

LICENSING COMMITTEE INFORMATION SHEET

08 October 2025

Public Application

TYPE OF APPLICATION: SHORT TERM LET LICENCE APPLICATION
NEW HOST-SECONDARY LETTING

APPLICANT: B & K LETTING SERVICE LTD

PROPERTY MANAGER: B & K LETTING SERVICE LTD

ADDRESS: FLAT K,17 RIVERSIDE DRIVE, ABERDEEN

INFORMATION NOTE

- Application Submitted 31/05/2025
- Determination Date 27/02/2026

This Short Term Let licence application is on the agenda of the Licensing Committee for the reason that 1 representation/objection was submitted to the Private Sector Housing Team.

If, after consideration of the representations/objections, the Committee is minded to grant the Short Term Let licence, it may do so since at the time of drafting this report, the necessary upgrading works and certification have been completed.

DESCRIPTION

The property at Flat K, 17 Riverside Drive, Aberdeen, is the subject of this new Short Term Let licence application and its accommodation comprises of a flat, with 2 bedrooms, bathroom, kitchen and living room. The applicant wishes to accommodate a maximum of 4 guests, which is acceptable in terms of space and layout. The location of the premises is shown on the plan attached as Appendix A.

CONSULTEES

- Police Scotland
- Scottish Fire & Rescue Service
- Aberdeen City Council's Planning Team
- A public Notice of Short Term Let Application was displayed outside the building, alerting the public to the licence application.

REPRESENTATIONS/OBJECTIONS

- Police Scotland – no objections
- Scottish Fire & Rescue Service – no objections
- Aberdeen City Council's Planning Team – no objections
- One objection from Objector A (Attached as Appendix B)
- Representation from the applicant (Attached as Appendix C)

The objection was received within the statutory time period therefore the Council must consider.

COMMITTEE GUIDELINES/POLICY

All applications for Short Term Let licences are dealt with in accordance with the Scottish Government's document:

[Short term lets - licensing scheme part 2: supplementary guidance for licensing authorities, letting agencies and platforms](#)

GROUNDINGS FOR REFUSAL

This application is being dealt with under the provisions of '[Civic Government \(Scotland\) Act 1982 \(Licensing of Short Term Lets\) Order 2022](#)' (the 2022 Order)

Available [grounds of refusal](#) are as follows:

A licensing authority shall refuse an application to grant or renew a licence if, in their opinion—

(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 this Act, or

(ii)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 a 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

