



Letting Agent Enforcement Order (“LAEO”)

Section 48(7) of the Housing (Scotland) Act 2014 (“the Act”)

Chamber Ref.: FTS/HPC/LA/23/1131

**Re: Property at 21 Dunnikier Way, Edinburgh, EH17 8HJ
 (“the Property”)**

Parties:

**Ms Wai Ying Cecillia Lai and Mr Tai Chu Ko, Flat 3, 8/F Cables Wynd, Edinburgh,
EH6 6DU (“the Applicant”)**

Zone Letting Ltd, 30 St Stephen Street, Edinburgh, EH3 5AL (“the Respondents”)

**Tribunal Members: Melanie Barbour (Legal Member) and Sandra Brydon (Ordinary
Member)**

**Whereas in terms of their decision of 6 November 2023 the First-tier Tribunal for
Scotland (Housing and Property Chamber) (“the Tribunal”) determined that the
Respondents have failed to comply with paragraph 85 of the Letting Agent Code of
Practice**

The Tribunal requires that the Respondents to take the following step:-

1. To pay the Applicants the sum of £200 in compensation for the inconvenience suffered as a result of the letting agents’ breach.
2. The Letting Agent shall review their check-in procedures and amend them so that they include information on how tenants can resolve disputes relating to the check-in inventory.

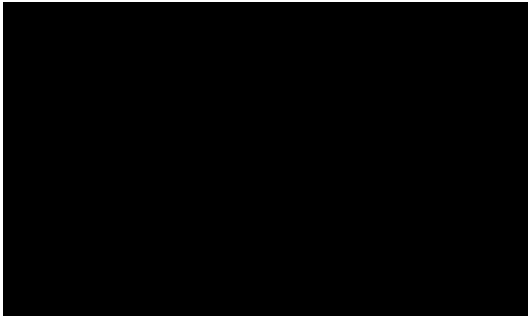
Such step to be carried out within 28 days of service of this Order.

Right of Appeal

Housing and Property Chamber
First-tier Tribunal for Scotland



In terms of Section 46 of the Tribunal (Scotland) Act 2014, a party aggrieved by the decision of the Tribunal may appeal to the Upper Tribunal for Scotland on a point of law only. Before an appeal can be made to the Upper Tribunal, the party must first seek permission to appeal from the First-tier Tribunal. That party must seek permission to appeal within 30 days of the date the decision was sent to them.



06/11/2023

Melanie Barbour Legal Member

Date