

**Extension of The Licensing hours And Play of Live Music At The Anchorage Hotel On Aveland Road, Babbacombe, Torquay**

Dear Mandy Guy

I am writing to you to object about The Anchorage Hotel on Aveland Road, Babbacombe, Torquay applying to extend the hours of the sale of alcohol and play live music from their premises from Sunday to Thursday to 12.00 and Friday to Saturday until 1am. I have in the past made you and Karl Martin fully aware that The Anchorage Hotel is constantly playing loud music on a regular basis and they are leaving their windows and doors wide open. If you was to allow them to extend their licensing conditions that they already have then this will have a massive impact and will have a detrimental effect on my 11 tenants who range from 55 years of age to 85 years of age. My premises, of which there are 13 flats, are located immediately next for to the Anchorage Hotel.

Their old licence clearly states that the licensee shall ensure that noise shall not emanate from their premises, which causes unreasonable disturbance or caused a public nuisance. They have already done this on many occasions, including the police being called for unruly behaviour and drugs and they have had loud music playing in their front garden with a fire display event which was incredibly loud and was heard right up our street and surrounding neighbourhood.

Their live bands and dj music are extremely intrusive and are affecting my quality of life, as a neighbour. This is a Residential area with a considerable amount of elderly residents and young children who often go to bed early, who should not be subjected to this noise. This hotel is also located in a conservation area and Preservation area.

I have spoken to the owner about this and he has stated that it would only happen twice a year but if you allow them to have a licence for live music until 1am by the time they leave the premises it will be 1.30am possibly 2am and this will massively affect my tenants sleep and right to peace in their flats. Also he is providing accommodation for these guests to his live bands, which will also be open to non residents and this will not only cause noise at the front of his premises and the street but also to the back of my premises when they go up to their rooms. I have witnessed on several occasions people having domestic rows and smoking outside their windows late at night after midnight which I can clearly hear along with my tenants who have all commented on this.

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I am sure you are aware that under the New Live Band Music Act, premises such as this hotel, if they are permitted a licence, can have up to 12 live bands in 1 year. I strongly oppose this licence being allowed. This will massively affect my tenants peace who already are concerned about this hotel having loud music playing late at night, which will be detrimental to the amenities of the surrounding area.

I am aware that the police have already been called several times to the Anchorage Hotel for anti social behaviour, both fighting and bad language and want you to be aware of this when hearing their live band proposal.

Please can you let me know if you have received this email and whether I can speak my objections at their hearing and what day this will be on.

Many Thanks

~~XXXXXXXXXX~~  
~~XXXXXX~~  
~~XXXXXXXXXX~~









spoke to the Police Licensing Officer and Public Protection Officer. Mandy Guy responded on 11<sup>th</sup> June 2019 updating our client.

A further significant incident occurred at the beginning of September on a Saturday night where the noise was so loud that it was intolerable. As a result, our client visited the hotel at approximately 10.45pm and spoke with the Night Porter/Manager, asking him to turn the noise down. The Night Porter/Manager laughed and replied "no chance". ~~XXXXXXXXXX~~ informs us that after he left the front of the hotel the volume of the music from the hotel was deliberately increased.

Our client informs us that the hotel now regularly hosts parties where live and recorded music play at high volume until late into the evening in what is otherwise a quiet, residential neighbourhood. The hotel appears to have little sound-proofing but in any event, the windows and doors are often left open. The events are advertised on social media and are not generally for the benefit of nearby residents. An example of this is an advert for a Christmas party on 21<sup>st</sup> December 2019 "with live music from Mafia4 and a DJ and midnight bubbles".

On 7<sup>th</sup> October our client was informed by the applicants that they were submitting the present application. Our client expressed his concerns whereupon Russel Page-Dove said that if the present application was not granted then he would simply continue with the proposed parties by submitting multiple temporary event notices. This is not the kind of response that one might expect from a responsible operator of licensed premises.

In our client's view, the actions of the hotel already amount to a nuisance at common law and pursuant to s.79(1)(g) Environmental Protection Act 1990. In addition to noise, large numbers of people regularly congregate in the garden. They are often intoxicated, are always loud, often exhibit antisocial behaviour and regularly use foul and offensive language. They continue to exhibit anti-social behaviour when they leave allowing the problems to spread more widely within the nearby residential streets. Our client informs us that the police have been called on a number of occasions. Our client has spoken to one of the applicants, Daryl Page-Dove on occasion but rather than help, he has become verbally abusive.

We understand that the hotel has capacity for approximately 250 people at such events and there seems to be no restriction on numbers of people allowed into the garden late at night who also appear to be wholly unsupervised. There are certainly no door supervisors present on such occasions.

It is submitted that the activities that have occurred at the hotel and which are expected to continue are contrary to the four licensing objectives under the Licensing Act 2003, namely (1) Prevention of Crime and Disorder, (2) Public Safety, (3) Prevention of Public Nuisance, and (4) Protection of Children from Harm.

