portfolio, you should change the status of your portfolio from **Draft** to **Pending Approval** and click the **Save** button.



## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

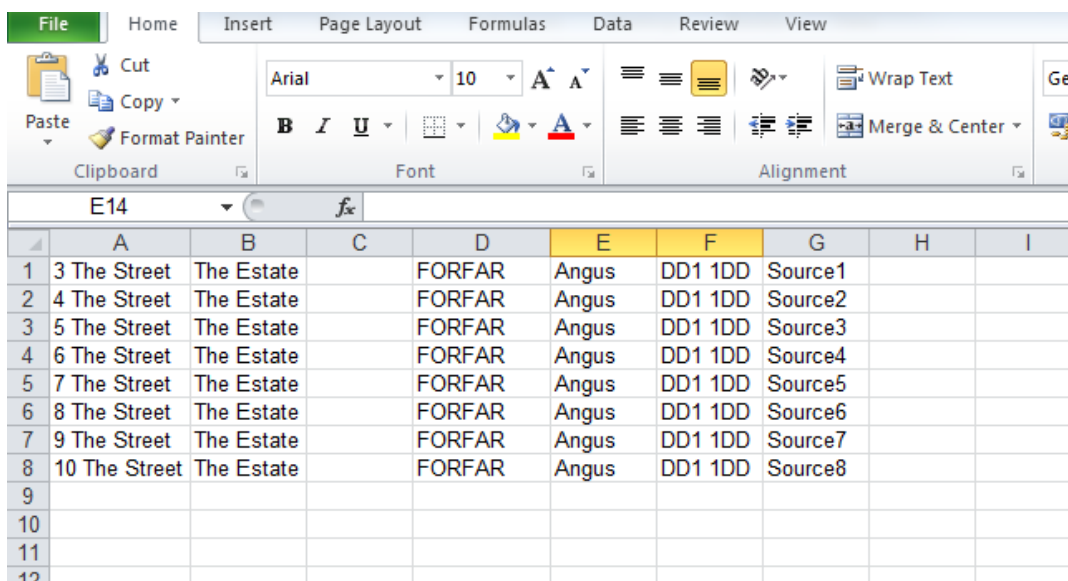
### I. Property and Land Bulk Upload

If your organisation maintains a large number of properties, you may find it easier to upload your properties from a file already created from your own internal IT systems.

1. You may for example store all your addresses on an Excel spreadsheet. If you do want to use this method to add your property list to the register, you must make sure the details are recorded in the correct columns or your file may not upload. The columns you should use for your file upload are as follows:

A	B	C	D	E	F	G
Address Line 1	Address Line 2	Address Line 3	Town	Region	Postcode	Source System Reference

2. In order for the bulk upload file to work, you **must** enter information into the columns highlighted in red above (columns A and D) as they are mandatory fields. Listed below is an example of a correct file created in Excel.



3. The **Source System Reference** (column G) can be used if your organisation uses internal reference number to identify each property that you maintain. The reference number may help you to cross reference the information held on the Property Factor Register with your own internal systems. The information under this column will not be made public. If you do not wish to use this column, enter an **X** in column G. If you do not enter any information in this box, your file **will not** upload onto the register.

