Agenda Item	**9.4**
Report No	**HLC/139/26**

THE HIGHLAND COUNCIL

Committee: **THE HIGHLAND LICENSING COMMITTEE**

Date: **01 December 2026**

Report title: **Application for the grant of a short term let licence – 38B Telford Street, Inverness, IV3 5LB (Ward 14 – Inverness Central)**

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 3 July 2026 an application for the grant of a short term let licence was received from Mr Darren Pollock.

4.2 The property to which the application relates is 38B Telford Street, Inverness, IV3 5LB (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 within the area 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 Pollock Holdings Highland Ltd (Company number SC877028) and having their registered office at 1 Rowan Way, Smithton, Inverness, IV2 7PL 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 Pollock Holdings Highland Ltd are 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 Mr Pollock.

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 two guests.

Floor plans of the Premises were provided by the applicant as part of the application process, and these can be found on pages 2,3 and 4 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 Service 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 8 July 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 objections were received and are attached as Appendices to this report:

- Objection received by email on 23 July 2026 from Ms Helen Campbell **(Appendix 2).**
- Objection received by email on 29 July 2026 from Mrs Kate MacKenzie (**Appendix 3**).

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 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.

8.3 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:

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

9. Observations on objections/representations

9.1 In the emails of objection found at Appendices 2 and 3, 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: 10 November 2026

Author: Sophie Shearer

Reference: FS853450715

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 23 July 2026 from Ms Helen Campbell; and
Appendix 3: Objection received by email on 29 July 2026 from Mrs Kate MacKenzie.

Appendix 1

LAND REGISTER OF SCOTLAND	Officer's ID / Date	TITLE NUMBER
	6755 8/2/2019	**INV21298**
N ORDNANCE SURVEY NATIONAL GRID REFERENCE		70m
NH6545NE		Survey Scale 1/1250

