

Housing and Property Chamber
First-tier Tribunal for Scotland



Decision and Certificate of Compliance with Letting Agent Enforcement Order under Section 50(1) of the Housing (Scotland) Act 2014

Reference number: FTS/HPC/LA/22/1138

The Parties:

Dr Jennifer Frances, 6 Coulindoune, Gleneig, Kyle, IV40 8JU (“the Applicant”)

Belvoir Lettings, 563 Dumbarton Road, Glasgow, G11 6HU (“the Respondents”)

Tribunal Members:

Virgil Crawford (Legal Member) Sandra Brydon (Ordinary Member)

Letting Agent Registration Number: 1812033

Decision and Reasons

The First-tier Tribunal for Scotland (Housing and Property Chamber) (“the Tribunal”) determined that

DECISION

1. The First Tier Tribunal for Scotland (Housing and Property Chamber) (“the Tribunal”), having determined that the Letting Agent, Belvoir Lettings, has complied with the Letting Agent Enforcement Order dated 31st March 2023 (the LAEO), hereby certifies that the said Letting Agent has complied with the said LAEO;
2. The decision of the Tribunal is unanimous

REASONS FOR DECISION

3. In terms of its decision dated 31st March 2023, the Tribunal determined that the Respondents had failed to comply with paragraphs 26 and 82 of The Letting Agent Code of Practice (Scotland) Regulations 2016 (“the Code”).

4. The Tribunal issued a LAEO in the following terms:-

The Tribunal requires the Letting Agent to:-

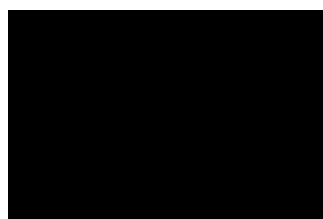
1. Make payment to the Applicant in the sum of ONE THOUSAND TWO HUNDRED POUNDS (£1,200.00) STERLING.
2. Confirm to the Tribunal that its procedures for dealing with complaints from Landlords and tenants have been reviewed and updated and will be implemented in relation to any complaints received in future.

The Tribunal order that the steps specified in this Order must be carried out and completed no later than 12 noon on 11 August 2023

5. By e mail dated 10th August 2023 the Applicant confirmed she had received payment of £1,200.00 from the Respondents.
6. By e mail dated 29th September 2023 the Respondents confirmed to the Tribunal that their procedures for dealing with complaints from Landlords and tenants had been reviewed and updated. A copy of the updated procedures was provided.
7. While the confirmation of the review of the procedures was confirmed out with the period permitted by the Tribunal, the Tribunal is satisfied that the LAEO has now been complied with.

Right of Appeal

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.



23rd November 2023

Legal Member/Chair

Date

