



**The Scottish Property Factor Register**

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

## **Information Booklet**

**For applicants applying to register as a property factor**

**Version 1  
January 2019**

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### 1. WHO IS THE RESPONSIBLE PERSON?

The “responsible person” is either:

- Where the person making the application is a sole trader, that person; or
- In any other case 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.

### 2. WHO IS A RELEVANT PERSON?

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:

- Trading as a sole trader; or
- Any other persons 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; or
- Any persons who owns 25% or more of the equity in a business which is a property factor.

### 3. INFORMATION FOR LOCAL AUTHORITIES/REGISTERED SOCIAL LANDLORDS (RSL)

#### What property and land information do I need to include on the register?

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), please include all the properties in that block/development in the list you supply. You should include the addresses of those properties which are owned by private owners and those that are owned by you for rental to your tenants. There is no need to include blocks/developments where you are the sole owner – i.e. which are entirely social rented tenure.

If open land is also managed in this situation you may also need to include the development in your land list as well as listing the individual properties.

If you are in doubt about what to include, refer to the definition of what situations determine who is considered a “property factor” in terms of sections 2(1)(b) and (d) of the Property Factors (Scotland) Act 2011 (the Act).

In both sections 2(1)(b) and (d) of the Act the concept of shared responsibility or ownership of common parts is important. This is why if the local authority or RSL is the sole owner and no other party has obligations to contribute to the management or maintenance of the buildings or land – i.e. entirely social rented tenure – then the properties or land are not being factored by you in terms of the Act and therefore you do not include them in your list.

## 4. ADDING PROPERTY AND LAND TO THE REGISTER

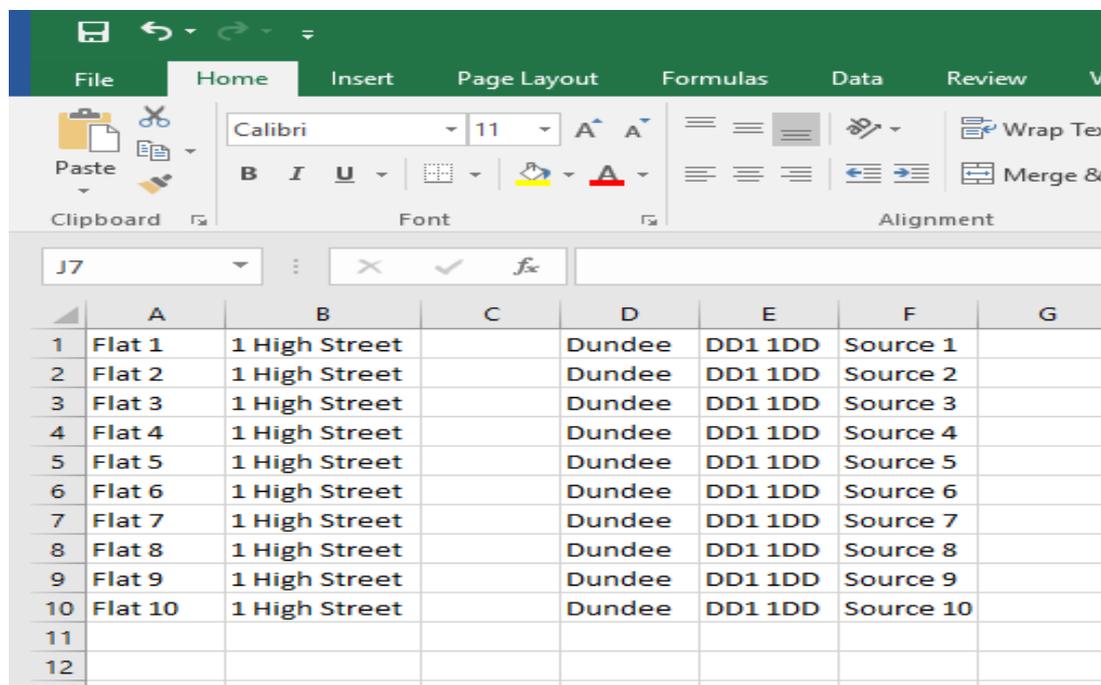
**How do I create a file in the correct format to upload to the register?**

### Property File

If you maintain a large number of properties, you may find it easier to upload the details of the addresses you provide a property factor service for from one of your pre-existing address lists. If you decide to upload your addresses onto the register, you must make sure the details are recorded in the correct columns and your file is converted into a CSV format or your file may not upload to the register. The correct columns you should use for the file you intend to upload to the register are as follows:

| A              | B              | C              | D    | E        | F                                    |
|----------------|----------------|----------------|------|----------|--------------------------------------|
| Address Line 1 | Address Line 2 | Address Line 3 | Town | Postcode | Source System Reference <sup>1</sup> |
|                |                |                |      |          |                                      |

In order for the file to upload to the register correctly, you **must** enter information into the mandatory fields which are highlighted in red above (columns A, D and E). An example of a correct CSV file created in Excel is listed below:



Before you save your file, please remember to delete your header row if you have one 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, Postcode, Source System Reference).

