

Agenda item	6.1
Report no	HLC/107/2026

THE HIGHLAND COUNCIL

Committee: THE HIGHLAND LICENSING COMMITTEE

Date: 27 October 2026

Report title: Short Term Let Licence Holder – Mr Ian Smith
Short term let premises - Tower Ridge House, Fort William
PH33 6SN (Ward 21 – Fort William and Ardnamurchan)

Report by: The Principal Solicitor – Regulatory Services

1. Purpose/Executive Summary

- 1.1** This report relates to the holder of a short term let licence.
- 1.2** This item is subject to a formal hearing procedure.

2. Recommendation

- 2.1** Members are asked to determine, in accordance with the Council's hearings procedure, whether a condition of the licence has been contravened. Upon determining this issue, members are asked to decide whether any action should be taken against the licence holder in the form of a suspension or revocation of the licence.

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.

4. Licence holder

- 4.1** Mr Ian Smith holds a short term let licence (licence number HI-41541-F) for the property, Tower Ridge House, Fort William, PH33 6SN ("the Premises"). This licence was granted on 23 February 2026 for a 3 year period and expires on 22 February 2029. The type of letting which applies to this licence is 'home sharing', which means the host/operator is using all or part of their own home for short-term lets whilst they are there.

5. The Highland Council's Environmental Health Service Email

- 5.1** On 14 September 2026 an email was received from The Highland Council's Environmental Health Service seeking a review of the short term let licence for the Premises in terms of paragraph 11(2)(d) of Schedule 1 of The Civic Government (Scotland) Act 1982 ("the 1982 Act"). A copy of this email is attached as **Appendix 1**.

6. Determining issues

- 6.1** In terms of paragraph 11(2)(a) of Schedule 1 of the 1982 Act, a licensing authority shall suspend or revoke a licence if, in their opinion, the holder of the licence is no longer a fit and proper person to hold the licence.

In terms of paragraph 11(2)(b) of Schedule 1 of the 1982 Act, a suspension or revocation shall also be ordered on the ground that the activity to which the licence relates is being managed by or carried on for the benefit of a person, other than the licence holder, who would have been refused the grant or renewal of the licence under paragraph 5(3) of Schedule 1.

In terms of paragraph 11(2)(c) of Schedule 1 of the 1982 Act, a suspension or revocation shall also be ordered on the ground that the carrying on of the activity to which the licence relates has caused, is causing or is likely to cause undue public nuisance or a threat to public order or public safety.

In terms of paragraph 11(2)(d) of Schedule 1 of the 1982 Act, a licensing authority shall suspend or revoke a licence if, in their opinion, a condition of the licence has been contravened.

- 6.2** In terms of paragraph 11(10) of Schedule 1 of the 1982 Act, if in deciding to order the suspension or revocation of a licence, a licensing authority determine that the circumstances of the case justify immediate suspension or revocation, they shall order that the licence shall be suspended or revoked immediately.

- 6.3** In terms of paragraph 11(11) of Schedule 1 of the 1982 Act, a suspension can be for the unexpired portion of the duration of the licence, or such shorter period as the licensing authority shall fix; and the effect of the suspension shall be that the licence shall cease to have effect during the period of the suspension. A suspension may be recalled at any time if the ground of suspension no longer applies. A revocation may not be recalled.

6.4 A copy of this report has been sent to Mr Smith and to The Highland Council's Environmental Health Service who have both been invited to attend and will be provided with an opportunity to be heard by the Committee. Both parties have also been advised of the procedure which will be followed at the meeting.

7. Policies

7.1 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 issued by The Highland Council):-

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

8. Implications

8.1 Not applicable.

Date: 1 September 2026

Author: Gary Somers

Background Papers:

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

Appendix:

Appendix 1: Email from The Highland Council's Environmental Health Service dated 14 September 2026

APPENDIX 1

**The Civic Government (Scotland) Act 1982 (Licensing of Short-term Lets) Order 2022
Part II, Paragraph 11**

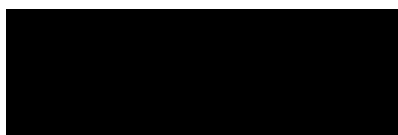
REQUEST FOR REVIEW OF SHORT TERM LET LICENCE

