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WRITTEN SUBMISSION

The Scottish Parliament
Edinburgh

[REDACTED]

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Housing (Scotland) Bill.

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

Firstly I am not wealthy, barely worked all my life, I am one of the much described 'Aging Population', so as not to be a burden on Society, I am trying to source another income. I developed a ruin in the centre of a Scottish Village much to the delight of the tenants. a brand new house fully furnished, better even than I live in.

1) [REDACTED]

The Service was to source, verify tenants and draw contracts.

The tenants broke their lease, no payment for rent, heating fuel and stole items.

When I attempted to pursue action against the tenants, the Solicitors could not provide application form, previous addresses, only employment references, on which no checks had been made and were full of lies.

T. Duncan Solicitors denied wrong doing and had to involve the Law Society to compensate me.

2) Most recently, I have used Angus Lettings Mortgage - (delete if required) to source tenants and factor the property.

Problems have been numerous, lies and allegations from the leading agents and tenants. There has been an absence of e-mails, invoicing, late and none payment of Rent.

I depended with the leading Agents services on Jan 8th 2014, in writing, noting unprofessionalism (disclosure of my business affairs with maintenance Contractors), and either, directly or indirectly with the tenants. Further use of Non regulated trades, to the point of jeopardising the lives of my tenants, and property despite my explicit instructions, allowed by the leading Agent.

When requesting details / copies of the tenants file, and return of keys, all have allegedly been lost by either the leading agent or Royal Mail.

Now I am being indirectly threatened by the Angus Leading Agent.

Because of the lack of records, from either myself or the tenants, when requests have been made to the leading Agent, allegations have been made but not evidenced, I have been the target of hostile tenants, who similarly have not evidenced 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 points 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 admit the right tenant.

- 2) Tenants have too many rights, to the point of causing hostility and taking away communication, leading Agents are not the best mechanism to resolving disputes, indeed as in my case were the cause of the problem.
- 3) The private landlord scheme, offers nothing to support the landlord, so what's its purpose?
- 4) Safes Deposit Scheme Scotland, who is monitoring the scheme responsible to both landlord and tenants, where is the information held.
- 5) The interest from the deposit scheme, should be used to fund a Rogue Tenant, Rogue leading Agent, Rogue landlord Database.
Access free to all in compliance with the Data Protection Act 1998.
- 6) I see 'Policing' of the proposals - letting Agents - Housing Bill, difficult, and appears what's been offered 'lip service' or a 'knee jerk' reaction.
- 7) The intention of the Scottish Parliament under the Housing Act, for Councils with the Charity shelter, to impose 200% Council Tax on properties vacant in 2015, is further evidence of brow beating property owners and landlords. - it is not the way forward, but causes defensiveness, and not contribute to a working relationship. In other parts of the UK, Councils work with landlords and property owners, do not supply penalties.

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as for me, do I need the drain on my health,
dealing with tenants who do not pay rent, leading
agents who cannot do a job/service, added to
this the landlord scheme, deposit scheme and the
Council tax abuse. The legal system that does not
help plus other organisations imposing restrictions.

I have decided the way forward for my properties is
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