

Dear Licensing committee,

I understand that tomorrow the 15th June a review is taking place on Cafe Mambo following recent events.

I have lived in Queens Quay for some 20 months, and have reported numerous issues to environmental health and the police a number of disturbances and concerns regarding this venue and others. Other venues have taken action to deal with the complaints, however this venue continues to blight my right of peaceful enjoyment of my home, until the early hours of the morning.

I have given permission for Gareth Fudge to share noise diaries regarding this venue with the last complaint being made on the 13/5. (We are loading these up onto a public website). No complaints have been made since this date as my father has been ill, and I have been away.

Over this period the venue has been granted new licences (ie roof terrace), yet in my opinion breaches its licence and planning conditions, it also apparently has a long history of crimes, as well as statistical data from A and E citing Mambo.

I guess the level of crimes is increasing as none of this was raised wrt licencing the new roof terrace.

Regularly, the venue emits heavy bass, which is audible from Queens Quay, has no control over the drunken behaviour on its terrace with shouting, screaming, music until early hours, has noisy patrons upon arrival, and departure, intoxicated people running from the premises onto the road. The 1st floor terrace at times appears full of large numbers of people standing and drinking.

A lot of aggressive behaviour, shouting etc from patrons, and we have to wonder whether the broken windows, smashed doors at queens quay has any relationship to the crimes

It is also apparent, when walking around the harbour people have been seen drinking on the terrace at midnight, and this only has planning permission until 11pm.

As a concerned resident, I wish to lodge how can a premises operate, with such a high incident rate, against virtually free incident rate from other premises, and continue to ignore all the licence objectives.

I believe my concerns, above, as a resident raised for over 18 months, have now been documented this May by the police and verifies what I see and hear every night.

I am very concerned by the apparent attempts by the venue to cover up the issues, and that it cannot manage its venue. So I am hopeful the licence gets reviewed, and if re-instated, gets put back to a reasonable time such as midnight.

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Dear Licensing committee,

This email is in regard to the Application for the review of a premises license under section 53A of the Licensing Act 2003 (premises associated with serious crime and disorder).

I am the joint owner of flat [REDACTED] Queens Quay and am also writing on behalf of the owners of flat [REDACTED] and flat [REDACTED]. Queens Quay also has many older citizens who have purchased flats and want to enjoy their homes. We have been working with Steve Cox and his team for the last few years and the problems encountered at Cafe Mambo come as no surprise.

The area is saturated with pubs and licensed clubs that operate until the early hours. Patrons move between the venues, congregate on the streets and have generally given Torquay a reputation for drunken and disorderly behaviour - the centre for stag and hen nights. The harbour side is a mixed use area with residential properties on the waterfront.

Noise diaries have been submitted on a regular basis by [REDACTED] the owner of flat [REDACTED] Queens Quay. Cafe Mambo has featured on a regular basis with noise breakout in breach of their license, lack of control of arriving and departing patrons (often drunk) and a breach of planning permissions regarding their terrace. Our property have also been used by Gareth Fudge to witness and record this behaviour.

I understand that there has been a history of environmental health issues with this establishment. This review offers the council a chance to set an example and at the same time start regenerating the harbour so that families can once again stroll the streets in the evening and get a reasonable nights sleep. The council policy is for the return of waterfront cafes and restaurants.

If this license is reinstated, there should be stringent conditions with regard noise breakout after 11pm with no access to the outdoor terraces after 11pm. The club should be closed by midnight so that residents can enjoy the rights of quiet enjoyment of their homes, a pledge made by the council

Kind regards

[REDACTED]