Resident A. Page 7 of 7

On the basis of the above issues, our client wishes to strongly object to the application to extend the licensing hours. Our client believes that allowing the proposed extension will exacerbate an already intolerable position. It is further submitted that the operation schedule accompanying the application is wholly inadequate to prevent further breaches of the licensing objectives or allow effective monitoring by the Council and other agencies and should be rejected.

Our client does not believe that licensing conditions as set out in the application will be adhered to or will be enforceable. Whilst we are of the view that the application should be rejected in its entirety, if the Council were minded to grant it, we would want further and better conditions dealing with noise and anti-social behaviour. Our client would not want any noise or vibration to be audible or felt from the boundary of the hotel and certainly not after 11pm. Our client would also want conditions on the opening of doors and windows when music is being played and associated air conditioning and door supervision conditions to be in place. It would also seem appropriate to require sound insulation and measures preventing people from congregating outside and causing anti-social behaviour. We would also want to see measures relating to the noise limiting of amplified music and dispersion of guests at the end of the night. Whilst we do not believe that this would remove the nuisance caused by the hotel we at least believe that it may enable the Council to more easily enforce any breaches.

If this application is granted, our client fully expects to have to monitor and report incidents and involve the Council and the police each time incidents of noise nuisance, anti-social behaviour and breach of licence conditions occur and does not believe that it will be long before he will have to trigger a review of the licence pursuant to s.51(1) Licensing Act 2003 and / or statutory nuisance proceedings pursuant to s.79 Environmental Protection Act 1990.

We look forward to receiving acknowledgement from you that our client's representations have been received and registered.

Yours faithfully



WOLLENS

TORBAY COUNCIL

15 OCT 2019

COMMUNITY SAFETY

Dear Mandy Guy.

The Anchorage Hotel, on Aveland Rd, Cary Park, Babbarcombe, S. Devon, TQ1.3PT. are applying to extend their hours of sale of alcohol, & play live music, from their premises, Sundays to Thursdays till 12pm, & Fridays to Saturdays until 1AM.

This is a Residential Area, & Conservation Area. With many Elderly Residence, also Young children who would be disturbed, by Guest's leaving the parties at the Anchorage Hotel at 12pm, if the licence, was extended to 1AM, the noise of the guest's would cause more disturbance.

The ANCHORAGE Hotel could have up to 250 people at any of the functions they are going to cater for, Plus some of the guest's may want to stay the night. if this was to happen, especially in the summer, window's of bedroom's would be open, & more disturbance, for the neighbours.

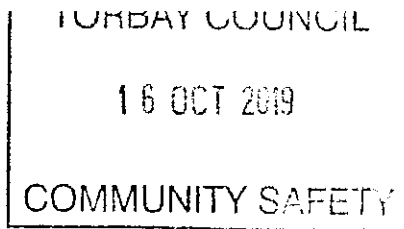


On more than one occasion the police have been called to the Anchorage for Anti Social behaviour. On another occasion, Police a fire brigade was called, a couple were drunk, the girlfried hit her partner, he went to the bedroom, locked the door, climbed out of the window, shouting & swearing keep away from me it took them a good hour to coax him down.

I am totally against the Extending licence

Your 

15.10.19



1. understand that the

ANCHORAGE HOTEL, AVCLAND RD, CARY PARK  
BABBACOMBE IS APPLYING FOR AN EXTENDED LICENCE  
TO ENABLE IT TO play live music on the  
premises until 1am on Friday and Saturday.  
IF this is allowed it will have a detrimental  
effect on everyone living in the surrounding  
area. Myself and my partner have already been  
subjected to verbal abuse by drunken people  
who were using the hotel facilities during  
the summer. IF the licence is granted the  
noise, disturbance and general anti social  
behavior will have a terrible effect on  
all of us living in the area.

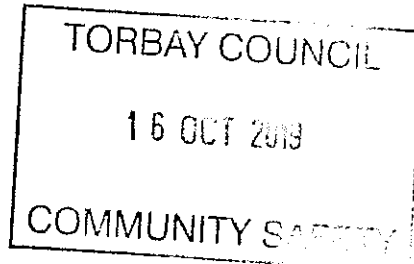
Yours Sincerely

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15 October 2019

Senior Licencing Officer  
Torbay Council  
Town Hall  
Castle Circus  
Torquay  
TQ1 3DR

Dear Sir

**Licencing Application – Anchorage Hotel, Aveland Road, Torquay**

I am writing to object most strongly to the proposed extension in hours for the Anchorage Hotel, to play music till midnight Sunday to Thursday, and 1.00 am Friday and Saturday. The rear of this place abuts onto the rear open space of many properties, of which mine is one. Sound does not stop at garden walls!