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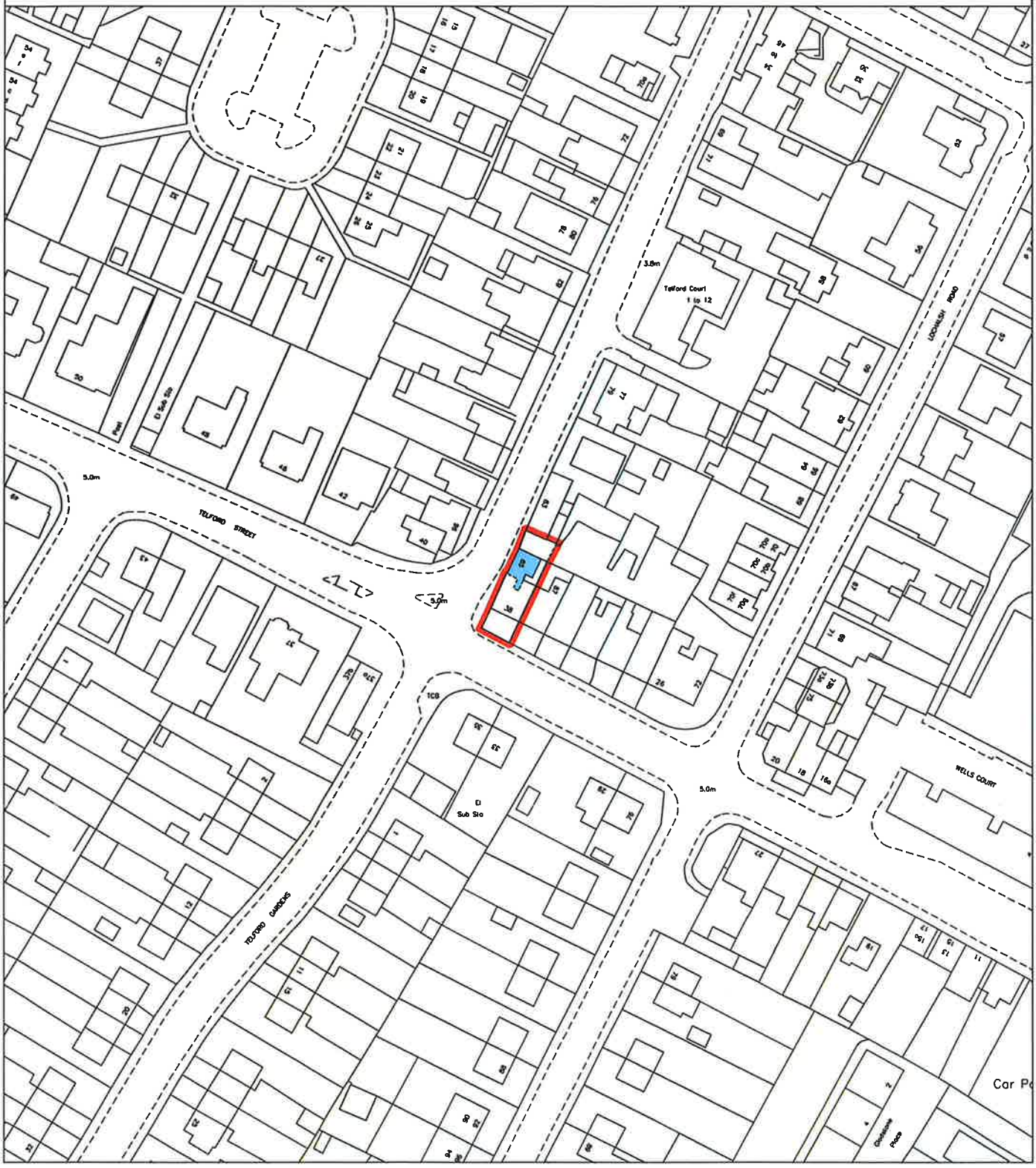
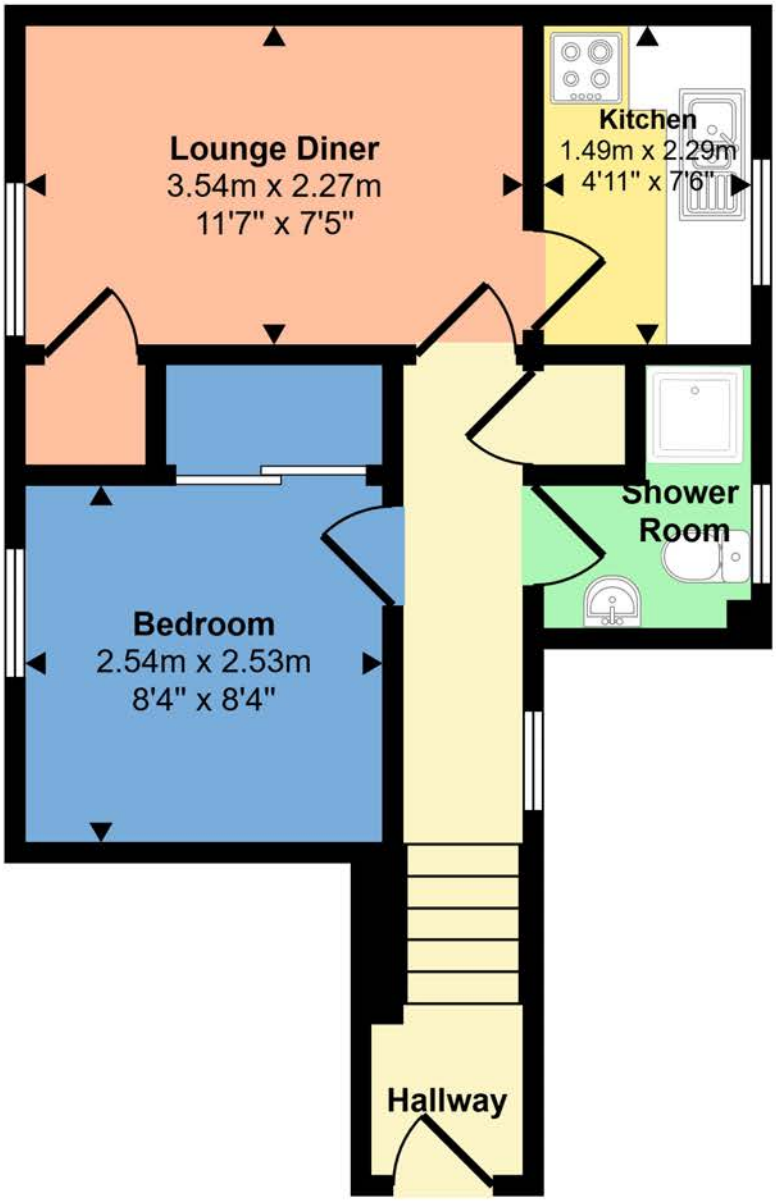


