

**From:** [REDACTED] on behalf of [Letting Agent Regulation](#)  
**To:** [REDACTED]  
**Subject:** Letting Agent Register - Homes Scotland Lettings Lettings Ltd - nRequest for Certificates & Further Information - 04 April 2019  
**Date:** 04 April 2019 12:52:00

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Good Afternoon

Thank you for your application to join the Scottish Letting Agent Register. Scottish Ministers are assessing the information you have supplied in your application and as part of this consideration I should appreciate if you would supply us with a copy (a scanned copy will suffice) of the certificates for your professional indemnity insurance as well as a copy of the certificate issued for the relevant qualification that you hold.

You said in your application that you hold or handle client money but at that time you did not have one or more separate and dedicated client bank accounts in place or client money protection insurance. Would you please confirm whether or not you now have the necessary client bank account(s) and client money protection insurance?

Client Bank Account(s)

If you now have the required bank account(s) in place, and you have written confirmation from your bank that the account(s) meet the conditions set out in the Letting Agent Code of Practice, please let me know.

If you do not yet have the necessary client bank account(s) in place, please provide details of the steps you have taken to obtain a suitable account and any reasons you have been given why any application for this cover has not been successful.

If you are experiencing difficulties in obtaining a client account you may wish to consider an automated payment and reconciliation platform that facilitates access to a dedicated client bank account which, as you know, is a requirement of the Code of Practice and registration. Payprop is an example of such a product. You may wish to contact them or another provider to discuss their product and the associated benefits and costs.

Whilst I understand you may be reluctant to switch to another bank, it is a requirement of the Code to hold client money in one or more separate and dedicated client bank accounts so you will be expected to investigate accounts offered by other banks.

Client Money Protection Insurance

If you now have the required policy in place, please let me know so that I can return your application to allow you to add the necessary information to your application. Please also send a copy of the certificate confirming details of the insurance.

If you do not yet have a Client Money Protection Insurance policy in place, please provide details of the steps you have taken to obtain this insurance and any reasons you have been given why any application for this cover has not been successful.

Scottish Ministers have been clear that they do not intend to approve any application to join the Scottish Register of Letting Agents from agents who hold or handle client money that do not have one or more separate and dedicated client bank accounts or client money protection insurance. As these remain outstanding from your application I would ask that you take steps as a matter of some urgency to obtain these and I suggest you record the action that you take so that you can provide evidence of your efforts to comply with requirements should you be required to do so.

If you have any queries regarding the above please do not hesitate to contact a member of the team.

Regards



**Letting Agent Regulation Team  
Better Homes Division  
Scottish Government**

[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot)  
Tel - 0300 244 6439

[Letting Agent Registration Guide](#)

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Re: Letting Agent Register - Homes Scotland Lettings Ltd - Check Up Email - 16 April 2019  
**Date:** 06 May 2019 09:33:02

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Hi [REDACTED]

Can you advise what the application number is for this registration please as we're receiving emails saying our application is going to be deleted.

THanks

[REDACTED]  
Homes Scotland Lettings Ltd

Karma - action, work or deed; it also refers to the spiritual principle of cause and effect where intent and actions of an individual influence the future of that individual. Good intent and good deed contribute to good karma and future happiness, while bad intent and bad deed contribute to bad karma and future suffering.

"You must be the change you want to see in the world." *M.K. Gandhi*

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**From:** [REDACTED]  
**Sent:** 16 April 2019 09:59  
**To:** [REDACTED]  
**Subject:** RE: Letting Agent Register - Homes Scotland Lettings Ltd - Check Up Email - 16 April 2019

Good Morning

Thank you for the update.

Regards

[REDACTED]  
[REDACTED] – Atlantic Quay  
Letting Agent Regulation Team  
Better Homes Division  
Scottish Government

[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot)

Tel - 0300 244 6439

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**From:** [REDACTED]  
**Sent:** 16 April 2019 09:36  
**To:** [REDACTED]  
**Subject:** Re: Letting Agent Register - Homes Scotland Lettings Ltd - Check Up Email - 16 April 2019

Good morning [REDACTED]

Unfortunately your last email went to spam.

I'll take a look at the below and get back to you with the information you requested.

Regards

[REDACTED]  
Homes Scotland Lettings Ltd

Karma - action, work or deed; it also refers to the spiritual principle of cause and effect where intent and actions of an individual influence the future of that individual. Good intent and good deed contribute to good karma and future happiness, while bad intent and bad deed contribute to bad karma and future suffering.

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**From:** [REDACTED]  
**Sent:** 16 April 2019 09:08  
**To:** [REDACTED]  
**Subject:** Letting Agent Register - Homes Scotland Lettings Ltd - Check Up Email - 16 April 2019

Good Morning

I noticed you haven't yet responded to my email on 04/04. I advise that applications cannot be approved until this stage is complete.

Thank you for your application to join the Scottish Letting Agent Register.

Scottish Ministers are assessing the information you have supplied in your

application and as part of this consideration I should appreciate if you would supply us with a copy (a scanned copy will suffice) of the certificates for your professional indemnity insurance as well as a copy of the certificate issued for the relevant qualification that you hold.

You said in your application that you hold or handle client money but at that time you did not have one or more separate and dedicated client bank accounts in place or client money protection insurance. Would you please confirm whether or not you now have the necessary client bank account(s) and client money protection insurance?

