



**ASSC**

Supporting self-catering in Scotland



**To whom it may concern:**

**Loch Lomond Luxury Lodges**

One of our Members has recently had a planning application for a retirement home refused on the grounds that the planning committee do not see a necessity for the manager of the business to live on site.

Loch Lomond Luxury Lodges have been valued members of the Association of Scotland's Self-Caterers for a long number of years, and have always operated a high quality, 5 star VisitScotland accredited operation. Their delivery of excellent customer service is what their business is based on and they believe it is critical to their success.

In order to exceed visitors expectations and offer a 24/7 welcome, assistance and advice, the business requires an on site manager. It is a competitive market around the Loch Lomond area, and businesses that can offer a personal touch, and availability of help and advice from a real person will retain an edge over those that don't.

It is our general belief that a site with several lodges with a total sleeping capacity of 30 people at peak would be difficult to operate in a satisfactory manner remotely, and that the business and its visitors would be best served by a resident manager.

**Fiona Campbell,**

**Chief Executive**

**8<sup>th</sup> August 2016**