Agenda Item	**3.5**
Report No	**HLC/125/26**

THE HIGHLAND COUNCIL

Committee: **THE HIGHLAND LICENSING COMMITTEE**

Date: **24 November 2026**

Report title: **Application for the grant of a short term let licence – Aurum Highland Rise, 6 Moray Place, Fort William, PH33 6JY (Ward 21 – Fort William and Ardnamurchan)**

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 12 June 2026 an application for the grant of a short term let licence was received from Mr Gordon Clelland, agent acting on behalf of Ms Rita Kramorenko.

4.2 The property to which the application relates is Aurum Highland Rise, 6 Moray Place, Fort William, PH33 6JY (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 the said Ms Rita Kramorenko 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 Ms Kramorenko 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 Rita Kramorenko.

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 flat with communal entrance which can accommodate a maximum capacity of five guests.

Floor plans of the Premises were provided by the applicant as part of the application process, and these can be found on page two of Appendix 1.

5. Process

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

- Police Scotland;
- Scottish Fire & Rescue Service;
- Highland Council Environmental Health Service; and
- Highland Council Building Standards.

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

5.3 The Scottish Fire & Rescue Service have been consulted on the application, and at the time of writing, a response is awaited. If available, a verbal update can be provided to the Committee by the Principal Solicitor – Regulatory Services.

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 15 June 2026.

7. Public objections/representations

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

During the notice of display period, the following timeous representation was received and is attached as an Appendix to this report:

- Representation received by email on 19 June 2026 from Mrs Marie Nolan and Mr Douglas Nolan **(Appendix 2)**.

8. Determining issues

8.1 Paragraph 5(3) of Schedule 1 of the Civic Government (Scotland) Act 1982 states that a licensing authority shall 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.

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

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

Highland Licensing Committee Procedure for Hearings Applicants for License/License Holders

9. Observations on objection/representation

9.1 In the email of representation found at Appendix 2, 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 8.1 of this Report.

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

10. Policies

10.1 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.

11. Implications

11.1 Not applicable.

Date: 4 November 2026

Author: Ashley Fowler

Reference: FS846968445

Background Papers:

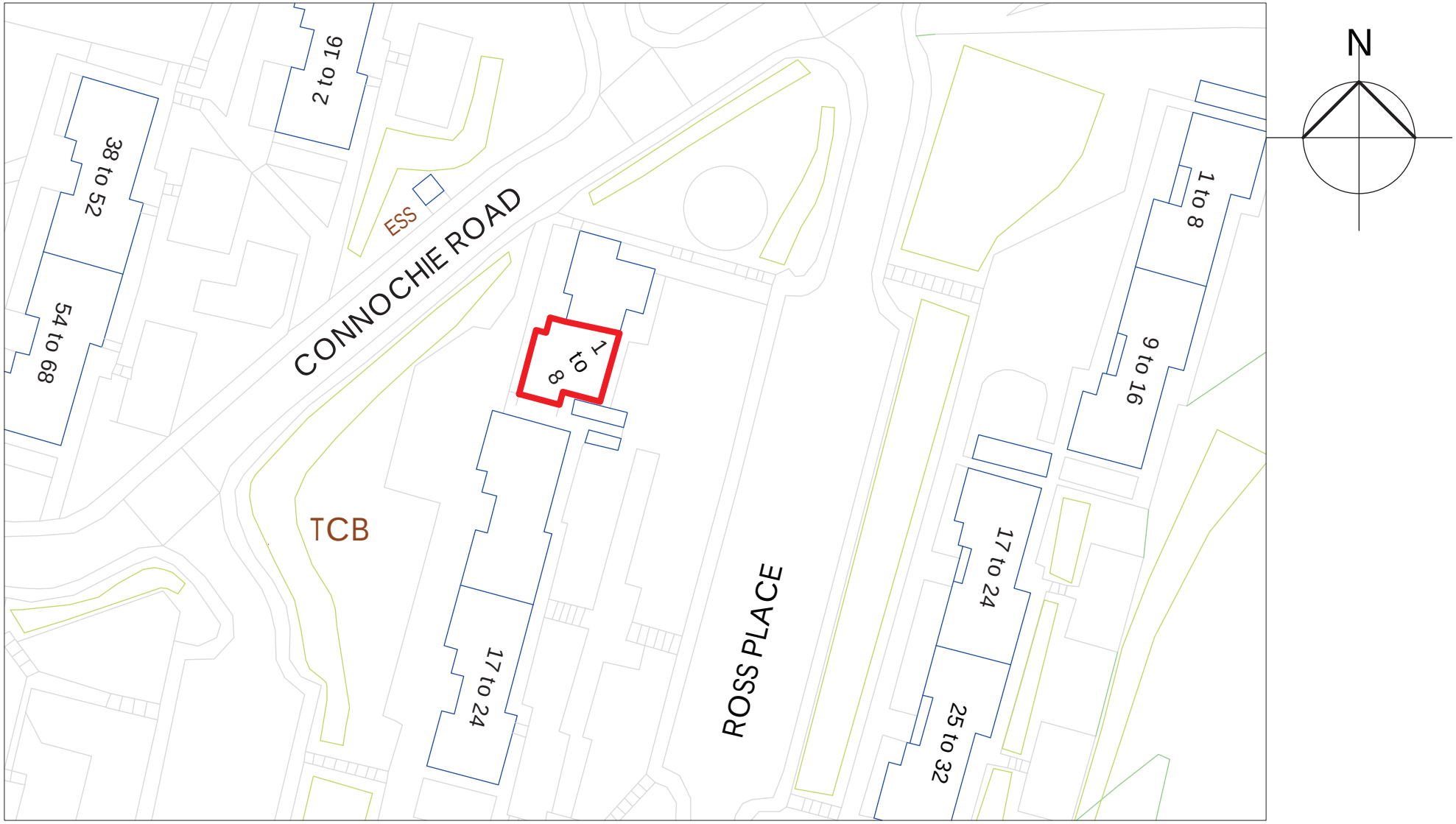
- Civic Government (Scotland) Act 1982
- The Civic Government (Scotland) Act 1982 (Licensing of Short-term Lets) Order 2022

Appendices:

Appendix 1: Site plan detailing the extent of the Premises and floor plans for the Premises;
Appendix 2: Representation received by email on 19 June 2026 from Mrs Marie Nolan and Mr Douglas Nolan

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APPENDIX 1



Application Site Outlined in Red

1:500

10m 0 10m 20m 30m 40m 50m

Project

6 Moray Place, Fort William

Client

Mr I Zia

Detail

Short Term Licence
SITE PLAN

Scale

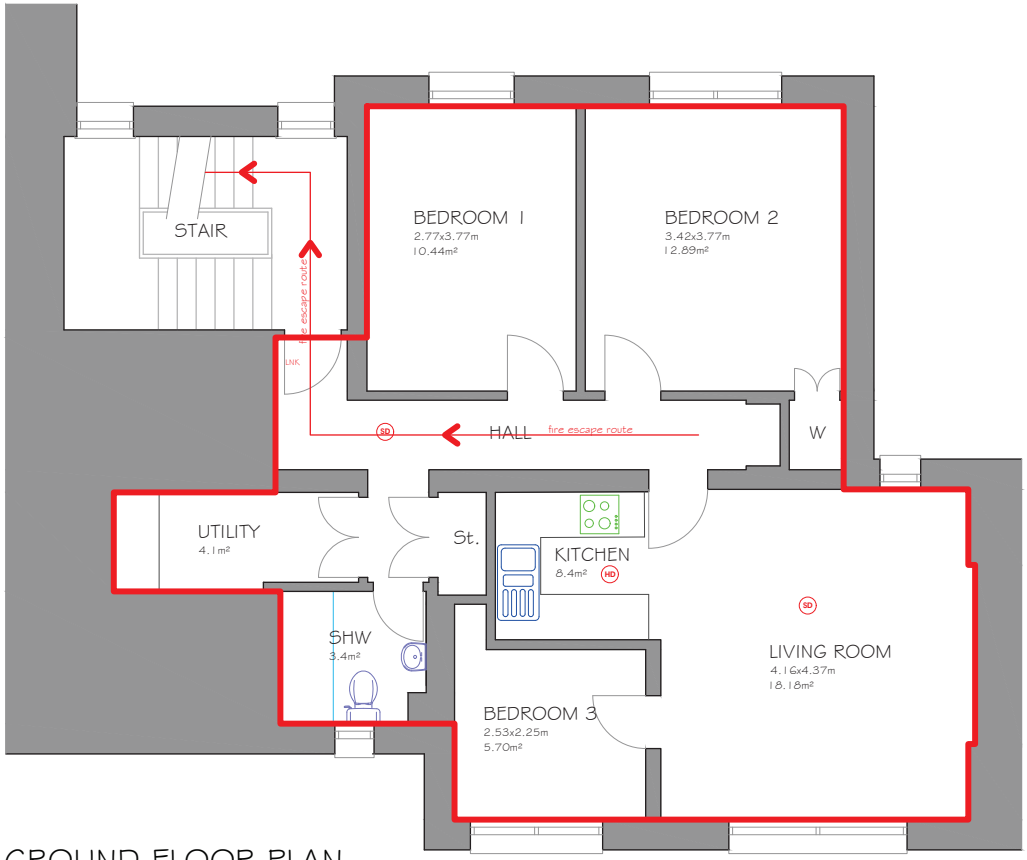
1:500

Date

June 2026

Job No

32426-WHAS-ZZ-XX-STL-A-00-0001-00



GROUND FLOOR PLAN

74.4m²

Maximum Occupant Capacity - 5 persons

This accommodation is not intended for guests with mobility impairment

LEGEND:

SD

CO

LNK

Fire detection and alarm system, Grade D system in accordance with BS 5839:part 6:2004

6 MORAY PLACE, FORT WILLIAM

1:50

1m 0 1m 2m 3m 4m 5m

Project: 6 Moray Place, Fort William	Detail: Short Term Licence FLOOR PLAN
Client: Mr I Zia	Scale: 1:50 / Date: June 2026
	Job No: 32426-WHAS-ZZ-XX-STL-A-00-0002-00

APPENDIX 2

From: marie nolan
To: STL Licensing
Subject: Representation regarding STL application – 6 Moray Place, Fort William, PH33 6JY
Date: 19 June 2026 12:12:46
Attachments: Representation_STL_Application_6_Moray_Place_PH33_6JY_19_June_2026.pdf
STL Licence.jpg

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 Short-Term Let Licensing Team,

Please find attached my formal representation regarding the short-term let licence application for 6 Moray Place, Fort William, PH33 6JY.

