

**Housing and Property Chamber**  
First-tier Tribunal for Scotland

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**Letting Agent Enforcement Order issued by the First-tier Tribunal for Scotland**

Reference number: FTS/HPC/LA/18/3079

Date Order was granted: 6 February 2019

Property: 88 Hospital Street, Coatbridge, ML5 4DW

Parties:

Mr William Queen, 2D Raebog Crescent, Airdrie, ML6 6SL ("the Applicant")

Excel Sales and Lettings, 26 Cadzow Street, Hamilton, ML3 6DG ("the Respondent")

The First-tier Tribunal for Scotland (Housing and Property Chamber) granted a Letting Agent Enforcement Order against the Respondent requiring that the Respondent vary its repairs procedures within 28 days, to require that:-

1. Attempts are made within two days of all non-emergency repairs being intimated to the Respondent to arrange for contractor attendance;
2. The Respondent provides updated information to the tenant at every stage of the repairs process on the progress of the repair, including information on the timescales for completion;
3. Where any delay to carrying out a repair occurs, the Respondent must immediately advise both the tenant and the landlord of the stated reason for that delay; and
4. A process for checking all work carried out by contractors and pursuing contractors to remedy defects in inadequate work is included.

This Order is warrant for all lawful execution thereon.

Date: 6 February 2019

Legal Member: Mr Andrew Upton