

From: [REDACTED] on behalf of [Letting Agent Regulation](#)
To: [REDACTED]
Subject: Letting Agent Register – Renewal – Homes Scotland Lettings Ltd - LARN1909010 - Request for Client Bank Account Letter
Date: 25 August 2022 13:58:00
Attachments: [image001.jpg](#)

Good Afternoon

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

We have carried out an initial assessment of the documents you have uploaded to support your application. Unfortunately, information relating to your Client Bank Account has either not been included or does not provide the correct information.

We require written confirmation from the bank that the Client Money account(s) meets the requirements of paragraph 122 of the Letting Agent Code of Practice. The letter should state the following:

- (a) that all money standing to the credit of the 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 accounts your letting agency business holds.

Please ensure that this letter is dated from no earlier than six months before the date of application submission

We are contacting you now as we understand some Letting Agents have experienced difficulty in obtaining this letter from their bank.

I would be grateful if you could **provide this information by Thursday 15 September 2022** to allow the full assessment of your application to begin. If you cannot provide the document by this date, I would be grateful for a progress update.

Please note that we may need to contact you further regarding other aspects of your application in due course.

If you have any questions, please do not hesitate to contact me or one of my colleagues.

Yours sincerely,

[REDACTED]

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

LettingAgentRegulation@gov.scot

[Letting Agent Registration Guide](#)



Please note that due to recent coronavirus guidance the team is currently working remotely and are therefore unable to regularly access our phone lines or post. Please email any documents or information to LettingAgentRegulation@gov.scot instead.

From: [REDACTED] on behalf of [Letting Agent Regulation](#)
To: [REDACTED]
Subject: Letting Agent Register - Homes Scotland Lettings Ltd - Client bank account
Date: 01 December 2022 14:29:00
Attachments: [image001.jpg](#)

Dear <First name Surname>

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

We have carried out an initial assessment of the documents you have uploaded to support your application. Unfortunately, information relating to your Client Bank Account has not been included.

We require written confirmation from your bank, dated from no earlier than six months before the date of the application submission, that your account(s) meet the requirements of paragraph 122 of the Letting Agent Code of Practice (<https://www.gov.scot/publications/letting-agent-code-practice/pages/8/>). In order for this requirement to be met, the letter must make it clear that:

- (a) all money standing to the credit of the account is client money; and
- (b) 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 do understand that some Letting Agents have experienced difficulty in obtaining this letter from their bank. However, if possible I would be grateful if you could either provide me with this letter or an update on the steps you have taken to obtain the letter by Thursday 8 December 2022.

If you have any questions, please do not hesitate to contact me or one of my colleagues.

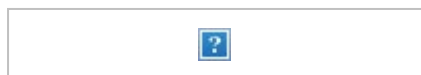
Yours sincerely,

[REDACTED]

[REDACTED]
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From: [REDACTED] on behalf of [Letting Agent Regulation](#)
To: [REDACTED]
Subject: FW: Letting Agent Register - Homes Scotland Lettings Ltd - Client bank account- reminder - 08.02.23
Date: 08 February 2023 11:23:00
Attachments: [image001.jpg](#)

Good Morning

Please see email below that was sent 1 December 2022. As of today we have not received the required document.

As the full application for renewal cannot be progressed further until the Client Bank Letter has been provided. I would ask that you take steps as a matter of urgency to rectify this.

I would be grateful if you could provide a response, outlining your proposed action by Wednesday 15 February 2023.

If you have any questions, please do not hesitate to contact me or one of my colleagues.

Yours sincerely,

[REDACTED]

From: [REDACTED] **On Behalf Of** Letting Agent Regulation
Sent: 01 December 2022 14:29
To: [REDACTED]
Subject: Letting Agent Register - Homes Scotland Lettings Ltd - Client bank account

Dear [REDACTED]

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

We have carried out an initial assessment of the documents you have uploaded to support your application. Unfortunately, information relating to your Client Bank Account has not been included.

