

## SPSO decision report

**Case:** 201201577, Renfrewshire Council  
**Sector:** local government  
**Subject:** licensing - other  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained that the council charged him a late renewal fee for his landlord registration, although he had not received email reminders that the council said were issued. The council confirmed that these were issued automatically by the Scottish Government's online landlord registration system and that nothing had been received from Mr C's email address saying that they were not delivered.

We were unable to prove or disprove whether the reminder emails were sent and received. However, when we investigated it was clear that it was Mr C's responsibility to ensure that he renewed his registration in a timely manner. His previous registration in May 2008 was valid for three years. It was, therefore, due for renewal in May 2011. However, we found that he had not contacted the council for advice on the application process until March 2012. In the circumstances, we did not uphold the complaint.