Housing and Property Chamber
First-tier Tribunal for Scotland

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

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 ("the 2014 Act")

Chamber Ref: FTS/HPC/LA/24/2537

1/ 2 15 Brechin Street, Glasgow, G3 7HF ("the property")

Parties:

Zi Yi, 15 Mailing Avenue, Glasgow, G64 1DZ ("the Applicant")

Liweo Group Ltd, formerly having its registered office at 18th and 19th Floors, 100 Bishopsgate, London, EC2N 4AG and now at PO Box 4385, 13653679 – Companies House Default Address, Cardiff, CF14 8LH ("the Respondent")

Tribunal Members:

Josephine Bonnar (Legal Member)
Helen Barclay (Ordinary Member)

DECISION

The Tribunal determined that the Respondent has failed to comply with the Letting Agent Enforcement Order ("LAEO") dated 25 May 2026 and that the Tribunal must notify the Scottish Ministers of that failure in terms of Section 50(2) of the 2014 Act.

The decision is unanimous.

Background

1. The Applicant lodged an application in terms of Rule 95 of the Tribunal Procedure Rules 2017 and Section 48(1) of the 2014 Act. A Legal Member of the Tribunal with delegated powers of the President referred the application to the Tribunal.

2. Following two case management discussions (CMDs), the Tribunal determined that the Respondent had failed to comply with the Code of Practice and issued a LAEO. In terms of the Order, the Tribunal required the Respondent to pay the Applicant the sums of £6800 and £750 as compensation for the inconvenience and losses suffered as a result of the

breaches of the Code, within 28 days of intimation of the LAEO.

3. The LAEO was issued to the parties on 29 May 2026. The recorded delivery intimation to the Respondent was delivered and signed for on 1 June 2026. The documents were then sent back to the Tribunal marked “return to sender”. However, the Tribunal had previously successfully served the application at that address, being the registered address of the Respondent according to the Companies House website at that time. It is noted that the registered office address has now changed. The Tribunal also published the decision and LAEO on the Chamber website on 5 June 2026.

4. On 6 September 2026, the Applicant notified the Respondent that she has had no contact from the Respondent, and no payment has been received. The Respondent was offered the opportunity to confirm whether they had complied with the order but has not responded to the request.

Reasons for Decision

5. Section 50 of the 2014 Act states, “(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.”

6. The Tribunal notes that the Respondent has not engaged with the Tribunal since the application was served on them. The Applicant participated in the tribunal process and has confirmed that the Respondent has not complied with the order. The Tribunal is satisfied that the Respondent has had proper notice of both the application and the decision of the Tribunal and LAEO.

7. The Tribunal is therefore satisfied that the Respondent has failed to comply with the LAEO and that the failure to comply must be notified to the Scottish Ministers.

Appeals

In terms of Section 46 of the Tribunals (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.

Josephine Bonnar, Legal Member 30 October 2026