The representation is submitted in my personal capacity as an owner affected by the application. It sets out concerns regarding the suitability of a further secondary-let short-term let within this residential tenement block, including privacy, security, stairwell disturbance, parking, access, road condition, refuse collection, communal bin capacity and recycling contamination.

A Google Drive evidence folder link is included within the attached representation.

I would be grateful if you could confirm receipt of this representation and confirm that it has been accepted within the consultation period for the application.

Yours Sincerely

Marie and Douglas Nolan

[redacted]

PUBLIC NOTICE OF APPLICATION FOR SHORT TERM LETS LICENCE
The Civic Government (Scotland) Act 1982 (Licensing of Short Term Lets) Order 2022

Application type: *New application*

Ms Rita Kramorenko of 12, Polmona, Fort William, PH33 6QH has applied to The Highland Council for a short term lets licence, for the below property. Rita Kramorenko is also the property agent.

Address of the property to be licensed: 6, Moray Place, Fort William, PH33 6JY

Licence type applied for: Secondary letting

The day-to-day managers are:

- Rita Kramorenko

Representations

Representations must:

- be in writing.
- specify the grounds of the objection or the nature of the representation.
- set out the name and address of the person making it.
- must be signed by the person, or on their behalf; and
- be made within 28 days of public notice of the application being given.

Copies of any representations will be given to the applicant. If a representation is made to The Highland Council after this date but before a final decision is taken on the application, then The Highland Council may consider the late representation if it is satisfied that it was reasonable for the representation to have been made after the deadline.

Representations should be sent to stl@highland.gov.uk or one of the following offices:

Caithness, Sutherland & Easter Ross	**Ross & Skye**	**Lochaber**	**Inverness, Nairn, Badenoch & Strathspey**
The Highland Council Caithness House Market Place Wick KW1 4AB	The Highland Council Tigh Na Sgire Park Lane Portree IV51 9GP	The Highland Council Charles Kennedy Building Achintore Road Fort William PH33 7RQ	The Highland Council Charles Kennedy Building Achintore Road Fort William PH33 7RQ

The application was submitted on: 12/06/2026

This notice was displayed from: 15/06/2026

The last date for representations is 28 days from the date this notice was displayed.

Marie and Douglas Nolan
[redacted]

19/06/2026

Dear Short-Term Let Licensing Team,

Re: Representation regarding short-term let licence application for 6 Moray Place, Fort William, PH33 6JY

I am writing to submit a formal representation regarding the short-term let licence application for 6 Moray Place, Fort William, PH33 6JY.

I am making this representation in my personal capacity as an owner affected by the application. My concerns relate to the suitability of adding a further secondary-let short-term let within a residential tenement block where short-term let activity already exists and where there are already documented concerns regarding privacy, security, stairwell disturbance, parking, access, road condition, refuse collection and communal bin use.

My objection is not based on a general opposition to short-term lets. It is based on the specific circumstances at Moray Place, the existing cumulative impact on owner-occupiers, and the potential for a further short-term let to worsen issues that are already affecting residents.

My representation is made on the basis that the premises may not be suitable for a further secondary-let short-term let, having regard to the location, character and condition of the residential tenement block, the cumulative impact of existing short-term let activity, the type of guests likely to use the property, and the risk of public nuisance and safety issues.

I ask Highland Council to take the following evidence and owner observations into account when considering whether the premises are suitable for a further short-term let licence.

Google Drive Evidence Folder Link:
[redacted]

1. Privacy, Security and Disturbance Concerns
Owner observation — Moray Place
I wish to raise concerns regarding privacy, security and disturbance within the communal entrance, stairwell and lower-flat areas of the block.
I am making these comments in my personal capacity as an owner affected by the application. These concerns are based on my own observations, incidents witnessed by my husband and me, and accounts from the owners of the two lower flats who have been directly affected.

A. Privacy and security concerns for lower flats
The lower flats are particularly affected by short-term let activity because visitors entering the block pass directly through the shared entrance and communal stairwell areas. These flats are the first properties encountered by unfamiliar visitors entering the building.
There are already existing short-term lets within the block. Residents have experienced unfamiliar visitors entering the communal stairwell, looking for holiday-let accommodation,

appearing unsure which property they are trying to access, and approaching private residential flats in error.
This creates privacy and security concerns for owner-occupiers, particularly where front doors are close to the shared entrance and stairwell.

B. Visitors mistakenly trying to access private flats
There have been repeated incidents where tourists or short-term let visitors have mistaken private residential flats for holiday-let properties.
The owners of the two lower flats have advised me that tourists have tried to access key boxes by entering codes, believing they were at the correct holiday-let property. On these occasions, visitors have had to be redirected to holiday-let flats on higher floors.

These incidents have been witnessed by myself, my husband and the affected lower-flat owners.

The lower-flat owners have also reported tourists entering or attempting to enter their properties, believing them to be holiday-let accommodation. This has caused disturbance and understandable concern for the residents affected.

The concern is not simply that visitors are present. The concern is that short-term let guests are often unfamiliar with the layout of the building and may not understand which flats are holiday lets and which flats are private homes.

C. Noise and stairwell disturbance
There have also been issues with short-term let users entering and leaving through the communal stairwell at different times of the day and evening.

The communal stairwell carries noise through the block, including voices, doors opening and closing, luggage movement, and general movement through the shared areas.

This can disturb owner-occupiers, particularly residents who work shifts or need to sleep or rest during daytime or irregular hours.

D. Cumulative impact of another short-term let
The block already contains short-term let activity. My concern is that granting a further short-term let licence at 6 Moray Place would increase the number of unfamiliar visitors using the communal entrance and stairwell.
A further short-term let may increase:

- *visitor movement through the communal stairwell;*
- *arrivals and departures at varying times;*
- *luggage movement and door noise;*
- *confusion around which flat is the holiday let;*
- *attempts to access key boxes at the wrong properties;*
- *mistaken access to private residential flats;*
- *privacy and security concerns for lower-flat residents;*
- *disturbance to owner-occupiers, including shift workers.*

In my view, these privacy, security and disturbance concerns should be considered as part of the wider cumulative impact of adding another secondary-let property within a residential tenement block.

2. Access Road Condition Evidence
Evidence Folder - Access Road Conditions
Owner evidence — Moray Place
I wish to raise concerns regarding the condition of the access road serving Moray Place and the potential impact of granting a further short-term let licence at 6 Moray Place.
I am making this representation in my personal capacity as an owner affected by the application. These concerns are based on my own observations, dated photographs, publicly available historic street-view images, and the Highland Council letter issued to residents on 5 June 2026 regarding temporary waste collection arrangements.

A. Long-term deterioration of the access road
The access road serving Moray Place has shown signs of deterioration over a number of years. Historic images and photographs show potholes, worn surfacing, patch repairs, uneven areas and repeated surface breakdown.
This does not appear to be a single isolated defect. The photographic evidence shows a repeated pattern of deterioration, repair, further deterioration and further patching.
The evidence I hold includes images from:

- *2009, showing the access road already in poor condition;*
- *2011, showing continued surface deterioration;*
- *2015, showing worsened surface condition with visible potholes and uneven areas;*
- *2017, showing evidence of later repair and patching;*
- *March 2023, showing further deterioration visible at the entrance area;*
- *October 2023, showing worn and uneven surfacing at the entrance to Moray Place;*
- *December 2024, showing poor surface condition, patch repairs and visible deterioration along the access road;*
- *June 2026, showing the access area after further repair/patching, with continuing concern regarding the suitability of the route.*

B. Narrow access and limited manoeuvring space
The Moray Place access road is narrow and serves a residential tenement block. It is used by residents, visitors, delivery vehicles, refuse collection vehicles, tradespeople, cleaners, property managers and potentially emergency vehicles.
I also hold a measurement screenshot showing an approximate width of 3.06 metres at part of the access road. I appreciate this is not a formal survey measurement, but it illustrates the limited width and restricted nature of the route.
Because the access road is narrow, additional vehicle movements, parking, stopping or unloading can have a greater impact than they would on a wider road or purpose-built visitor accommodation site.

C, Highland Council confirmation of access concern
On 5 June 2026, Highland Council wrote to Moray Place residents regarding temporary changes to waste collection arrangements.
The Council stated that the access path in front of Moray Place had deteriorated to the point that it could no longer be safely used by refuse collection vehicles. Highland Council further stated that, in the interests of public safety and the safety of collection crews, the bins serving Moray Place had been temporarily relocated to the parking area on Ross Place.
This confirms that access and waste-collection arrangements at Moray Place are already compromised and subject to temporary measures due to safety concerns.

D. Relevance to the short-term let application

The current application is for a further secondary-let short-term let at 6 Moray Place.
I am concerned that a further short-term let would increase use of the access road through:

- *guest arrivals and departures;*
- *luggage drop-offs and unloading;*
- *cleaner visits;*
- *property manager visits;*
- *maintenance and servicing visits;*
- *short-term visitor parking or stopping;*
- *vehicles being used by people unfamiliar with the access layout.*

Given the existing condition of the access road, the narrow layout, and Highland Council's recent confirmation that the access path cannot currently be safely used by refuse collection vehicles, I believe the potential for increased vehicle movements and further pressure on the access road should be taken into account when assessing the suitability of the premises for a further short-term let licence.