#### Client Bank Account(s)

If you now have the required bank account(s) in place, and you have written confirmation from your bank that the account(s) meet the conditions set out in the Letting Agent Code of Practice, please let me know.

If you do not yet have the necessary client bank account(s) in place, please provide details of the steps you have taken to obtain a suitable account and any reasons you have been given why any application for this cover has not been successful.

If you are experiencing difficulties in obtaining a client account you may wish to consider an automated payment and reconciliation platform that facilitates access to a dedicated client bank account which, as you know, is a requirement of the Code of Practice and registration. Payprop is an example of such a product. You may wish to contact them or another provider to discuss their product and the associated benefits and costs.

Whilst I understand you may be reluctant to switch to another bank, it is a requirement of the Code to hold client money in one or more separate and dedicated client bank accounts so you will be expected to investigate accounts offered by other banks.

#### Client Money Protection Insurance

If you now have the required policy in place, please let me know so that I can return your application to allow you to add the necessary information to your application. Please also send a copy of the certificate confirming details of the insurance.

If you do not yet have a Client Money Protection Insurance policy in place, please provide details of the steps you have taken to obtain this insurance and any reasons you have been given why any application for this cover has not been successful.

Scottish Ministers have been clear that they do not intend to approve any application to join the Scottish Register of Letting Agents from agents who hold or handle client money that do not have one or more separate and dedicated client bank accounts or client money protection insurance. As these remain outstanding from your application I would ask that you take steps as a matter of some urgency to obtain these and I suggest you record the action that you take so that you can

provide evidence of your efforts to comply with requirements should you be required to do so.

If you have any queries regarding the above please do not hesitate to contact a member of the team.

Regards



**— Atlantic Quay  
Letting Agent Regulation Team  
Better Homes Division  
Scottish Government**

[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot)  
Tel - 0300 244 6439

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Communications with the Scottish Government may be monitored or recorded in order to secure the effective operation of the system and for other lawful purposes. The views or opinions contained within this e-mail may not necessarily reflect those of the Scottish Government.

Tha am post-d seo (agus faidhle neo ceanglan còmhla ris) dhan neach neo luchd-ainmichte a-mhàin. Chan eil e ceadaichte a chleachdadh ann an dòigh sam bith, a' toirt a-steach còraichean, foillseachadh neo sgaoileadh, gun chead. Ma 's e is gun d'fhuair sibh seo gun fhiosd', bu choir cur às dhan phost-d agus lethbhreac sam bith air an t-siostam agaibh agus fios a leigeil chun neach a sgaoil am post-d gun dàil.

Dh'fhaodadh gum bi teachdaireachd sam bith bho Riaghaltas na h-Alba air a chlàradh neo air a sgrùdadh airson dearbhadh gu bheil an siostam ag obair gu h-èifeachdach neo airson adhbhar laghail eile. Dh'fhaodadh nach eil beachdan anns a' phost-d seo co-ionann ri beachdan Riaghaltas na h-Alba.

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**From:** [Letting Agent Regulation](#)  
**To:** [REDACTED]  
**Subject:** RE: Scottish Letting Agent Register - Un-submitted application  
**Date:** 07 May 2019 09:05:00

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Good morning,

You have received an automated message advising you have an un-submitted application as we appear to have three applications on our system started by yourself. Two of these have not been completed and it is likely that you have started these in error.

I can confirm that we have a submitted application from yourself which was received on 28 September 2018. I believe my colleague has emailed you a couple of time to request certificates and we would be grateful if you could respond to one of those emails with the requested documents.

Please note that you do not need to take any action in regards to the un-submitted applications as these will be deleted automatically from our system within 30 days.

Thank you.

[REDACTED]  
**Letting Agent Registration Team**  
**Better Homes Division**  
**Scottish Government**  
**2-H North, Victoria Quay, Edinburgh, EH6 6QQ**

[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot)  
Tel - 0300 244 6439

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**From:** Homes Scotland [REDACTED]  
**Sent:** 06 May 2019 09:29  
**To:** Letting Agent Regulation <LettingAgentRegulation@gov.scot>  
**Subject:** FW: Scottish Letting Agent Register - Un-submitted application

Hi,

We're a little confused on this one.

Can you confirm if this is for Homes Scotland Lettings Ltd and if we have a submitted application as well please.

Thanks

[REDACTED]

Homes Scotland Lettings Ltd

Karma - action, work or deed; it also refers to the spiritual principle of cause and effect where intent and actions of an individual influence the future of that individual. Good intent and good deed contribute to good karma and future happiness, while bad intent and bad deed contribute to bad karma and future suffering.

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---

**From:** [LettingAgentSupport@gov.scot](mailto:LettingAgentSupport@gov.scot) <[LettingAgentSupport@gov.scot](mailto:LettingAgentSupport@gov.scot)>

**Sent:** 02 May 2019 02:00

**To:** [REDACTED]

**Subject:** Scottish Letting Agent Register - Un-submitted application

## Un-submitted application to Scottish Letting Agent Register to be deleted -

Thank you for starting an application to join the Scottish Letting Agent Register using the online application at:

<https://lettingagentregistration.gov.scot/>

We are writing to inform you that as your application has not yet been submitted and is now over 12 months old, it will be automatically deleted in 30 days from the date of this notification.

