

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

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

**Letting Agent Enforcement Order: Housing (Scotland) Act 2014 Section 48(7)**

**Chamber Ref: FTS/HPC/LA/19/1726**

**Re: Property at 14 South Street, St Andrews, Fife (“the Property”)**

**Parties:**

**Ms Thalia Ostendorf, residing at 13 Straiton Way, St Andrews, Fife, KY16 8HT (“the Applicant”)**

**Rollos, Solicitors and Estate Agents, 6 Bell Street, St Andrews Fife (“the Respondent”)**

**Letting Agent Registration Number LARN1811028**

**Tribunal Members:**

**Ewan Miller (Legal Member) and Colin Campbell (Ordinary Member)**

Whereas in terms of its decision dated 17 February 2020, the First-tier Tribunal for Scotland (Housing and Property Chamber) (“the Tribunal”) determined that the Respondent had failed to comply with the Letting Agent Code of Practice (“the Code”) in the following regard:-

- The Respondent had breached Paragraph 17 of the Code in that they had failed to treat the Applicant in a fair and open way in respect of a room move within the Property in which she rented a room.

The Tribunal now requires the Respondent to:-

- Make payment to the Applicant of the sum of £200, the said sum to be paid within 30 days of service of this Order

**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.**

Please note that 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

Ewan Miller

**Legal Member/Chair**

**Date**

17 / 2 / 2020