At present we are kept awake in the evenings with the noise of the bands/DJ's which has a detrimental effect on our health, as well as annoying that people can be so selfish in a residential area. This hotel is surrounded on all sides by residential properties and old peoples care homes. Additionally a noisy "pub" atmosphere will have a detrimental effect on property prices in the vicinity

Already we hear people shouting late at night in the swimming pool in the summer/autumn, shouting and sometimes swearing. The police have been called on more than one occasion to deal with disturbances. This is in contravention of their existing licence, which aims to prevent drinking outside the premises. I have many times passed the hotel and seen people outside drinking alcohol, up to midnight.

The hotel caters for several hundred people, and the noise of them leaving after 1.00 am will be disturbing for several hundred more people, which leads to the problem of either additional cars or busses being left on the narrow roads around Cary Park, Aveland Road, St Georges Road, Devons Road Cary Avenue. These roads are already busy, and well filled with parked vehicles.

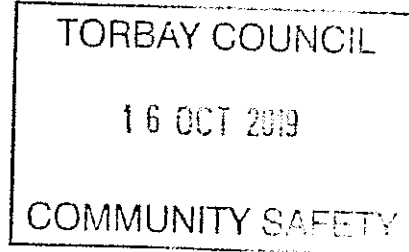
Please take my views into account when considering this, and I strongly urge that this application should be rejected.

Yours faithfully

A large, dark, scribbled-out signature.

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14 October 2019



Senior Licencing Officer  
Torbay Council  
Town Hall  
Castle Circus  
Torquay  
TQ1 3DR

Dear Sir

**Licencing Application – Anchorage Hotel, Aveland Road, Torquay**

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Please take my views into account when considering this, and I strongly urge that this application should be rejected.

Yours faithfully

**Adkins, Joanne**

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**From:** [Redacted]  
**Sent:** 16 October 2019 10:17  
**To:** Licensing  
**Subject:** Anchorage Hotel - Prevention of public nuisance

Having lived in this area for over 60 yrs(my wife 73 yes) we regard Babbacombe as a little oasis away from the hurle burley of Torquay town. There is naturally beauty and calm beloved by all residents and visitors. The cars from Saturday football matches are a accepted problem but the added disruption which would be caused by an extension of licencing hours, noise, traffic, Etcis unacceptable. Many of our friends have lived here most of their lives and fear the worst.

Yours sincerely

[Redacted Signature]

Sent from my iPhone

TORBAY COUNCIL  
16 OCT 2019  
COMMUNITY SAFETY

DEAR MANDY,

TORBAY COUNCIL

17 OCT 2018

AS A LOCAL CARY PARK RESIDENT.

I strongly object to ~~the ANCHORAGE HOTEL~~ <sup>COMMUNITY SAFETY</sup>  
AVELAND ROAD TORQUAY. Applying to extend  
these licensing hours of the Sale of Alcohol and  
Play live music till 12AM Weekly and 1AM AT  
Weekends.

This is a long standing desirable Area of  
Torquay to live due to it's PEACE and  
quiet. We have elderly and young working  
families in the area,

A RESIDENTIAL and Conservation AREA  
NOT THE TOWN CENTRE!

Surely it would not be right for all residents  
to be subjected to this noise Pollution  
every night!

AS a Responsible Council I have  
full faith TORBAY Council will not  
accept this application.

Thank you.

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TORBAY COUNCIL  
17 OCT 2019  
COMMUNITY SAFETY

16 October 2019

The Anchorage Hotel Aveland Road, Cary Park, Babbacombe, Torquay

**Objection to Proposed Extension of Licenceing Hours**

Dear Ms Guy

As you see I unfortunately live close to the above hotel and have done for over 40 years.

The Cary Park area is (or now more correctly was!) an oasis of calm and quietness in an otherwise busy town. Incidentally attracting much wildlife.

The Anchorage was a quiet and sedate hotel in keeping with the local environment and its customers treated the neighbourhood with respect.

It was then purchased by Mr Page-Dove Senior who decided to extend the hotel to be able to take coach parties. This has proved to be detrimental to the area as we often have coaches causing a blockage or driving through residential areas.

A far greater problem however has been that under its existing licence the music can be heard over a large area and we can hear it inside our property even with the windows closed and it prevents us getting to sleep. It is particularly sever in summer in hot weather. They have the windows open but we cant. We hear every word!!!!. It is like having a radio on if the room. It is exceedingly anti social and the hotel cares little for the neighbours.

Sometimes I arrive home late at night and it is extremely sad there is total silence throughout the area naturally except for the serious noise pollution emanating from this Hotel.

In recent years this problem has seriously increased both in volume and frequency of occurance. This is my opinion is as a result of Mr Page Dove Junior taking over the management of the hotel. I have always found Mr Page Dove Senior to be a reasonable man.

Some years ago my wife was fighting Breast Cancer and desperately needed her sleep during treatment and whilst in remission. She could not do so on those nights the hotel was playing music, it was a desperate time for us. I went and complained and did so on more than one occasion. At first they did respond but it did not last – we had to put up with it then as we have to now.



