



Letting Agent Enforcement Order ('LAEO')

Section 48(7) of the Housing (Scotland) Act 2014 ('the Act')

Chamber Ref: FTS/HPC/LA/24/3384

Parties:

Ms Inderjeet Kaur Rajbans, Flat 2/2, 10 Berkley Street, Glasgow, G3 7DW ("the Applicant")

Countrywide Residential Lettings Limited, 71 Candleriggs, Glasgow, G1 1NP ("the Respondent")

Whereas, in terms of their decision dated 4 May 2026, the First-tier Tribunal for Scotland (Housing and Property Chamber) ('the Tribunal') determined that the Respondent has failed to comply with paragraphs 26, 71 & 108 of the Letting Agent Code of Practice ('the LACP');

The Tribunal requires the Respondent to take the following steps to rectify said failure:

1. To apologise to the Applicant in writing for its failure to deal with her enquiries and complaints within reasonable timescales, in breach of the requirements of paragraphs 26 and 108 of the LACP; and
2. To pay the sum of £500 (FIVE HUNDRED POUNDS STERLING) to the Applicant;

such steps to be carried out and completed no later than four weeks following the service of this Order.

In terms of Section 46 of the Tribunal (Scotland) Act 2014, 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.

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: 22 May 2026

Legal Member:

Housing and Property Chamber
First-tier Tribunal for Scotland



Nairn Young
Legal Member