

**Decision and Certificate of Compliance with Letting Agent Enforcement Order in terms of Section 50 of the Housing (Scotland) Act 2014**

**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 Lt, 30 St Stephen Street, Edinburgh, EH3 5AL ("the Respondents")**

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

**Decision**

The First-tier Tribunal for Scotland (Housing and Property Chamber) ('the tribunal'), having determined that the Letting Agent has complied with the Letting Agent Enforcement Order ('LAEO') dated 6 November 2023, certifies that the Letting Agent has complied with the LAEO. The tribunal's decision is unanimous.

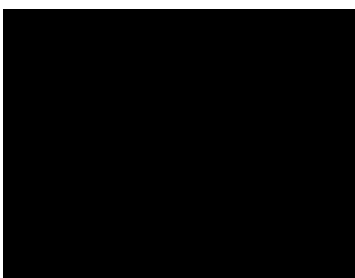
**Reasons for decision**

1. The tribunal issued a decision to the parties on 6 November 2023. The tribunal found that the Letting Agent had failed to comply with paragraph 85 of the Letting Agent Code of Practice ('the Code') and issued a Letting Agent Enforcement Order (LAEO) on the same date. The respondent had 30 days from service of the order to comply with its terms.

2. The LAEO required the Letting Agent, to do the following :
  - a. To pay the Applicants the sum of £200 in compensation for the inconvenience suffered as a result of the letting agents' breach.
  - b. 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.
3. On 7 November 2023 the respondent wrote to advise that they had paid the £200 compensation to the applicant. On 9 November 2023 the respondent wrote to advise that they had updated their check-in procedures for dealing with inventory disputes/queries and they provided a copy of their revised procedure; further they submitted a letter outlining that they had held a staff meeting and carried out re-training with staff regarding revised check-in and inventory procedures.
4. On the basis of the evidence before it, the tribunal is satisfied that the Letting Agent has complied with the terms of the LAEO. It therefore issues this certificate of compliance.

#### Rights of Appeal

In terms of section 46 of the Tribunals (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.



..... Chairperson

MELANIE BARBOUR

13 November 2023 Date