

## SPSO decision report

**Case:** 201401547, East Dunbartonshire Council  
**Sector:** local government  
**Subject:** landlord registration  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained that he was charged late payment fees for failing to renew his landlord registration in time. He said that he had been unable to access his account to renew online and had made efforts to pay in person at the council's offices. However, the council were unable to accept payment as he had not completed the application form. Mr C eventually completed a paper application but by then his registration had already expired and late payment fees automatically applied.

We found that the council sent Mr C three reminders before his registration expired, which they were required to do under their landlord registration procedure. These explained how he could renew online and provided a phone number for him to contact should he need a paper application. However, Mr C did not contact this number until after his registration expired. While he had made efforts to pay the associated fee, an application was required so that appropriate declarations could be made before an invoice could be generated and payment accepted.

Mr C also complained that he was misinformed by staff when he attended the council's offices to try to pay, but we could find no evidence to support this. In the circumstances, we did not uphold the complaint.