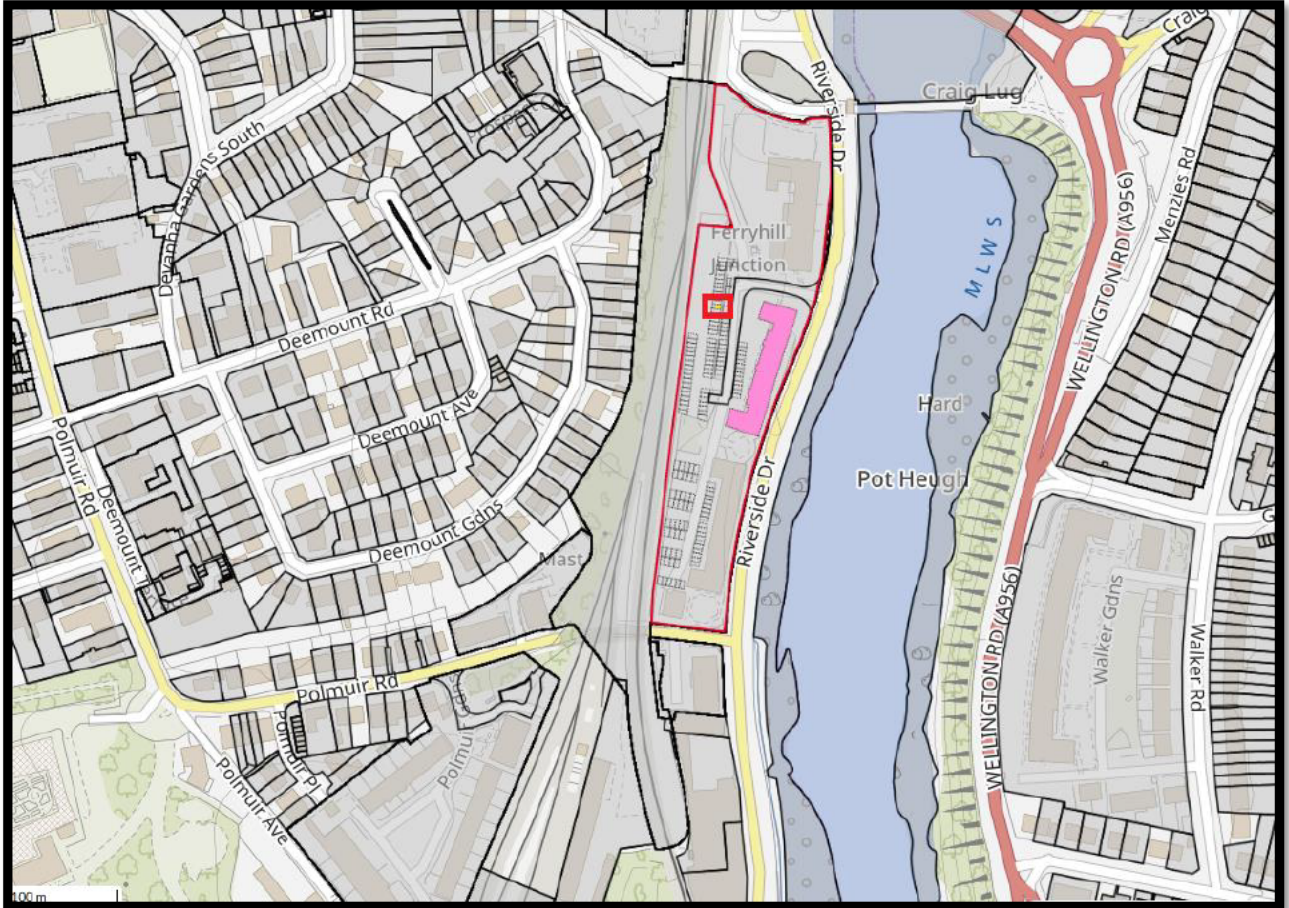
(v)public order or public safety; or

(d)there is other good reason for refusing the application;

OTHER CONSIDERATIONS

- Landlord Registration is not a requirement of Short Term Let licensing. However the owner is Landlord Registered meaning they can operate as a landlord.
- The Council's Community Safety Team has 9 records of anti-social behaviour complaints in respect of Flat K, 17 Riverside Drive, Aberdeen between 19/06/2025 – 17/08/2025. The main complaint is banging and thumping from Flat K, 17 Riverside Drive, however no anti social behaviour was witnessed by the Community Safety Team.
- There are 8 Granted Short Term Let licences at Riverside Drive.
- The property is currently unlicensed. As the applicant is a new operator, the property cannot operate as a Short Term Let until the Licence application is determined.

'A'



‘B’

From:

Sent: 28 June 2025 14:52

To: ShortTermLets <ShortTermLets@aberdeencity.gov.uk>

Cc:

Subject: Official Objection to Short Term Let

Good afternoon

I am writing to you to inform you that myself and partner [REDACTED] formally object to the [REDACTED] flat 17K Riverside Drive, beginning to operate as an accommodation available for short term rental on sites such as Air BnB and Booking.com.

The reason being ever since it did begin to operate as a rental property several weeks ago, it has caused us nothing but stress, disturbance and lack of sleep. Every single day there is loud noise coming from the property, usually banging, stomping, thumping and more recently loud moving of heavy furniture.

This is occurring early in the morning (as early as 7am), being loud enough to wake us up, and also late at night (as late as 11pm onwards) preventing us from falling asleep for work the next morning.

On several occasions now either late at night or during the evening it has been so loud and disturbing I have myself went up and knocked on the door of the property, and asked the person politely to please quieten the noise down as it's loud and preventing us from sleeping. On most occasions the noise has stopped at that point temporarily, until the following day at some point when it began again.

Ever since it began we have been searching all round and outside our flat building for a Notice of Application that the flat was going to be operating as a short term let property. We were informed by Aberdeen city council that the applicant confirmed to them they displayed this from 1st of June until 22nd of June.

First of all, this is simply untrue, as mentioned we searched all the common areas and outside. Secondly of all, the disturbing noise emitting from the flat began before this anyway. We were informed to submit our official formal notice of objection to this email address by the 29th of June, which is what we are doing in this email.

We have had several phone call conversations with community health who we have tried to call out to witness this disturbing loud noise but they have always been unable to come when we have called.

