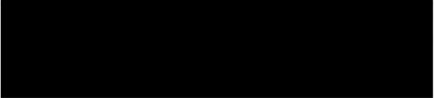


Monday 15 July 2021

cc  
Local police +  


Pumpling Pub By Hand  
handed to member of staff

Dear Sir Madam

I am writing because, living fairly close to  
The Devon Dumpling as my family have since the  
houses were built, we are experiencing loud noise  
late in the evening, mainly at weekends.

This has never been a problem before as your  
customers usually go inside the pub at approximately  
9/9-30pm. No-one is more pleased than me that people  
are (thank goodness) going out enjoying themselves at last.

Can we please reach a compromise as a lot of  
your neighbours have to get up early for work.

I am only, I add, speaking for myself, not others around  
me.

I know you are trying to keep noise down as I have  
seen the signs around the outside area/beer garden.

Last Saturday<sup>10/7</sup> was really noisy until 11-30pm. I appreciate  
that people have been celebrating England football but we  
have to live close to each other and only out for an

amicable solution to this problem, people have a right to go out and have fun at their local pub, but those who live nearby also have a right to a good quality of life in their homes, I believe one of my neighbours tried to speak to a member of staff about this and was very upset at the reaction she received, 'if we dont try to communicate the problem gets bigger, (dont want this!) we are all reasonable people, new and old residents.

Have a really good summer, the forecast is good for business at the moment.

Shiplay Resident

I have continued this letter to give an overview of July + August 2021

Saturday 29 July 2022

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FAO [redacted] Manager  
Deer Dumpling  
Registered Post

Dear [redacted]

I thought after our short conversation last night at 11-15PM when I couldn't sleep due to a group of people in the outside room of the pub having a loud conversation about their relationships. I would try once more to offer an olive branch and hope to resolve the situation that is causing us all so much stress, + anxiety including yourself. I enclose a copy of my last letter. Last night was only the 3rd time I have rung regarding the noise <sup>in 2 years</sup> I have never contacted you personally or harassed you, I don't have your number and wouldn't if I had. The staff on the previous occasions were great, my phone records show this.

Bullet Points =

a while ago the beer garden got planning permission, it was then made larger, I believe it was then granted an outside music license and became a junction area, residents I think knew nothing of any of this until it was done and dusted (if any of these facts are wrong I apologise)

We now have a situation where some weekends the



and relax with friends and family.

Hek [redacted] I understand we are being called moaners by people I have known all my life, and I should realise I live next door to a pub and its noisy, well some of us so called moaners, have lived next door to the Pumping

most of our lives with no problem, (our Dads drank there) I spent a lot of my working life working in pubs + night clubs so I fully understand the problems, but I also know with compromise they are valuable as the meeting held was supposed to encourage.

I drove around recently and had a soft drink in the Wighton, Hale + Haunds, Engine House and the Barn Owl all in residential areas, the beer gardens were busy but no-where near the noise levels of the Devon Pumping outside area.

I for one don't want to cause you any more stress than you already have ie staff shortages ect. I just want to see people respecting our right to quality of life we used to have, we respect the right of your customers to enjoy themselves in the beer garden but realise its a residential area and keep the noise to a fair level make inside at the agreed time and leave quietly its not a lot to ask.

There is a compromise [redacted]! I understand the police are now involved, not due to your neighbours but yourselves, I expect they have seen this problem many times in other areas.

I am sending [redacted] a copy of this  
rather long letter (sorry but had to be clear) and one for  
the police officer for Shiphay, so they know I at least  
am trying to be reasonable and fair.

Yours sincerely  
without prejudice

[redacted]

PLEASE SEE 2021 LETTER.  
EMC.

Wednesday 18 August 2022

By hand postbox Town Hall  
Licensing Office

Ref: Noise Nuisance at the Devon Dumpling Pub.  
108 Shipway Lane Torquay.

Dear Sir or Madam

It is with reluctance I must write to you regarding the level of noise coming from the Dumpling pub mainly at weekends but on occasion during the week. It has become so bad ie music that used to be inside, disco and on occasion a group is now played in the newly extended beer garden which appears to be used as a junction area with large amounts of people outside.

No! I am not the grumpy old lady living nearby wanting to spoil peoples fun, I am part of a family who has lived close to the pub since the 1950's and moved back to Yealm Grove in 2015 when my mother died. She lived in harmony with the pub for some 60 years, as did I from 2015 til 2021.

The problems began when the beer garden was extended but there appears to be no-one monitoring it and the noise becomes intolerable I am some-times unable to sleep and on occasion the language is not good.  
I have ... ..



live close, but it is quite obvious he has no regard for his neighbours he doesn't have to live with the noise and has never had the courtesy to reply to any letters.

I enclose copies of 2 of them I did not send to [redacted] or police as I was still determined to try hard to ~~resolve~~ <sup>resolve</sup> the problem amicably, this is never going to happen last Saturday the music started at 5-30pm and the noise continued until 10-30pm.

It then started again in the car park as people left 11-30pm on.

Please could you help as our lives are made miserable by this noise, we are reasonable people who want to enjoy our homes and gardens as we used to, without feeling plagued by noise.  
There is a solution  
Yours sincerely

[redacted]