It may be that you have started this application in error or you have created more than one application and have now submitted it to us using a different application number. If this is the case, you do not need to take any action.

However, if you wish to submit this application you need to take action immediately to finalise and submit it before it is deleted in 30 days' time.

If you have any questions about using the online application system or about this email, please contact a member of the Letting Agent Registration Team via email to:

[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot) or by telephone on 0300 244 6439.

Thank you.

**Letting Agent Registration Team**

**Better Homes Division**

**Scottish Government**

**1-H South, Victoria Quay, Edinburgh, EH6 6QQ**

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**You have received this e-mail because you have started an application to join the Scottish Register of Letting Agents more than 12 months ago but it has not been submitted.**



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**From:** [REDACTED]  
**To:** [Letting Agent Regulation](#)  
**Subject:** Re: Scottish Letting Agent Register - Un-submitted application  
**Date:** 07 May 2019 11:19:21  
**Attachments:** [PI certificate\\_HSLettings \[REDACTED\].pdf](#)  
[Qual Cert \[REDACTED\].pdf](#)

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Good morning,

Thanks for clarification.

I was away last week so didn't have access as the documents are in the office and it was a bank holiday yesterday.

I've attached them now.

Regards

[REDACTED]  
Homes Scotland Lettings Ltd

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**From:** LettingAgentRegulation@gov.scot <LettingAgentRegulation@gov.scot>  
**Sent:** 07 May 2019 09:05  
**To:** [REDACTED]  
**Subject:** RE: Scottish Letting Agent Register - Un-submitted application

Good morning,

You have received an automated message advising you have an un-submitted application as we appear to have three applications on our system started by yourself. Two of these have not been completed and it is likely that you have started these in error.

I can confirm that we have a submitted application from yourself which was received on 28 September 2018. I believe my colleague has emailed you a couple

of time to request certificates and we would be grateful if you could respond to one of those emails with the requested documents.

Please note that you do not need to take any action in regards to the un-submitted applications as these will be deleted automatically from our system within 30 days.

Thank you.

[REDACTED]  
**Letting Agent Registration Team**  
**Better Homes Division**  
**Scottish Government**  
**2-H North, Victoria Quay, Edinburgh, EH6 6QQ**

[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot)

Tel - 0300 244 6439

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**From:** Homes Scotland [REDACTED]  
**Sent:** 06 May 2019 09:29  
**To:** Letting Agent Regulation <LettingAgentRegulation@gov.scot>  
**Subject:** FW: Scottish Letting Agent Register - Un-submitted application

Hi,

We're a little confused on this one.

Can you confirm if this is for Homes Scotland Lettings Ltd and if we have a submitted application as well please.

Thanks

[REDACTED]  
Homes Scotland Lettings Ltd

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**From:** [LettingAgentSupport@gov.scot](mailto:LettingAgentSupport@gov.scot) <[LettingAgentSupport@gov.scot](mailto:LettingAgentSupport@gov.scot)>

**Sent:** 02 May 2019 02:00

**To:** [REDACTED]

**Subject:** Scottish Letting Agent Register - Un-submitted application

## Un-submitted application to Scottish Letting Agent Register to be deleted -

Thank you for starting an application to join the Scottish Letting Agent Register using the online application at:

<https://lettingagentregistration.gov.scot/>

We are writing to inform you that as your application has not yet been submitted and is now over 12 months old, it will be automatically deleted in 30 days from the date of this notification.

It may be that you have started this application in error or you have created more than one application and have now submitted it to us using a different application number. If this is the case, you do not need to take any action.

However, if you wish to submit this application you need to take action immediately to finalise and submit it before it is deleted in 30 days' time.

If you have any questions about using the online application system or about this email, please contact a member of the Letting Agent Registration Team via email to:

[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot) or by telephone on 0300 244 6439.

Thank you.

**Letting Agent Registration Team**

**Better Homes Division**

**Scottish Government**

**1-H South, Victoria Quay, Edinburgh, EH6 6QQ**

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**From:** [REDACTED]  
**To:** [Letting Agent Regulation](#)  
**Subject:** Re: Scottish Letting Agent Register - Request for information  
**Date:** 15 July 2019 17:39:22  
**Attachments:** [Client account Doc.pdf](#)

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Hi,

Please find attached as requested, can you confirm receipt please.

Though we are currently in the process of opening a client account with [REDACTED]  
[REDACTED]

Please let us know who we need to inform once it's open.

Thanks

[REDACTED]  
Homes Scotland Lettings Ltd

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---

**From:** LettingAgentRegulation@gov.scot <LettingAgentRegulation@gov.scot>  
**Sent:** 05 July 2019 16:03  
**Subject:** Scottish Letting Agent Register - Request for information

Good afternoon,

We note from your application that you do not have a dedicated client bank account or hold a client money protection insurance policy or both. As these are requirements for registration, you must complete and return the attached form to us no later than the **19<sup>th</sup> July 2019** in order for us to continue with the assessment of your application.

If you have now obtained one or more separate and dedicated client bank accounts then please provide written confirmation from your bank or building


society that the account meets the requirements of [paragraph 122](#) of the Letting Agent Code of Practice.

If you have also obtained a client money protection insurance policy then please also provide a copy of the certificate for this policy.

