

Agenda item	3.3
Report no	HLC/95/25

THE HIGHLAND COUNCIL

Committee: **THE HIGHLAND LICENSING COMMITTEE**

Date: **3 June 2025**

Report title: **Application for the grant of a short term let licence – Chapelbank, 1 Torris Road, Inverness, IV2 7HW (Ward 17 – Culloden and Ardersier)**

Report by: **The Principal Solicitor – Regulatory Services**

1. Purpose/Executive Summary

1.1 This report relates to an application for the grant of a short term let licence.

2. Recommendation

2.1 Members are asked to determine the application in accordance with the Council's hearings procedure.

3. Background

- 3.1 In terms of The Civic Government (Scotland) Act 1982 (Licensing of Short-term Lets) Order 2022, a licence is required for residential accommodation for use as a short term let.
- 3.2 Short term let means the use of residential accommodation provided by a host in the course of business to a guest, where all of the following criteria are met:
- The guest does not use the accommodation as their only or principal home
 - The short term let is entered into for commercial consideration
 - The guest is not:
 1. An immediate family member of the host
 2. Sharing the accommodation with the host for the principal purpose of advancing the guest's education as part of an arrangement made or approved by a school, college, or further or higher educational institution, or
 3. an owner or part-owner of the accommodation
 - the accommodation is not provided for the principal purpose of facilitating the provision of work or services by the guest to the host or to another member of the host's household
 - the accommodation is not excluded accommodation, and
 - the short-term let does not constitute an excluded tenancy

4. Application

- 4.1 On 11 February 2025 a validated application for the grant of a short term let licence was received from Miss Sarah Jack.
- 4.2 The property to which the application relates is Chapelbank, 1 Torris Road, Inverness, IV2 7HW (the "Premises"). A site plan was provided by the applicant as part of the application process and is attached as an appendix to this report (**Appendix 1**). The Premises are those edged in red on the plan on page 1 of Appendix 1.
- 4.3 The application for the short term let licence has been made on the basis that Jacks Homes Ltd (Company number: SC712116) will be the host/operator of the Premises. The application was made after 1 October 2023 and, as such, the host/operator cannot operate the premises as a short term let until they have obtained a licence.
- 4.4 Jacks Homes Ltd is named on the application as the owner of the Premises.
- 4.5 The person named on the application as being responsible for the day-to-day management of the Premises is the said Ms Jack.
- 4.6 The type of letting which has been applied for is 'secondary letting', which means the host/operator is letting a property where they do not normally live.
- 4.7 The Premises is described as a detached dwelling house which can accommodate a maximum capacity of seven guests. Floor plans of the Premises were provided by the applicant as part of the application process, and these can be found on page 2 of Appendix 1.

5. Process

5.1 The application was circulated to the following Agencies/Services for consultation:

- Police Scotland;
- Highland Council Environmental Health Service; and
- Highland Council Building Standards.

5.2 Police Scotland, the Highland Council's Environmental Health Service, and Highland Council Building Standards have all confirmed that they have no objections to the application.

5.3 The Scottish Fire & Rescue Service was not further consulted on the application as the fire safety checklist, which was completed by the applicant, pertaining to the application was deemed satisfactory.

6. Certificate of Compliance

6.1 The applicant has provided a certificate of compliance confirming that a public notice of application for their short term let licence was displayed at or near the Premises for a period of 21 days from 12 February 2025.

7. Public objections

7.1 It is open to any member of the public to submit an objection or representation in relation to an application for a licence for a short term let licence.

During the notice of display period, the following timeous objections were received and are attached as an Appendices to this report:

- Objection received by email on 2 March 2025 from Mr Steven and Mrs Christine Hardwick (**Appendix 2**).
- Objection received by email on 28 February 2025 from Mr Richard and Mrs Fiona Jack (**Appendix 3**).
- Objection received by email on 3 March 2025 from Mr Neil and Mrs Leigh Davidson (**Appendix 4**).
- Objection received by email on 3 March 2025 from Ms Alison MacRae (**Appendix 5**).
- Objection received by email on 3 March 2025 from Ms Rachel Campbell-Arkeil, on behalf of Balloch Community Council (**Appendix 6**).
- Objection received by letter dated 3 March 2025 from Mr Sean and Mrs Moira Unwin (**Appendix 7**).
- Objection received by email on 3 March 2025 from Mr Iain and Mrs Linda Sutherland (**Appendix 8**).
- Objection received by email on 4 March 2025 from Mr John and Mrs Linda McCluskey (**Appendix 9**).
- Objection received by email on 5 March 2025 from Ms Lorna MacGregor (**Appendix 10**).
- Objection received by email on 9 March 2025 from Mr Iain Hamilton (**Appendix 11**).
- Objection received by email on 9 March 2025 from Mr Kyle and Ms Serena Bannister (**Appendix 12**).

- Objection received by email on 8 March 2025 from Mr John MacPherson (**Appendix 13**).

8. Non-timeous Objection

- 8.1 In addition, the following objection was received after the 28 day period for objections had elapsed, namely 12 March 2025, and therefore cannot automatically be considered by the Committee:
- Objection received by email on 1 April 2025 from Mr John Ferguson.
- 8.2 At the meeting, Mr Ferguson will be invited to address the Members as to the reason why his objection was submitted after the required timescale. The applicant will be invited to address the Committee on the same and thereafter Members will require to determine whether there were sufficient reasons for the non-timeous objection and whether it should be heard.
- 8.3 If the Committee are minded to accept the non-timeous objection, a copy of same will be circulated at the meeting. If not, the application will be determined in its absence. If the non-timeous objection is accepted and in the event that it contains points which should not be taken into account by the Committee when determining this licence application, being outwith the scope of grounds that a licensing authority can consider in terms of the refusal of an application to grant or renew a licence, and as detailed at point 9.1 of this Report, the Principal Solicitor – Regulatory Services will offer further advice or clarification to the Committee on such points.

9. Determining issues

- 9.1 Paragraph 5(3) of Schedule 1 of the Civic Government (Scotland) Act 1982 states that a licensing authority may refuse an application to grant or renew a licence where:
- a) The applicant or, where the applicant is not a natural person, any director of it or partner in it or any other person responsible for its management, is either:
 - i. for the time being disqualified under section 7(6) of the Civic Government (Scotland) Act 1982, or;
 - ii. is not a fit and proper person to be the holder of the licence.
 - b) The activity to which it relates would be managed by or carried on for the benefit of a person, other than the applicant, who would be refused the grant or renewal of such licence if he made the application himself;
 - c) where the licence applied for relates to an activity consisting of or including the use of premises or a vehicle or vessel, those premises are not or, as the case may be, that vehicle or vessel is not suitable or convenient for the conduct of the activity having regard to—
 - (i) the location, character or condition of the premises or the character or condition of the vehicle or vessel;
 - (ii) the nature and extent of the proposed activity;
 - (iii) the kind of persons likely to be in the premises, vehicle or vessel;
 - (iv) the possibility of undue public nuisance; or

(iv) public order or public safety; or

d) there is other good reason for refusing the application.

If required, the Principal Solicitor – Regulatory Services will offer particular advice on the criteria relating to this particular application.

9.2 A copy of this report has been sent to the applicant and each of the objectors who, in the terms of paragraph 4(2) of the Civic Government (Scotland) Act 1982, have all been invited to attend and will be provided with an opportunity to be heard by the Committee.