I am not suggesting that all deterioration has been caused by short-term lets. My concern is that the access road is already narrow, deteriorated and under pressure, and that a further secondary-let property may add to existing access, parking and road-condition problems in a residential tenement setting.

3. Parking, Access and Increased Vehicle Movement Concerns
Evidence Folder -
Owner evidence — Moray Place

I wish to raise concerns regarding parking, access and increased vehicle movements around Moray Place.
I am making this representation in my personal capacity as an owner affected by the application. These concerns are based on my own observations over a number of years and dated photographs showing vehicles parking, stopping, unloading or restricting access around the Moray Place access road entrance, communal bin area and turning space.

A, Existing parking and access pressure

The access area at Moray Place is narrow and is used by residents, delivery vehicles, refuse vehicles, visitors, tradespeople and potentially emergency vehicles. The same area is also used for access to communal bins and for vehicle turning.
Over a number of years, I have observed repeated issues with vehicles parking or stopping around:

- *the access road entrance;*
- *the communal bin area;*
- *the turning space;*
- *the bench/common area;*
- *the route used by refuse vehicles;*
- *areas close to the residential entrances.*

These areas are already under pressure. When vehicles stop or park there, the space available for other vehicles is reduced. This can affect visibility, turning space, refuse access and general safety.
The dated photographs show that this is not a one-off issue. There has been a recurring pattern of vehicles using the access entrance and bin/turning area in a way that narrows or restricts practical access.

A. Relevance to short-term let use

I am concerned that granting a further short-term let licence at 6 Moray Place would add to these existing pressures.

Short-term let use can create additional vehicle movements linked to:

- *guest arrivals and departures;*
- *luggage drop-offs and unloading;*
- *cleaner visits;*
- *property manager visits;*
- *maintenance visits;*
- *visitor parking or short-term stopping;*
- *guests being unfamiliar with the layout of the block and access road.*

This is particularly relevant because there are already short-term lets operating within Moray Place. Existing issues have already been observed with visitor vehicles, guest turnover and use of the communal access area.

B. Access Road condition and risk of further deterioration

The access road has shown signs of wear, potholes, patch repairs and surface deterioration over time. Increased vehicle movements may place further pressure on an access route that is already narrow and has required repeated attention.

I am not suggesting that all vehicle movement is caused by short-term lets. However, in a residential block where access is already restricted and parking pressure is already evident, a further secondary-let property is likely to increase the number of non-resident vehicles using or stopping around the access area.

C. Highland Council waste collection letter

On 5 June 2026, Highland Council wrote to Moray Place residents confirming that the access path in front of Moray Place had deteriorated to the point that it could no longer be safely used by refuse collection vehicles.

The Council advised that, in the interests of public safety and the safety of collection crews, the bins serving Moray Place had been temporarily relocated to Ross Place.

This confirms that access and waste-collection arrangements at Moray Place are already compromised.

Summary

My concern is that a further short-term let at 6 Moray Place would increase the cumulative pressure on a residential block where parking, access, refuse collection and road condition issues are already documented.

I ask that these parking, access and vehicle movement concerns are taken into account when considering whether the premises are suitable for a further short-term let licence.

Evidence list — parking, access and vehicle movement photos

File name	Date / time shown	Evidence shown
P1 jan 2023.jpg	27 January 2023	Vehicle parked close to the Moray Place access entrance/road edge, reducing available access space.
P2 feb 2023.jpg	20 February 2023, 23:35	White van positioned at/near the access entrance late at night, restricting the access route.
P3 feb 2023.jpg	20 February 2023, 19:53	White van positioned at/near the access entrance, with another vehicle nearby, reducing clear access.

P4 feb 2023.jpg	21 February 2023, 06:31	Same white van still present the following morning, showing prolonged obstruction/access restriction.
P5 feb 2023.jpg	10 February 2023, 11:30	Multiple vehicles around the access entrance/bin area, limiting turning and clear movement space.
P6 jan 2023.jpg	30 January 2023, 23:50	Night-time vehicle activity/parking around the access and bin area.
P7 june 2023.jpg	18 June 2023	Vehicle stopped in the access road with people present, narrowing the route for other vehicles.
P8 june 2023.jpg	2023	Vehicle stopped/parked in the access area, showing continued pressure around the entrance and communal bin area.
P9 may 2022.jpg	10 May 2022	Large van parked/stopped in the access area overnight, reducing usable space.
P10 sept 2023.jpg	8 September 2023	Vehicle unloading beside the communal blue bins, with bags/items in the access/bin area.
P11 may 2022.jpg	10 May 2022	Car parked close to the stair/bench area and blue recycling bin, narrowing the access space.
P12 april 2020.jpg	22 April 2020	Van parked beside the communal blue recycling bins, narrowing the available access/bin area.
P13 nov 2022.jpg	28 November 2022	Vehicle parked at the edge of the access entrance near the main road, reducing clear turning/access space.
P14 sept 2023.jpg	15 September 2023	Vehicle parked close to the access route, reducing clear movement space.

4. Waste Management, Communal Bin Capacity and Recycling Contamination Evidence
Moray Place, Fort William
Evidence Folder – Refuse Pictures and Emails and L1

I wish to raise concerns regarding waste management, communal bin capacity, recycling contamination and the suitability of adding a further short-term let within 1–8 Moray Place. These concerns are not speculative. They are based on a documented history of waste-management problems affecting Moray Place, including correspondence I have personally sent to Highland Council, property factors and short-term let management services.

A. Missing / insufficient communal recycling bin provision
On 18 February 2026, I emailed Highland Council Waste Services regarding the missing 1100L communal blue and green bins for 1–8 Moray Place.
In that email, I reported that only one blue and one green 1100L communal bin had been delivered on 2 October 2025, despite additional bins being required for the block. I also stated that the shortfall had never been corrected.
This demonstrates that Moray Place already had an unresolved communal bin-capacity issue several months before the current short-term let licence application for 6 Moray Place was submitted.
Evidence reference: Email 1

B. Ongoing fly-tipping and contamination of communal recycling bins
In the same email of 18 February 2026, I reported ongoing fly-tipping and persistent contamination of the green communal recycling bin. I stated that I had personally had to empty contaminated materials from the green bin on multiple occasions due to large volumes of incorrect waste being deposited.

I also reported that, as of 17 February 2026, the green communal bin had been stickered due to contamination and was filled with black bags of non-recyclable waste. Residents were therefore unable to use the bin for its intended recycling purpose.
This shows that the communal recycling arrangements were already failing because of misuse, contamination and insufficient capacity.
Evidence reference: Email 1

C. Witnessed misuse by short-term let cleaners, property managers and guests
In my email to Highland Council Waste Services on 18 February 2026, I stated that I had personally witnessed short-term let cleaners, property managers and guests placing incorrect waste into the communal bins located at the start of Moray Place opposite the block.
The waste described included metal, glass and black-bagged general waste being placed into the green recycling bin.
This is directly relevant to the current licence application because the concerns relate to existing short-term let activity and its impact on communal waste facilities used by residential owners and occupiers.
Evidence reference: Email 1

D. Existing short-term lets already using shared residential bin provision
The 18 February 2026 email identified existing short-term let properties at:

- *3 Moray Place*
- *7 Moray Place*
- *12 Moray Place*
- *13 Moray Place*
-

This means there was already short-term let activity within the first two Moray Place blocks before the current application for 6 Moray Place.

In my email of 11 May 2026 to Newton Property Management, I also recorded that two communal 1100L recycling bins — one green and one blue — were being shared between 16 flats across the first two Moray Place blocks. Of those 16 flats, 4 properties, or 25%, were operating as short-term lets.

This demonstrates that short-term let use already forms a significant proportion of the use within the affected blocks, and that the existing communal recycling provision was already under capacity.
Evidence references: Email 1 and Email 2

E. Request for additional bins remained outstanding
On 11 May 2026, I emailed Newton Property Management asking that an owner notification be circulated regarding ongoing issues with communal recycling facilities.

In that email, I recorded that additional bins for 1–8 Moray Place had been requested from Highland Council Waste Services on 15 April 2026 and were still awaited.

This confirms that, by May 2026, residents were still waiting for additional communal bin provision and the capacity issue had not been resolved.
Evidence reference: Email 2

F. Types of contamination and misuse reported to owners

The 11 May 2026 email to Newton Property Management set out examples of ongoing problems with the communal recycling bins, including:

- *black bags containing general household waste being placed into recycling bins;*
- *food waste and non-recyclable materials being disposed of incorrectly;*
- *glass bottles and cleaning waste being left within recycling bins;*
- *bags being left beside bins when capacity was reached.*

The email also explained that black bags containing mixed household waste should not be left within or beside recycling bins, as this causes cross-contamination and results in bins not being uplifted.

This shows that the problem was serious enough to require communication to owners and action by the factor.

Evidence reference: Email 2

G. Specific short-term let waste issue: 7 Moray Place

On 15 May 2026, I emailed Lochaber Accommodation Services regarding ongoing waste-disposal issues by guests staying at the short-term let property at 7 Moray Place.

The email referred to UPRN 130024743, 7 Moray Place, Licence HI-41428-F.

In that email, I reported that the communal green recycling bin at the front of the block was repeatedly being used for general household refuse and black bags by guests staying at the property. I also stated that this had resulted in contamination of the recycling bin and had caused the bin not to be emptied during the latest collection cycle.

The email recorded that the bin had been officially tagged by Highland Council on 12 May 2026 due to contamination.