I hope you can understand that the persistent noise is really causing us a lot of distress and it is unfair that we were not given notice of this property commencing to be a short term let allowing us to object.

Kind regards,

Signed

[Redacted Signature]

17th of September 2025

Dear Licensing Committee,

I am grateful for the chance to respond to the objection raised in relation to my Short Term Let application for Flat K, 17 Riverside Drive.

My partner and I are hardworking, law-abiding citizens raising two young daughters, aged three and seven. We both work pay our taxes, our mortgage, and our council tax. We are trying to build a stable and secure life here in Aberdeen, a city where we see our future and our children's future. This licence is not about profit alone — it is about ensuring we can support our family responsibly, while remaining good neighbours and contributing to the community and bringing more tourism and safe affordable housing into the city of Aberdeen.

I believe the concerns raised by my downstairs neighbour are unfortunately completely exaggerated. It does not reflect the reality of how the flat is used whatsoever. There have never been parties, gatherings, alcohol, or Antisocial behaviour in the property.

The apartment above his has been empty for a long time previously to us purchasing the property, and he may have become accustomed to complete silence, we also believe that they spend a lot of time at home hence why any minimal noise may bother them. Any ordinary household sounds, such as footsteps or moving between rooms, seem to be treated as a disturbance. On one occasion I was approached simply for getting up at night to use the bathroom. This is not unreasonable behaviour but a normal part of everyday living. On several occasions he has confronted me about noise that was nothing more than the natural creaking of the floorboards, which is common in a building of this age. These are normal household sounds, not grounds for objection. At many occasions our neighbour has complained of sounds from 7am which is a normal time for most people to start and continue their day and not within the quiet hours.

Since the complaint was raised, we have taken it upon ourselves to contact our neighbour and try to come to a solution, assured him of our intentions for the proper use of flat and reassured him of our good intentions which was appreciated and happily accepted by the neighbour.

We took measures to aid the sound proofing the apartment to assist in keeping the noise down to minimum. We have laid carpets in every bedroom, installed doorstoppers that would stop any door slamming and used new seals around the door frames. Removed any furniture that could possibly be moved around. Purchased thick rugs for living rooms and kitchen. Put signs up for any future guests reminding them to be mindful of our neighbours and to respect quiet hours. We have tried our best to communicate with our neighbour unfortunately that did not seem sufficient for him and unfortunately we kept on receiving complains through texts messages at inappropriate times and during weekends which again caused us a massive amount of distress. He has also taken it upon himself to disturb our female friends by knocking on the apartment door late at night causing her and her little children stress and discomfort making her feel very unsafe and bothered by our neighbour. Our neighbours have also decided to complain to our Building Property Manager and try to cause unnecessary trouble for us there again on no grounds as there was never any Antisocial or Disturbing behaviours.

Importantly, no other neighbour has ever raised a complaint. If the noise was truly as disruptive as described, it is only reasonable to expect that others in the building would also have come forward. The fact that this has not happened shows that the concerns come from one individual's personal sensitivity rather than from genuine nuisance. We can also hear noises from upstairs neighbours however it would never come to my mind to come and raise any complains as in our understanding living in a flat unfortunately comes with disadvantages of hearing some sounds from our neighbours.

Notice of Application was displayed within the stated guidelines on the lamppost in front of the carpark and front building door from the 1st of June until 22nd of June 2025. We have photos to prove this was up. Short Term Lets inspector has also seen it for himself when he was present to inspect the property on the 17th of June. So unsure if our neighbour was unable to see the notice or is simply not stating the truth when mentioning of searching the area for the notice. Any noise before this dates would have been us completing the property and doing renovations which were never done within anti-social hours.

Meanwhile, this objection has caused my family a massive amount of stress. Since the licence has been delayed, the flat has stood empty for a long time, bringing no income while we continue to pay the mortgage and council tax which caused us loss of revenue, as you can imagine. This situation is unfair and unsustainable for us, especially as we are raising two small children and trying to earn a living for ourselves.

We not wish to have conflicts with anyone, especially our neighbours. We want to continue to live peacefully, respect others, and contribute positively to the community not causing anyone unnecessary concern.

I sincerely hope the Committee will see that we are committed to being a responsible and considerate licence holder. The objection does not reflect the true situation, and I ask respectfully that our application is approved positively so that we can continue to bring business and tourism to Aberdeen and support our family.

Thank you very much for your time and consideration.

Kind thanks and regards,

B&K Letting Service Ltd