9.3 All parties have also been advised of the procedure which will be followed at the meeting which may also be viewed via the following link:

[Licensing hearings procedures | Licensing hearings procedure \(Licensing Committee\) \(highland.gov.uk\)](https://www.highland.gov.uk/licensing-hearings-procedures)

10. Observations on objections/representations

10.1 In the emails of objection appended to the report, points have been made which should not be taken into account by the Committee when determining this licence application, as they are outwith the scope of the grounds that a licensing authority can consider in terms of the refusal of an application to grant or renew a licence, as detailed at point 9.1 of this Report.

10.2 If required, the Principal Solicitor – Regulatory Services will offer further advice or clarification on these points.

11. Policies

11.1 The following policy is relevant to this application:

- Short-term let licensing policy statement (which includes the mandatory and additional licence conditions attached to all Short Term Let Licences):-

A copy of this policy can accessed [here](#) or a hard copy can be supplied where requested.

12. Implications

12.1 Not applicable.

Date: 21 March 2025

Author: Patrycja Bujdasz

Reference: [FS686451900](#)

Background Papers:

- Civic Government (Scotland) Act 1982
- The Civic Government (Scotland) Act 1982 (Licensing of Short-term Lets) Order 2022

Appendices:

Appendix 1: Site plan detailing the extent of the Premises and floor plans for the Premises.

Appendix 2: Objection received by email on 2 March 2025 from Mr Steven and Mrs Christine Hardwick

Appendix 3: Objection received by email on 28 February 2025 from Mr Richard and Mrs Fiona Jack

Appendix 4: Objection received by email on 3 March 2025 from Mr Neil and Mrs Leigh Davidson

Appendix 5: Objection received by email on 3 March 2025 from Ms Alison MacRae

Appendix 6: Objection received by email on 3 March 2025 from Ms Rachel Campbell-Arkell, on behalf of Balloch Community Council

Appendix 7: Objection received by letter dated 3 March 2025 from Mr Sean and Mrs Moira Unwin

Appendix 8: Objection received by email on 3 March 2025 from Mr Iain and Mrs Linda Sutherland

Appendix 9: Objection received by email on 4 March 2025 from Mr John and Mrs Linda McCluskey



Appendix 10: Objection received by email on 5 March 2025 from Ms Lorna MacGregor

Appendix 11: Objection received by email on 9 March 2025 from Mr Iain Hamilton

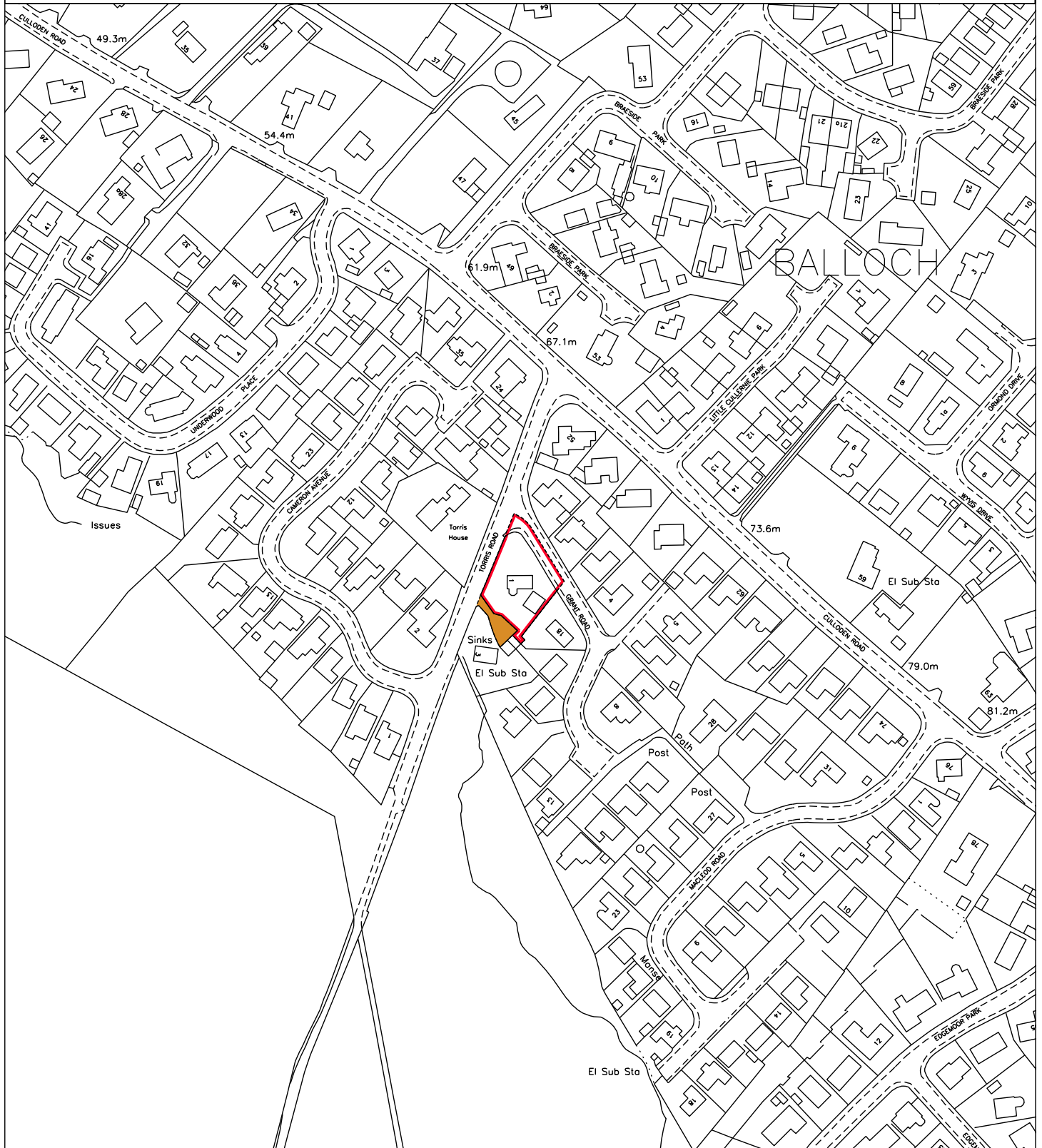
Appendix 12: Objection received by email on 9 March 2025 from Mr Kyle and Ms Serena Bannister