Any extension in the licence will inflict on the neighbourhood severe noise pollution and will cause a severe detriment to the environment and the quality of life of the residents for a very extensive area. Those living close to the hotel like us will be left awake for much later and more often. This is totally unfair and the purpose of licencing is to ensure that the environment, the neighbourhood and other people are protected.

The existing licence already fails in that duty and any increase or change in the existing licence will have a devastating effect on our quality of life – indeed there is a serious argument that the existing licence should be reduced!

We recently have had new neighbours move into the street with whom we were already acquainted. They have discussed with us the problem of the current noise pollution under the existing licence. Their sleep is being disturbed and they hear the music whilst sat in their lounge. They informed me that they have complained to the hotel and that the response was that nobody else have ever complained.

Knowing this to be totally untrue because of my complaints during my wifes illness I decided to do something about it. I am a member of various organisations that patronise the establishment (none of which require music or entertainment). On a recent visit I reiterated to somebody in charge what had been said to my new neighbour and pointed out that the response was a lie as I had personally made complaints about the level of noise pollution imposed on my family. I took the occasion to register a further complaint.

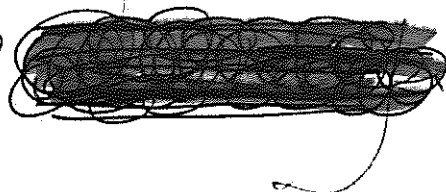
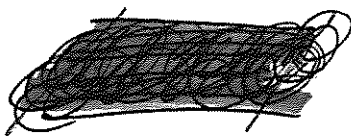
Regrettably I came away with the impression that no matter what I reasonably said it will have no effect. This is supported by the fact that noise pollution has continued unabated under the existing licence.

I believe noise insulation is almost non existent in the existing Victorian building and if further activity is allowed in the grounds the consequences will be horrendous.

My wife and I therefore wish to register an objection to ANY CHANCE WHATSOEVER in the existing licence and strongly believe we are entitled to look to the licencing authority to protect us from any further increase of the noise pollution that we are currently being subjected to.

Based on past experience any undertakings that the current proprietors may give to achieve their aims cannot in my opinion be relied on long term and would prove to be impotent.

Yours Sincerely



Cc Councillors Licencee Committee

Ward Councillors

Dear Sir/Madam

I am just making you aware that **The Anchorage Hotel on Aveland Road, Cary Park, Babbacombe, Torquay are applying to extend their hours of the sale of alcohol and play live music from their premises from Sunday to Thursday till 12pm and Friday to Saturday until 1am.**

If this is permitted, this will have a detrimental affect on the local neighbourhood, as they will be permitted to play loud intrusive music, from both live bands and dj music, until 1am at the weekends and 12pm during the week.

This will affect local neighbours, who are both elderly and young children when they are resting at home or trying to sleep at night. Their old licence clearly states that they are not permitted to emanate noise from their premises which causes unreasonable disturbance or causes a public nuisance.

They have already done this on many occasions , including the police being called for anti social behaviour. They have also had loud intrusive music playing in their front garden, with a fire display event which was incredibly loud.

This is a **residential are with a considerable amount of elderly residents and young children**, who often go to bed early, who should not be subjected to this noise. This hotel is also located in a **preservation area**.

**If they are granted permission to have live bands and dj,s playing until 1am in the morning , by the time everyone leaves this hotel it will probably be 1.30am to 2am. They can cater for up to 250 guests.** This will massively affect everyone sleeping at this time of night and right to a peaceful existence.

There are also no plans proposed on how they will stop people from drinking and smoking outside this hotel, as well as their gardens. This means that a considerable amount of guests can be drinking outside their front garden , which has been loud in the past and can be intimidating to local neighbours.

**Under the New Live Band Music Act , premises such as this hotel, if permitted a licence, can have up to 12 live bands in 1 year. And have a dj playing every weekend up to 1am in the morning!** This will massively affect this neighbourhood and be detrimental to the amenities of the surrounding area.

**Finally, if they are granted this licence, then this will mostly likely come up on a search when anyone decides to buy or sell around this area, which may put off any potential buyer!**

Please can you email or write into the following person, **giving your full name and address, to strongly object these proposals that The anchorage Hotel** wants to apply for and also ask when they are intending to have their hearing relating to their live bands, so if you choose to be there and express your concerns.

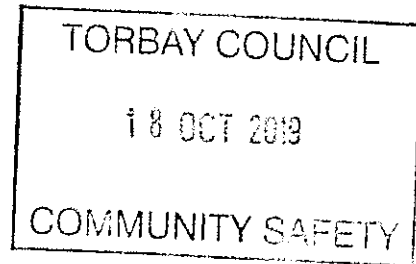
Please can you **send an email or write a letter before the 27<sup>th</sup> October 2019, as this is the last**

date when they will consider any objections

Your time is gladly appreciated.