If you have not yet obtained a client money protection insurance policy but do have the required bank account(s) then please also provide information on the steps you have taken to date to obtain such a policy in addition to the written confirmation from your bank requested above.

It is important that you provide the requested information by the **19<sup>th</sup> July 2019**.

Thank you.

  
**Letting Agent Registration Team**  
**Better Homes Division**  
**Scottish Government**  
**2-H North, Victoria Quay, Edinburgh, EH6 6QQ**

[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot)

Tel - 0300 244 6439

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Tha am post-d seo (agus faidhle neo ceanglan còmhla ris) dhan neach neo luchd-ainmichte a-mhàin. Chan eil e ceadaichte a chleachdadh ann an dòigh sam bith, a' toirt a-steach còraichean, foillseachadh neo sgaoileadh, gun chead. Ma 's e is gun d'fhuair sibh seo gun fhiosd', bu choir cur às dhan phost-d agus lethbhreac sam bith air an t-siostam agaibh agus fios a leigeil chun neach a sgaoil am post-d gun dàil.

Dh'fhaodadh gum bi teachdaireachd sam bith bho Riaghaltas na h-Alba air a chlàradh neo air a sgrùdadh airson dearbhadh gu bheil an siostam ag obair gu h-èifeachdach neo airson adhbhar laghail eile. Dh'fhaodadh nach eil beachdan anns a' phost-d seo co-ionann ri beachdan Riaghaltas na h-Alba.

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**From:** [Letting Agent Regulation](#)  
**To:** [REDACTED]  
**Subject:** RE: Scottish Letting Agent Register - Request for information  
**Date:** 30 July 2019 15:11:00

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Good afternoon,

Thank you for completing and providing the form.

Please keep us informed of the progress of your application with [REDACTED]

Once you have obtained the required type of account please provide written confirmation from the bank that the account meets the requirements of [paragraph 122](#) of the Letting Agent Code of Practice.

In addition, you will need to obtain a client money protection (CMP) insurance policy. If your current provider is unable to provide this type of policy you can find a list of industry and professional bodies and an insurance broker who offer CMP on our guide to letting agent registration on the Scottish Government's website:

<https://www.mygov.scot/letting-agent-registration/protecting-client-money-and-professional-indemnity-insurance/>

Once you have obtained such a policy please provide a copy of the certificate for the policy.

Thank you.

[REDACTED]  
**Letting Agent Registration Team**  
**Better Homes Division**  
**Scottish Government**  
**2-H North, Victoria Quay, Edinburgh, EH6 6QQ**

[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot)  
Tel - 0300 244 6439

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**From:** Homes Scotland [REDACTED]  
**Sent:** 15 July 2019 17:39  
**To:** Letting Agent Regulation <LettingAgentRegulation@gov.scot>  
**Subject:** Re: Scottish Letting Agent Register - Request for information

Hi,


Please find attached as requested, can you confirm receipt please.

Though we are currently in the process of opening a client account with [REDACTED]  
[REDACTED]



Please let us know who we need to inform once it's open.

Thanks



Homes Scotland Lettings Ltd

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**From:** [LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot) <[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot)>

**Sent:** 05 July 2019 16:03

**Subject:** Scottish Letting Agent Register - Request for information

Good afternoon,

We note from your application that you do not have a dedicated client bank account or hold a client money protection insurance policy or both. As these are requirements for registration, you must complete and return the attached form to us no later than the **19<sup>th</sup> July 2019** in order for us to continue with the assessment of your application.

If you have now obtained one or more separate and dedicated client bank accounts then please provide written confirmation from your bank or building society that the account meets the requirements of [paragraph 122](#) of the Letting Agent Code of Practice.

If you have also obtained a client money protection insurance policy then please also provide a copy of the certificate for this policy.

If you have not yet obtained a client money protection insurance policy but do have the required bank account(s) then please also provide information on the steps you have taken to date to obtain such a policy in addition to the written confirmation from your bank requested above.

th

It is important that you provide the requested information by the **19 July 2019**.

Thank you.

**Letting Agent Registration Team  
Better Homes Division  
Scottish Government  
2-H North, Victoria Quay, Edinburgh, EH6 6QQ**

[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot)  
Tel - 0300 244 6439

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Tha am post-d seo (agus faidhle neo ceanglan còmhla ris) dhan neach neo luchd-ainmichte a-mhàin. Chan eil e ceadaichte a chleachdadh ann an dòigh sam bith, a' toirt a-steach còraichean, foillseachadh neo sgaoileadh, gun chead. Ma 's e is gun d'fhuair sibh seo gun fhiosd', bu choir cur às dhan phost-d agus lethbhreac sam bith air an t-siostam agaibh agus fios a leigeil chun neach a sgaoil am post-d gun dàil.

Dh'fhaodadh gum bi teachdaireachd sam bith bho Riaghaltas na h-Alba air a chlàradh neo air a sgrùdadh airson dearbhadh gu bheil an siostam ag obair gu h-èifeachdach neo airson adhbhar laghail eile. Dh'fhaodadh nach eil beachdan anns a' phost-d seo co-ionann ri beachdan Riaghaltas na h-Alba.

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**From:** [REDACTED] n behalf of [REDACTED]  
**To:**  
**Subject:** Homes Scotland Lettings Ltd - Scottish Letting Agent Register - Request for information - 21 August 2019  
**Date:** 21 August 2019 09:10:00

---

Good morning,

Many thanks for confirming the detail of your account and CMPI. We need written confirmation from your bank that complies with the code.

