

Licensing representation

Date and Time Submitted	02 June 2026 12:09:07
Name of the premises:	Hotel Indigo
Support/Object to application	Object
Address of the premises:	Torbay Road Torquay TQ2 6RH

Applicant Details

In what capacity are you applying?	body or group
First name:	[REDACTED]
Last name:	[REDACTED]
Contact number:	[REDACTED]
Email address:	[REDACTED]
Address:	[REDACTED] Cromartie Point Livermead Hill Torquay TQ2 6QY {uprn: -1}

Representation

Which of the following Licensing Objectives is this representation relevant to?

This representation is relevant to the following Licensing Objectives	The prevention of crime and disorder The prevention of public nuisance
The reason for your representation:	As a Director and Company Secretary, on behalf of Cromartie Point Residents Ltd and neighbouring residents of Livermead I strongly OBJECT to this application. From the outset, the planning consent was for the hotel to be for residents ONLY, and the developers proceeded on that condition. Assurances were given on numerous occasions that (a) the privacy of residents would be ensured, (b) a traffic plan would be drawn up and implemented within six months of the hotel opening to reduce potential problems with vehicles visiting the hotel being parked in nearby residential streets, there being no public parking available nearby, (c) avoid potential noise from non-residents leaving the hotel starting up engines and shouting farewells, (d) a dedicated contact number for the duty manager would be provided for residents to contact the hotel in the event of noise and

disturbance, which has still not happened, and a register maintained for such issues to be recorded and retained for inspection at the end of any trial period, (e) windows and doors on the roof-top bar would be closed with no access permitted to the terrace, and there is photographic evidence of this being ignored, (f) the restricted number of guests on the roof-top terrace to be carefully monitored, and reference to the aforementioned photographic evidence will show potentially this has been ignored, (g) at the initial Licensing hearing in November 2025 Mr Neil Harrison of IHG stated guests to this area would have to pre-book for access and must sit at tables; this again appears to have been ignored. The hotel has only been open for some four months and yet, despite knowing and building to the Planning consent, the developers Fragrance Group are already claiming it is financially unviable to operate the hotel under those terms, and IHG trading as Hotel Indigo have presumably signed their reputed 25 year lease knowing the restrictions. Surely there should be a minimum of twelve months trading under the initial planning approved conditions, and then a financial statement prepared, which would be presented to the relevant committee? Members of the public should then be given the opportunity to make their observations, before such completely opposite trading conditions are considered and possibly permitted. Residents in Livermead need assurances that the issues raised in items (a) to (g) above will be acknowledged and adhered to. Since opening, there have been repeated breaches of the loading bay restrictions which, whilst not a licensing matter, nevertheless all increase the impact on those living nearby. Indeed, parking of private vehicles for sustained periods in that area have been noted. The gate installed in Livermead Hill which was required to meet fire precautions and be used as an emergency exit only, is frequently used by those entering and leaving the hotel to avoid walking around to the hotel main entrance. It is opened by people who have been dropped off whilst the driver has driven around to park their vehicle in a nearby road rather than paying hotel car parking. Again, not a licensing matter but additional irritation to residents living opposite. It was felt the restrictions imposed at that initial Licensing hearing were a fair compromise but clearly Fragrance Group and IHG are not satisfied. It is vitally important that Condition 1 of Annex 3 remains, ie restricting the roof-top bar and terrace to guests only and to close at 2300 hrs daily. With potentially increased numbers of vehicles parking in the nearby roads there will clearly be an opportunity for an increase in crime involving those vehicles and disorder when owners return to their vehicles and discover offences [REDACTED] [REDACTED] Director and Company Secretary CPRL for residents of Livermead



Licensing (by email)
Torbay Council

05 June 2026

Dear Sir or Madam

Hotel Indigo Torbay Road, Torquay, TQ2 6RH
Variation of premises licence

The Torquay Neighbourhood Plan Forum objects to the proposed variation on the grounds of public nuisance, public safety, and prevention of crime and disorder.

Public nuisance

During the Planning process, concerns were expressed about noise and light emanating from the rooftop bar and terrace, and Conditions were included to restrict both the hours of operation and limiting use to hotel guests only. Since the hotel has opened, nearby residents have been exposed to significant light and noise pollution emanating from the area around the rooftop bar. It has been clear that events have been held in breach of the current licence, and these residents have been severely disturbed late at night. There has also been noise and disturbance from non-residents leaving the premises late at night and possibly inebriated. Granting the variation to extend the hours of operation and to allow non-residents to use the bar would result in an unacceptable level of light pollution and noise for the neighbouring residents, particularly those of Cromartie Point.

Public safety

Non-residents arriving by car park in the neighbouring roads, causing obstruction, sometimes on the pavements, and in fact in the loading bay overnight. They frequently park on the blind right hand bend on the lower part of Livermead Hill. Allowing non-residents to use the bar, and the resultant parking will create a hazard for pedestrians, and nearby residents exiting their driveways and parking areas. It will also exacerbate problems with vehicles having to pass each other in the narrow roads.

Prevention of crime and disorder

When non-residents leave the premises, public disorder can result when fights start. This would be avoided if the use of the bar was restricted to hotel guests, who would remain on the premises, and be less likely to be involved in altercations. In addition, vehicles parked on the neighbouring roads could encourage theft and vandalism. Whilst currently normally a low crime area, there have been periods of vehicle crime and it is concerning that this may increase.

The topic was discussed at length at the Steering Group of the Torquay Neighbourhood Plan Forum on 02 June, and the Steering Group fully supports the Cockington & Chelston Community Partnership and local residents in their opposition to this Application. It was agreed that the Forum should submit an Objection to the proposed variation to the premises licence.

Yours faithfully

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Chair, Torquay Neighbourhood Plan Forum
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