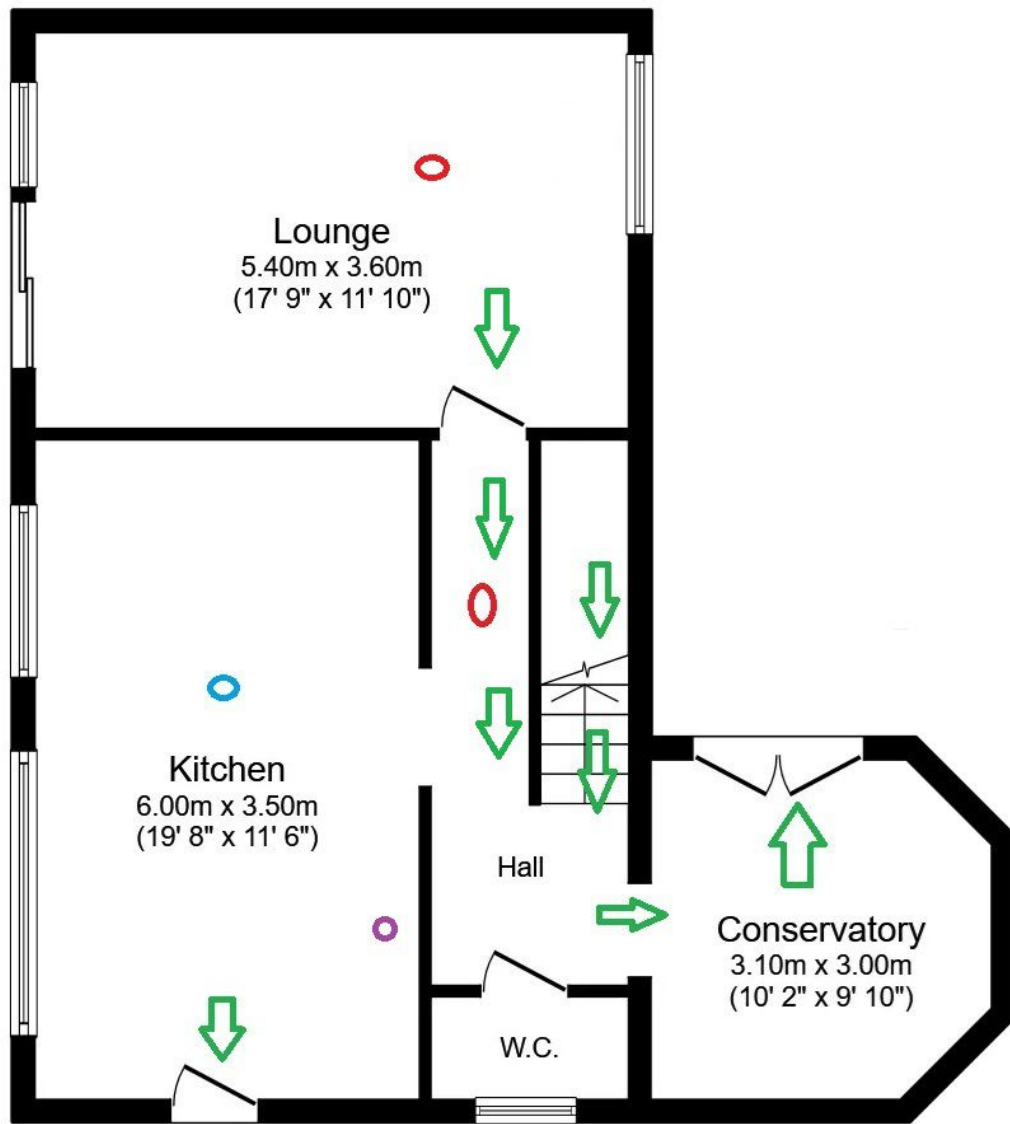
Appendix 13: Objection received by email on 8 March 2025 from Mr John MacPherson

Appendix 1

 LAND REGISTER OF SCOTLAND	Officer's ID / Date	TITLE NUMBER
	5397 3/1/2020	INV33011
	ORDNANCE SURVEY NATIONAL GRID REFERENCE	140m
	NH7346 NH7347	Survey Scale 1/2500

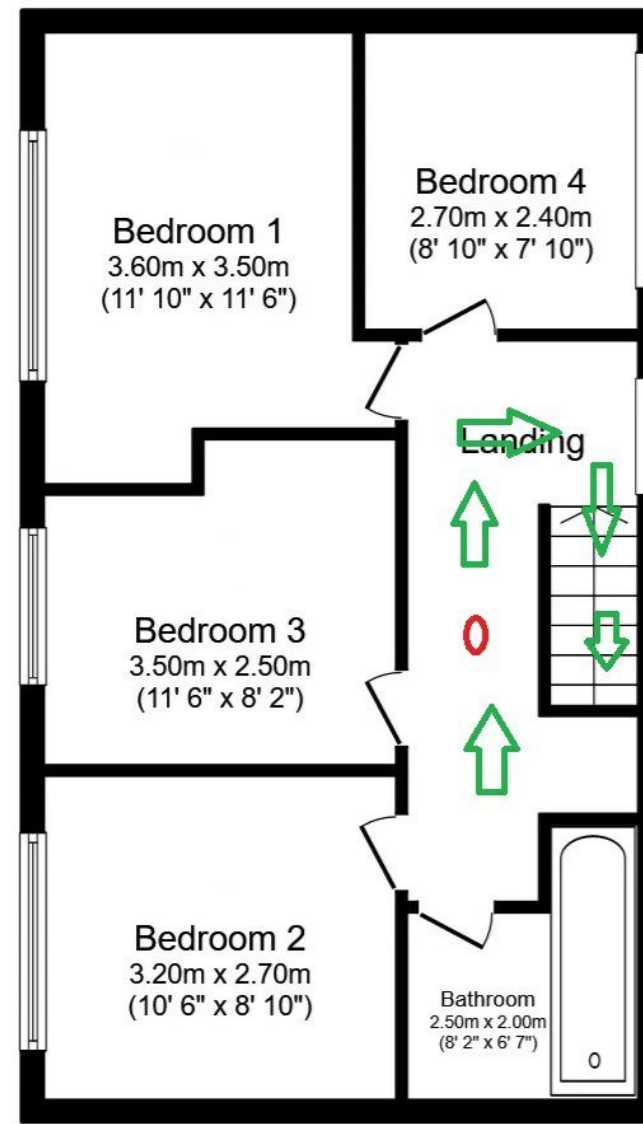
CROWN COPYRIGHT © – This copy has been produced from the ROS Digital Mapping System on 06/06/2020 with the authority of Ordnance Survey under Section 47 of the Copyright, Designs and Patents Act 1988. Unless there is a relevant exception to copyright, the copy must not be copied without the prior permission of the copyright owner. OS Licence no 100041182.





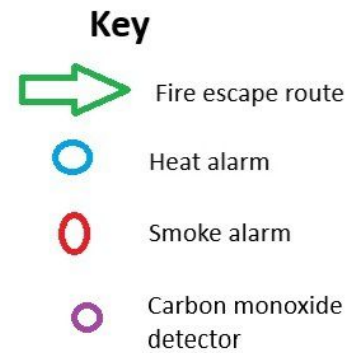
Ground Floor

Floor area 61.9 m² (667 sq.ft.)



First Floor

Floor area 52.4 m² (564 sq.ft.)



TOTAL: 114.3 m² (1,230 sq.ft.)

This floor plan is for illustrative purposes only. It is not drawn to scale. Any measurements, floor areas (including any total floor area), openings and orientations are approximate. No details are guaranteed, they cannot be relied upon for any purpose and do not form any part of any agreement. No liability is taken for any error, omission or misstatement. A party must rely upon its own inspection(s). Powered by www.Propertybox.io

Appendix 2

Patrycja Bujdasz (Legal Team (Licensing))

To: STL Licensing
Subject: RE: OBJECTION TO GRANTING A SHORT TERM LETS LICENCE

From: steven hardwick <[REDACTED]>
Sent: 02 March 2025 20:19
To: STL Licensing [REDACTED]; Gary Somers (Legal Team (Licensing))
[REDACTED]
[REDACTED]
Subject: OBJECTION TO GRANTING A SHORT TERM LETS LICENCE

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Further to our recent correspondence we are writing to object to the granting of a Short Term Lets Licence to Sarah Jack in respect of Chapelbank, 1 Torris Road, Balloch, Inverness, IV2 7HW.

The premises are not suitable for the conduct of the activity of Short Term Lets, having regards to:

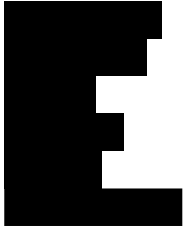
1. Location: the premises are in a primarily residential area which is unsuitable for holiday accommodation.
2. The kind of persons likely to be in the premises: the property is a large four bedroom house with possible additional sleeping accommodation in other parts of the house. It is likely that this will attract large extended family or single sex groups with multiple vehicles and additional likelihood of disturbance. To support this we would note:
 - it is a fact that this is a four bedroom house with other reception rooms which could include more bedroom space.
 - it is common sense that large holiday accommodation will attract larger groups which will at times include extended family and large single sex parties.
 - it is therefore likely that such groups will use this accommodation, not simply a matter of conjecture.
 - such groups are likely to have more vehicles, cause more congestion and make more noise and other anti social behaviour.
3. The possibility of undue public nuisance: the property is on the corner of Grant Road and Torris Road and the likelihood of multiple vehicles parking around this corner is likely to cause traffic congestion and safety issues, especially in respect of vehicles emerging from Grant Road onto Torris Road. Also the type of party likely to be occupying the property may cause noise nuisance especially at night in this residential area. To support this we would note:.
 - it is a fact that this is a four bedroom house with other reception rooms which could include more bedroom space.

- it is common sense that large holiday accommodation will attract larger groups which will at times include extended family and large single sex parties.
- it is therefore likely that such groups will use this accommodation, not simply a matter of conjecture.
- such groups are likely to have more vehicles, cause more congestion and make more noise and other anti social behaviour.

Please confirm that this objection has been received and is valid under the terms of the relevant regulations.

Kind Regards,

Christine and Steven Hardwick



Appendix 3

Patrycja Bujdasz (Legal Team (Licensing))

To: STL Licensing
Subject: RE: Objection

-----Original Message-----

From: Fiona Jack [REDACTED]
Sent: 28 February 2025 15:29
To: STL Licensing <STL@highland.gov.uk>
Subject: Objection

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Sir/Madam

We wish to object to the short term letting license currently being applied for by Sarah Jack for the property "Chapelbank"
1 Torris Rd
Inverness
IV2 7HW

We have two grounds of objection to this planned tourist accommodation and they are as follows:

Parking:

There are currently space for two cars to be parked on the property, any more would be parked on the road, making navigating the nearby junction perilous. There are 6 children under 5 in the directly neighbouring properties so visibility for drivers is of paramount importance.

Area:

This is a quiet,safe residential street within a larger quiet,safe residential area. It is not an area zoned for commercial businesses. Having tourist accommodation in the midst of family homes will potentially have a negative impact on the sense of community due to the transient nature of this tourist accommodation.
There are currently 8800 families waiting for housing in the area so to remove a family property like this from the locally available housing stock is unacceptable.

Yours faithfully

Mr Richard Jack. Mrs Fiona Jack

[REDACTED] [REDACTED]

Appendix 4

Mr Neil Davidson & Mrs Leigh Davidson

03/03/2025

The Highland Council
Charles Kennedy Building
Achintore Road
Fort William
PH33 7RQ

To whom it may concern,

We object to Chaplebank, 1 Torris Road, IV2 7HW being granted a short term lets license for secondary letting. Please see details to our objection below.

We live next door to 1 Torris Road with our 16 & 4 year old children. We have lived at [REDACTED] for over 7years.

Unsociable behaviour and 24hr of comings and goings:

With short term let comes the fact people are predominantly on holiday and using the property as tourist accommodation.

In the time we have lived here we have called for the police and fire services due to the previous disruptive neighbour at 1 Torris Road. All of the below are things that can easily happen again with hundreds of different people using the one property in the next year.

- Fires, whilst intoxicated, smoke pluming into our property and garden so much so our child cannot play outside and windows unable to open.
- Domestic fights.
- Under the influence and coming to our door at all hours.
- Abandoned vehicles on the road.
- Several cars on the road with access restricted to leaving the house and vision on entering and leaving the street obstructed with vehicles.

Noise distribution:

Again, holiday makers/workers will be coming and going at antisocial hours via taxis and cars to the two different driveways in a residential area with most residents working day, nightshifts and children with school. One driveway which is to the side of our property (sons bedroom window) and the other to the rear of the property (same bedroom window).

The cul-de-sac has had previous contact with the environmental health office due to noise distribution. 22 Cameron Drive with the category of N07: noise domestic. Again, this neighbour has since moved on.

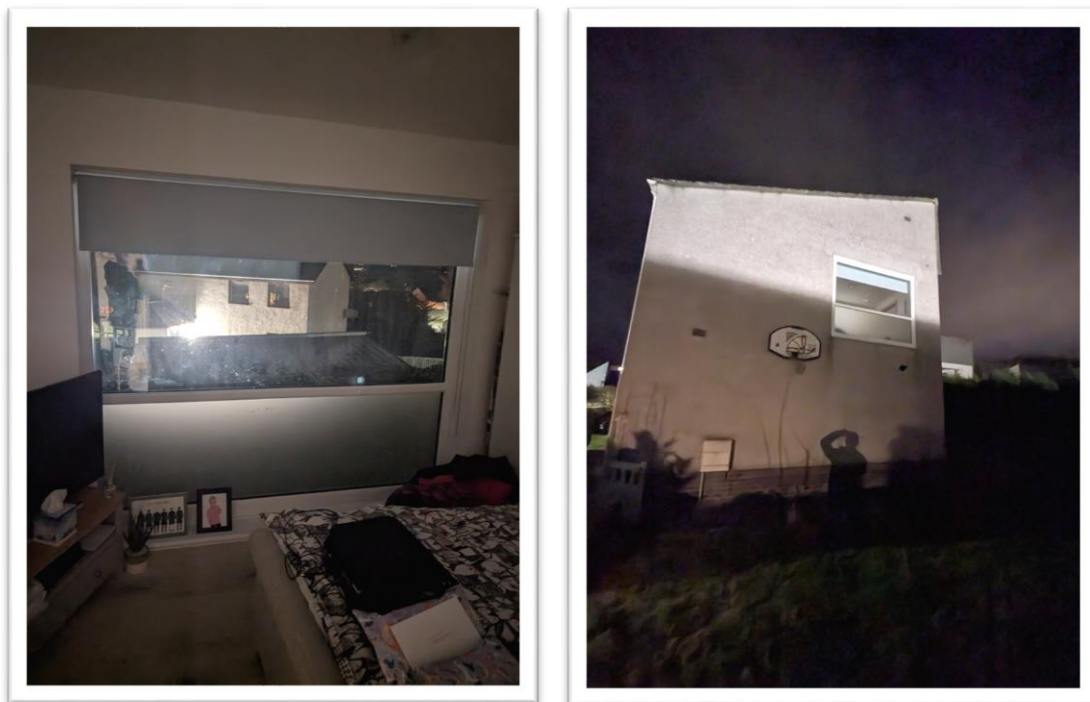
Currently there is a van parked on the driveway, house is unoccupied and the alarm has been going off several times through the night.

Summer time, there is likely to be a lot of garden noise. With the property situated on a corner and encircled by other properties.

Light pollution:

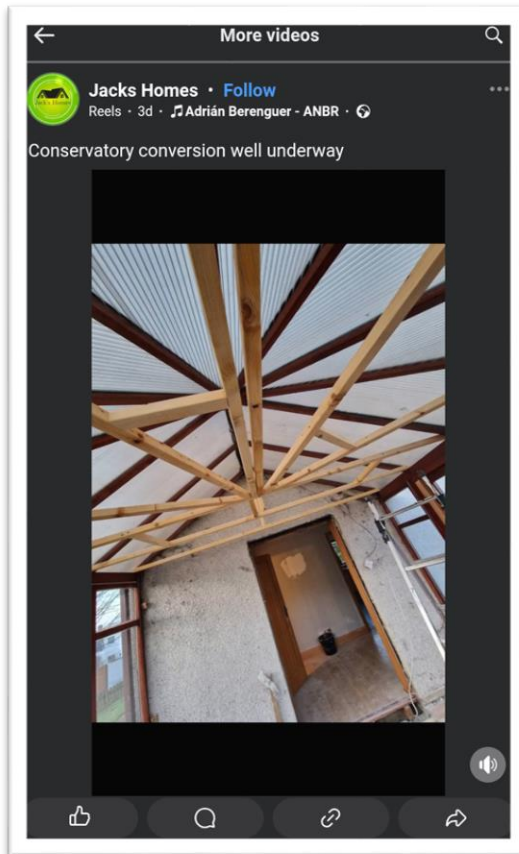
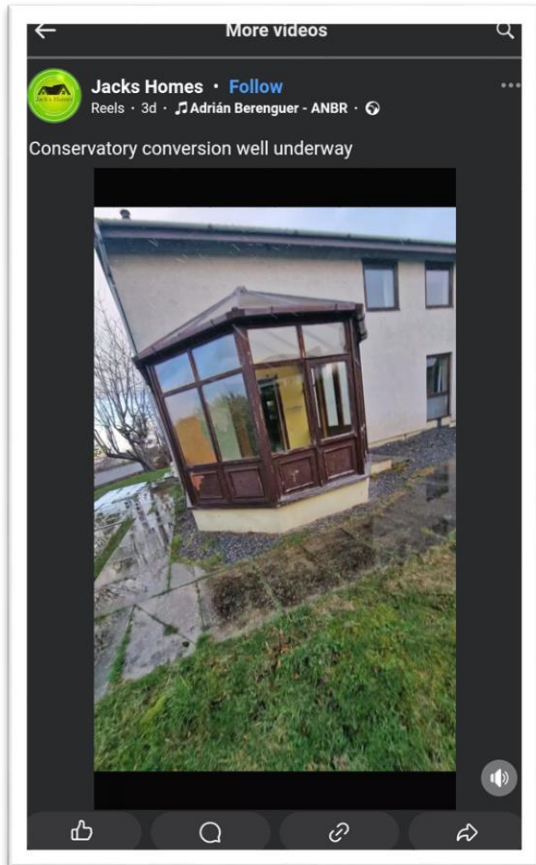
Again, likely to be taxis and cars at unsociable hours.

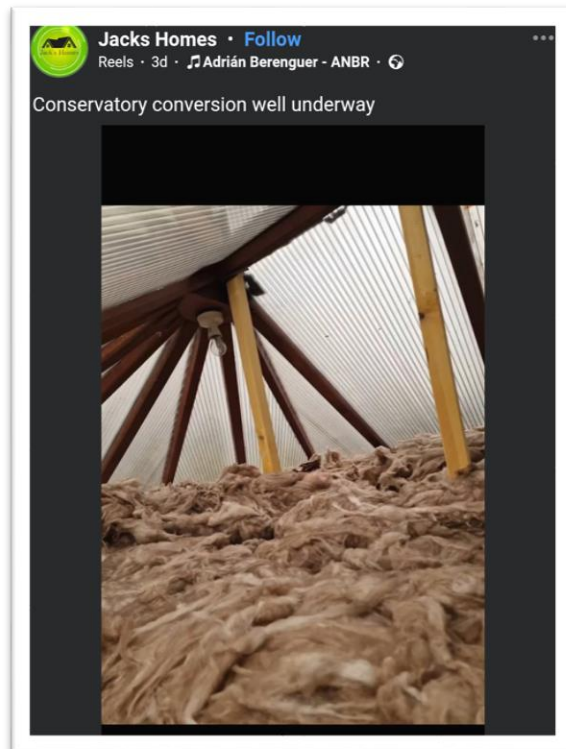
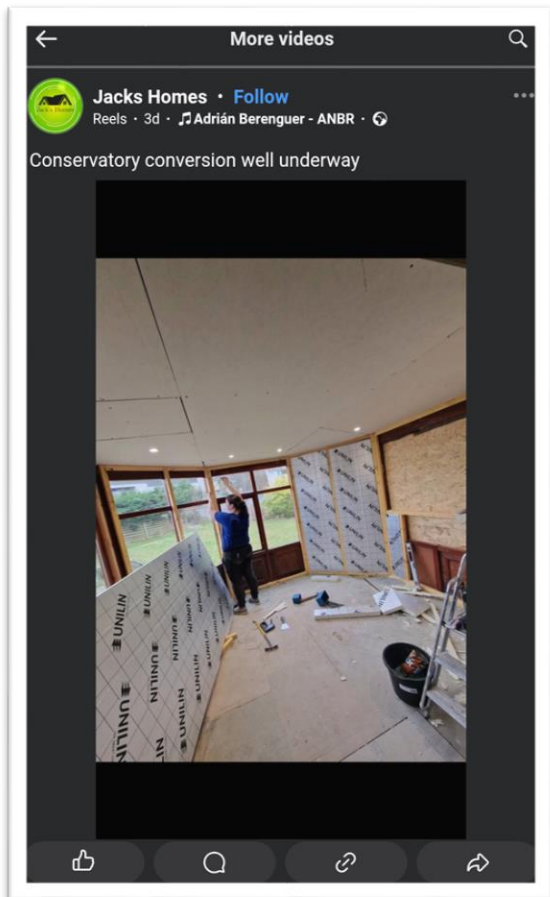
Outside lights left on through the night shining into bedroom window.



We would like to provide further photo evidence for the objection to Chaplebank, 1 Torris Road, IV2 7HW being granted a short term lets license for secondary letting. We also ask this to be brought to the attention of planning as there have been modifications to the property, with substandard installation. These and more photos available on a

public [Facebook page](#). Please see below evidence of the sub-standard refurbishment of the conservatory. In the properties home report, page 9 : “The conservatory is of lightweight construction and needs regular maintenance”. “Weathering to external decorative finishes and localised decay to timbers”. They have covered over the rotten wood as photos show.

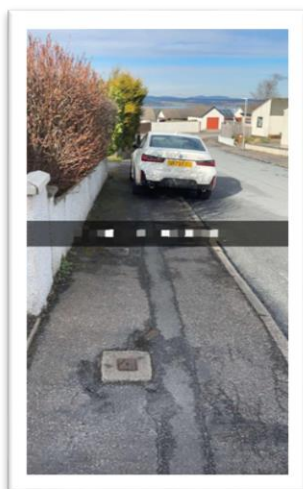




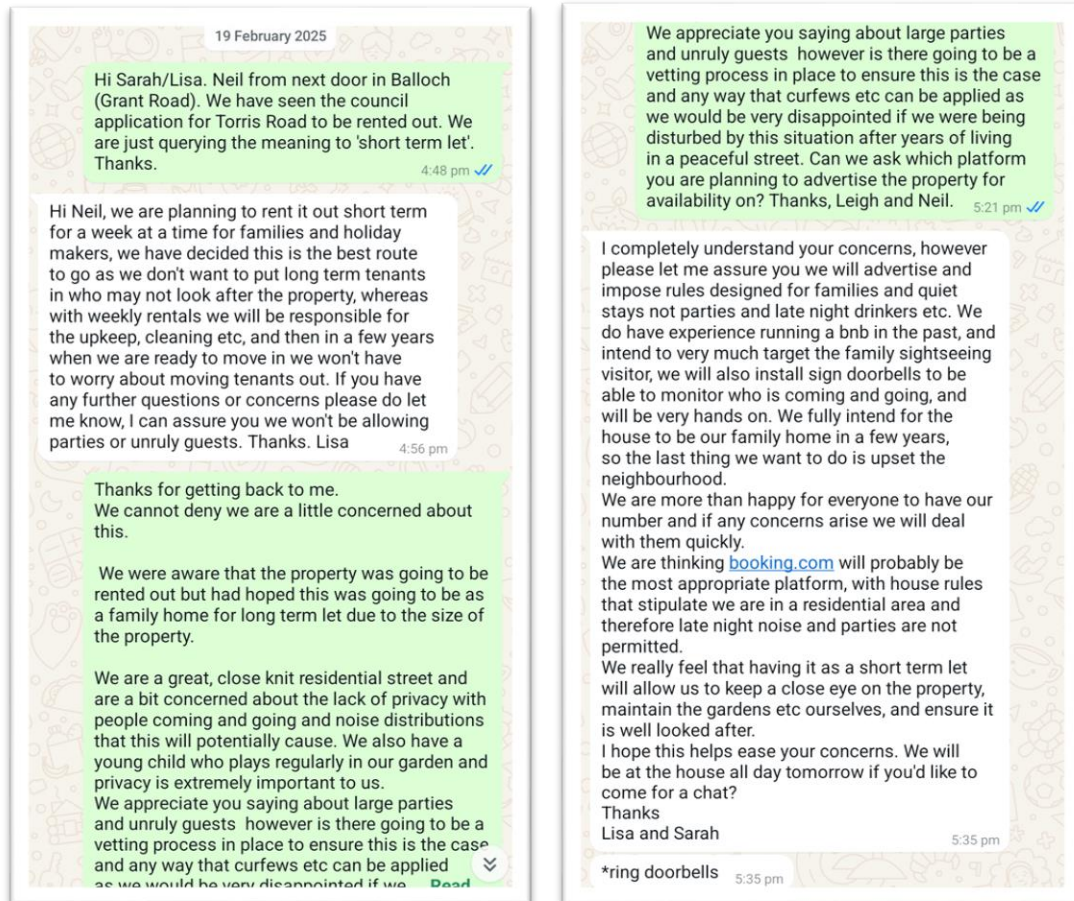
Please see below a Google image of the street Torris Road and Grant Road. They will be using Grant Road, a driveway next to our property. Also on the map is 22 Cameron Drive (arrow and in white, please take note of the distance of Cameron Drive garage to our property compared to 1 Torris Road) that had a noise complaint. Due to the shape of the road there is an echo of noise.



Please see below a photo of a vehicle belonging to a connection of the owners. I politely asked the gentleman to move further down as we had several years of the previous owner obstructing the view of road from our driveway. Also, our 4-year-old son uses the pavement for cycling on a balance bike. With a sarcastic reply “Ok, I’ll move 2 foot forward”, the owner of the vehicle moved the car further down the pavement but obstructing the whole pavement with the vehicle. This is the first scenario we know of with a poor attitude to neighbours, as we both work through the week however with holidays and weekends there is likely to be dozens of movements of vehicles in a week who are unfamiliar with the area and walkways that is regularly used by children and elderly.



We had discussions with the owners via what's app once we found out from a concerned neighbour from a bit of paper stabled to the fence. As below shows we questioned the change of mind from private rent to this application we oppose.




Regarding the messages to the owner. Ring doorbell only records on movement (once it buffers - no audio or clear picture for several seconds) and only works on WIFI, any party can switch of WIFI and have full use of the property.

"We fully intend for the house to be our family home in a few years, so the last thing we want to do is upset the neighbourhood". As you can see from the Google maps, there is at least 9 houses that circle the property. We believe almost all have objections to the licence being granted.





One of the applicants works offshore which means they will be uncontactable for any out of curfew party's or other issues arising from short term let.

We also have concerns over the use of the double garage as we've seen advertisements with similar let houses using them as games rooms. What is the intended use of the garage? Just had new/painted windows installed as seen on the [Facebook page](#). A Party

room as with other lets? What precautions will be in place for the pit that is in it? Please see below a google search.

A garage game room can be a great addition to an Airbnb, providing guests with a fun and comfortable place to unwind. You can customize the space with games, decor, and lighting. 

Benefits



- **Enhance the guest experience:** A game room can make guests feel welcome and encourage positive reviews 
- **Create a social space:** A game room can be a cozy place for friends and family to gather 
- **Add extra living space:** Converting a garage into a game room can add extra living space to your Airbnb 
- **Generate income:** You can generate income from short-term rentals by converting your garage into an Airbnb room 

Ideas for a garage game room

- Include games like billiards, air hockey, foosball, or ping pong
- Add a games console and big screen TVs
- Use mood lighting and space murals
- Decorate with your favorite characters or themes
- Add personalized decor and design elements



Airbnb Game Room Ideas Your Guests Will Love | Hospitable

Airbnb Game Room Ideas to Transform Your Space into a Fun Escape. Whether you have a small vacant area, a spare roo...

 Hospitable.com 



Awesome Games Room, Cinema, Theme Rooms and More!

Speaking of theme rooms - you're going to love the games room! Cool decals of your fav Star Wars characters adorn th...

 Airbnb 

Garage Conversions for Airbnb Rooms: A Profitable Solution for ...

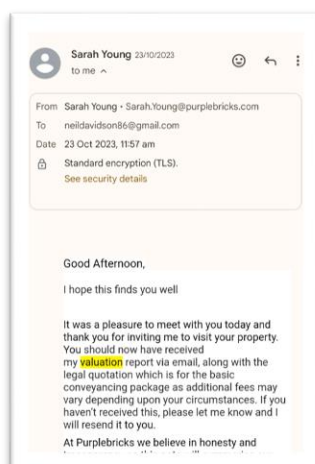
Converting your garage into an Airbnb room is an excellent way to add extra living space and generate income from sho...

 Garage Conversion Glasgow 

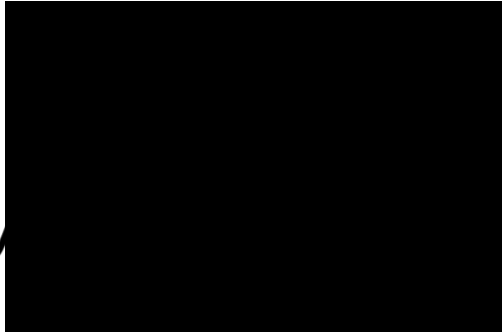
[Show all](#)

In conclusion:

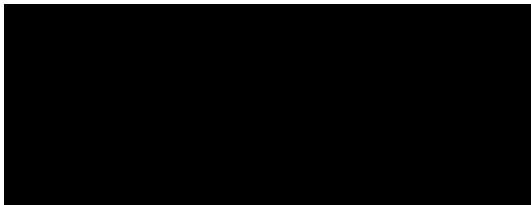
In October 2023 we had our house valued and looked to move away from the area after having enough of the noise, anti-social behaviour and movement at all hours and we actively looked for a new house however once we heard word of the property coming up for sale, we didn't pursue this any further and enrolled our son into the local school. We would like to remain here and not be pushed out, again.



Reported in 2024 by the [BBC](#) & [Inverness Courier](#), the Highland Council region needs 24,000 new houses and has a shortage for rental accommodation for families. To allow a 4-bedroom property in Balloch, a house with previous anti-social, noise complaints and parking issues to become tourist accommodation is contradictory of the council's current crisis.



Mr Neil Davidson



Mrs Leigh Davidson

Appendix 5

Patrycja Bujdasz (Legal Team (Licensing))

To: STL Licensing
Subject: RE: Chaplebank 1 Torris Road

From: Alison MacRae [REDACTED]
Sent: 03 March 2025 15:35
To: STL Licensing <STL@highland.gov.uk>
Subject: Chaplebank 1 Torris Road

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

[REDACTED]

Dear Mr Somers,

My husband and I have been informed that the house at the above address is going to be let out as an Airbnb. My husband and I strongly object to this as it will cause issues for example people coming and going at all hours, parties, issues with people parking etc.

I also have been informed that the renovation of the house has not been done professionally as mold has been covered over without proper treatment, mold can cause health issues and some molds can kill.

There has been an outside light left on overnight. The wood of the conservatory and the windows of the house have been painted over instead of being replaced.

My husband and I along with our 2 children who are 16 and fourteen have been living in Balloch for almost 8 years.

Yours sincerely

Alison MacRae

PS: apologies for not mentioning my husband and children in my last email

Alison MacRae

Appendix 6

Patrycja Bujdasz (Legal Team (Licensing))

To: STL Licensing
Subject: RE: Application for Short Term Let - 1 Torris Road, Balloch

From: Balloch Community Council [REDACTED]
Sent: 03 March 2025 20:09
To: STL Licensing <STL@highland.gov.uk>
Subject: Fwd: Application for Short Term Let - 1 Torris Road, Balloch

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

See below for the Balloch Community Council Objection with full name and address as requested.

----- Forwarded message -----

From: **Balloch Community Council** [REDACTED]
Date: Monday, 24 February 2025
Subject: Application for Short Term Let - 1 Torris Road, Balloch
To: stl@highland.gov.uk

To Whom It May Concern,

Application for Short Term Let for 1 Torris Road, Balloch by Sarah Jack

Balloch Community Council object to the above application for the following reasons:

As a community council we are constantly being reminded of the housing crisis and why homes need to be built. This is a 4 bedroomed house that makes a perfect family home. By allowing this property to be used for short/holiday lets it is removed from available family housing stock. This adds to the lack of available housing, that we are regularly told by our Highland councillors, the area desperately needs.

This is a quiet residential area where people live and work. Residents are concerned about increased noise and activity that will result from people entering and leaving the property.

The Balloch Community Council oppose the use of entire properties for short term lets.

Please let me know if this will be accepted as a note of opposition for this application.


Regards,

Rachel Campbell-Arke
On behalf of Balloch Community Council



Appendix 7

Mr Sean Unwin and Mrs Moira Unwin



3/3/2025

The Highland Council Charles Kennedy Building
Achintore Road
Fort William
PH33 7RQ

To Whom It May Concern

We write to object to **Chapelbank, 1 Torris Road, Balloch, IV2 7HW**, being granted a short term lets licence for secondary letting.

We live on Grant Road and our house overlooks 1 Torris Road. We have lived in this quiet residential family focussed Cul De Sac for 24 years.

We object to this application on the grounds that our area is vastly in need of good sized family homes for local people.

Indeed it was stated in the Inverness Courier in October 2024 that the Highland Council faces at £2.8 billion housing challenges to build new homes.

The Highlands already has more second homes and holiday accommodation than it can sustain - even after the doubling of council tax on second home.

With the explosion of Air B N B lets across the Highlands, we understand that planning permission is also required for homes that undergoing a change of use to holiday accommodation and are not their main home – effectively a “material change of use.” We would also object to any separate application for planning for this property. Due to the fact that again this is a residential area and we need to preserve homes in villages for locals to encourage thriving communities.

As the house sits on the junction of Grant Road and Torris Road, a rental property of this size (4 bedrooms) will need more parking and increase traffic from drivers who do not know the area. This will increase the risk to children who play in the street.

Indeed the Chair of the Housing and Property Committee, Cllr Glynis Campbell Sinclair said in Oct 2024 : “The challenge is to double our current housing supply and accelerate the delivery of both public and **private** housing and the availability of sites across Highland.

To approve this application would undoubtedly contravene the Council strategy and remove another much needed home from the private housing sector.

Best Regards



Mr Sean Unwin and Mrs Moira Unwin

Patrycja Bujdasz (Legal Team (Licensing))

To: STL Licensing
Subject: RE: Objection to application for short term let licence

From: Iain Sutherland <[REDACTED]>
Sent: 03 March 2025 23:35
To: STL Licensing <STL@highland.gov.uk>
Subject: Objection to application for short term let licence

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

We have been advised that an application has been lodged for a short term lets licence for Chapelbank, 1 Torris Road, Balloch Inverness IV2 7HW. Having read background documents on the Highland Council web site we write to object to the granting of such a licence.

Firstly, we note that: "all applicants..... must display a notice of their application at or near the premises so that it can be conveniently read by the public for a period of 21 days." While we knew the house in question was under new ownership and have seen work underway on the property we knew nothing of the plans for short term lets until the weekend just past. Please see the attached photograph I took this morning standing in the middle of Torris Road. Grant Road is to the left; Torris Road continues into Cameron Avenue, which like Grant Road is a cul de sac. To save you time the relevant public notice is on the boundary fence or gate immediately left of the triangular "road narrows" sign. It is effectively invisible to those entering/leaving Grant Road on foot or by car or bike. You will see that there is no pavement on that side of Torris Road meaning anyone on Torris Road seeing the public notice would have to stand in the road to read it. The public notice would have been better posted on the fence above the road sign "Grant Road" - visible to anyone entering Grant Road or Cameron Avenue and safely read from the pavement (see attached image). We suggest a further 21 day period would be appropriate with the public notice in a prominent position where it CAN be conveniently read.

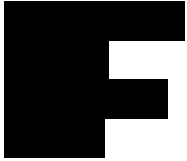
Highland Council's short term lets policy statement sets out statutory grounds for objections. We cannot comment on the suitability of the applicant to manage letting of the property. It is however evident that this was a 4 bedroom property when recently sold. From our years of experience as customers for holiday lets, 4 bedroom properties are advertised as sleeping a minimum of 8 people; that capacity is readily raised by operators in many 4 bedroom properties with e.g. bed-settees in other rooms. Sleeping accommodation capacity is a major factor in pricing of holiday let properties. The higher prices of larger properties mean they are unattractive to smaller family groups and instead attract large parties of one or more families and/or groups of friends.

With a property of this size and capacity the size of holiday parties and the nature of large holiday parties is likely to result in unacceptable noise and disturbance for the neighbourhood. Numbers of house occupants, vehicles and associated noise are therefore a major concern and inappropriate for a quiet, residential area comprising owner-occupier properties. Sight lines for vehicles and cyclists exiting Grant Road are liable to be lost through on-street parking in Torris Road with resulting

hazard. On street parking within Grant Road is already such that the Council's refuse collection vehicle now reverses up to the turning square. Any further on street parking will be a hazard for road users and for children playing in the Grant Road area.

Yours faithfully

Iain and Linda Sutherland

A large black rectangular redaction box covering the signature of Iain and Linda Sutherland.

Appendix 9

S.T.L. ORDER 2022

Sarah Jack, Chapelbank, 1 Torris Road, Inverness, IV2 7HW

Dear Sir or Madam,

I wish to register my opposition to the above application as follows:

- Short term lets reduce the availability of residential housing. The serious shortage of housing makes this application unacceptable in this circumstance.
- It appears likely that this property will be listed on a rental platform. These platforms do little or no vetting of the prospective properties/clients/customers.
- Currently Grant Road has a diverse range of families from those with school age children and infants to retired persons. Many residents have lived here for a significant number of years bringing up families and the street community values are important to them. The residential street is not an area for commercial short term activities such as a holiday lets and the character of the street will be traded off for commercial gain if this proposal is allowed to proceed.
- The size of this property could potentially attract visitors using up to 3 or 4 vehicles arriving/unloading/moving in an already busy street and in close proximity to a busy junction. The safety issues to residents/pedestrians are obvious to all. This is particularly the case during school hours as there are young children residing in the street and other children/parents using Grant Road on the school commute.

I trust that you will give consideration to these points.

Yours faithfully,

John McCluskey

[Redacted signature block for John McCluskey]

4/3/2025

Mary McCluskey

[Redacted signature block for Mary McCluskey]

4/3/2025

Patrycja Bujdasz (Legal Team (Licensing))

To: STL Licensing
Subject: RE: Objection to application for short term lets licence

-----Original Message-----

From: Lorna MacGregor [REDACTED]
Sent: 05 March 2025 10:29
To: STL Licensing <STL@highland.gov.uk>
Subject: Objection to application for short term lets licence

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Sirs,

I am writing to object to the granting of a short term let licence for the property Chapelbank, 1 TorrisRd, Balloch, Inverness ,

My concerns about the suitability of this property for short term let's are

1. This is a large 4 bedroom property and as such it is likely to attract large family groups or single sex parties adding to the likelihood of additional noise in a quiet residential area.
2. Large groups are likely to have multiple vehicles again adding to noise disturbance for local residents.
3. Parking; while there are some parking spaces on the Grant Rd side of the house the house shares a driveway with 3 Torris Rd. As well as it being parking for No 3 access is also needed by SSEN to the substation situated between the two properties. This could be compromised by the parking of visitors to Chapelbank. Exiting the drive has to be done with care as you can't see traffic coming along Torris Rd due to the wall.
4. The garden at Chapelbank is not secure. Children or dogs would be able to run into the drive or down the steps from the back door and out onto the road directly into traffic as there is no pavement on that side of the road.

I would be grateful for confirmation that my objections will be considered.

Regards
Lorna MacGregor

[REDACTED]

Sent from my iPad

Patrycja Bujdasz (Legal Team (Licensing))

To: STL Licensing
Subject: RE: Chapelbank 1 Torris Road Balloch Inverness

-----Original Message-----

From: Iain Hamilton [REDACTED]
Sent: 09 March 2025 20:14
To: STL Licensing <STL@highland.gov.uk>
Subject: Chapelbank 1 Torris Road Balloch Inverness

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Iain Hamilton
[REDACTED]

My objection to this house being used as a short term late is the potential difficulty it will create on Torris Road leading to Cameron Avenue. This road has been congested for many years with the previous tenants.

This is a substantial home for a family and there are 8800 houses required in Inverness. Chapelton farm has already completed phase one there was a lot of objections to that housing development but it was desperately needed for new homes HC told us.

The local primary School is not nearly at capacity and a STL will not help school numbers.

A 4 bedroom house will attract many people and we have for many years heard noise travelling from this house to Cameron Avenue Residents have been subjected to all sorts of noise previously.

The notice was not in place on Saturday 8th March? Why then has it been removed ? Also the notice was only placed at Torris rd and not at the most used entrance on Grant Road. I feel that given the shortage of homes in Inverness this STL is a very unhelpful project.

Regards

Iain Hamilton

Sent from my iPhone

Patrycja Bujdasz (Legal Team (Licensing))

To: STL Licensing
Subject: RE: 1 Torris Road -objection

From: Serena
Sent: 09 March 2025 19:52
To: STL Licensing
Subject: 1 Torris Road -objection

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

We are writing to object to the granting of a Short Term Lets Licence to Sarah Jack in respect of Chapelbank, 1 Torris Road, Balloch, Inverness, IV2 7HW.

The premises are not suitable for the conduct of the activity of Short Term Lets, having regards to:

1. Location: the premises are in a primarily residential area which is unsuitable for holiday accommodation.
2. The kind of persons likely to be in the premises: the property is a large four bedroom house with possible additional sleeping accommodation in other parts of the house. It is likely that this will attract large extended family or single sex groups with multiple vehicles and additional likelihood of disturbance. To support this we would note:
 - it is a fact that this is a four bedroom house with other reception rooms which are likely to include more sleeping accommodation.
 - it is likely that large holiday accommodation will attract larger groups which will at times include extended family and large single sex parties.
 - it is therefore likely that such groups will use this accommodation, not simply a matter of conjecture.
 - such groups are likely to have more vehicles, cause more congestion and make more noise and other anti social behaviour.
3. The possibility of undue public nuisance: the property is on the corner of Grant Road and Torris Road and the likelihood of multiple vehicles parking around this corner is likely to cause traffic congestion and safety issues, especially in respect of vehicles emerging from Grant Road onto Torris Road. Also the type of party likely to be occupying the property may cause noise nuisance especially at night in this residential area.

Serena Bannister
Kyle bannister



Appendix 13

Mr John MacPherson

8th March 2025

I am writing on behalf of my family to express my concern about the change of use of 1 Torris Road from residential use to Short Term Letting.

Address of Property to be licensed: Chapelbank, 1 Torris Road

Licence Type applied for: Secondary letting

Day to day managers: Lisa Jack

Our home is behind 1 Torris Road with clear view of the property, within earshot of the rear garden, probably 25-30 metres away.

Our concerns are as follows:

- 1) Housing need. The current housing development of several hundred homes being undertaken in the fields near us has removed valuable green space from the community. H.C. cited “housing need, for family homes” as part of the justification for this development (which we understand). In light of this it seems contradictory to allow a family home in a residential area to be removed from the housing stock at a time of housing need, to instead be allowed to serve the short term holiday letting market with the potential impact this may have on existing residents and on those with young families seeking to obtain a quality home in a safe and friendly neighbourhood.
- 2) Risk. Children playing in and around the street, as this is a cul-de-sac it has been a very safe area for children. The residents are aware of the presence of children and drive accordingly. Strangers arriving in the street and coming and going at various times of day may not be as aware or accommodating of this.
- 3) Safeguarding. Given the presence of young children in the street, and elderly & potentially vulnerable retired people, we have no idea who these temporary residents are nor what other risks they might present. Grant Road and Torris Road are used as a route to school for many children residing further uphill in the community to enable them to access both the

Culloden Road pavement and the woodland lane leading to and from the Primary & Secondary schools at the bottom of the village.

- 4) Parking, if multiple vehicles arrive for a stay they may require additional parking and end up using the pavement & blocking them or impeding the view for vehicles attempting to exit Grant Road by parking on Torris Road in front of No 1. There has been an issue with this previously as the last resident blocked pavements and obscured the splay from Grant onto Torris Road making exit problematic.
- 5) Noise, if people are coming on holiday they will want to enjoy themselves and whilst we all do this within our own homes in this neighbourhood we don't do it every weekend, and when we do it is undertaken with consideration for our neighbours. Temporary visitors may not be as accommodating and it is a fact that each week a new group of holidaymakers will come and there could be ongoing disturbance as a consequence.
- 6) On a more positive note we have watched the ongoing renovation work of 1 Torris Road being undertaken with apparent care and attention to detail, both to the house itself and the adjoining garden, and welcome and appreciate the dramatic improvement the new owners are making to this neglected home.

Mr John MacPherson