LICENCE NO:-	HI-41541-F
LICENCE-HOLDER:	Ian Smith
ADDRESS:	[REDACTED]
DAY TO DAY MANAGER:	Ian Smith
LICENCE TYPE:	Home Sharing
PREMISES:	Tower Ridge House, Fort William, PH33 6SN

It is of the opinion of The Highland Council Environmental Health Service that there has been a breach of the Short Term Let Licence condition(s) as detailed in the attached Schedule 1 - reference HI-41541-F

Our Service would therefore request that a review of the above detailed Short Term Let Licence be carried out on the grounds of non-compliance in terms of paragraph 11(2)(d) of Schedule 1 of The Civic Government (Scotland) Act 1982

Signed:



Printed Name: Lisa Stuart

Contact email address:

Designation: Licensing Standards Officer

Date: 14.09.26



Schedule 1

Licence Number		HI-41541-F
Premises Name		Tower Ridge House, Fort William. PH33 6SN
STL Licence Condition No.2	Licence Condition: The holder of the licence may only offer the type of short-term let for which the licence has been granted. Description of Breach: The applicant was granted a home sharing licence for a maximum of 4 person, however, on investigation it has been established that the property is being offered for twelve (12) persons at any one time by the availability of six (6) rooms with an occupancy of two (2) persons per room	
Appendix 1	Covering letter to licence holder – 19/06/2026	
Appendix 2	Enforcement Notice – 19/06/2026 – to date this has not been complied with	
Appendix 3	Proof of posting – 20/06/2026	
Appendix 4	Proof of bookings – 26/06/2026	
Appendix 5	Proof of bookings – 20/07/2026	
Appendix 6	Proof of bookings – 26/08/2026	

Appendix 1 – covering letter to licence holder – 19/06/2026

Mr Ian Smith
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Please ask for: Lisa Stuart
Direct Dial: [REDACTED]
Your ref:
Our ref: sru234386
Date: 19 June 2026

Dear Sir

The Civic Government (Scotland) Act 1982 (Licensing of Short-Term Lets) Order 2022
Property Address: Tower Ridge House, Torlundy, Fort William, PH33 6SN

Further to the inspection carried out to the aforementioned property on the 10/02/26 and the subsequent receipt of a complaint on 12/06/26 concerning the operation of the property.

The accommodation of Tower Ridge House offered on the online booking platform was assessed against Short Term Let Licence Number HI-41541-F issued by the Highland Council on 22/02/2026. This licence was issued for a maximum of four (4) persons to be accommodated within the short term let accommodation. On investigation it has been established that the property is being offered for twelve (12) persons at any one time by the availability of six (6) rooms with an occupancy of two (2) persons per room.

The attached **Enforcement Notice (Reference ENR: 000789)** details the contravention of the licence condition and what must be done to ensure compliance with the legislation.

Please be aware The Highland Council may order the suspension or revocation of a licence if in their opinion:-

- the holder of the licence is no longer a fit and proper person to hold the licence
- the licence holder is managing the property on behalf of someone who would have been refused the grant or renewal of the licence
- the short-term let is causing or is likely to cause undue public nuisance or a threat to public order or public safety; or
- a condition of the licence has been contravened

If you disagree with the requirements of the enclosed schedule you should make representation in writing to Mrs Eleanor Hood, Senior Environmental Health Officer, Environmental Health, 38 Harbour Rd, Inverness, IV1 1UF Email: [REDACTED] within two weeks from receipt of this letter.

If you require any further information or advice please do not hesitate to contact the inspecting officer on the contact telephone number above.

Yours faithfully

[REDACTED]

Lisa Stuart
Licensing Standards Officer

Appendix 2 – Enforcement Notice – 19/06/2026 – to date this has not been complied with



**The Civic Government (Scotland) Act 1982 (Licensing of Short-term Lets) Order 2022
Part II, Paragraph 11**

ENFORCEMENT NOTICE

LICENCE NO:-	HI-41541-F
LICENCE-HOLDER:	Ian Smith
ADDRESS:	[REDACTED]
DAY TO DAY MANAGER:	Ian Smith
LICENCE TYPE:	Home Sharing
PREMISES:	Tower Ridge House, Fort William, PH33 6SN

It is of the opinion of The Highland Council that there has been a breach or is likely to be a breach of the Short Term Let Licence condition(s).

As detailed in the attached Schedule 1 reference HI-41541-F

The Council therefore require that the steps detailed in Schedule 1 be taken to secure compliance:

This Notice will take effect on **DATE: 19.06.26**

Compliance must be achieved by **DATE: 26.06.26**

Signed:

[REDACTED]

Designation: Licensing Standards Officer

Printed Name: Lisa Stuart

Date: 19.06.26

Contact email address:

[REDACTED]

Schedule 1

Enforcement Notice Reference ENR: 000789

Licence Number		HI-41541-F
Premises Name		Tower Ridge House, Fort William. PH33 6SN
STL Licence Condition No.2	Licence Condition: The holder of the licence may only offer the type of short-term let for which the licence has been granted. Description of Breach: The applicant was granted a home sharing licence for a maximum of 4 person, however, on investigation it has been established that the property is being offered for twelve (12) persons at any one time by the availability of six (6) rooms with an occupancy of two (2) persons per room as evidenced in Appendix 1. Remedial Action required: The licence holder shall only offer accommodation to a maximum of four (4) person as per the licence granted (HI-41541-F). Any bookings which exceed the four (4) person limit must be cancelled and you must operate within the terms of your licence. Should you wish to accommodate more than four (4) persons you must apply for a variation of licence to permit greater occupancy. You must not exceed the four (4) person occupancy until such time that the licence variation has been determined and granted.	

Appendix 3- Proof of posting – 20/06/2026



Log in | Register

Menu



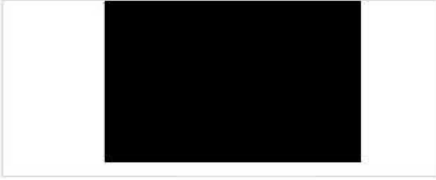
Delivered

Your item was delivered on **20-06-2026**.

Not the signature you expected? [Find out why.](#)

Service used:
Royal Mail Signed For™ 

Proof of delivery



 [Rotate image](#)

Signed for by: DWS

Delivered at: 13:25, Saturday 20 June 2026

 [Print proof of delivery](#)

Appendix 4 – Proof of bookings 26/06/2026

[illegible]

About this property

Comfortable Accommodation: Tower Ridge House in Fort William offers a 4-star guest house experience with private bathrooms, garden views, and free WiFi. Guests enjoy amenities such as a sun terrace, outdoor seating area, and free on-site private parking.

Outdoor Spaces: The property features a garden, terrace, and balcony, providing relaxing outdoor areas. Additional facilities include a picnic area and outdoor furniture, enhancing the stay experience.

Local Attractions: Located 4.9 km from Glen Nevis, 22 km from Loch Linnhe, and 28 km from Glenfinnan Station Museum, Tower Ridge House is highly rated for its scenic location and excellent room comfort.

Guest Services: The guest house offers streaming services, a tea and coffee maker, and a refrigerator, ensuring a comfortable and convenient stay.

Groups particularly like the location — they rated it **9.2** for stays with multiple people.

Distance in property description is calculated using © OpenStreetMap

Most popular facilities

- Non-smoking rooms
- Free WiFi
- Free parking

Property highlights

Perfect for a 1-night stay!

Top location: Highly rated by recent guests (9.2)

Popular with groups of friends

Free private parking available on-site

Reserve

Save the property

Availability

We Price Match

Mon 26 Oct - Tue 27 Oct

12 adults · 0 children · 6 rooms

Change search

Filter by:

- Rooms
- Suites

Room type	Number of guests	Today's price	Your choices	Select amount	
Budget Double Room 1 double bed Room 194 feet ² Balcony Garden view Inner courtyard view Private bathroom Flat-screen TV Soundproofing Terrace Free WiFi	2	£95 Includes taxes and charges	✓ Free cancellation before 12 October 2026 • Pay nothing until 10 October 2026 • We have 1 left	0	I'll reserve - It only takes 2 minutes - You won't be charged yet
Double Room with Mountain View 1 double bed Room 194 feet ² Balcony Garden view Mountain view Landmark view Patio Private bathroom Flat-screen TV Soundproofing Terrace Free WiFi	2	£110 Includes taxes and charges	✓ Free cancellation before 12 October 2026 • Pay nothing until 10 October 2026 • We have 1 left	0	
Double Room with Mountain View 1 large double bed Room 215 feet ² Balcony Garden view Mountain view Landmark view Patio Private bathroom Flat-screen TV Soundproofing Terrace Free WiFi	2	£120 Includes taxes and charges	✓ Free cancellation before 12 October 2026 • Pay nothing until 10 October 2026 • We have 1 left	0	
Queen Room 1 large double bed Room 289 feet ² Balcony Garden view Inner courtyard view Private bathroom Flat-screen TV Soundproofing Terrace Free WiFi	2	£120 Includes taxes and charges	✓ Free cancellation before 12 October 2026 • Pay nothing until 10 October 2026 • We have 1 left	0	
Suite with Mountain View 1 extra-large double bed Private suite Ensuite bathroom Free WiFi	2	£140 Includes taxes and charges	✓ Free cancellation before 12 October 2026 • Pay nothing until 10 October 2026 • We have 1 left	0	
Deluxe King Suite 1 extra-large double bed Private suite Ensuite bathroom Free WiFi	2	£150 Includes taxes and charges	✓ Free cancellation before 12 October 2026 • Pay nothing until 10 October 2026 • We have 1 left	0	

When would you like to pay?

Pay online

☒ **Pay on 10 Oct 2026**

Booking.com will facilitate your payment. We'll automatically charge your selected card on 10 Oct 2026.



☐ **Pay now**

You'll pay with Booking.com when you complete this booking.



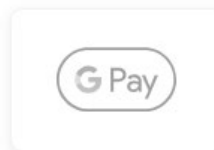
How would you like to pay?



New card



Apple Pay



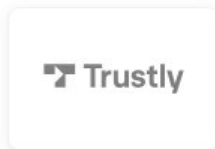
Google Pay



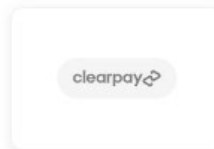
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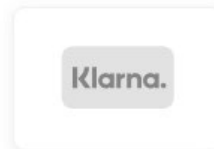
Revolut Pay