The letter must meet the requirements of [paragraph 122](#) of the Letting Agent Code of Practice.

**122.** You must have written confirmation from any bank or building society where a client account is held that the following conditions apply:

- (a) that all money standing to the credit of that account is client money; and
- (b) that the bank or building society is not entitled to combine the account with any other account or exercise any right to set-off or counterclaim against money in that account for any sum owed to the bank or building society on any other of your accounts it holds.

We also need a scanned copy of your CMPI certificate.

Regards

[REDACTED]

**Letting Agent Regulation Team**  
**Better Homes Division**  
**Scottish Government**

[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot)  
Tel - 0300 244 6439

[Letting Agent Registration Guide](#)

---

**From:** Homes Scotland [REDACTED]  
**Sent:** 20 August 2019 13:52  
**To:** [REDACTED]  
**Subject:** Re: Scottish Letting Agent Register - Request for information

Hi [REDACTED]

The Client Deposit Account is now open, the confirmation email is attached and client money protection has been bought and paid for with Propertymark.

Can you advise if anything else is needed.

Thanks

[REDACTED]

Homes Scotland Lettings Ltd

Karma - action, work or deed; it also refers to the spiritual principle of cause and effect where intent and actions of an individual influence the future of that individual. Good intent and good deed contribute to good karma and future happiness, while bad intent and bad deed contribute to bad karma and future suffering.

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*All communications are written on an entirely without prejudice basis to Homes Scotland Lettings Ltd's whole rights and pleas and may not be founded upon in any action to follow here on without the express written consent of the author.*

Good Morning [REDACTED]

Hope you're well.

I have some good news for you in that the new clients deposit account is now opened and ready for use.

Sort code and account number – [REDACTED]

The cheque book is on its way in the post for you as well.

Thanks for your patience with this one. Anything else you need please just let me know.

[REDACTED]  
**Business Specialist**  
[REDACTED]

---

Phone [REDACTED]  
Email [REDACTED]

Protect our environment - please only print this if you have to!

---

**From:** [REDACTED]  
**Sent:** 26 July 2019 07:58  
**To:** [REDACTED]  
**Subject:** RE: Scottish Letting Agent Register - Request for information

Good Morning

Thank you for that, I have forwarded this on to the member of the team dealing with the forms currently. In terms of next steps, as soon as you receive news that your client account has been opened you can just send the confirmation letter over to myself once you have it and we can progress with your application.

Many thanks

[REDACTED] – Atlantic Quay  
**Letting Agent Regulation Team**  
**Better Homes Division**  
**Scottish Government**

[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot)  
Tel - 0300 244 6439

[Letting Agent Registration Guide](#)

---

**From:** Homes Scotland [REDACTED]  
**Sent:** 24 July 2019 18:30  
**To:** [REDACTED]  
**Subject:** FW: Scottish Letting Agent Register - Request for information

Hi [REDACTED]

Do you have the attached?

If you don't who did that go to?

I think it gives you all the info you need.

If it doesn't please get back to me and let me know what you need.

Thanks

[REDACTED]

Homes Scotland Lettings Ltd

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---

**From:** Homes Scotland [REDACTED]  
**Sent:** 15 July 2019 17:39  
**To:** [LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot) <[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot)>  
**Subject:** Re: Scottish Letting Agent Register - Request for information

Hi,

Please find attached as requested, can you confirm receipt please.

Though we are currently in the process of opening a client account with [REDACTED]

Please let us know who we need to inform once it's open.

Thanks

[REDACTED]

Homes Scotland Lettings Ltd

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**From:** [LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot) <[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot)>  
**Sent:** 05 July 2019 16:03  
**Subject:** Scottish Letting Agent Register - Request for information

Good afternoon,

We note from your application that you do not have a dedicated client bank account or hold a client money protection insurance policy or both. As these are requirements for registration, you must complete and return the attached form to us no later than the **19<sup>th</sup> July 2019** in order for us to continue with the assessment of your application.

If you have now obtained one or more separate and dedicated client bank accounts then please provide written confirmation from your bank or building society that the account meets the requirements of [paragraph 122](#) of the Letting Agent Code of Practice.

If you have also obtained a client money protection insurance policy then please also provide a copy of the certificate for this policy.

If you have not yet obtained a client money protection insurance policy but do have the required bank account(s) then please also provide information on the steps you have taken to date to obtain such a policy in addition to the written confirmation from your bank requested above.

It is important that you provide the requested information by the **19<sup>th</sup> July 2019**.

Thank you.

**Letting Agent Registration Team  
Better Homes Division  
Scottish Government  
2-H North, Victoria Quay, Edinburgh, EH6 6QQ**

[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot)

Tel - 0300 244 6439

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Dh'fhaodadh gum bi teachdaireachd sam bith bho Riaghaltas na h-Alba air a chlàradh neo air a sgrùdadh airson dearbhadh gu bheil an siostam ag obair gu h-èifeachdach neo airson adhbhar laghail eile. Dh'fhaodadh nach eil beachdan anns a' phost-d seo co-ionann ri beachdan Riaghaltas na h-Alba.

