Housing and Property Chamber
First-tier Tribunal for Scotland

Letting Agent Enforcement Order ('LAEO')

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

Reference number: **FTS/HPC/LA/26/0298**

Parties:

Mr Tsonko Ivanov, 3/3 4 Cowen Street, Glasgow, Glasgow, G12 8PF ("the Applicant")

Stewart Property Management Ltd, 3 Grierson Avenue, Edinburgh, EH5 2AP ("the Respondent")

Whereas, in terms of their decision dated 28 October 2026, the First-tier Tribunal for Scotland (Housing and Property Chamber) ('the Tribunal') determined that the Respondent has failed to comply with paragraphs 16, 17, 19, 28, 41, 62, 64, 90, 93, 100, 107, 111, 127, 129 and 137 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 issue a written apology to the Applicant for having communicated with him in a harassing and abusive manner; and

2. To pay the sum of SIX THOUSAND, THREE HUNDRED AND SEVENTY-ONE POUNDS AND THIRTY PENCE STERLING (£6,371.30) 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: 28 October 2026 Legal Member: