

CHRONOLOGICAL COMMUNICATIONS

Murray & Currie Property Management Dispute

Applicant: Kyle Mallon

Respondent: Murray & Currie Property Sales & Lettings

Property Address: 68 (4F2) Constitution Street, Edinburgh, EH6 6RR

Tenancy Period: September 2022 - May 2025

Record of All Communications

This document provides a chronological record of all relevant communications between the Applicant and the Respondent relating to the tenancy, pet deposit, and subsequent disputes.

Date	Method	Parties	Summary of Communication	Relevant Issues
August 15, 2022	Email	Kyle Mallon to Murray & Currie	Initial tenancy application and confirmation of terms	Tenancy terms
August 25, 2022	Email	Murray & Currie to Kyle Mallon	Confirmation of tenancy approval and request for main deposit	Main deposit
August 28, 2022	Bank Transfer			Main deposit

		Kyle Mallon to Murray & Currie	Payment of £1,150 main deposit	
September 1, 2022	In Person	Kyle Mallon and Murray & Currie representative	Signing of tenancy agreement and key handover	Tenancy commencement
September 5, 2022	Email	Murray & Currie to Kyle Mallon	Confirmation of main deposit protection with SafeDeposits Scotland	Main deposit protection
December 10, 2022	Email	Kyle Mallon to Murray & Currie	Request for permission to keep a pet (cat) in the property	Pet permission
December 12, 2022	Email	Murray & Currie to Kyle Mallon	Permission granted for pet, requesting £200 pet deposit	Pet deposit requirement
December 15, 2022	Bank Transfer	Kyle Mallon to Murray & Currie	Payment of £200 pet deposit	Pet deposit payment
December 16, 2022	Email	Murray & Currie to Kyle Mallon	Confirmation of receipt of pet deposit	Pet deposit
February 10, 2025	Email	Kyle Mallon to Murray & Currie	Subject Access Request for all personal data	GDPR/SAR
February 15, 2025	Email			GDPR/SAR

		Murray & Currie to Kyle Mallon	Acknowledgment of SAR, stating 30-day timeframe	
March 15, 2025	Email	Murray & Currie to Kyle Mallon	Partial response to SAR, missing several requested items	GDPR/SAR
March 18, 2025	Email	Kyle Mallon to Murray & Currie	Follow-up on incomplete SAR response, noting missing items	GDPR/SAR
March 20, 2025	Email	Kyle Mallon to Murray & Currie	Query about pet deposit protection status	Pet deposit protection
March 25, 2025	Email	Murray & Currie to Kyle Mallon	Response stating "pet deposits do not require protection as they are not considered security deposits under Scottish law"	Pet deposit protection
March 26, 2025	Email	Kyle Mallon to Murray & Currie	Response citing legal requirement to protect all deposits, including pet deposits	Pet deposit protection
March 30, 2025	Email		Further response maintaining position that pet	Pet deposit protection

		Murray & Currie to Kyle Mallon	deposits do not require protection	
April 5, 2025	Recorded Delivery Letter	Kyle Mallon to Murray & Currie	Formal complaint regarding unprotected deposit and incomplete SAR	Formal complaint
April 20, 2025	Letter	Murray & Currie to Kyle Mallon	Response to formal complaint, maintaining position on pet deposit and claiming SAR was fully responded to	Formal complaint response
April 25, 2025	Email	Kyle Mallon to Murray & Currie	Final request to protect pet deposit and properly respond to SAR	Final request
April 28, 2025	Email	Murray & Currie to Kyle Mallon	Final response maintaining original position	Final response
May 1, 2025	Online Submission	Kyle Mallon to ICO	Complaint to ICO regarding GDPR violations	ICO complaint
May 10, 2025	Email	ICO to Kyle Mallon	Acknowledgment of complaint and	ICO complaint

			case reference number	
June 10, 2025	Recorded Delivery Letter	Kyle Mallon to Murray & Currie	Settlement offer and notice of intended tribunal application	Settlement offer

Key Communications Evidence

The following communications are particularly relevant to the tribunal application:

December 12, 2022 Email from Murray & Currie: "We are pleased to confirm permission for your cat. As per our pet policy, we require a pet deposit of £200 to cover any potential damage. This is in addition to your main deposit."

March 25, 2025 Email from Murray & Currie: "In response to your query, pet deposits do not require protection as they are not considered security deposits under Scottish law. The pet deposit is held by our company directly to cover any pet-related damages."

April 20, 2025 Email from Murray & Currie: "We maintain our position that pet deposits fall outside the scope of the Tenancy Deposit Schemes (Scotland) Regulations 2011. Furthermore, we confirm that we have fully complied with your Subject Access Request and provided all relevant information."

Communication Patterns

The chronological record demonstrates:

1. Clear evidence that a £200 pet deposit was requested and paid
2. No evidence that this pet deposit was protected in an approved scheme
3. Explicit written denial by Murray & Currie of their legal obligation to protect the pet deposit
4. Failure to adequately respond to the Subject Access Request
5. Multiple attempts by the Applicant to resolve the issues before resorting to formal proceedings
6. Consistent refusal by Murray & Currie to acknowledge their legal obligations

This document forms part of the application to the First-tier Tribunal for Scotland (Housing and Property Chamber).

Date: June 10, 2025