Evidence reference: Email 3

F. Repeated contamination after the bin had been cleared

The 15 May 2026 email also recorded that the green recycling bin had previously been cleared correctly and that the red contamination tag had been removed on 14 May 2026.

However, following the departure of guests who arrived on 11 May 2026, a further two black bags of general waste were found dumped in the green recycling bin.

This indicates that contamination was recurring even after the bin had been cleared and the contamination tag removed.

Evidence reference: Email 3

G. High waste volumes during visitor-heavy periods

The 15 May 2026 email also referred to similar issues during the Six Day Trials period. It recorded that guests staying at the short-term let property had left significant amounts of waste, including approximately eight bags of rubbish and multiple glass bottles.

Due to the volume of waste left behind, two grey non-recyclable bins belonging to the residential block had to be used to dispose of it.

This is relevant because short-term lets can generate waste spikes linked to guest turnover, events and cleaning activity, placing pressure on communal residential waste facilities.

Evidence reference: Email 3

H. Lack of clearly identifiable refuse arrangements for the STL property

In the 15 May 2026 email, I stated that there did not appear to be a separate clearly numbered refuse bin allocated for the short-term let property.

I recommended that a separate grey non-recyclable refuse bin be clearly marked with the property number and that guests be instructed within the property information pack to place general refuse into that allocated bin only.

This supports the concern that existing STL waste arrangements have not been sufficiently clear or controlled, resulting in communal recycling facilities being misused.
Evidence reference: Email 3

I. Highland Council confirmation of temporary waste collection changes
On 5 June 2026, Highland Council issued a letter to Moray Place residents regarding temporary changes to waste collection arrangements.
The letter stated that the access path in front of Moray Place had deteriorated to the point that it could no longer be safely used by refuse collection vehicles. Highland Council advised that, in the interests of public safety and the safety of collection crews, bins serving the property had been temporarily relocated to the parking area on Ross Place.
The letter also stated that the bins were provided exclusively for the use of Moray Place residents and should not be used by others.
This confirms that waste collection arrangements at Moray Place were already disrupted, temporary and linked to public-safety concerns before the current short-term let licence application was considered.
Evidence reference: L1

Relevance to the short-term let application for 6 Moray Place
The current application for 6 Moray Place is for secondary letting. The property sits within a residential block where short-term let activity is already present and where existing waste-management issues have been formally documented over several months.
The evidence shows:

- *insufficient communal bin capacity;*
- *repeated contamination of recycling bins;*
- *missed or refused uplifts due to contamination;*
- *use of residential communal bins by short-term let guests, cleaners and property managers;*
- *a specific short-term let waste issue already reported at 7 Moray Place;*
- *high waste volumes during visitor-heavy periods;*
- *a lack of clearly controlled or identifiable STL refuse arrangements;*
- *temporary relocation of bins due to unsafe access for refuse vehicles.*

Given this background, I am concerned that granting a further short-term let licence at 6 Moray Place would increase pressure on an already strained and disrupted residential waste system. Additional guest turnover, cleaning activity, refuse disposal and visitor use of communal facilities would risk worsening existing contamination, bin-capacity and public-safety issues. For these reasons, I believe the waste-management evidence should be taken into account when considering whether the premises are suitable for a further short-term let licence within this residential tenement block.

Evidence ref	Date / file name	Description
V1	**G8T1-9401-_2026-05-20T16_32_21**	Video evidence showing a person placing rubbish into the green communal recycling bin. This supports the concern that the communal recycling facilities are being used incorrectly and are vulnerable to misuse

Photo Evidence

Evidence ref	Date / time shown	Description
A1	**2 November 2025, 13:14**	Excessive mixed waste visible inside the green communal recycling bin, including black bags and general refuse. This shows the green recycling bin being used for non-recycling waste.
A2	**2 November 2025, 13:30**	Waste removed from the communal green recycling bin, including black bags, bottles, general refuse and non-recyclable items left beside the bin. This shows the level of contamination and the need for manual removal.
A3	**2 November 2025, 13:37**	Large black plastic car boot liner/tray removed from the green communal recycling bin. This is not appropriate recycling waste and shows misuse of the communal bin.
A4	**2 January 2026, 11:13**	Excessive mixed waste removed from the communal bin area during snowy conditions, including black bags, mixed household waste and loose general refuse.
A5	**2 January 2026, 11:13**	Bag containing cleaning wipes and mixed waste found in the communal bin area. This supports concerns about cleaning-related waste being left within residential communal waste facilities.
A6	**2 January 2026, 11:17**	Metal items, including pans and wire racks, removed from the communal bin area. These items are not suitable for the green recycling bin and show further contamination/misuse.
A7	**17 May 2026, 11:18**	Excess rubbish left beside the communal bins near Moray Place, including bags left on the ground beside the green and blue bins. This shows continued overflow/misuse of the communal bin area.
A8	**15 May 2026, 15:31**	Black bags and mixed waste visible inside the green communal recycling bin. This image supports the concern that general refuse was being placed in the green recycling bin rather than appropriate recycling material.
A9	**5 June 2026, 14:26**	Black bags dumped inside the bin store area after the removal/relocation of bins. The bags appear to have been left in the bin store rather than taken to the relocated communal bins.

Email evidence
E1 = 18 February 2026 email to Highland Council Waste Services
E2 = 11 May 2026 email to Newton Property Management
E3 = 15 May 2026 email to Lochaber Accommodation Services
L1 = 5 June 2026 Highland Council waste collection letter

Summary of what the photo/video evidence shows
The photo and video evidence shows a recurring pattern of:

- *black bags and general household waste being placed in the green communal recycling bin;*
- *non-recyclable items being placed in or around the recycling bin;*
- *cleaning-related waste being left in the communal bin area;*
- *bulky or inappropriate items being dumped;*
- *waste being left beside bins or in the bin store;*
- *continued misuse after bin capacity and contamination concerns had already been raised.*

This evidence supports my concern that the existing communal waste arrangements are already under pressure and are not being used correctly by all users of the block. I am concerned that granting a further short-term let licence at 6 Moray Place would increase guest turnover, cleaning activity and waste disposal pressure, with a risk of further contamination, fly-tipping and disruption to residential waste facilities.

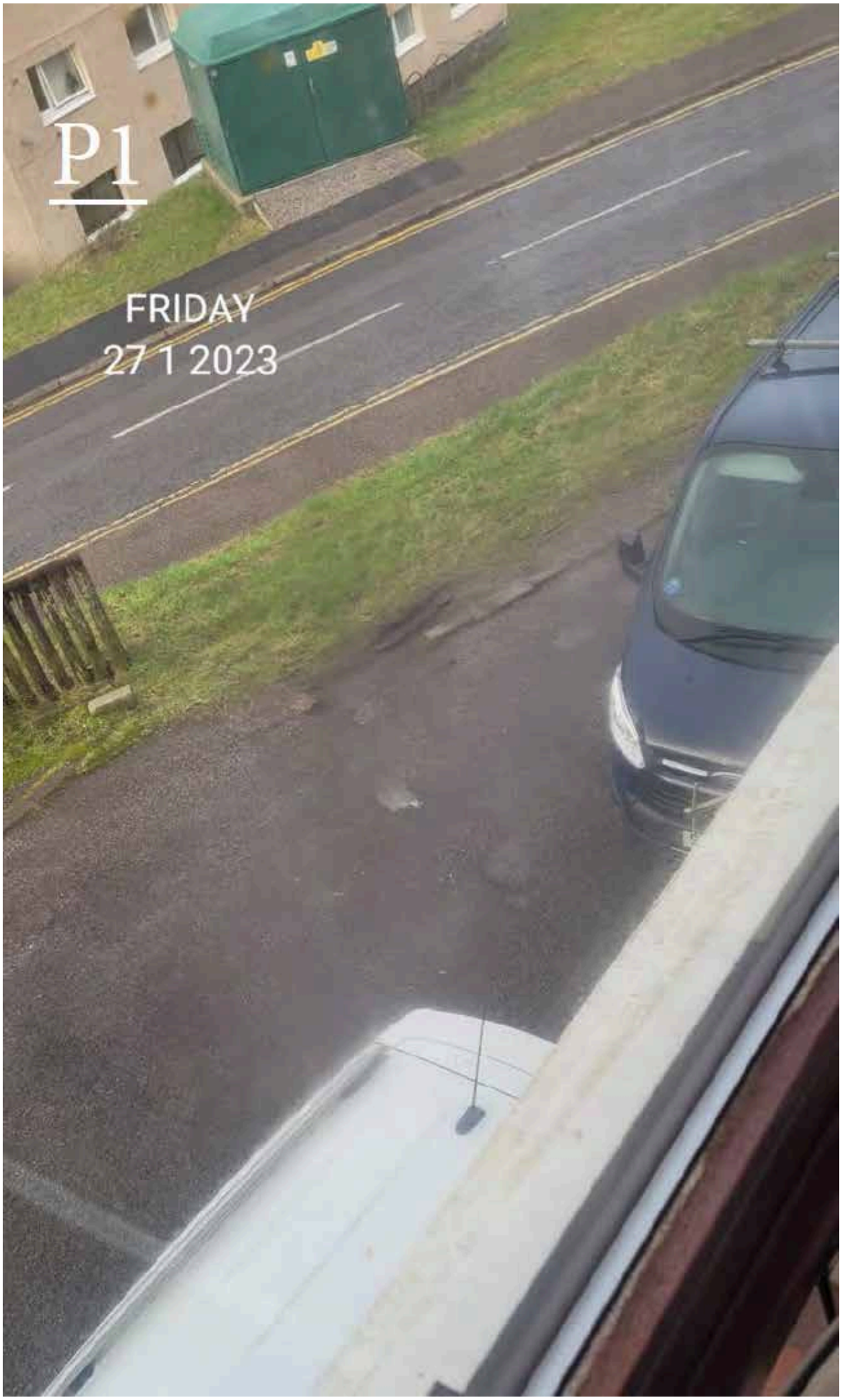
For the reasons set out in this representation, I am concerned that granting a further secondary-let short-term let licence at 6 Moray Place would add to existing pressures within a residential tenement block where privacy, security, stairwell disturbance, parking, access, road condition, refuse collection and communal bin-capacity issues are already affecting owner-occupiers.

