

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

Reference number: FTS/HPC/LA/22/0998

Date Order was granted 10 November 2022

Parties:

**Mr Kevin Smith (Applicant)
Stonehouse Lettings (Respondent)**

Mrs Marie Smith (Applicant's Representative)

Tribunal Members:

Alan Strain (Legal Member) and Sandra Brydon (Housing Member)

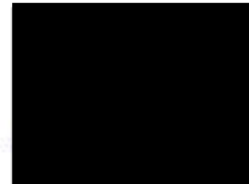
Whereas in terms of their decision dated 10 November 2022, The First-tier Tribunal for Scotland (Housing and Property Chamber) (**Tribunal**) determined that the Respondent has failed to comply with paragraphs 21, 25, 35, 102, 112-113 and 123-124 of the Code of Practice for Letting Agents (**Code**) 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 (1) within 21 days of the date of service of this order to pay to the Applicant the sum of £580 by way of compensation; and (2) to produce an updated written complaints procedure 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.



Date: 10 November 2022

Legal Member: Alan Strain