



**Decision with Statement of Reasons of the First-tier Tribunal for Scotland
(Housing and Property Chamber) under Section 50 of the Housing (Scotland)
Act 2014**

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”)**

Tribunal Members:

Nairn Young (Legal Member) and Jane Heppenstall (Ordinary Member)

Decision

The First-tier Tribunal for Scotland (Housing and Property Chamber) (“the Tribunal”) determined that:

- Background

A Letting Agent Enforcement Order was made by the Tribunal in this case on 22 May 2026 (‘the LAEO’) and was sent to the parties on 26 May 2026. It required the Respondent to apologise to the Applicant and pay her the sum of £500, “no later than four weeks following the service of this Order.” The Tribunal is now undertaking a review of compliance with that order in terms of s.50(1) of the Housing (Scotland) Act 2014 (‘the Act’).

- Findings in Fact

1. The Respondent completed the requirements of the LAEO on 24 June 2026.
2. The reason for this delay of one day was an error on the part of the Respondent's agents.
3. The Respondent has a reasonable excuse for failing to comply with the LAEO.

- Decision and Reasons

4. The process for reviewing compliance with an LAEO is set out at s.50 of the Housing (Scotland) Act 2014:

“50 Failure to comply with enforcement order

(1) The First-tier Tribunal may, after the period within which a letting agent enforcement order requires steps to be taken, review whether the letting agent has complied with the order.

(2) If the Tribunal decides that the letting agent has failed to comply with the letting agent enforcement order it must notify the Scottish Ministers of that failure.

(3) But the Tribunal may not make such a decision if it is satisfied that the letting agent has a reasonable excuse for failing to comply.”

5. It is common ground between the parties that the first requirement set out in the LAEO was completed timeously; although they have not detailed specifically when that took place. In regard to the second, both parties accept payment was made on 24 June 2026. The Applicant has suggested that this means payment was made five days late. That is incorrect, since the clock did

not start in this instance until service of the order on 26 May 2026. The Respondent accepts that it was one day late in making payment, which is the correct calculation. It asks to be excused from this failure, since the delay was due to an error in processing the payment made by its agents. The Tribunal considers that this is a reasonable excuse in the circumstances.

6. Having made that finding, the Tribunal will not make a decision that the Respondent has failed to comply with the LAEO and will not therefore notify the matter to the Scottish Ministers, all in terms of s.50(3) of the Act.

Right of Appeal

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.

Nairn Young

17 August 2026

Legal Member/Chair

Date