I respectfully ask Highland Council to take these concerns, together with the supporting evidence provided, into account when assessing whether the premises are suitable for a further short-term let licence.

Yours sincerely,

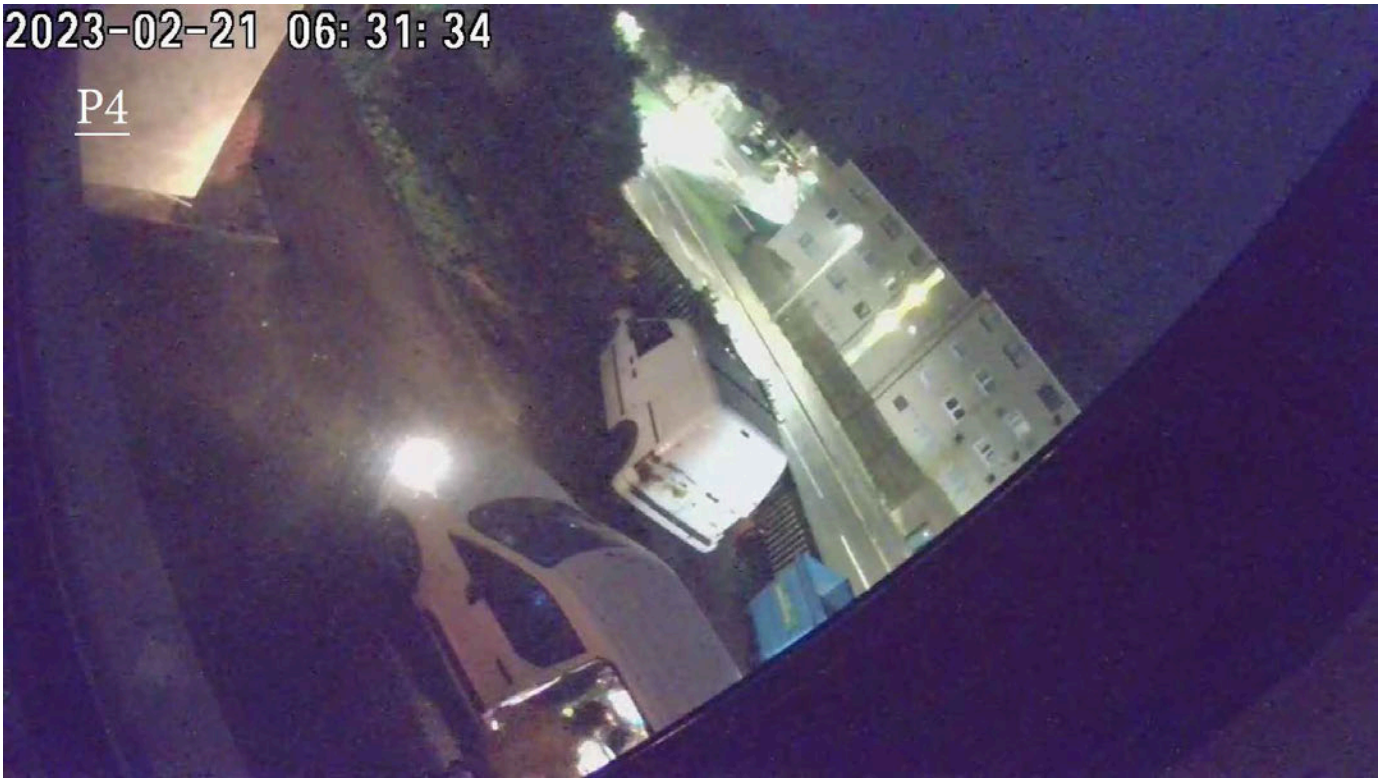
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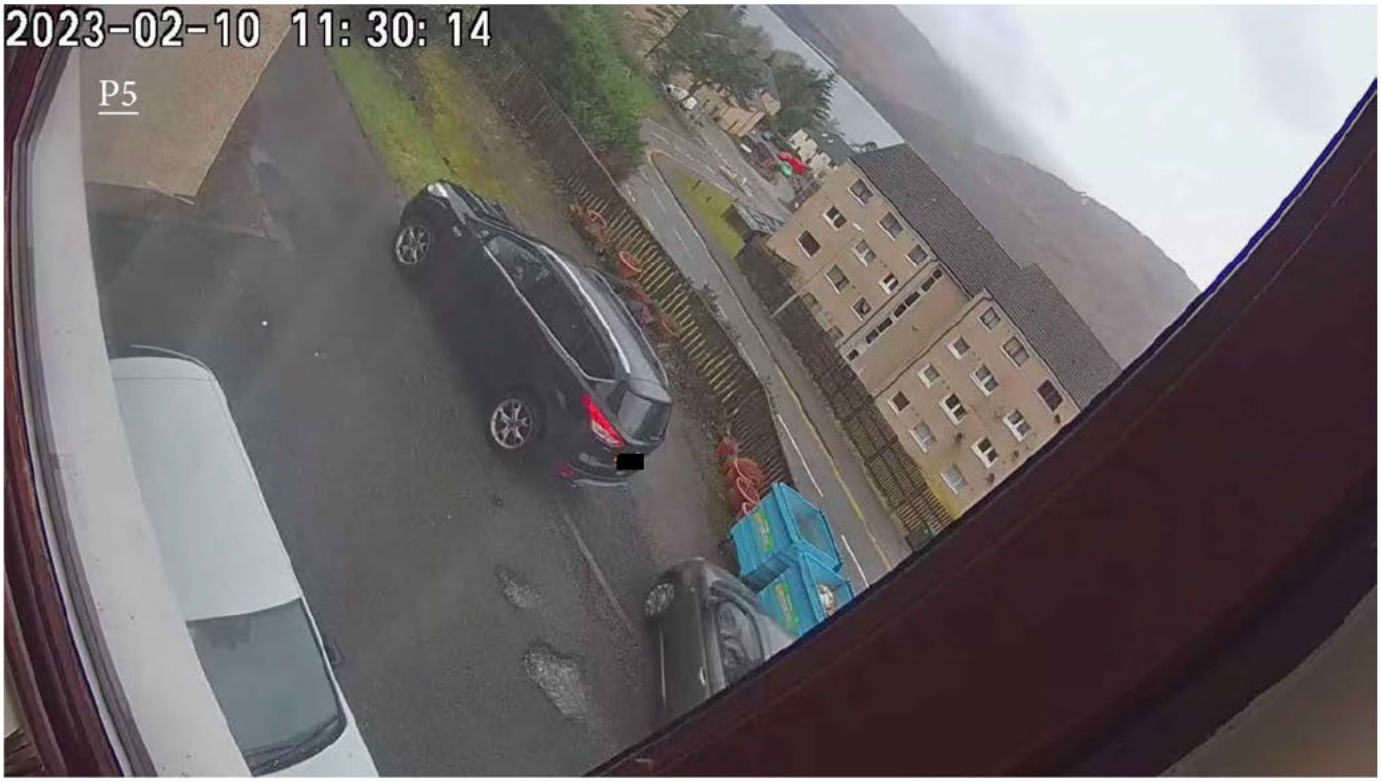
Marie and Douglas Nolan

