



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

**Certificate of Compliance with Letting Agent Enforcement Order (“LAEO”)
dated 11 November 2025**

Chamber Ref: FTS/HPC/LA/24/0749

Property at Flat 39, Edgemont Street, Glasgow, G41 3EJ (“the Property”)

Parties: Ms. Marnie Silver residing at the Property (“the Applicant”)

DJ Alexander, 1, Wemyss Place, Edinburgh EH3 6DH (“the Respondent”)

Tribunal Members:

Karen Moore (Legal Member) and Elizabeth Williams (Ordinary Member)

Decision

The Tribunal certifies that the Respondent has complied with the LAEO dated 11 November 2025.

Reasons for Decision

1. In terms of its decision dated 11 November 2025, the First-tier Tribunal for Scotland (Housing and Property Chamber) (‘the Tribunal’) determined that the Respondent had failed to comply with Sections 90, 91 and 93 of the Letting Agent Code of Practice and required the Respondent, no later than 31 January 2026, to: i) review their processes and protocols for dealing with routine and emergency repairs to improve communications and to ensure that both landlords and tenants are kept advised of the progress of repairs ; ii)

train the relevant staff in the reviewed process and protocol and iii) confirm to the Tribunal that i) and ii) have been completed.

2. By email dated 13 January 2026, the Respondent wrote to the Tribunal setting out in detail the steps taken to comply with the LAEO. Accordingly, the Tribunal is satisfied that the Respondent has complied with the LAEO and issues this Certificate of Compliance.

Appeal

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.

Karen Moore

Chairperson of the Tribunal

Dated: 25 March 2026