

The Entertainment License Review For The Torbay Court Hotel, Paignton.

Music:

The excessive noise from the Torbay Court Hotel affects our daily lives hugely.

It causes us all a great deal of distress, sleepless nights, and is a constant disturbance to our right for peace and quiet.

Over the last two years we have approached the hotel on several occasions and asked them time and time again to please lower the noise level of their music.

I have explained many times that we have young children who need their rest and that my husband is up every morning at 6am for work, Including Saturdays and all desperately need a good nights sleep to be able to function well the following day.

I have contacted the hotel manager on several occasions explaining that the noise levels that they are insisting to continue to rise most nights, are affecting the whole street. But the Torbay Court Hotel management and staff always fail to respond.

Consistently the hotel manager and staff are always unwilling to cooperate in any way at all. No matter our pleas we are ignored and the hotel turns the music up night after night.

About 18 months ago Torbay Council had a meeting with the hotel manager about our complains, and the council told us that she was willing to help.

Since that meeting the music from the Torbay Court Hotel seems to have risen.

A few weeks ago the Torbay Court Hotel was issued with the Entertainments License Review from Torbay Council.

Since the hotel manager received this letter the hotel seems to have increased their noise levels even further.

We have been recording the hotels noise levels on the Torbay Council noise app. Karl Martin holds all the findings.

Coaches:

I understand that the issues that the coaches cause may not directly fall into the same category of the Entertainments License Review act but I feel that it is necessary to mention, as it shows that the hotel management and staff are unwilling to cooperate with any/all complaints that the neighbouring properties make.

Many times the coaches block our road access and private drives.

When we ask the coach drivers to kindly move their vehicles so that we can access our road and properties, we are often met with aggression and abuse from the coach drivers themselves.

On one particular occasion my father was bringing my children home from school and a coach was again blocking our road access.

My father kindly asked the driver to move his coach over to one side of the road so that it would allow the flow of traffic to continue.

The coach driver reacted with rage and shouted abuse at my father in a very aggressive manor in front of my children and the coach load of guests.

I personally went to see the hotel manager about this incident and she didn't even look at me. She just said, and I quote

'The coach's are nothing to do with the hotel.'

From past experience I knew that the hotel manager would not respond to this matter and that nothing was going to get done.

Because of the severity of this incident I reported this matter to the police.

Please ask the police for this statement.

This is only one incident with the coaches. The coaches cause a lot of unnecessary problems and have put children's lives at risk because of the coach drivers flared tempers and stress they are faced with when having to maneuver around our narrow roads to reach the Torbay Court Hotels car park.

A few coaches have hit my car and other cars whilst the drivers are battling with maneuvering their huge coaches around such tight bends after their long journeys to get into the Torbay Court Hotels car park.

One coach caused over five hundred pounds worth of damage to my car, which I had to battle to get paid through my insurance company.

Luckily for me Torbay Council have put a camera on the lamppost at the end of our road and this accident was recorded.

When I told the hotel manager about the damage that the coach had just caused to my car, again I was meet with,

"The coaches are nothing to do with the hotel."

Drinking Alcohol on the street:

Many of the hotel guests consume alcohol on the street in front of the Torbay Court Hotel.

Again we have been reported this to the hotel manager and again she was unwilling to do anything about this matter.

We have to put up with drunken guests and their foul language and on occasions their abuse.

Karl Martin has this evidence.

Guests Cars:

Again I am aware that this falls slightly outside of the scope of this hearing but I feel again that this is yet another example of the Torbay Courts Hotels unwillingness to cooperate in any way.

The guests who drive to the hotel can be met with no available parking in the hotels car park, so they park anywhere on our streets when the hotels car park is full.

This includes blocking peoples drives and parking on double yellow lines which restricts our emergency services access to our road.

Cars from the hotel have even parked on neighbours drives where it is clearly signposted "Private Property"

When we approached the hotel about this, again the hotel management and staff clearly are very unwilling to help.

On occasions when the car parking gets so bad we have had to call the Police.

Please ask the Police for these statements.

Photos have also been taken and sent to Karl Martin.

Christmas Lights:

This I know falls just outside of the main subject of this hearing but I feel that this is a necessary comment as again it shows another example of how the hotel management and staff fail to respond.

A couple of years ago the hotel put up flashing strobe lights on three Christmas trees attached to the wall outside the front of the Torbay Court Hotel.

The lights were kept on most of the night and on some occasions all night.

The lights flashed so bright into our bedroom it was like trying to sleep in a rave!

I explained to the hotel manager that not only do I have to listen to the hotels extremely loud music most nights, I now have to try to sleep with flashing strobe lights in my bedroom and could she please turn the lights off at night?

Nothing was done and from the beginning of November till the end of January we had to put up with this every night.

A neighbour even told the hotel manager that they were on medication that helps to control Epilepsy and that the strobe lights could possibly bring on fits. Still nothing got done.

Last year the hotel manager kindly didn't put the strobe lights back up. Instead she had big flashing lights put up on the same three Christmas trees. This was much better as it reduced the risk of fits for our neighbour but we still had flashing lights every night in our bedroom.

I emailed the hotel manager time and time again begging her to turn the lights off at night. She did not respond.

In the end I spoke to the hotel maintenance man and he kindly put the Christmas lights switch on a timer so the lights automatically turned themselves off at 10pm.

I dread what will be going up this year.

We have approached the hotel and tried to get things resolved between us but clearly that wasn't happening so we were left with no choice but to seek help from Torbay Council.

With the help and support from the Council and the outcome of this meeting I hope that in the future we can all live peacefully together, alongside the hotel.