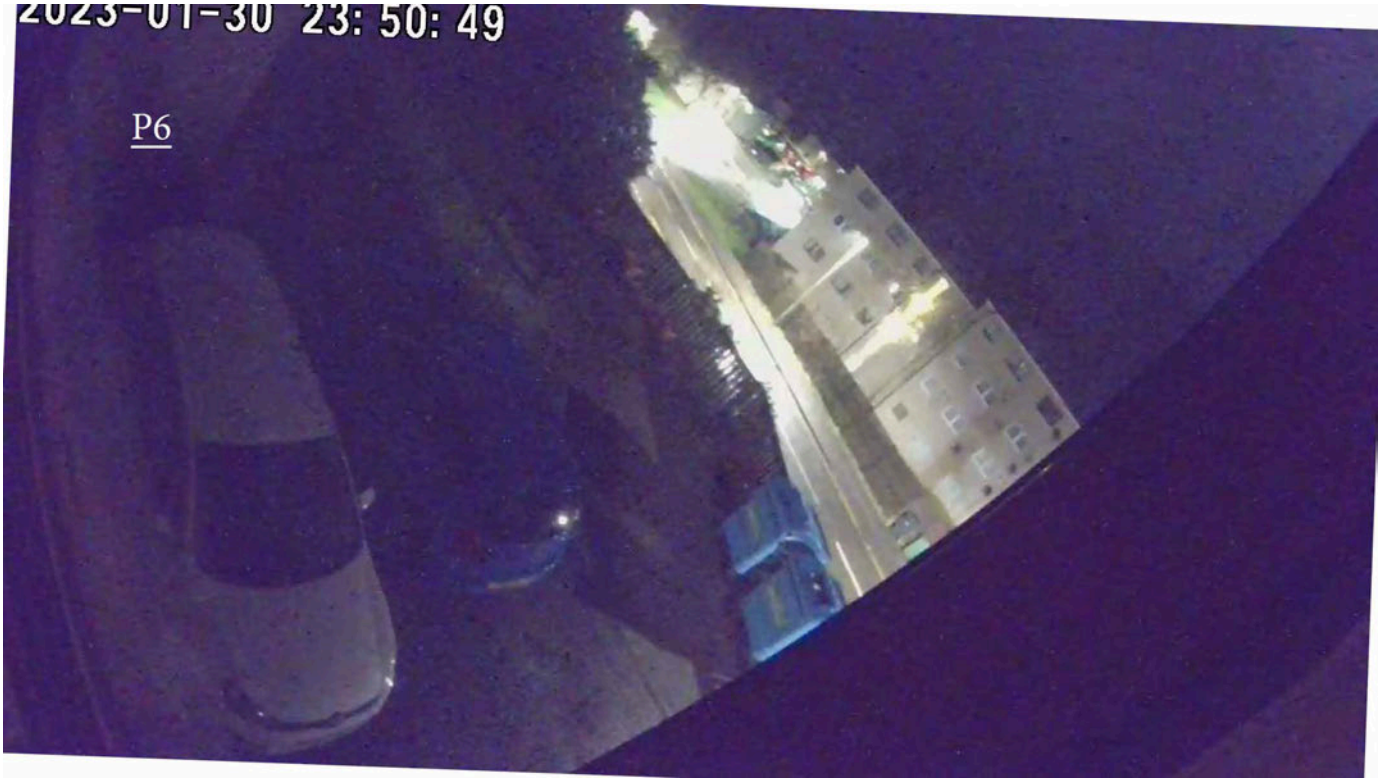

P1
FRIDAY
27 1 2023


P2
20 FEB 2023
23.35pm

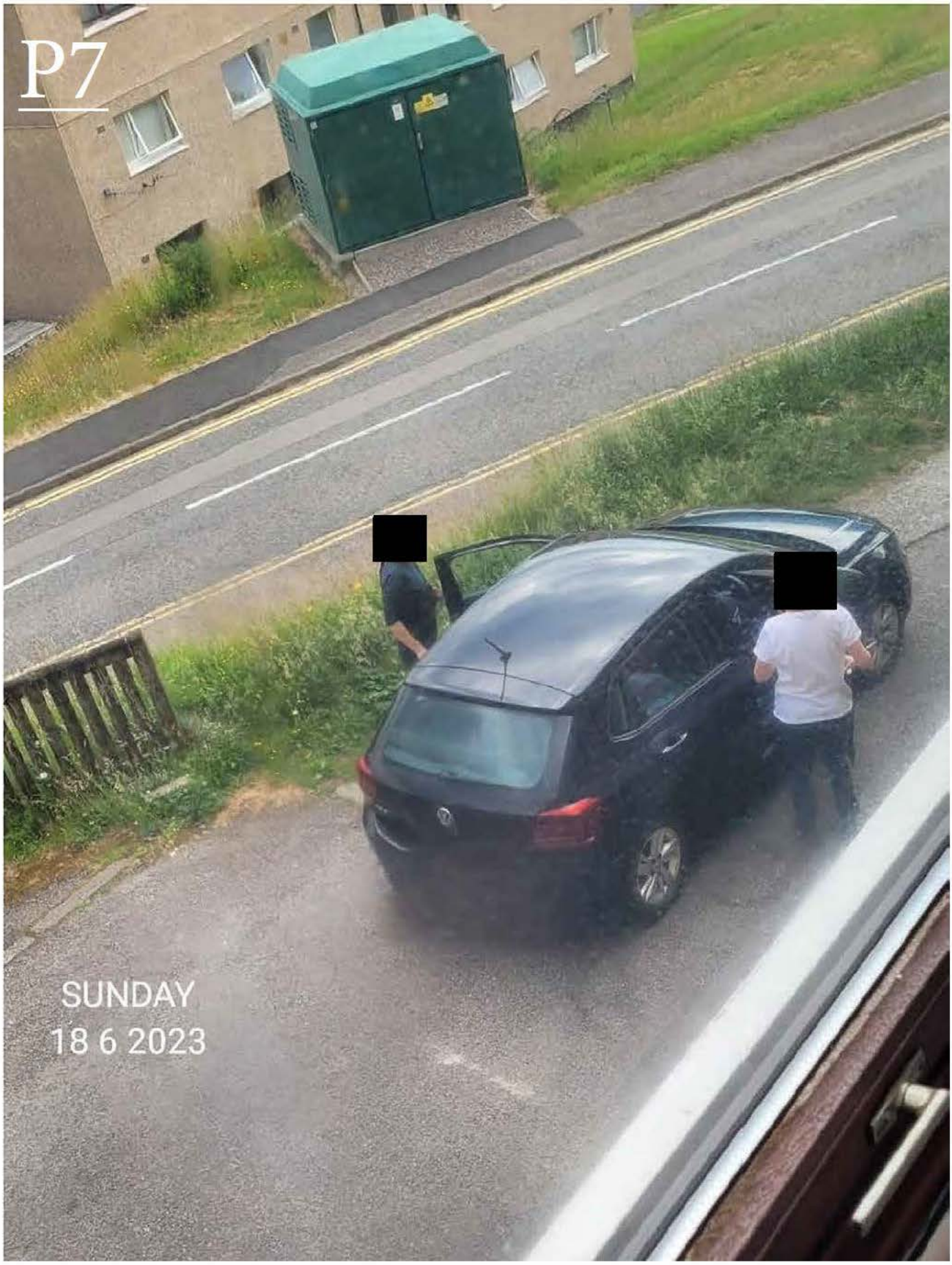

2023-02-20 19: 53: 43
P3


2023-02-21 06: 31: 34
P4

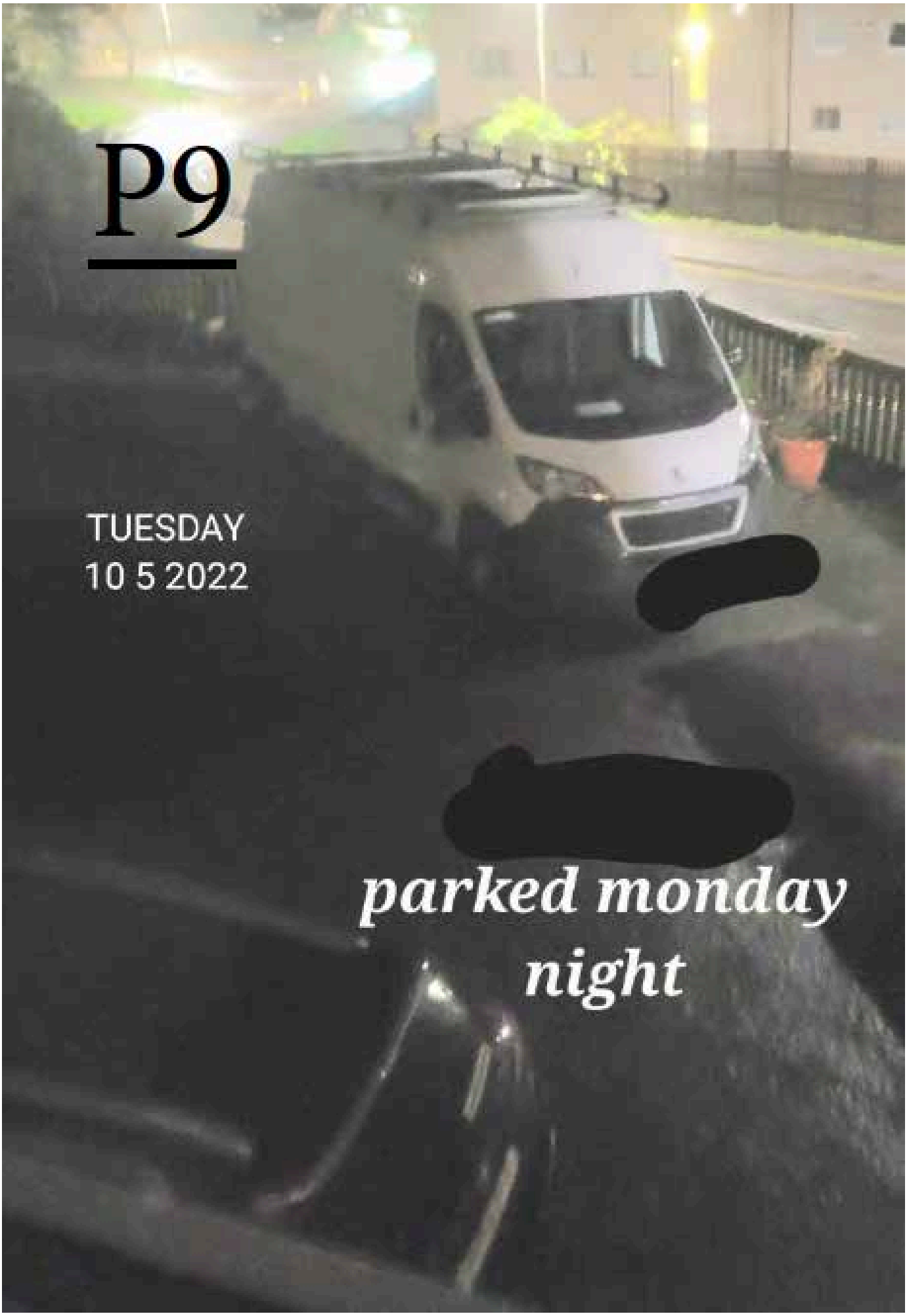

2023-02-10 11: 30: 14
P5

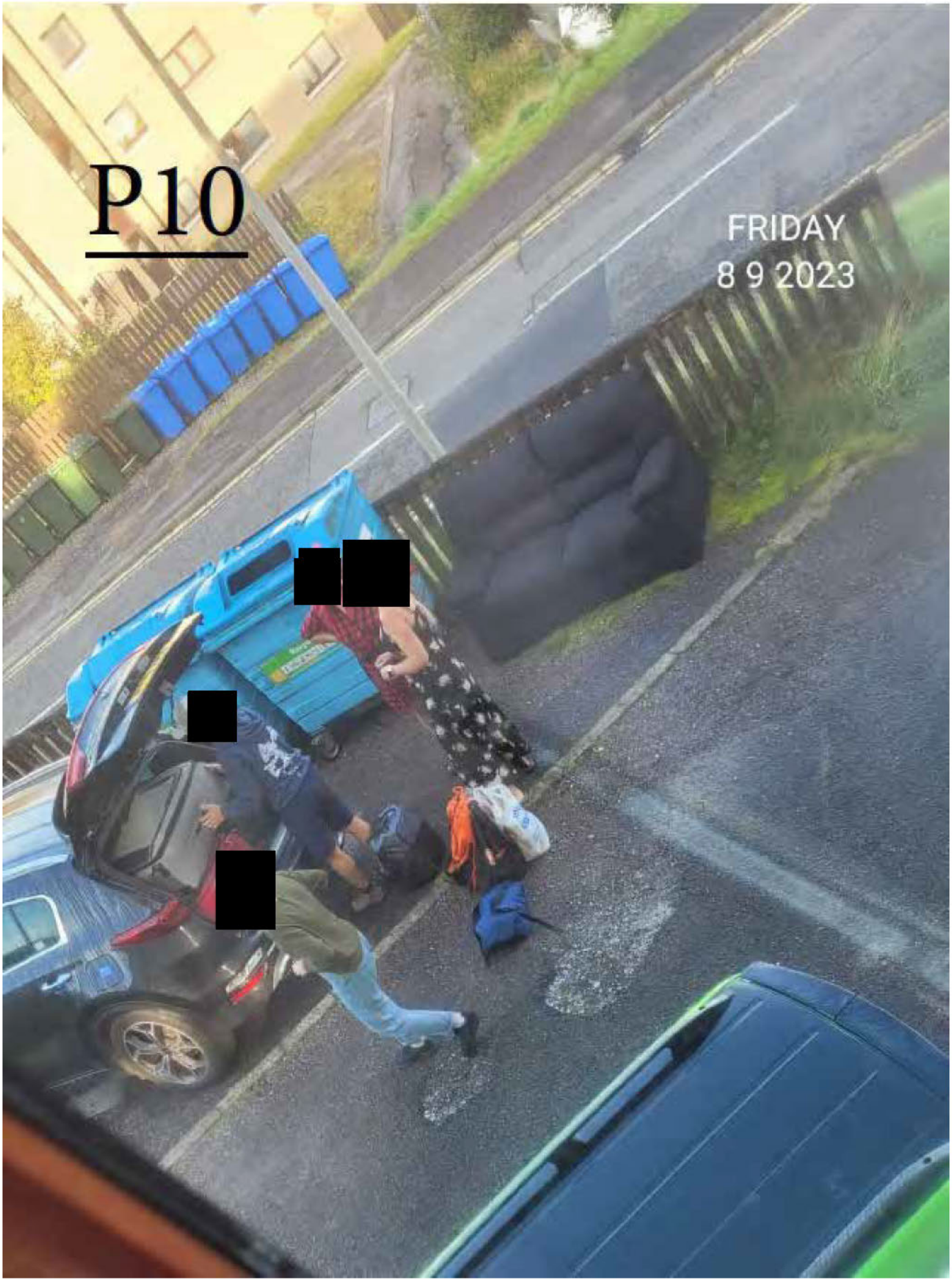

2023-01-30 23: 50: 49
P6

P7

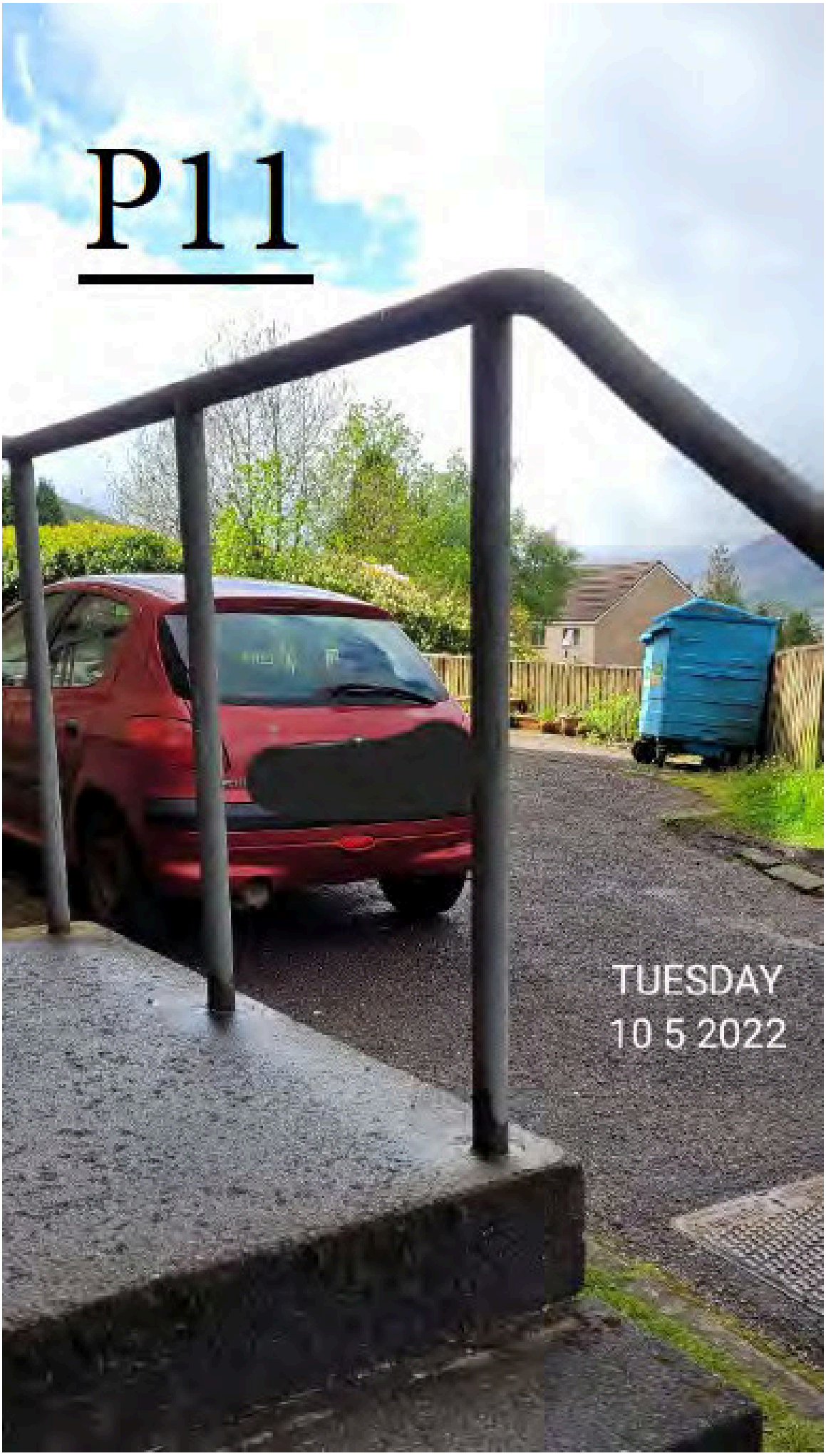


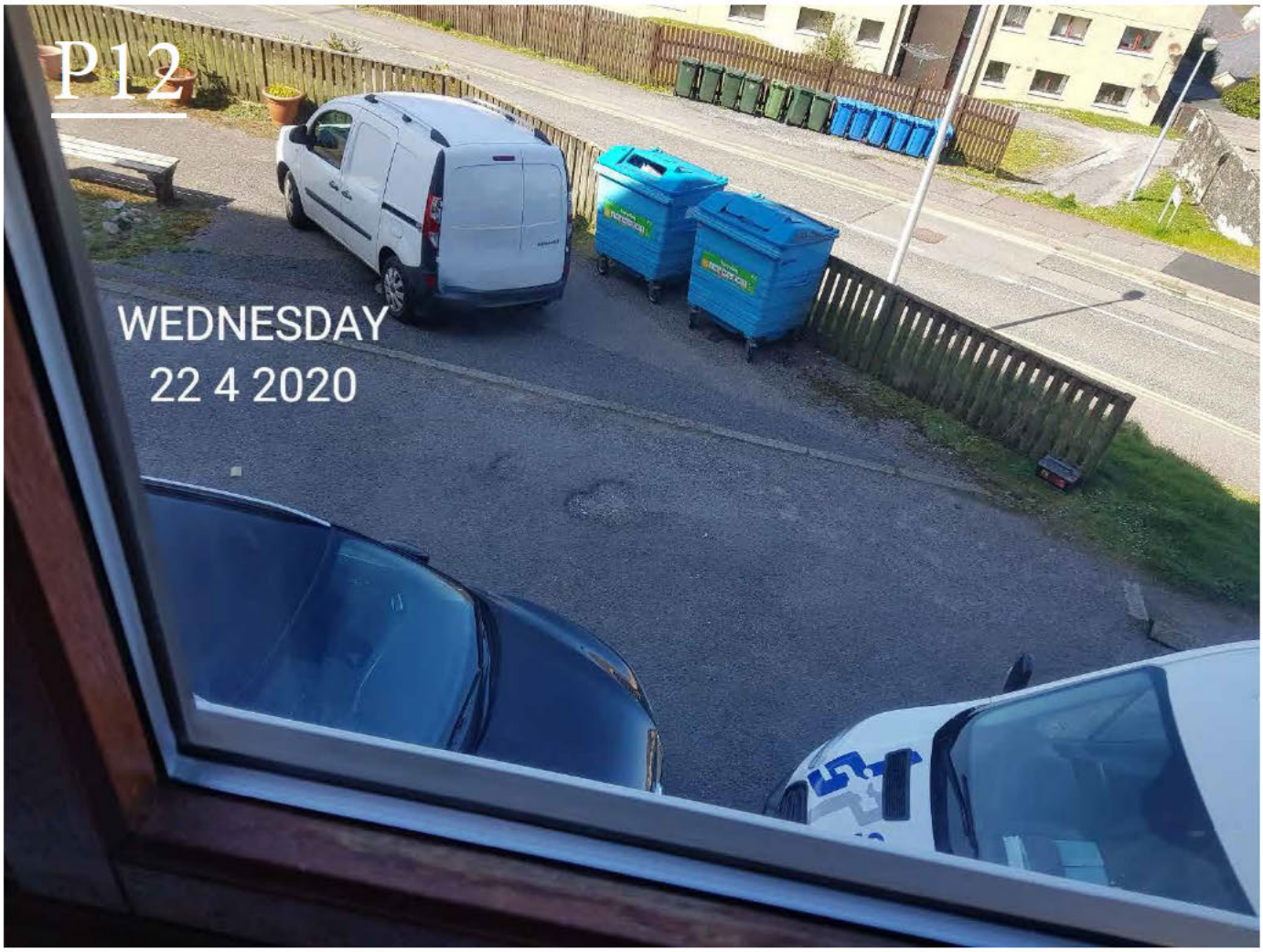

P8
blink


P9
TUESDAY
10 5 2022
parked monday
night


P10
FRIDAY
8 9 2023

P11




P12
WEDNESDAY
22 4 2020


P13
MONDAY
28 11 2022


P14
FRIDAY
15 9 2023


A1
M&S
FOOD
BEST IN-STORE
SUPERMARKET
2025:11:02 13:14:37


A2
2025:11:02 13:30:49
The Highland Council
Comhairle na Gàidhealtachd
Plastics, Metals and Cartons Recycling
Yes Please
No Thanks


2025:11:02 13:37:28
A3


A4
LIDL
Big on quality
2026:01:02 11:13:25

A5

2026:01:02 11:13:47



A6

2026:01:02 11:17:06




A7
2026:05:17 11:18:31


A8
2026:05:15 15:31:38


A9
2026:06:05 14:26:52

Gmail EMAIL 1

marie nolan [redacted]

Urgent: Missing 1100L Communal Blue and Green Bins – 1–8 Moray Place (PH33 6JY)

marie nolan [redacted] Wed, Feb 18, 2026 at 1:30 PM
To: recycle@highland.gov.uk

[redacted]

I am writing regarding the missing 1100L communal blue and green bins for 1–8 Moray Place, PH33 6JY.

Only one blue and one green 1100L bin were delivered on 2 October 2025, despite additional bins being required for the block. This shortfall has never been corrected.

This issue was formally raised with Liam McLoone, Waste Management Manager, at the Fort William, Inverlochy and Torlundy Community Council meeting on 20 January 2026, but the matter remains unresolved.

Due to the insufficient number of bins, there has been ongoing fly tipping and persistent contamination of the green communal recycling bin. I have personally had to empty contaminated materials from the green bin on multiple occasions because of large volumes of incorrect waste being deposited.

I have also witnessed short-term let (STL) cleaners, property managers, and their guests placing incorrect waste into the communal bins located at the start of Moray Place opposite our block. Metal, glass, and black bagged general waste are regularly being dumped into the green recycling bin.

It is my understanding that STL holders within these blocks do not have private waste collection arrangements in place and are instead using residential communal bins.

Current STL properties include:

- 3 Moray Place
- 7 Moray Place
- 12 Moray Place
- 13 Moray Place

Factors for the blocks are:

- 1–8 Moray Place: The Estates Office, Oban
- 9–16 Moray Place: Newton Property Management, Inverness

As of 17 February 2026, the green communal bin has been stickered due to contamination and is currently filled with black bags of non-recyclable waste. No owner residing within 1–8 Moray Place is responsible for this misuse, and residents are now unable to use the bin for its intended recycling purpose.

[redacted]

I would be grateful if you could confirm when the additional 1100L blue and green communal bins required for 1–8 Moray Place will be delivered, as this ongoing issue is causing significant disruption and is unfairly impacting residents.

Link for fly tipping photos [redacted]

I look forward to your prompt response.

Kind regards,

Marie Nolan, [redacted]

Gmail

EMAIL 2

marie nolan [redacted]

Moray Place Communal Recycling Bins – Notification to Owners

marie nolan [redacted] Mon, May 11, 2026 at 9:00 AM