### **Please Note**

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

<sup>1</sup> The **Source System Reference** (column F) can be used if your organisation uses internal reference numbers 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.

## Land File

The format you should use if you want to upload a land file to the register is detailed below:

| A                    | B    | C                         | D                          | E                             | F                                    | G               | H          |
|----------------------|------|---------------------------|----------------------------|-------------------------------|--------------------------------------|-----------------|------------|
| Location description | Town | Title registration number | Number of areas maintained | Number of householders billed | Source system reference <sup>2</sup> | Other land type | Land types |
|                      |      |                           |                            |                               |                                      |                 |            |

In order for the bulk upload file to work, you **must** at the very least, enter information into mandatory fields highlighted in **red** above (columns A and B) and convert your list into a CSV file. Listed below are two examples of correct CSV files created in Excel.

### Example 1

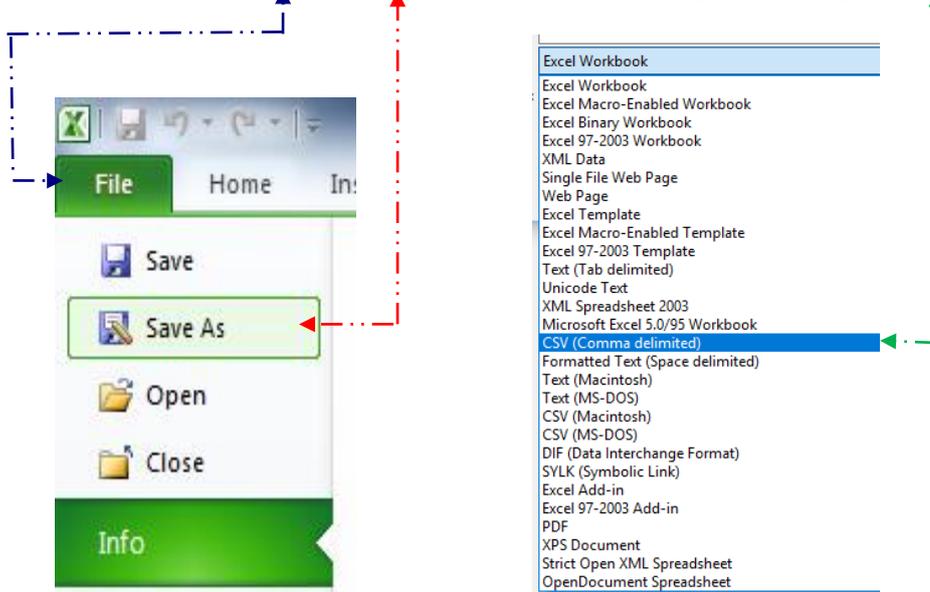
|    | A            | B         | C | D   | E | F  | G                | H |
|----|--------------|-----------|---|-----|---|----|------------------|---|
| 1  | Land area 1  | Edinburgh |   | 50  | 3 | S1 | HARD LANDSCAPING |   |
| 2  | Land area 2  | Edinburgh |   | 100 | 3 | S2 | HARD LANDSCAPING |   |
| 3  | Land area 3  | Edinburgh |   | 30  | 3 | S3 | HARD LANDSCAPING |   |
| 4  | Land area 4  | Edinburgh |   | 45  | 3 | S4 | HARD LANDSCAPING |   |
| 5  | Land area 5  | Edinburgh |   | 12  | 3 | S1 | HARD LANDSCAPING |   |
| 6  | Land area 6  | Edinburgh |   | 60  | 3 | S2 | HARD LANDSCAPING |   |
| 7  | Land area 7  | Edinburgh |   | 50  | 3 | S3 | HARD LANDSCAPING |   |
| 8  | Land area 8  | Edinburgh |   | 100 | 3 | S4 | HARD LANDSCAPING |   |
| 9  | Land area 9  | Edinburgh |   | 30  | 3 | S1 | HARD LANDSCAPING |   |
| 10 | Land area 10 | Edinburgh |   | 45  | 3 | S2 | HARD LANDSCAPING |   |
| 11 | Land area 11 | Edinburgh |   | 12  | 3 | S3 | HARD LANDSCAPING |   |
| 12 | Land area 12 | Edinburgh |   | 60  | 3 | S4 | HARD LANDSCAPING |   |
| 13 | Land area 13 | Edinburgh |   | 50  | 3 | S1 | HARD LANDSCAPING |   |
| 14 | Land area 14 | Edinburgh |   | 100 | 3 | S2 | HARD LANDSCAPING |   |
| 15 | Land area 15 | Edinburgh |   | 30  | 3 | S3 | HARD LANDSCAPING |   |
| 16 | Land area 16 | Edinburgh |   | 45  | 3 | S4 | HARD LANDSCAPING |   |
| 17 | Land area 17 | Edinburgh |   | 12  | 3 | S1 | HARD LANDSCAPING |   |
| 18 | Land area 18 | Edinburgh |   | 60  | 3 | S2 | HARD LANDSCAPING |   |
| 19 | Land area 19 | Edinburgh |   | 50  | 3 | S3 | HARD LANDSCAPING |   |
| 20 | Land area 20 | Edinburgh |   | 100 | 3 | S4 | HARD LANDSCAPING |   |
| 21 | Land area 21 | Edinburgh |   | 30  | 3 | S1 | HARD LANDSCAPING |   |
| 22 | Land area 22 | Edinburgh |   | 45  | 3 | S2 | HARD LANDSCAPING |   |
| 23 | Land area 23 | Edinburgh |   | 12  | 3 | S3 | HARD LANDSCAPING |   |
| 24 | Land area 24 | Edinburgh |   | 60  | 3 | S4 | HARD LANDSCAPING |   |
| 25 | Land area 25 | Edinburgh |   | 50  | 3 | S1 | HARD LANDSCAPING |   |
| 26 | Land area 26 | Edinburgh |   | 100 | 3 | S2 | HARD LANDSCAPING |   |
| 27 | Land area 27 | Edinburgh |   | 30  | 3 | S3 | HARD LANDSCAPING |   |
| 28 | Land area 28 | Edinburgh |   | 45  | 3 | S4 | HARD LANDSCAPING |   |
| 29 | Land area 29 | Edinburgh |   | 12  | 3 | S1 | HARD LANDSCAPING |   |
| 30 | Land area 30 | Edinburgh |   | 60  | 3 | S2 | HARD LANDSCAPING |   |
| 31 | Land area 31 | Edinburgh |   | 20  | 3 | S3 | HARD LANDSCAPING |   |
| 32 | Land area 32 | Edinburgh |   | 35  | 3 | S4 | HARD LANDSCAPING |   |
| 33 |              |           |   |     |   |    |                  |   |
| 34 |              |           |   |     |   |    |                  |   |
| 35 |              |           |   |     |   |    |                  |   |