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**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Re: Scottish Letting Agent Register - Request for information  
**Date:** 05 September 2019 15:23:46  
**Attachments:** [REDACTED].pdf

---

Hi [REDACTED]

Is this what you're looking for? I might be getting confused with what I've sent to [REDACTED] and to yourselves.

Homes Scotland Lettings Ltd

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---

**From:** Homes Scotland [REDACTED]  
**Sent:** 20 August 2019 13:51  
**To:** [REDACTED]  
**Subject:** Re: Scottish Letting Agent Register - Request for information

Hi [REDACTED]

The Client Deposit Account is now open, the confirmation email is attached and client money protection has been bought and paid for with [REDACTED]

Can you advise if anything else is needed.

Thanks

[REDACTED]

Homes Scotland Lettings Ltd

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[REDACTED]  
Wed 07/08/2019 09:59  
[REDACTED]

Good Morning [REDACTED]

Hope you're well.

I have some good news for you in that the new clients deposit account is now opened and ready for use.

Sort code and account number – [REDACTED]

The cheque book is on its way in the post for you as well.

Thanks for your patience with this one. Anything else you need please just let me know.

[REDACTED]  
**Business Specialist**  
[REDACTED]

---

Phone [REDACTED]  
Email [REDACTED]

---

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---

**From:** [REDACTED]  
**Sent:** 26 July 2019 07:58



**To:** [REDACTED]

**Subject:** RE: Scottish Letting Agent Register - Request for information

Good Morning

Thank you for that, I have forwarded this on to the member of the team dealing with the forms currently. In terms of next steps, as soon as you receive news that your client account has been opened you can just send the confirmation letter over to myself once you have it and we can progress with your application.

Many thanks

[REDACTED] - Atlantic Quay  
Letting Agent Regulation Team  
Better Homes Division  
Scottish Government

[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot)

Tel - 0300 244 6439

[Letting Agent Registration Guide](#)

---

**From:** Homes Scotland [REDACTED]

**Sent:** 24 July 2019 18:30

**To:** [REDACTED]

**Subject:** FW: Scottish Letting Agent Register - Request for information

Hi [REDACTED]

Do you have the attached?

If you don't who did that go to?

I think it gives you all the info you need.

If it doesn't please get back to me and let me know what you need.

Thanks

[REDACTED]  
Homes Scotland Lettings Ltd

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**From:** Homes Scotland [REDACTED]  
**Sent:** 15 July 2019 17:39  
**To:** [LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot) <[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot)>  
**Subject:** Re: Scottish Letting Agent Register - Request for information

Hi,

Please find attached as requested, can you confirm receipt please.

Though we are currently in the process of opening a client account with [REDACTED]  
[REDACTED]

Please let us know who we need to inform once it's open.

Thanks

[REDACTED]  
Homes Scotland Lettings Ltd

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**From:** [LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot) <[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot)>  
**Sent:** 05 July 2019 16:03  
**Subject:** Scottish Letting Agent Register - Request for information

Good afternoon,

We note from your application that you do not have a dedicated client bank account or hold a client money protection insurance policy or both. As these are requirements for registration, you must complete and return the attached form to

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us no later than the **19 July 2019** in order for us to continue with the assessment of your application.

If you have now obtained one or more separate and dedicated client bank accounts then please provide written confirmation from your bank or building society that the account meets the requirements of [paragraph 122](#) of the Letting Agent Code of Practice.

If you have also obtained a client money protection insurance policy then please also provide a copy of the certificate for this policy.

If you have not yet obtained a client money protection insurance policy but do have the required bank account(s) then please also provide information on the steps you have taken to date to obtain such a policy in addition to the written confirmation from your bank requested above.

It is important that you provide the requested information by the **19<sup>th</sup> July 2019**.

Thank you.

**Letting Agent Registration Team  
Better Homes Division  
Scottish Government  
2-H North, Victoria Quay, Edinburgh, EH6 6QQ**

[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot)  
Tel - 0300 244 6439

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Dh'fhaodadh gum bi teachdaireachd sam bith bho Riaghaltas na h-Alba air a chlàradh neo air a sgrùdadh airson dearbhadh gu bheil an siostam ag obair gu h-èifeachdach neo airson adhbhar laghail eile. Dh'fhaodadh nach eil beachdan anns a' phost-d seo co-ionann ri beachdan Riaghaltas na h-Alba.

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**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Re: Scottish Letting Agent Register - Request for information  
**Date:** 05 September 2019 15:29:15  
**Attachments:** [CMP Certificate 2019.pdf](#)

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Hi [REDACTED]

Thanks for all your help, cmp certificate attached.

Let me know if all is good or if anything else is required.

Thanks

[REDACTED]  
Homes Scotland Lettings Ltd

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---

**From:** [REDACTED]  
**Sent:** 05 September 2019 15:26  
**To:** [REDACTED]  
**Subject:** RE: Scottish Letting Agent Register - Request for information

Thank you so much for this I can confirm that I have the attached bank confirmation letter.

Can you also please send over a scan of your actual CMP certificate as I can't seem to find that from previous emails.

Many thanks

[REDACTED] – Atlantic Quay  
Letting Agent Regulation Team  
Better Homes Division  
Scottish Government

[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot)

Tel - 0300 244 6439

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---

**From:** Homes Scotland [REDACTED]  
**Sent:** 05 September 2019 15:23  
**To:** [REDACTED]  
**Subject:** Re: Scottish Letting Agent Register - Request for information

Hi [REDACTED]

Is this what you're looking for? I might be getting confused with what I've sent to [REDACTED] and to yourselves.