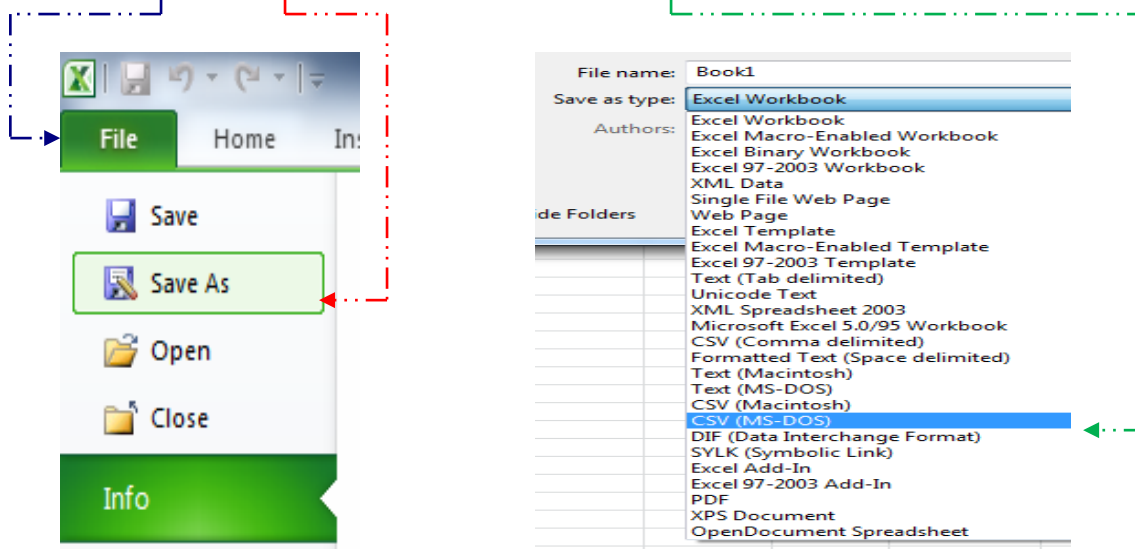
#### **Please Note**

You can only upload 25,000 property/land records at the one time. If your property/land list is larger than this, you will need to create multiple CSV files with no more than 25,000 records on each file.

Remember to delete your header row as you do not want this to upload onto the register as an address on the register (e.g. Address Line 1, Address Line 2, Address Line 3, Town, Region, Postcode, Source System Reference).

## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

4. Once your file is created, it will need to be converted into a CSV file. To do this, click **File, Save As** and choose file type **CSV**.



5. A File Upload Specification is also available separately which sets out the required format for a bulk upload file. You may wish to consult with your own internal IT department and give them a copy of the file specification (linked below) before you create the bulk upload file.

<http://www.scotland.gov.uk/Resource/0039/00398213.pdf>

6. Once you have created your file, click on the **Upload Properties** or **Upload Land** tab on the left hand side of the screen.



7. Click on dropdown box next to the **Append to portfolio** icon (see page 25 for information on how to create a portfolio) and select the current financial year.

8. Upload the CSV file you have just created, then click on the **Browse...** icon above.

## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

9. Once you have appended the applicable file, click on the **Upload** icon above.

10. If the bulk upload is successful, the following message will appear on the screen:

Your submission has been successfully received and has been queued for processing.

Please note this can take up to 2 working days to show within your Property list.

For further information please contact Angela Cameron, 01382 427514, [PropertyFactorRegister@scotland.gsi.gov.uk](mailto:PropertyFactorRegister@scotland.gsi.gov.uk).

11. If the bulk upload was unsuccessful, the following message will appear on the screen along with a detailed description of the error(s):

**“Files was not processed due to the following error(s):”**

If you require help with your file, a member of the Registration Team may be able to assist. See page 11 for contact details.

12. Once your property/land list has been added to the register, you will need to go into the portfolio section.

13. Click on the **Portfolios** tab.

14. Click on the **Edit** icon for the portfolio you have created for the property/land records you just added to the register.

## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

15. Click on the **properties** and **land** tab (if applicable):

Address	Town	County	Postcode	Source Ref	
3 THE STREET	EDINBURGH		EH1 1HH	P12347	Included
4 THE STREET	EDINBURGH		EH1 1HH	P12348	Included
5 THE STREET	EDINBURGH		EH1 1HH	P12349	Included
6 THE STREET	EDINBURGH		EH1 1HH	P12350	Included
2 THE STREET	EDINBURGH		EH1 1HH	P12346	Excluded

16. Click on the **Search** icon at the bottom of the page.

A **search facility** box will appear at the top of the page as follows:

17. From the dropdown menu next to **Data Item** select the word **Selected** and click **Go**.

18. In the **Value** box type the word **Included** click on the word **Add** then **Apply Search**

Address	Town	County	Postcode	Source Ref	
3 THE STREET	EDINBURGH		EH1 1HH	P12347	Included
4 THE STREET	EDINBURGH		EH1 1HH	P12348	Included
5 THE STREET	EDINBURGH		EH1 1HH	P12349	Included
6 THE STREET	EDINBURGH		EH1 1HH	P12350	Included

## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

19. At the bottom of the page, you will see the **number** of properties/land records that are **Included** in your portfolio. The figure at the bottom on the property section should be the same as the figure you have recorded on the registration screen called **Current Portfolio Size**. See page 20 bullet point 3 for clarification.

The screenshot shows a search interface with a 'Build Search' section and a 'PORTFOLIO PROPERTY LIST' table. The search criteria are set to 'Selected Contains Included'. The table lists 4 properties, all with the status 'Included'.

Address	Town	County	Postcode	Source Ref	
3 THE STREET	EDINBURGH		EH1 1HH	P12347	Included
4 THE STREET	EDINBURGH		EH1 1HH	P12348	Included
5 THE STREET	EDINBURGH		EH1 1HH	P12349	Included
6 THE STREET	EDINBURGH		EH1 1HH	P12350	Included

Records 1 to 4 of 4

20. Once you are happy that you have the correct amount of property/land records in your portfolio, you should change the status of your portfolio from **Draft** to **Pending Approval** and click the **Save** button.

The screenshot shows the 'Portfolio' tab selected. The 'Portfolio Status' dropdown menu is open, showing 'Draft' and 'Pending approval' options. The 'Save' button is highlighted with a red arrow.

Portfolio Reporting Year \* Apr 2012 to Mar 2013

Portfolio Status \* Draft

Save Back New

Version: 0.1 Release Date: 01 March 2012

### **Please Note**

If your CSV file has identical entries, the register will only upload **one** of those records.

## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

### J. Registration Process Complete

You can use the following checklist to make sure that you have completed all the actions required for your organisation's registration application.

	Yes	No
1. Have you added responsible/relevant people to the register? (page 15)		
2. Have you carried out a fit and proper test for the responsible/relevant people? (page 16)		
3. Have you set the fit and proper tests to "Pending Approval"? (page 18)		
4. Has the responsible person completed the declaration at the bottom of the registration screen? (page 20)		
5. If you have a property list, does the figure under the heading "Current Portfolio Size" of the registration screen (page 20) match the number of properties uploaded on your property list (page 27 and 32)		
6. Have you changed the status of your registration to "Submitted for Approval"? (page 20)		
7. If you maintain property/land, have you added your property/land list to the register? (page 22, 23 and 28)		
8. Have you appended your property/land list to a portfolio? (page 25)		
9. Have all the relevant property/land records been "Included" in your portfolio? (page 26)		
10. Have you changed the status of your portfolio to "Pending Approval"? (page 32)		
11. Have you paid your registration fees? (page 10)		

If you have completed all the actions listed on the checklist above, you have now completed the registration process.

#### **Approved Registration**

If your registration is **approved** and you have paid your registration fees, the primary contact person listed on your application will receive an approval email with your organisation's Property Factor Reference number and date the application was approved. Your registration details will also be listed on the public register.

#### **Declined or Incomplete Registration**

If your registration application is **not successful** or you have not completed all of the required actions in the register, a member of the Registration Team will contact you.

