The Scottish Parliament
Edinburgh

Thank you for the opportunity of telling you of my experiences, in respect of Tenants, Landlord and Letting Agents.

Firstly I am not wealthy, hence I worked all my life, I am one of the much derided 'squeezed middle'. My Population, so as not to be a burden on Society, I am trying to source another income.

I discovered a farm in the centre of a Scottish Village much to the delight of the windmill, a brand new house fully furnished, better even than I live in.

1) [REDACTED]

The Service was to source, verify

Demands own drains contracts.

The tenants broke their lease, no payment for

Rent, heating fuel and stole stuff.

When I attempted to pursue action against

the tenants, the Solicitors could not provide

Application forms, previous addresses, only

employment references, on which no checks

had been made and were full of lies.

I Duncan Solicitors denounced wrong doing and

had to involve the Law Society to compensate

me.
3) Most recently, I have used Anya Leasing Maintenance (which I requested) to secure tenants and tackle the property.

Problems have been ongoing, lid and allegations from the leasing agent and tenant. There had been an absence of E Vitaly, incurring, late and non-payment of rent.

I disputed with the leasing agent services on Jan 8th 2014, in writing, noting unprofessionalism, lack of any business affairs, lack of maintenance contractors, and either, directly or indirectly with the tenant.

Further use of non-regulated traders, to the point of jeopardising the lives of my tenants, and property despite my explicit instructions, allowed by the leasing agent.

Their requesting details/copy of the tenants file and return of keys, which has allegedly been lost by either the leasing agent or Royal Mail.

Now I am being indirectly discriminated by the Anya leasing agent.

Because of the lack of records, from either myself or the tenants, when requests have been made to the leasing agent, allegations have been made but not substantiated, I have been the target of hostile tenants, who similarly have not fulfilled requests for maintenance.

I have kept diary records, and letters, reports from outside contractors. But all of little consequence when attempting to resolve a situation.

The fourth issue I would like to raise with you.

1) Personally, I believe the legal process is too long to evict tenants, most landlords are reasonable to the point of being willing to negotiate a rent to albeit the right tenant.
2) Tenants have too many rights, to the point of causing hardship and taking away communication, leaving Agents as not the best mechanism to resolve disputes, indeed as in my case were the cause of the problem.

3) The private landlord scheme, offers nothing to support the landlord, so sounds it pointless or unfair.

4) Safe Deposit Scheme Scotland, who is voluntary the scheme responsible to both landlord and tenants, where it the information held.

5) The interest from the deposit scheme, should be used to fund a rogue tenant, rogue landlord, rogue letting Agent, Rogue landlord database. Access free to all in compliance with the Data Protection Act 1998.

6) I see ‘Policing’ of the proposals – letting Agent – Housing Bill, difficult, and what appears unmet been offered ‘lip service’ of ‘knee jerk’ reaction.

7) The intention of the Scottish Parliament under the Housing Act, for Council with the Charity Shelter, to impose 100% Council Tax on properties vacant in 2015, is futilistic evidence of how to leaking property owned and landlord. – it is not the way forward, but could be defusion, and not contributive to a working relationship. In other parts of the UK, Councils work with landlords and property owner, do not supply penalties.

cont.
As yet we, do I need the strain on my health, dealing with tenants who do not pay rent, leading agents who can not do a job, welfare, added to this the laundered schemes, repair scheme and the council tax abuse. The legal system that does not help plus other organisations wary restrictions.

I have decided the very territorial for any properties I holiday lets, something I never wanted to do, because I care about the community, and the effect empty houses place on them.

Thank you again for your time.

Jacki Williamson
25 February 2014