

**Housing and Property Chamber**  
First-tier Tribunal for Scotland

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**Letting Agent Enforcement Order made in terms of Section 48(7) of the  
Housing (Scotland) Act 2014**

**Chamber Reference: FTS/HPC/LA/20/0138**

**Parties:**

**Ms Susan Wright, 12 Beech Grove, Cousland, Dalkeith, EH22 2QP ("the Applicant")**  
  
**and**

**CP Property, 15 Hardengreen Business Centre, Dalhousie Road, Eskbank, EH22  
3NX ("the Respondents")**

**Tribunal Members:**

**Fiona Watson (Legal Member/Chairperson) and Greig Adams (Ordinary Member)**

**This Notice should be read in conjunction with the Decision of 17 September 2020  
under the above reference.**

**The Tribunal hereby makes the following Letting Agent Enforcement Order:**

**Within 2 weeks of the communication to the Respondents of this Letting Agent  
Enforcement Order, the Respondents shall:**

- 1. Produce a copy of their written complaints procedure which must state how a  
complaint shall be made to the Respondents, the timescale for responding to  
said complaint, and details of all steps that a complaint may go through  
thereafter.**

**Fiona Watson**  
**Legal Member/Chairperson**

**17 September 2020**  
**Date**