The address to send your letters to or email is as follows:

**Mandy Guy  
Senior Licencing Officer  
Torbay Council  
Town Hall  
Castle Circus  
Torquay  
TQ1 3DR**



Dear M/p Guy,

I live at ~~100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000~~, next door to the Anchorage Hotel. All my views about the licencing and music extensions are listed in the ext letter. I am highly against them, particularly as I live at the front of Avonwick, nearer the Anchorage Hotel. It would be extremely detrimental to the residents of Avonwick, and our close neighbours.

Please puts me down as a strong objection to the Anchorage Hotel's wishes. Thank you.

Yours faithfully,

A large, dark, rectangular area that has been completely redacted with a heavy marker, obscuring the signature and any text underneath.

A single, dark, horizontal line that has been redacted, likely representing the signature line or a specific name.

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TORBAY COUNCIL  
18 OCT 2019  
COMMUNITY SAFETY

Dear Sir/Madam

Letter of Objection Anchorage Hotel Cary Park Babbacombe Torquay Extended to their license

I am writing to register my objection to the application for an extension to the license of Anchorage Hotel Cary Park Babbacombe. The basis for this opposition is that granting an extension license for these premises will not promote the licensing objectives, particularly the prevention of crime, disorder and antisocial behavior, also the noise with live music will have a massive impact on my employment as I am a postal worker who starts early and rest and sleep at the time this license is aimed at!

Residents in this area already suffer nuisance and antisocial behavior at all hours of the day and night due to being in the area of Torquay United

I would urge the Committee to consider the impact on Health, of local residents effected by this who work and live in the area.

In view of the above, I would urge the Licensing Authority to refuse the extension application.

Yours faithfully,

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TORBAY COUNCIL  
21 OCT 2019  
COMMUNITY SAFETY

17<sup>th</sup> October 2019

Ms M Guy  
Senior Licencing Officer  
Torbay Council  
Town Hall  
Castle Circus  
Torquay  
TQ13DR

*Dear Ms. Guy,*

**ANCHORAGE HOTEL AVELAND ROAD**  
**LICENCE EXTENSION ALCOHOL AND LIVE MUSIC**

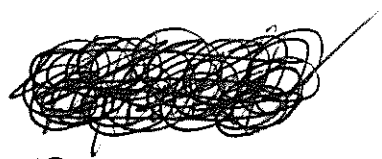
I understand that the Anchorage Hotel is applying to extend their hours for the sale of alcohol and to play live music, Sunday-Thursday until midnight, Friday-Saturday until 0100.

I strongly object to any extension.

The Hotel is in a residential area, within several school catchment areas serving many families with children and which also accommodates many Flats, Retirement and Care Homes all with a significant number of elderly people. Should any such approval be granted then the impact upon a disproportionate number of residents – noise, traffic, parking, all mainly during evening hours or weekends, etc etc - is obvious.

Please refuse this and any other application which impacts the quality of life of the local residents in this area.

Yours sincerely

  
~~XXXXXXXXXX~~

TORBAY COUNCIL  
21 OCT 2013  
COMMUNITY SERVICES

~~XXXXXXXXXXXXXXXXXXXXXXXXXXXX~~

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~~XXXXXXXXXXXXXXXXXXXXXXXXXXXX~~

Dear Mandy Guy,

We have just been aware of the proposal of live music, and extension to the licensing hours of the Anchorage Hotel.

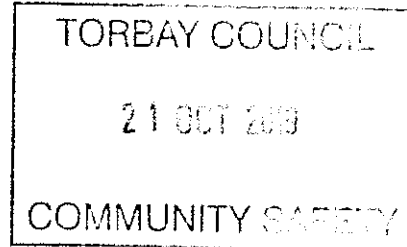
However we feel strongly concerned for we sleep at the rear of our house, the noise would increase considerably more than present.

Yours Sincerely

~~XXXXXXXXXXXXXXXXXXXXXXXXXXXX~~

~~XXXXXXXXXXXXXXXXXXXX~~  
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~~XXXXXXXXXXXXXXXXXXXX~~

Senior Licencing Officer  
Torbay Council  
Town Hall  
Castle Circus  
Torquay TQ1 3DR



14 October 2019

Dear Sir

**Licencing Application – Anchorage Hotel, Aveland Road, Torquay**

I am writing to object most strongly to the proposed extension in hours for the Anchorage Hotel, to play music till midnight Sunday to Thursday, and 1.00 am Friday and Saturday. My property overlooks the front of the Anchorage.

At present we are kept awake in the evenings with the noise of the bands/DJ's which has a detrimental effect on our health. This hotel is surrounded on all sides by residential properties and old peoples care homes. They have also played loud outside the premises in the front garden, even though in the summer, when the windows are by necessity open, they could in fact be playing music in the garden. Perhaps there is a need for the Council to monitor the noise levels already emanating from the hotel to see if it breaches "reasonable" . If this variation is allowed under Live Music Band Act, then there will be many calls in the future to take remedial action against the Licence holder

Already we hear people shouting late at night in the summer/autumn, shouting, as well as the banging of car doors, and revving of engines. Several times the police have been called to deal with disturbances. There is currently a contravention of their existing licence, which prohibits drinking outside the premises, and maintain control over their guests. I have many times seen people outside drinking, and smoking until midnight.

