

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

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**Letting Agent Enforcement Order (LAEO) under section 48(7) of the Housing  
(Scotland) Act 2014 (Act)**

**Reference number: FTS/HPC/LA/19/3338**

**Re: Property at 1/2 82 Dumbarton Road, Glasgow, G11 6NX**

**Date Order was granted: 2 October 2020**

**Parties:**

**Ms Laura Fryer, 1/2 80 Firhill Road, Glasgow, G20 7AL (Applicant)**

**Central Letting Services, 737 Pollokshaws Road, Glasgow, G41 2AA (Respondent)**

**Tribunal Members:**

**Alan Strain (Legal Member) and Mary Lyden (Ordinary Member)**

Whereas in terms of their decision dated 2 October 2020, The First-tier Tribunal for Scotland (Housing and Property Chamber) (**Tribunal**) determined that the Respondent has failed to comply with paragraphs 18, 21, 26, 28, 85-86, and 90-94 of the Code of Practice for Letting Agents (**Code**) as required by the Act, the Tribunal now requires the Respondent to take such steps as are necessary to rectify the failures listed above.

**The Tribunal orders the Respondent:**

**1. within 21 days of the date of service of this order to lodge with the Tribunal and copy to the Applicant:**

- (a) Written Procedures and processes confirming appropriate systems and controls are in place to ensure repairs and maintenance obligations are done to an appropriate standard within relevant timescales; and**
- (b) Written Procedures and processes for tenants to notify any repairs and maintenance and target timescales.**

**2. within 21 days of the date of service of this order to pay to the Applicant the sum of £2000 by way of compensation for the distress and inconvenience occasioned to the Applicant.**

**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.**

Date: 2 October 2020

Legal Member: Alan Strain