### Example 2

|    | A              | B      | C |
|----|----------------|--------|---|
| 1  | Land record 1  | Dundee |   |
| 2  | Land record 2  | Dundee |   |
| 3  | Land record 3  | Dundee |   |
| 4  | Land record 4  | Dundee |   |
| 5  | Land record 5  | Dundee |   |
| 6  | Land record 6  | Dundee |   |
| 7  | Land record 7  | Dundee |   |
| 8  | Land record 8  | Dundee |   |
| 9  | Land record 9  | Dundee |   |
| 10 | Land record 10 | Dundee |   |
| 11 |                |        |   |

<sup>2</sup> The **Source System Reference** (column F) can be used if your organisation uses internal reference numbers to identify each land record 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.

Once you have compiled your list, it will need to be converted into a CSV file. To do this, in Excel, click **File**, **Save As** and choose file type **CSV (Comma delimited)**.



“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.

<https://www.gov.scot/binaries/content/documents/govscot/publications/advice-and-guidance/2018/03/property-factors-register-bulk-upload-guidance/documents/b2b7c67f-caf0-4c55-8937-7c782e60cbd4/b2b7c67f-caf0-4c55-8937-7c782e60cbd4/govscot%3Adocument>

## 5. REGISTRATION TEAM – CONTACT DETAILS

If you require any assistance, please contact the registration team using the details below:

Email: [propertyfactorregister@gov.scot](mailto:propertyfactorregister@gov.scot)  
Telephone: 0131 244 9965