



**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/20/0138

Parties:

**Ms Susan Wright, 12 Beech Grove, Cousland, Dalkeith, EH22 2QP ("the
Applicant")**

and

**CP Property, 15 Hardengreen Business Centre, Dalhousie Road,
Eskbank, EH22 3NX ("the Respondents")**

Tribunal Members:

Fiona Watson (Legal Member/Chairperson)

Greig Adams (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 17 September 2020, certifies that the Letting Agent has complied with the LAEO.

The Tribunal issued a decision dated 17 September 2020 in terms which the Letting Agent was required to produce a copy of their written complaints procedure which must state how a complaint shall be made to the Respondents, the timescale for responding to said complaint, and details of all steps that a complaint may go through thereafter, within two weeks of the communication to the Respondents of the Letting Agent Enforcement Order.

On 8 October 2020 the Tribunal received a copy of the written complaints procedure by email from the Letting Agent.

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.

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.

Legal Member/Chair

Date: 9 December 2020