

4 October 2014

Executive Head of Community Safety
Torbay Council
Town Hall
Castle Circus
Torquay
TQ1 3DR

Subject: Rock Garden, 40 - 44 Swan Street, Torquay TQ2 5ES

Dear Mr Williams

Further to the recent notification in respect of the review of the premises licence for the above establishment, I wish to make representation of the impact that the licensed premises has on my quality of life.

I have elected to break down my grievances into individual points

Noisy Patrons (18:00 - Late)

I believe the volume of noise from the premises, especially the beer garden to be excessive and tends to escalate with the level of alcoholic consumption, this noise includes a high level of foul language that can be clearly heard from within the boundary of my home, even with all of my double glazed uPVC windows closed. The licensee and their representatives of the above premises do not appear to be able to control their patrons and fulfil their obligations to be a good neighbour.

Please note that due to being at work during normal office hours, I am not able to make representation about the level of noise from the beer garden during the day.

Music Levels (Live & Recorded) (21:00 - Late)

The volume of the music from within the premises is particularly bad and it is questionable if it is appropriate for a licensed premises that directly adjoins a residential area be a suitable venue for holding a licence for live music performances. I do not believe that any level of sound proofing is going to help eliminate noise nuisance from the music within the venue due to the fact that patrons are constantly traversing from within the premises to the outdoor space (beer garden) and vice versa.

Waste Collections (05:30 - 08:00)

The proprietors have shown a complete lack of respect in their obligation to be a good neighbour, by continuing to have their waste collected at unsociable hours, the emptying of glass bottle bins at times as early as 05:30 in the morning is completely unreasonable and avoidable, yet the problem continues to be an issue which the management have failed to address.

This level of noise affects my ability to have the windows to my home open and has caused irregular sleeping patterns which greatly impaired my ability to perform my job effectively due to a lack of quality sleep.

I resent the fact that I am no longer able to enjoy my home, and feel that I am being driven out of the area due to a lack of action being taken as a result of various noise diaries and complaints to the non-emergency police service.

I believe that a beer garden situated so close to a residential area is a bad idea and is likely to continue to have a negative impact on the local residents.

Sincerely yours,