[redacted]

Dear Newton Property Management,

Could this email please be circulated to owners within 9–16 Moray Place, PH33 6JY regarding ongoing issues with the communal recycling facilities.

There are continuing problems with rubbish not being disposed of correctly within the communal green and blue recycling bins serving the blocks.

Currently, two communal 1100L recycling bins (one green and one blue) are being shared between 16 flats across the first two Moray Place blocks. The current bin provision is under capacity for the level of usage being generated.

Of the 16 flats currently sharing these facilities:

- **4 properties (25%) are operating as short term lets**
- **10 properties (62.5%) are owner occupied**
- **2 properties (12.5%) are privately rented**

Additional bins for 1–8 Moray Place were requested from Highland Council Waste Services on 15 April 2026 and are currently awaited.

In the meantime, residents and owners are asked to be mindful of how recycling waste is being disposed of. Recycling material should be decanted directly into the communal bins. Black bags containing mixed household waste should not be left within or beside the recycling bins, as this causes cross-contamination and results in bins not being uplifted.

The communal recycling bins are currently uplifted on a monthly cycle and contamination issues have already resulted in the bins being stickered by Highland Council due to incorrect waste disposal.

Examples of ongoing issues include:

- *black bags containing general household waste being placed into recycling bins*
- *food waste and non-recyclable materials being disposed of incorrectly*
- *glass bottles and cleaning waste being left within recycling bins*
- *bags being left beside bins when capacity is reached*

Owners are asked to ensure that tenants, guests, cleaners and contractors are made aware of the correct recycling arrangements in order to avoid further contamination and missed uplifts.

[redacted]

Thank you for your assistance.

Kind regards,

Marie Nolan
1 to 8 Moray Place Owners Association

Gmail

EMAIL 3

marie nolan [redacted]

Concerns Regarding Waste Disposal and STL Licence Compliance

marie nolan [redacted]
To: [redacted]

Fri, May 15, 2026 at 3:26 PM

UPRN 130024743 – 7 Moray Place – Licence HI-41428-F – Alastair and Moira Smith

I am writing regarding ongoing issues with waste disposal by guests staying at your short-term let property at Moray Place.

The communal green recycling bin at the front of the block is repeatedly being used for general household refuse and black bags by guests staying at the property. This has resulted in contamination of the recycling bin and has caused the bin not to be emptied during the latest collection cycle. The bin was officially tagged by Highland Council on 12/05/2026 due to contamination.

The green recycling bin had previously been cleared correctly and the red contamination tag removed on 14/05/2026. However, today, following the departure of guests who arrived on 11th May, a further two black bags of general waste were found dumped in the green recycling bin.

This follows similar issues the previous week during the Six Day Trials period, when guests staying at the property left significant amounts of waste, including approximately eight bags of rubbish and multiple glass bottles. Due to the volume of waste left behind, two of the grey non-recyclable bins belonging to our residential block had to be used to dispose of it.