Approx Gross Internal Area
30 sq m / 327 sq ft



Floorplan

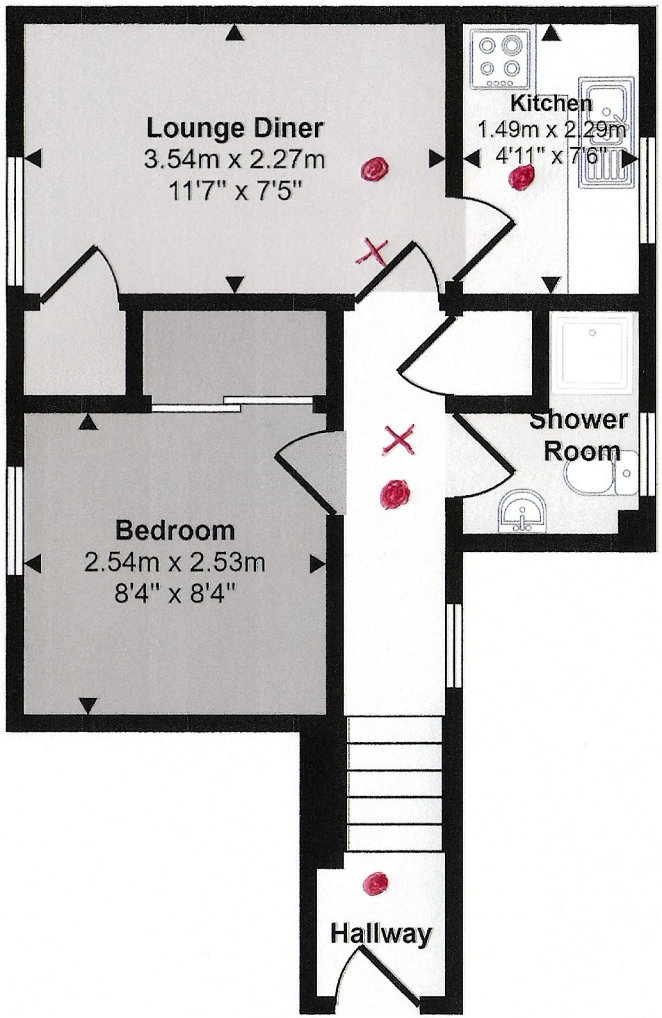
is floorplan is only for illustrative purposes and is not to scale. Measurements of rooms, doors, windows, and any items are approxima
d no responsibility is taken for any error, omission or mis-statement. Icons of items such as bathroom suites are representations only a
may not look like the real items. Made with Made Snappy 360.

Approx Gross Internal Area
30 sq m / 327 sq ft

SMOKE DETECTOR LOCATIONS

● FLAT SMOKE ALARMS

X BUILDING SMOKE ALARMS



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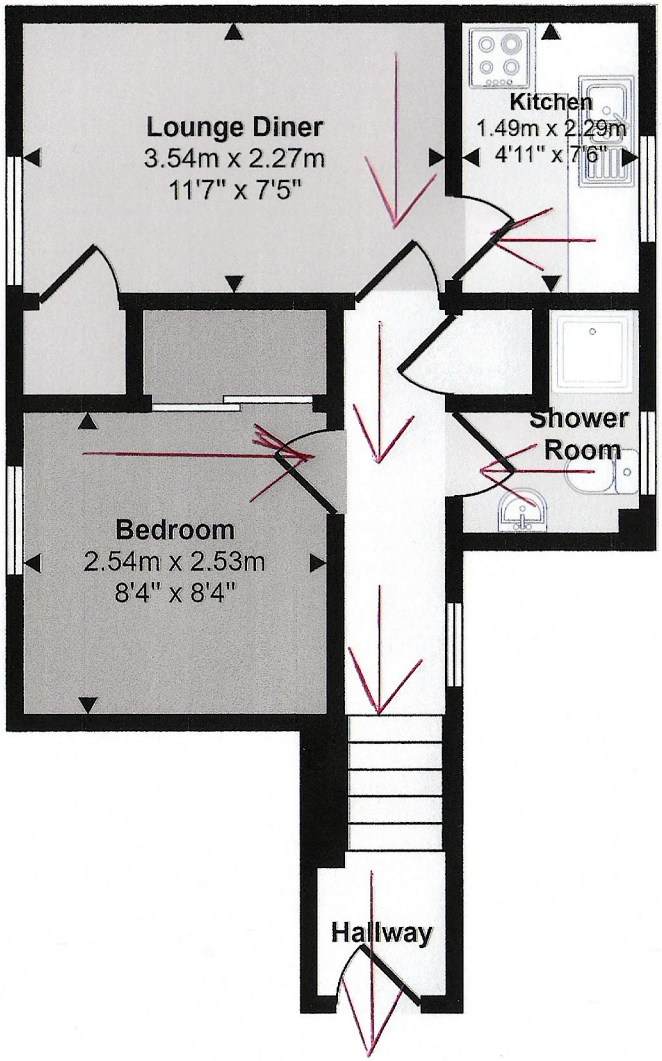
Approx Gross Internal Area
30 sq m / 327 sq ft

FIRE ESCAPE PLAN



Floorplan

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Appendix 2

Sophie Shearer (Legal (Licensing))

From: Helen Campbell [redacted]
Sent: 23 July 2026 07:59
To: STL Licensing
Subject: Objection to STL application 38B Telford Street
Attachments: Short term let objection.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: [redacted]

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.