The hotel caters for several hundred people at its functions, and the noise of them leaving after 1.00 am, instead of midnight, will be disturbing for several hundred more people, which leads to the problem of either additional cars or busses being left on the narrow already crowded adjoining roads around Cary Park.

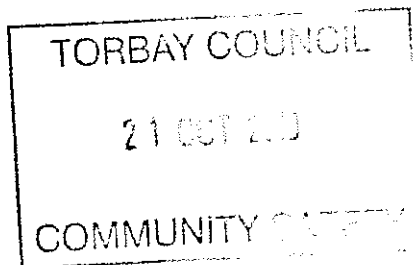
I strongly urge that this application should be rejected.

Yours faithfully

~~XXXXXXXXXXXXXXXXXXXX~~

~~CONFIDENTIAL~~  
~~CONFIDENTIAL~~  
~~CONFIDENTIAL~~

15 October 2019



Senior Licencing Officer  
Torbay Council  
Town Hall  
Castle Circus  
Torquay TQ1 3DR

Dear Sir

**Anchorage Hotel, Aveland Road, Torquay – Licencing Application**

I am writing to object most strongly to the proposed extension in hours for the Anchorage Hotel, to play music till midnight Sunday to Thursday, and 1.00 am Friday and Saturday. My property overlooks the front of the Anchorage.

At present we are kept awake in the evenings with the noise of the bands/DJ's which has a detrimental effect on our health. This hotel is surrounded on all sides by residential properties and old peoples care homes. They have also played loud outside the premises in the front garden, even though in the summer, when the windows are by necessity open, they could in fact be playing music in the garden. Perhaps there is a need for the Council to monitor the noise levels already emanating from the hotel to see if it breaches "reasonable". If this variation is allowed under Live Music Band Act, then there will be many calls in the future to take remedial action against the Licence holder

Already we hear people shouting late at night in the summer/autumn, shouting, as well as the banging of car doors, and revving of engines. Several times the police have been called to deal with disturbances. There is currently a contravention of their existing licence, prohibiting drinking outside the premises, and requires the hotel to maintain control over their guests. I have many times seen people outside drinking, and smoking until midnight.

The hotel caters for several hundred people at its functions, and the noise of them leaving after 1.00 am, instead of midnight, will be disturbing for several hundred more people, which leads to the problem of either additional cars or busses being left on the narrow already crowded adjoining roads around Cary Park.

I strongly urge that this application should be rejected.

Yours faithfully







TORBAY COUNCIL  
21 OCT 2008  
COMMUNITY SAFETY

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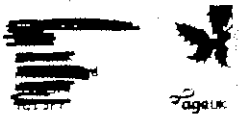
Dear Mandy Guy

I wish to strongly object about the Anchorage Hotel on Aveland Rd applying for an extended music licence/alcohol to run 7 days a week Sunday to Thursday till 12pm and Friday & Saturday till 1pm, it is bad enough now at weekends but in the summer months we/I can't have my windows or doors open for the kind of noise coming from this hotel, also beeping in my middle seventies I am in bed 10/10.30 and it is impossible to sleep. This hotel is open to non-residents and I know the police have been called to deal with anti social behaviour I feel this will only get worse if opening hours are extended to 1pm. also don't forget when considering this licence it will effect the sale of our properties, as any potential buyers solicitor will do a search on the area and this will come up, we the residents of Palermo Rd also have the Trecaam hotel at the end of the road but they at least do consider local residents and do not play loud music after 11/11.15pm and certainly not in front of the hotel.

I would like to know when a meeting is taken place to decide on this matter because I will be there, and don't forget we pay a lot of council tax in this area, and do not want to be subjected to loud music/noise 7 days/nights a week.

Many thanks for reading this letter

Yours. ~~XXXXXXXXXXXXXXXXXXXX~~



TORBAY COUNCIL  
 23 OCT 2019  
 COMMUNITY SAFETY

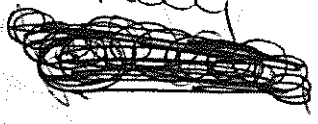
*Victorian Blossom*

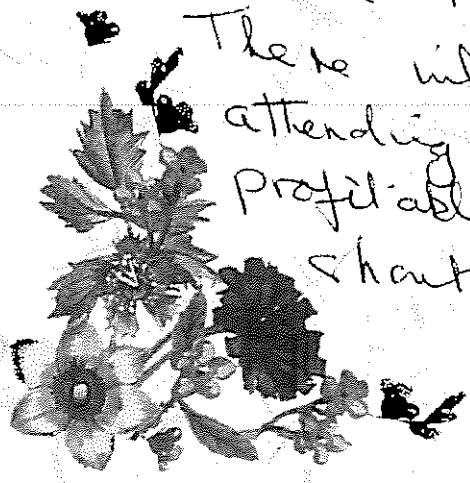
Dear Sir/Madam,

I wish to oppose the application by the Anchorage Hotel for a further extension to their existing licence. Living next door to the hotel I have put up with noise on several occasions late at night.