Trustly - Pay by Bank

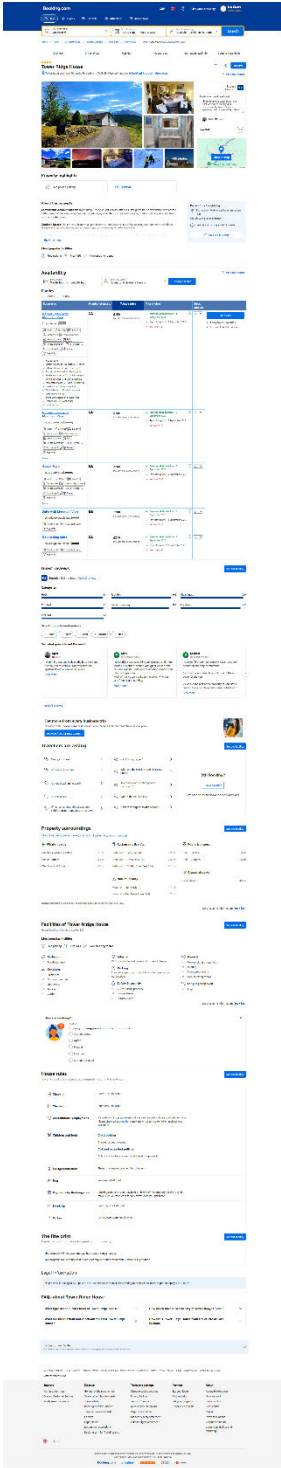


Clearpay



Klarna Pay Over Time

Appendix 5 – Proof of bookings 20/07/2026



The screenshot displays the 'Bookings' page in Microsoft Dynamics 365 Finance. The page is divided into several sections: 'Bookings' (top), 'Availability' (middle), 'Bookings' (bottom), and 'Bookings' (bottom right). The 'Bookings' section at the top shows a list of bookings with columns for 'Booking ID', 'Booking Date', 'Booking Type', 'Booking Status', 'Booking Amount', and 'Booking Description'. The 'Availability' section shows a calendar view of bookings. The 'Bookings' section at the bottom shows a list of bookings with columns for 'Booking ID', 'Booking Date', 'Booking Type', 'Booking Status', 'Booking Amount', and 'Booking Description'. The 'Bookings' section at the bottom right shows a list of bookings with columns for 'Booking ID', 'Booking Date', 'Booking Type', 'Booking Status', 'Booking Amount', and 'Booking Description'.

Booking ID	Booking Date	Booking Type	Booking Status	Booking Amount	Booking Description
1	20/07/2026	Booking	Confirmed	1000	Booking for 20/07/2026
2	20/07/2026	Booking	Confirmed	1000	Booking for 20/07/2026
3	20/07/2026	Booking	Confirmed	1000	Booking for 20/07/2026
4	20/07/2026	Booking	Confirmed	1000	Booking for 20/07/2026
5	20/07/2026	Booking	Confirmed	1000	Booking for 20/07/2026
6	20/07/2026	Booking	Confirmed	1000	Booking for 20/07/2026
7	20/07/2026	Booking	Confirmed	1000	Booking for 20/07/2026
8	20/07/2026	Booking	Confirmed	1000	Booking for 20/07/2026
9	20/07/2026	Booking	Confirmed	1000	Booking for 20/07/2026
10	20/07/2026	Booking	Confirmed	1000	Booking for 20/07/2026

Tower Ridge House

 Tower ridge courtyard Torlundy, Fort William, PH33 6SN, United Kingdom - [Excellent location - show map](#)



Superb 9.2

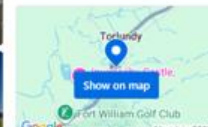
Guests who stayed here loved

"Everything was super clean, the host was super friendly and responsive. Fantastic location, apartment with a view of Ben Nevis"

Agita Latvia

Free WiFi

9.6



Property highlights

 Free private parking

[*** View all](#)

About this property

Comfortable Accommodation: Tower Ridge House in Fort William offers a 4-star guest house experience with private bathrooms, garden views, and free WiFi. Guests enjoy amenities such as a sun terrace, outdoor seating area, and free on-site private parking.

Outdoor Spaces: The property features a garden, terrace, and balcony, providing relaxing outdoor areas. Additional facilities include a picnic area and outdoor furniture, enhancing the stay experience.

[Show me more](#)

Most popular facilities

 Free parking Free WiFi Non-smoking rooms

Perfect for a 1-night stay!

 Top location: Highly rated by recent guests (9.2)

Popular with groups of friends

Ⓟ Free private parking available on-site

 Save the property

Availability

Select dates
Tue 29 Sept — Wed 30 Sept

 Select occupancy
12 adults · 0 children · 6 rooms

[Change search](#) We Price Match

Filter by:

☐ Rooms ☐ Suites

Room type	Number of guests	Today's price	Your choices	Select amount	
Double Room with Mountain View 1 double bed  1 Room  194 feet²  Garden view  Mountain view Landmark view  Patio Private bathroom  Flat-screen TV Soundproofing  Terrace Free WiFi ✓ Free toiletries ✓ Streaming service (like Netflix) ✓ Toilet ✓ Bath or shower ✓ Towels ✓ Linen ✓ Socket near the bed ✓ Seating area ✓ Private entrance ✓ TV ✓ Refrigerator ✓ Ironing facilities ✓ Satellite channels ✓ Tea/Coffee maker ✓ Radio ✓ Heating ✓ Hairdryer ✓ Fan ✓ Carpeted ✓ Electric kettle ✓ Outdoor furniture ✓ Wardrobe or closet ✓ Entire unit located on ground floor ✓ Clothes rack ✓ Toilet paper ✓ Hand sanitiser	 £150 Includes taxes and charges.	✓ Free cancellation before 15 September 2026 • Pay nothing until 13 September 2026 • We have 1 left	0 	I'll reserve • It only takes 2 minutes • You won't be charged yet	