Homes Scotland Lettings Ltd

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---

**From:** Homes Scotland [REDACTED]  
**Sent:** 20 August 2019 13:51  
**To:** [REDACTED]  
**Subject:** Re: Scottish Letting Agent Register - Request for information

Hi [REDACTED]

The Client Deposit Account is now open, the confirmation email is attached and client money protection has been bought and paid for with [REDACTED]

Can you advise if anything else is needed.

Thanks

[REDACTED]

Homes Scotland Lettings Ltd

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[Redacted]

Wed 07/08/2019 09:59

[Redacted]

Good Morning [Redacted]

Hope you're well.

I have some good news for you in that the new clients deposit account is now opened and ready for use.

Sort code and account number – [Redacted]

The cheque book is on its way in the post for you as well.

Thanks for your patience with this one. Anything else you need please just let me know.

[Redacted]

**Business Specialist**

[Redacted]

---

Phone [Redacted]  
Email [Redacted]

---

Protect our environment - please only print this if you have to!

**From:** [REDACTED]  
**Sent:** 26 July 2019 07:58  
**To:** [REDACTED]  
**Subject:** RE: Scottish Letting Agent Register - Request for information

Good Morning

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**From:** [LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot) <[LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot)>  
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**Subject:** Scottish Letting Agent Register - Request for information

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Dh'fhaodadh gum bi teachdaireachd sam bith bho Riaghaltas na h-Alba air a chlàradh neo air a sgrùdadh airson dearbhadh gu bheil an siostam ag obair gu h-èifeachdach neo airson adhbhar laghail eile. Dh'fhaodadh nach eil beachdan anns a' phost-d seo co-ionann ri

beachdan Riaghaltas na h-Alba.

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Dh'fhaodadh gum bi teachdaireachd sam bith bho Riaghaltas na h-Alba air a chlàradh neo air a sgrùdadh airson dearbhadh gu bheil an siostam ag obair gu h-èifeachdach neo airson adhbhar laghail eile. Dh'fhaodadh nach eil beachdan anns a' phost-d seo co-ionann ri beachdan Riaghaltas na h-Alba.

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**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Letting Agent Register - Homes Scotland Lettings Lettings Ltd - Supporting Documents - 06 September 2019  
**Date:** 06 September 2019 09:24:01  
**Attachments:** [ObjRef.obr](#)

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**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Scotgov - Evidence of Professional Indemnity (PI)  
**Date:** 06 September 2019 10:55:20  
**Attachments:** [HSL Indemnity & Public Liability Insurance 2019.pdf](#)

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Hi [REDACTED]

I knew I'd sent it to someone yesterday.

Thanks

[REDACTED]  
Homes Scotland Lettings Ltd

Karma - action, work or deed; it also refers to the spiritual principle of cause and effect where intent and actions of an individual influence the future of that individual. Good intent and good deed contribute to good karma and future happiness, while bad intent and bad deed contribute to bad karma and future suffering.

"You must be the change you want to see in the world." *M.K. Gandhi*

*All communications are written on an entirely without prejudice basis to Homes Scotland Lettings Ltd's whole rights and pleas and may not be founded upon in any action to follow here on without the express written consent of the author.*

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**From:** Homes Scotland [REDACTED]  
**Sent:** 05 September 2019 14:22  
**To:** [REDACTED]  
**Subject:** Re: [REDACTED] - Evidence of Professional Indemnity (PI) Insurance Renewal Now Required (08.19)

Hi,

Please find attached my public liability insurance along with my indemnity insurance.

Please confirm receipt.

Regards

[REDACTED]  
Homes Scotland Lettings Ltd

Karma - action, work or deed; it also refers to the spiritual principle of cause and effect

where intent and actions of an individual influence the future of that individual. Good intent and good deed contribute to good karma and future happiness, while bad intent and bad deed contribute to bad karma and future suffering.

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**From:** [LettingAgentsSupport@gov.scot](mailto:LettingAgentsSupport@gov.scot)  
**Subject:** Scottish Letting Agent Register - Application Approved (COPY)  
**Date:** 06 September 2019 13:43:18

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# Letting agent registration

Dear [REDACTED]

**Scottish Letting Agent Register - Application Approved**

**Homes Scotland Lettings Ltd - LARN1909010**

Thank you for your application on behalf of Homes Scotland Lettings Ltd for entry in to the Scottish Letting Agent Register. Following due consideration, I am pleased to inform you that your application for registration has been approved.

Your Letting Agent Registration Number is **LARN1909010**.

You must take all reasonable steps to ensure this number is included in any document sent to landlords, tenants (including prospective landlords and tenants), property advertisements or communications in relation to your letting agency work.

Your registration began on the 06-09-2019. Your registration will run for three years from this date.

You must notify the Scottish Ministers of any changes to information that you provided in your application, as soon as practicable after that change occurs. Failure to do so (without reasonable excuse) is a criminal offence under section 37(4) of the Housing (Scotland) Act 2014.

Any changes must be notified in writing and can be sent by e-mail to [LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot).