We require written confirmation from your bank, dated from no earlier than six months before the date of the application submission, that your account(s) meet the requirements of paragraph 122 of the Letting Agent Code of Practice (<https://www.gov.scot/publications/letting-agent-code-practice/pages/8/>). In order for this requirement to be met, the letter must make it clear that:

(a) all money standing to the credit of the account is client money; and

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From: [REDACTED]
To: [Letting Agent Regulation](#)
Subject: Fw: Complaint - Non response to Requests & Complaints
Date: 15 February 2023 18:55:51
Attachments: [image001.jpg](#)
[HomeScotlandLettingsLtd Scottish Gov \[REDACTED\].pdf](#)

Good afternoon,

Please find the required letter for my client account.

Please confirm all documentation required has been received.

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.

"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.

5-9 Princess Street, Port Glasgow, PA14 5JH - 410089/260/09381 – 410089/280/21181 – 410089/350/28331- LARN1909010 - SC479469

From: Homes Scotland [REDACTED]
Sent: 08 February 2023 15:30
To: [REDACTED]
Cc: LettingAgentRegulation@gov.scot <LettingAgentRegulation@gov.scot>
Subject: Complaint - Non response to Requests & Complaints

Good afternoon [REDACTED]

Apologies for having to write to you direct but for 6 months I've contacted you over the prescribed phone numbers, account messages and chat to obtain a letter required by the Scottish Government to enable me to continue running my letting agent business.

I require a letter that states the following:

We require written confirmation from your bank, dated from no earlier than six months before the date of the application submission, that your account(s) meet the requirements of paragraph 122 of the Letting Agent Code of Practice (<https://www.gov.scot/publications/letting-agent-code-practice/pages/8/>). In order for this requirement to be met, the letter must make it clear that:

(a) all money standing to the credit of the account is client money; and

(b) 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

Despite a dozen requests via phone, logged in account messaging, chat and being told repeatedly that it would be provided and raising several complaints, to date it has not and Nicola below requires it urgently or I will be unable to run my business, make a living and will probably be fined in the region of £50,000 which I would then be looking to recover from yourselves.

If you could help in getting this matter resolved it would be much appreciated.

██████████ please keep this email on file. ██████████ I've exhausted all other avenues of their phone lines, messaging, email and chat.

Regards

████████████████████
Homes Scotland Lettings Ltd

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5-9 Princess Street, Port Glasgow, PA14 5JH - 410089/260/09381 – 410089/280/21181 – 410089/350/28331- LARN1909010 - SC479469

From: [REDACTED] on behalf of
LettingAgentRegulation@gov.scot <LettingAgentRegulation@gov.scot>
Sent: 08 February 2023 11:23
To: [REDACTED]
Subject: FW: Letting Agent Register - Homes Scotland Lettings Ltd - Client bank account-
reminder - 08.02.23

Good Morning

Please see email below that was sent 1 December 2022. As of today we have not received the required document.

As the full application for renewal cannot be progressed further until the Client Bank Letter has been provided. I would ask that you take steps as a matter of urgency to rectify this.

I would be grateful if you could provide a response, outlining your proposed action by Wednesday 15 February 2023.

If you have any questions, please do not hesitate to contact me or one of my colleagues.

Yours sincerely,

[REDACTED]

From: [REDACTED] **On Behalf Of** Letting Agent Regulation
Sent: 01 December 2022 14:29
To: [REDACTED]
Subject: Letting Agent Register - Homes Scotland Lettings Ltd - Client bank account

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If you have any questions, please do not hesitate to contact me or one of my colleagues.

Yours sincerely,

[Redacted signature]

[Redacted name]

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From: [Letting Agent Register](#)
To: [Letting Agent Regulation](#)
Subject: Application approved LARN1909010 on the Scottish Letting Agent Register (COPY)
Date: 24 February 2023 15:58:25



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 into 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 runs for 3 years and will expire on 05/09/2025 23:59:59.

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

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

You have received this e-mail because you have applied 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/>

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.

If you have any queries, please contact the Scottish Government Letting Agent Regulation Team
<https://lettingagentregistration.gov.scot/contact>

Kind regards,

Letting Agent Regulation Team
Scottish Government

Letting Agent Registration Guide

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