Double Room with Mountain View 1 large double bed Room 215 feet² Balcony Garden view Mountain view Landmark view Patio Private bathroom Flat-screen TV Soundproofing Terrace Free WiFi More		£165 Includes taxes and charges	✓ Free cancellation before 15 September 2026 • Pay nothing until 13 September 2026 • We have 1 left	0
Queen Room 1 large double bed Room 269 feet² Balcony Garden view Inner courtyard view Private bathroom Flat-screen TV Soundproofing Terrace Free WiFi More		£165 Includes taxes and charges	✓ Free cancellation before 15 September 2026 • Pay nothing until 13 September 2026 • We have 1 left	0
Suite with Mountain View 1 extra-large double bed Private suite Ensuite bathroom Free WiFi		£190 Includes taxes and charges	✓ Free cancellation before 15 September 2026 • Pay nothing until 13 September 2026 • We have 1 left	0
Deluxe King Suite 1 extra-large double bed Private suite Ensuite bathroom Free WiFi		£210 Includes taxes and charges	✓ Free cancellation before 15 September 2026 • Pay nothing until 13 September 2026 • We have 1 left	0

Guest reviews

[See availability](#)

9.2 Superb · 928 reviews [Read all reviews](#)

Categories:



Select topics to read reviews:

[+ Room](#)
[+ View](#)
[+ Clean](#)
[+ Location](#)
[+ Bed](#)

See what guests loved the most:

Agita
Latvia
"Everything was super clean, the host was super friendly and responsive. Fantastic location, apartment with a view of Ben Nevis"
[Read more](#)

Mark
United Kingdom
"Tower ridge was everything we expected and more located in a prime location with great views of the hills and wildlife. Beds were of amazing comfort very clean and spacious
Most of the visitors spoke to the owner who was very friendly and nothing..."
[Read more](#)

Michael
United Kingdom
"A beautiful presented property. Clean, very well decorated and very comfortable.
Bathroom was immaculate, with one of the most powerful showers.
Views out the rear of the property of Ben Nevis range. Only a couple minutes drive outside of..."
[Read more](#)

[Read all reviews](#)



★★★★★

Tower Ridge House

Tower ridge courtyard Torlundy, Fort William, PH33

6SN, United Kingdom

Excellent location — 9.2

9.2 Superb · 928 reviews

Free WiFi Parking

Your booking details

Check-in

Tue 29 Sept 2026

16:00 – 22:00

Check-out

Wed 30 Sept 2026

06:00 – 10:00

Your price summary

Total

£880

Includes taxes and charges

Price information

Includes £146.67 in taxes and charges

When would you like to pay?

Pay online

☒ Pay on 13 Sept 2026

Booking.com will facilitate your payment. We'll automatically charge your selected card on 13 Sept 2026.



☐ Pay now

You'll pay with Booking.com when you complete this booking.



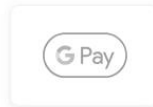
How would you like to pay?



New card



Apple Pay



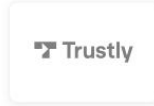
Google Pay



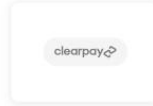
PayPal



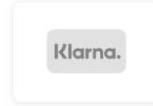
Revolut Pay



Trustly - Pay by Bank



Clearpay



Klarna Pay Over Time

New card



Cardholder's Name *

Appendix 6– Proof of bookings 26/08/2026

The image shows a multi-step web form for booking a room. The form is divided into several sections, each with a title and a set of fields. The sections are:

- Personal details:** Includes fields for name, date of birth, gender, and contact information.
- Room selection:** Includes a dropdown for room type, a date picker for the stay dates, and a room number.
- Payment information:** Includes fields for card number, expiration date, and cardholder name.
- Guest details:** Includes fields for the number of adults and children, and a dropdown for the number of rooms.
- Room details:** Includes a dropdown for room type, a date picker for the stay dates, and a room number.
- Room images:** A grid of images showing different room types and views.

The form is designed to be user-friendly, with clear labels and intuitive navigation. The bottom of the form features a blue bar with the text "Book now" and a "Cancel" button.

