

# **Housing and Property Chamber**

## **First-tier Tribunal for Scotland**

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

**Letting Agent Enforcement Order (LAEO): Section 48(7) of the Housing (Scotland) Act 2014 ("The Act")**

**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**

Whereas in terms of their decision dated 31 March 2023, The First-tier Tribunal for Scotland (Housing and Property Chamber) ('the Tribunal') determined that the Letting Agent has failed to comply with the Letting Agent Code of Practice ("The Code") and in particular that the Letting Agent has failed to comply with the following aspects of the Code :-

Paragraph 26  
Paragraph 108

The Tribunal now requires the Letting Agent to take such steps as are necessary to rectify the failure listed above.

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

**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.**

**Please note that in terms of section 51(1) of the Act, a Letting Agent who, without reasonable excuse, fails to comply with an LAEO commits an offence liable on summary conviction to a fine not exceeding level 3 on the standard scale.**

Legal Member and Chair

10 July 2023