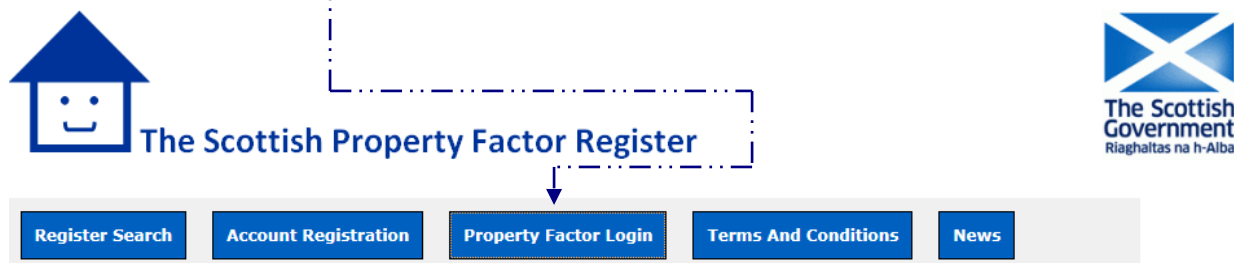
## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

### K. Resetting Passwords

#### Instructions if you have forgotten your password

If you have forgotten your password, you have the option to reset it.

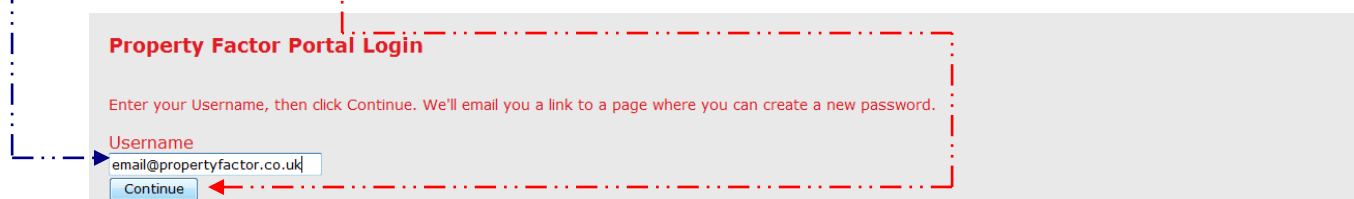
1. Click on the  icon.



2. Then click on the [Forgotten your Password?](#) Icon.



3. Enter the **username** for the register (this is the email address of your primary contact) and press the **Continue** icon.



4. An email will be sent to the primary contact with details on how to reset the password.

#### **Property Factor Portal Login**


If your details are correct, an email will appear in your inbox shortly detailing password reset instructions.