A letter confirming your approval and highlighting your duties as a registered letting agent will be sent to you by post.

If you have any questions, please contact the Letting Agent Registration Team via e-mail [LettingAgentRegulation@gov.scot](mailto:LettingAgentRegulation@gov.scot) or telephone 0300 244 6439.

Please do not reply to this email. This email address is not monitored.

**You have received this e-mail because you have applied to the Scottish Government to join the Scottish Register of Letting Agents. The Scottish Government has published further information on the requirements of letting agent registration in a [guide to letting agent registration - https://www.mygov.scot/letting-agent-registration/](https://www.mygov.scot/letting-agent-registration/).**

**This e-mail (and any files or other attachments transmitted with it) is intended solely for the attention of the addressee(s). Unauthorised use, disclosure, storage, copying or distribution of any part of this e-mail is not permitted. If you are not the intended recipient please destroy the email, remove any copies from your system.**


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For more information please visit <http://www.symanteccloud.com>

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T: 0300 244 6439  
E: lettingagentregulation@gov.scot

  
Homes Scotland Lettings Ltd  
5-9 Port Glasgow Business Centre  
Princes Street  
Port Glasgow  
PA14 5JH

06 September 2019

Dear 

## Scottish Letting Agent Register

### Section 32(8) of the Housing (Scotland) Act 2014 – Notification of registration Homes Scotland Lettings Ltd – LARN1909010

Thank you for your application on behalf of Homes Scotland Lettings Ltd for entry in to the Scottish Letting Agent Register. Following due consideration, I am pleased to inform you that your application for registration has been approved.

Your Letting Agent Registration Number is **LARN1909010**. Section 36(2) of the Act requires that a registered letting agent must take all reasonable steps to ensure this number is included in any document sent to landlords, tenants (including prospective landlords and tenants), property advertisements or communications in relation to your letting agency work.

Your registration began on the 06 September 2019. Your registration will run for three years from this date. If you wish to continue to carry out letting agency work at the end of this period, you will need to make a further application for registration before your existing registration expires. You are able to make a further application in the three months before the expiry of your current registration. The entry on the register will be removed when the 3 year period expires if an application has not been submitted.

In accordance with section 37 of the Housing (Scotland) Act 2014, you must notify the Scottish Ministers of any changes to information that you provided in your application, as soon as practicable after that change occurs. For example, a change:

- to those persons identified within your application as being in control of the business;
- to criminal convictions or breaches of housing legislation, Letting Agent Enforcement Orders;
- to those people who must hold a relevant qualification; and
- a change of address, e-mail, telephone number or website.

Any changes must be notified in writing and can be sent by e-mail to [lettingagentregulation@gov.scot](mailto:lettingagentregulation@gov.scot).

Failure to comply with section 37(2) (without reasonable excuse) is a criminal offence under section 37(4) of the Act.

In accordance with section 46 of the Act, all those carrying out letting agency work must comply with the standards set out in the Letting Agent Code of Practice (Scotland) Regulations 2016 (as amended). The Code of Practice is available on the Scottish Government's website at:

<http://www.gov.scot/lettingagentcodeofpractice>

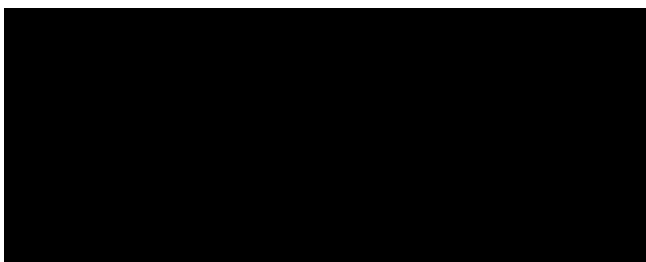
The Registration Team may issue guidance and updates which are intended to assist a registered letting agent to comply with certain requirements of the Act. This information will be sent to the main applicant e-mail address listed on your registration. Please ensure that your primary contact details are kept accurate and notify any changes in writing to [lettingagentregulation@gov.scot](mailto:lettingagentregulation@gov.scot).

Further information on letting agent registration, the Scottish Government's approach to monitoring compliance and enforcement and the Letting Agent Code of Practice is available on the Scottish Government website at:

<https://www.mygov.scot/letting-agent-registration>.

Please contact the Letting Agent Registration Team using the contact details provided should you have any further enquiries.

Yours sincerely



Senior Policy Officer, Letting Agent Registration

T: 0300 244 6439  
E: lettingagentregulation@gov.scot

[REDACTED]  
Homes Scotland Lettings Ltd  
5-9 Port Glasgow Business Centre  
Princes Street  
Port Glasgow  
PA14 5JH

06 September 2019

Dear [REDACTED]

### Scottish Letting Agent Register

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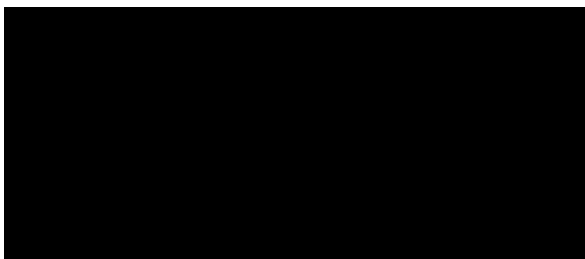
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Yours sincerely



Senior Policy Officer, Letting Agent Registration