Helen Campbell
[redacted]

[redacted]

The Highland Council

To Whom It May concern

Dear Sirs

Objection to the application for a short term let licence at 38B Telford street, Inverness, IV3 5LB.

I am a private tenant currently occupying [redacted] and have been since 2017.

I object strongly to this application on the grounds that this is a building mainly occupied by long term tenants or owners. I believe that turning the property into a short term let will completely disrupt what is presently a quiet building. The constant stream of what I imagine will be tourists at all hours of the day and night will cause upset to the tenants of the building, especially myself with being situated on the ground floor.

A property on the same floor was previously a short-term let and caused nothing but upset with the occupants constant partying, banging, loud music and subsequently setting fire to the property causing all of the building occupants to be evacuated by the fire department.

I feel very strongly that not only will security of the building be compromised but I personally will not feel secure which may result in me having to find alternative accommodation.

Yours sincerely

[redacted]

Helen Campbell

[redacted]

[redacted]

[redacted]

[redacted]

Appendix 3

Sophie Shearer (Legal (Licensing))

From: Kate MacKenzie [redacted]
Sent: 29 July 2026 11:12
To: STL Licensing
Subject: Application for Short Term Letting Licence - Objection
Attachments: 26-07-29 Objection to STL (scan).pdf; Telford Road Parking 1.jpg; Telford Road Parking 2.jpg

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Sophie, 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.

Please find attached my objection to the application in respect of 38B, Telford Street, Inverness, IV3 5LB.

Thank you,

C MacKenzie.

[redacted]

FAO:

Highland Council Licensing Dept.
The Highland Council
Charles Kennedy Building
Achintore Road
Fort William
PH33 6RQ

27th July 2026

Dear Sir/Madam

Re: Application for Short Term Let Licence for 38B, Telford Street, Inverness, IV3 5LB

I would like to raise an objection to this application on the following grounds:

38 Telford Street is a block of 6 flats, all one-bedroom, with a communal entrance, housed in a list B end-of-terrace building. There is a further flat in an extension to the rear, which has it's own entrance and is known as 85, Telford Road. All the other flats in the building are either owner-occupied or long-term lets.

I am the owner and landlord of [redacted]. As a landlord, I have a duty of care for my tenant, and am concerned about the impact a short-term let will have on her.

I believe a short term let will lead to increased footfall and noise disturbance, with visitors arriving/departing at various times and not necessarily considering the working people in the building. Due to the construction of the building, sound-proofing is not of a modern standard and all the current residents are mindful of this issue out of respect for their neighbours.
In addition I believe an STL would impact the security of the building, with the potential for booked guests bringing additional people into the let. – In previous years, flat C was let to short-term tenants, which lead to considerable disturbance and distress for my tenant - inebriated individuals knocking on her window expecting her to give them access, frequent intervention required by the police and damage to the communal areas. I would not like to see a return to those times. I am sure Mr Pollock does not intend for any of these issues to arise, but he does not have to reside in this building, and I suspect it is a more lengthy and complicated issue to cancel a licence once granted than to issue one in the first place.

In addition to my concerns about the security and comfort of the current residents, I feel a short-term let will place additional strain on the common areas, leading to expenses which every owner in the building will be expected to contribute to. There is no factor for this building; repairs and renewals are generally proposed/discussed/agreed between all the owners. I feel it is unreasonable to expect everyone to contribute to communal costs which may specifically arise from one flat. (This again, was an issue when Flat C had short-term tenants).

The location of the building, on the corner of Telford Street and Telford Road, means that parking is an issue for every resident with a car. There is no allocated or communal parking to the rear of the building for number 38. The parking available to the rear is owned by other properties in the terrace.

This means that residents have to find a space on Telford Road, which is generally lined on both sides with parked cars every day (photos attached). In addition, although Telford Road is one-way, this is not clearly sign-posted and there are regular instances of drivers travelling up the road towards Telford Street, causing even more congestion/risk. I anticipate that visitors with vehicles, without 'local knowledge' would find this confusing to navigate.
There are double yellow lines and signage on the gable end of the building, clearly prohibiting parking and 'loading' of any sort, which will make the drop-off or pick-up of visitors hazardous.

Finally I am aware that there is a dearth of long-term lets available in Inverness and that some businesses and vital services find it difficult to attract and retain essential staff due to the difficulties they have in securing accommodation. There have also been protests and concerns raised by residents in various areas about the degredation of 'community and neighbourhood' due to the proliferation of short-term lets. I feel this is an issue that those with the responsibility for granting or denying licences must take very seriously – it's not just about accommodating tourists, but about supporting existing communities.

Should Mr Pollock's STL be refused and he instead advertises the flat as a long-term let, I am sure he would have a multitude of prospective tenants to choose from.

Yours faithfully

[redacted]

C MacKenzie (Mrs)
Landlord – [redacted]
Landlord Registration Number – [redacted]