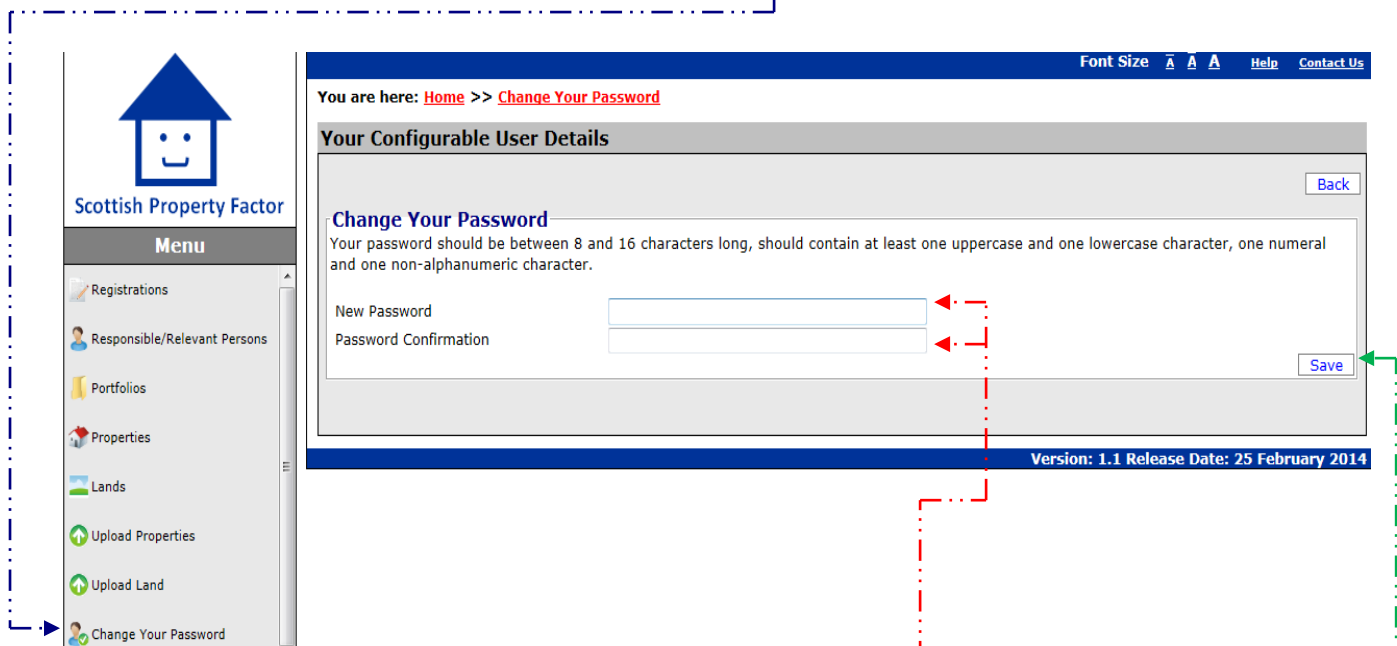
#### **Please Note**

If you enter an incorrect password more than 3 times, your account will be locked and you will be unable to reset your password. If this is the case, you will need to contact a member of the Registration Team. For details on how to contact a member of the Registration Team, go to page 10.

## 2. STEP-BY-STEP INSTRUCTIONS TO REGISTER – STAGE 2

Instructions if you want to change an unforgotten password

5. When you are in the register, click on the  **Change Your Password** icon.



The screenshot displays the 'Scottish Property Factor' web application interface. On the left is a navigation menu with options: Registrations, Responsible/Relevant Persons, Portfolios, Properties, Lands, Upload Properties, Upload Land, and Change Your Password. The main content area is titled 'Your Configurable User Details' and contains a 'Change Your Password' form. The form includes a 'Back' button, a password strength instruction, and two input fields: 'New Password' and 'Password Confirmation'. A 'Save' button is located at the bottom right of the form. A 'Version: 1.1 Release Date: 25 February 2014' footer is visible at the bottom of the page. Red dashed arrows point from the 'Change Your Password' icon in the text above to the 'Change Your Password' menu item and the form fields. A green dashed arrow points from the 'Save' button in the form to the text in step 6 below.

6. Enter and confirm your password in the **New Password** and **Password Confirmation** boxes and click on the  **Save** icon.

## DEFINITION OF A PROPERTY FACTOR

The *Property Factors (Scotland) Act 2011* provides the following definition of a property factor under section 2:

### 2 Meaning of “property factor”

(1) In this Act “property factor” means-

- a) a person who, in the course of that person’s business, manages the common part of land owned by two or more other persons and used to any extent for residential purposes,
- b) a local authority or housing association which manages the common parts of land used to any extent for residential purposes and owned-
  - (i) by two or more other persons, or
  - (ii) by the local authority or housing association and one or more other person,
- c) a person who, in the course of that person’s business, manages or maintains land which is available for use by the owners of any two or more adjoining or neighbouring residential properties (but only where the owners of those properties are required by the terms of the title deeds relating to the properties to pay for the cost of the management or maintenance of that land), and
- d) a local authority or housing association which manages or maintains land which is available for use by-
  - (i) the owners of any two or more adjoining or neighbouring residential properties, or
  - (ii) the local authority or housing association and the owners of any one or more such properties,

but only where the owners of those properties are required by the terms of the title deeds relating to the properties to pay for the cost of the management or maintenance of that land.