

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 |

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|-------------------|---------------|------------------------------------------------|--------------------------------------------------------------------|-------------------------|
| | | 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 |

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| | | 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 |

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| | | 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 Letter 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