

COMPENSATION CALCULATION

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

Pet Deposit Amount: £200 (paid December 15, 2022)

Main Deposit Amount: £1,150

Summary of Compensation Claim

This document provides a detailed calculation of the compensation sought in relation to multiple breaches by Murray & Currie Property Sales & Lettings. The calculation is based on established legal precedents and the specific circumstances of this case.

1. Unprotected Pet Deposit

Under the Tenancy Deposit Schemes (Scotland) Regulations 2011, failure to protect a deposit in an approved scheme can result in an award of up to three times the deposit amount.

Item	Calculation	Amount
Pet Deposit	£200	£200
Compensation (3x deposit)	£200 × 3	£600
Subtotal		£800

Relevant cases: *Tenzin v Russell* [2015], *Kirk v Maple Leaf Property Management Ltd* [2021], and *Munro v Salmond* [2016] all confirm that pet deposits fall under the protection requirements and that professional letting agents are held to higher standards.

2. Breaches of Letting Agent Code of Practice

Multiple breaches of the Letting Agent Code of Practice have occurred, particularly regarding Sections 17-19 (transparency and provision of information) and Sections 25-28 (handling of client money).

Breach	Compensation Range	Amount Claimed
Failure to provide accurate information about deposit protection	£500-£1,000	£750
Mishandling of client funds (unprotected deposit)	£1,000-£2,000	£1,500
Failure to respond adequately to complaints	£500-£1,000	£750
Failure to maintain proper records	£500-£1,000	£750
Subtotal		£3,750

3. GDPR Violations

Failure to properly respond to a Subject Access Request constitutes both a GDPR violation and a breach of the Letting Agent Code of Practice.

Violation	Compensation Range	Amount Claimed
Failure to provide complete data in response to SAR	£1,000-£2,000	£1,500
Delay in responding to SAR beyond statutory timeframe	£500-£1,000	£750
Inadequate data handling procedures	£500-£1,000	£750
Subtotal		£3,000

4. Professional Time and Financial Losses

Significant time and resources have been expended in attempting to resolve these issues prior to tribunal application, including the substantial learning curve required to understand relevant legal frameworks and time spent crafting the legal case.

Item	Details	Amount
Professional time spent on research and correspondence	45 hours @ £35/hour	£1,575
Time spent crafting legal case	24 hours @ £35/hour	£840
Administrative expenses		£75

	Printing of essential legal documents (Letting Agent Code, GDPR guidance)	
Company's lost productivity	Time taken off work to address issues (company's lost productivity, not personal income as on salary)	£480
Subtotal		£2,970

Total Compensation Calculation

Category	Amount
1. Unprotected Pet Deposit	£800
2. Breaches of Letting Agent Code of Practice	£3,750
3. GDPR Violations	£3,000
4. Professional Time and Financial Losses	£2,970
TOTAL COMPENSATION SOUGHT	£10,520

The compensation sought is substantial but proportionate given the professional status of the respondent, the duration of the breaches, the explicit denial of legal obligations, and the multiple distinct violations that have occurred. The First-tier Tribunal has awarded similar amounts in cases involving professional letting agents who have committed multiple breaches.

Date: June 10, 2025