



**Letting Agent Enforcement Order (LAEO) under section 48(7) of the Housing
(Scotland) Act 2014 (Act)**

Reference number: FTS/HPC/LA/23/0516

Date Order was granted 29 August 2023

Parties:

**Mr Neil Alexander, Miss Hannah Moore (Applicant)
Cluny Estate Agent (Respondent)**

Tribunal Members:

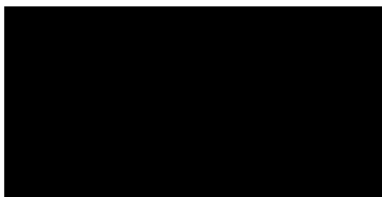
Alan Strain (Legal Member) and Angus Anderson (Ordinary Member)

Whereas in terms of their decision dated 29 August 2023, The First-tier Tribunal for Scotland (Housing and Property Chamber) (**Tribunal**) determined that the Respondent has failed to comply with paragraphs 21, 74, 84, 90, 91 and 93 of the Code of Practice for Letting Agents (**Code**) as required by the Act, the Tribunal now requires the Respondent to take such steps as are necessary to rectify the failures listed above.

The Tribunal orders the Respondent within 21 days of the date of service of this order (1) to pay to the Applicants the sum of £500 by way of compensation; and (2) to provide written procedures for dealing with repairs and the management of access to keys to Properties under their management within 21 days.

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.



Housing and Property Chamber
First-tier Tribunal for Scotland



Date: 29 August 2023

Legal Member: Alan Strain