This is becoming unfair on the owner occupiers within the block who pay council tax and rely on these limited communal refuse facilities for normal residential use.

As previously highlighted to Highland Council in earlier correspondence, I believe this is also in breach of the Short-Term Let licence conditions relating to waste management. In particular, licence conditions require suitable refuse arrangements and clearly identifiable waste facilities associated with the licensed premises.

At present, there does not appear to be a separate clearly numbered refuse bin allocated for the property. To help prevent further contamination issues going forward, a grey non-recyclable refuse bin will now be left outside the bin store, separate from the owners' communal bins, specifically for guest use linked to the short-term let property. The next scheduled grey bin collection is Tuesday 19th May.

I would strongly recommend that this separate bin is clearly marked with the property number and that guests are instructed within the property information pack to place all general refuse into this allocated bin only.

The current situation is resulting in communal recycling facilities being contaminated and collections being refused every four weeks, affecting all residents within the building.

I would appreciate this matter being addressed urgently to prevent further issues.

Kind regards,

Marie Nolan
Owners Association Chair

[redacted]

L1

5th of June 2026

The Highland Council
Comhairle na Gàidhealtachd

Dear Resident,

RE: Temporary Changes to Waste Collection Arrangements – Moray Place

I am writing to inform you of a change to the waste collection arrangements for Moray Place. The access path in front of Moray Place has deteriorated to a point where it can no longer be safely used by Refuse Collection Vehicles. In the interests of public safety and the safety of our collection crews, we have taken the decision to temporarily relocate the bins serving your property.

Your bins have been moved to the parking area on Ross Place, above your flat. Please see the map below which shows the new bin location. These bins are provided exclusively for the use of Moray Place residents and should not be used by others.



We appreciate that this change is an inconvenience and we want to assure you that this arrangement is temporary. Once the access path has been repaired and upgraded to a standard suitable for Refuse Collection Vehicle access, we will explore options for returning the bins to the front of the flats.

We ask that all residents ensure they place the correct waste in the correct bin. Each bin is colour coded to indicate the waste stream it is intended for. Please refer to the guide on the following pages for details of what can be placed in each recycling bin. Placing incorrect waste in bins causes significant problems at our processing facilities and can result in entire loads being rejected, so your cooperation with this is greatly appreciated.

If you have any questions or concerns regarding these changes, please do not hesitate to get in touch with our team.

You can contact us by email at **wasteops.lochaber@highland.gov.uk** or by calling **01397 707002**. If your call cannot be answered, please leave a message and a member of the team will get back to you.

Yours sincerely,
Liam McLoone
Waste Management Officer
Highland Council – Lochaber