I am 87 yrs old not that I am against people enjoying themselves, but I feel that if this is granted, it will open the flood gates to more than two occasions.

There will be other than residents attending in order to make things profitable. Doors banging & shouting etc.

Yours truly  




TORBAY COUNCIL

21 OCT 2019

COMMUNITY SAFETY

~~XXXXXXXXXX~~  
~~XXXXXXXXXX~~  
~~XXXXXXXXXX~~  
~~XXXXXXXXXX~~  
15/10/2019.

Dear Mandy Guy,

I am a resident of ~~XXXXXXXXXX~~ ~~XXXXXXXXXX~~ ~~XXXXXXXXXX~~,  
~~XXXXXXXXXX~~.

It has come to my attention that a substantial extension to the granting of playing loud music and the sale of alcohol is being sought by the 'Anchorage Hotel', Aveland road, Cary park.

My home is close by and the idea of such very late activity would be incredibly intrusive in this high level residential area.

In my own circumstance I have a son with 'Asperger's Syndrome' who stays with me regularly who would be most upset by such extra noise.

Directly next door to me is a large care home full of elderly and vulnerable folk who are very close to this Hotel, The level of proposed increased activity will give a high amount of distress to these and other residents.

As such I feel what is being sought by the 'Anchorage Hotel' is unjust and very inappropriate.

I hope you can as such fully understand our real concern that to grant this extension will be most detrimental to the quality of life for residents.

With this in mind it would be greatly appreciated if this can be given serious consideration.

Thankyou for your kind attention.

yours Sincerely

~~XXXXXXXXXX~~

~~XXXXXXXXXX~~



~~CONFIDENTIAL~~  
~~CONFIDENTIAL~~  
~~CONFIDENTIAL~~

21 October 2019

Ms M Guy  
Senior Licensing Officer  
Torbay Council  
Town Hall  
Castle Circus  
Torquay TQ1 3DR

TORBAY COUNCIL  
24 OCT 2019  
COMMUNITY SAFETY

Dear Madam,


**The Anchorage Hotel, Aveland Road, Cary Park, Babbacombe**

My wife and I feel compelled to write with regards to the application by the above hotel to extend it's hours for the sale of alcohol and the playing of live music until 12pm from Sunday to Thursday and until 1 am on a Friday and Saturday. We object in the most serious manner to the hotels application because of:

- 1) The area is mostly of a quiet residential neighbourhood and the noise generated would be of a level quite unacceptable for such a quiet and peaceful area.
- 2) This area of Babbacombe has a mixed age range of residents, from very young children to the very old.
- 3) People of all ages are surely entitled to a nights sleep without disturbance, from the young who have schools to attend, ordinary working people and the elderly who have done their working lives and need a quiet, peaceful night.
- 4) If this licence application is approved, noise from departing guests of the hotel, could quite possibly go on until 1am from Sunday to Thursday and until possibly 2 am on Saturday and Sunday morning.
- 5) Of real concern is the obvious point of people spilling out from the hotel and into the garden causing noise for the vast majority of the evening/night.
- 6) We have been informed that their present licence clearly states they are not permitted to emanate noise from their premises which causes unreasonable disturbance or causes a public nuisance. This has been disregarded on a few occasions and requiring the police to be called for anti social behaviour.

We feel that the licence application should not go ahead , for at least the above reasons, and most strongly object in favour of the peace and quiet of our neighbourhood.

Yours sincerely

  
~~CONFIDENTIAL~~







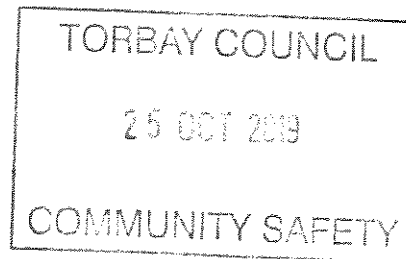
who appear to have no concern about the effect they are having. It sets a precedent for their own future behaviour and may encourage them to also display and join in with bad behaviour.

We do hope you will consider the points raised from this objection. We feel we should expect to be able to go about our everyday life without having to cope with this on a daily basis, every week in the summer. We know that fellow residents are exasperated and challenged by having to cope with this on a regular basis as many are elderly and frail and not able to make representation for themselves, neither do they like to complain. We have refrained from calling out the police in the past (although we understand that others have) but feel we are being left with no choice. The idea of having to put up with this loud uncontrolled racket until the early hours of the morning is just too unbearable.

~~Wendy Brown~~  
~~Wendy Brown~~

25 October 2019

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Mobile: ~~0175220000~~  
Email: ~~0175220000~~

23 October 2019

Dear Ms. Guy,

**Anchorage Hotel, Aveland Road, Torquay, Devon. TQ1 3PT**  
**Ref: 055173 – Variation application for Premises Licence**  
**Licensing Act 2003**

We are writing to strongly object to the application by The Anchorage Hotel for premises licence extensions.

If this is permitted, these extensions to sell alcohol and play live and recorded music on Fridays and Saturdays/early Sunday mornings up to 01.00 will be detrimental to the local neighbourhood and will in our view create a noise nuisance if the management of this hotel continue to operate their alcohol sales/ live music events and premises in the same way as they have in the past – up to 11.00.

This is a quiet, mainly residential area with many local residents regularly subjected to loud music with open windows up to 11.00 when live music / DJ events are put on under the current licence. Complaints are regularly made to The Anchorage Hotel management to turn the Live / DJ music volumes down and close the windows.

We understand that the police have been called on several occasions in the past to complain about noise nuisance and anti-social behaviour. That is under the current licence where alcohol sales and Live/DJ music is permitted up to 11.00.

Extending the licence on Fridays and Saturdays to 01.00 (The early hours of Saturday and Sunday mornings.) is not acceptable at all in an area with mainly residential accommodation – with many residents being elderly or having young children (and others) who need to sleep. Residents are entitled in law to quiet and peaceful enjoyment of their properties. This proposed Premises Licence extension would breach those fundamental property and human rights.

The area is also a designated Conservation Area and such a Premises Licence extension would be detrimental to the Conservation Area.

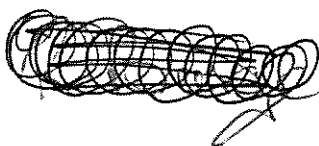
The Premises Licence - if permitted - will also come up on local searches when our properties are being offered for sale and such a potential noise nuisance to the early hours could put off potential buyers.

The Anchorage Hotel can cater for up to 250 guests and leaving the premises after 01.00 would undoubtedly cause noise and disturbance to local residents – in addition to the music noise into the early hours.

The St. Marychurch area is a peaceful and quiet area most of the time – it is not Torquay town centre where property owners buy in full knowledge of the noise and disturbance caused by the lively nightlife of the town centre. Buyers in St. Marychurch do not expect to have loud music played until 01.00 in the morning. This would be totally unacceptable to us as existing residents in the area.

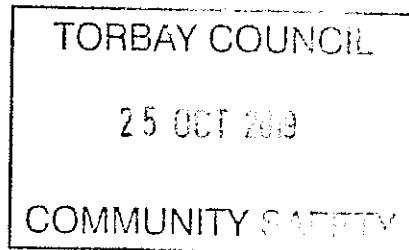
We would urge Torbay Council to refuse grant of this application for a Premises Licence extension for the above valid reasons.

Your sincerely



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Mandy Guy  
Senior Licencing Officer  
Torbay Council  
Town Hall  
Castle Circus  
Torquay  
TQ1 3DR



~~XXXXXXXXXXXX~~  
~~XXXXXXXXXXXX~~  
~~XXXXXXXXXXXX~~  
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~~XXXXXXXXXXXX~~

24th October 2019

Dear Sir/Madam,

with reference to the application from The Anchorage Hotel, Aveland Road, Cary Park, Babbacombe, Torquay, to extend their hours of the sale of alcohol & play live music from their premises from Sunday to Thursday till 12pm and Friday to Saturday until 1am.

I am concerned if the application is approved it would have an adverse impact on the surrounding residential amenities; cause environmental disturbance, especially from noise, and would adversely affect the built environment in that location.

During this year we have been able to hear the live music being played at the Anchorage Hotel at the Warbro Road end of Aveland Road, which has caused disturbance to residents. This is not the right location for a live music venue.

Aveland Road is in the conservation area & is predominantly residential including several residential homes for elderly residents which are in very close proximity to the Anchorage Hotel.

Cary Park, Babbacombe is a quiet peaceful location and allowing this application would be detrimental to the peace & tranquility that we would like to enjoy

yours faithfully,

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~~XXXXXXXXXX~~  
~~XXXXXXXXXX~~  
~~XXXXXXXXXX~~

TORBAY COUNCIL  
25 OCT 2019  
COMMUNITY SAFETY

Mobile: ~~XXXXXXXXXX~~  
Email: ~~XXXXXXXXXX~~

23 October 2019

Dear Ms. Guy,

**Anchorage Hotel, Aveland Road, Torquay, Devon. TQ1 3PT**  
**Ref: 055173 – Variation application for Premises Licence**  
**Licensing Act 2003**

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We understand that the police have been called on several occasions in the past to complain about noise nuisance and anti-social behaviour. That is under the current licence where alcohol sales and Live/DJ music is permitted up to 11.00.

Extending the licence on Fridays and Saturdays to 01.00 (The early hours of Saturday and Sunday mornings.) is not acceptable at all in an area with mainly residential accommodation – with many residents being elderly or having young children (and others) who need to sleep. Residents are entitled in law to quiet and peaceful enjoyment of their properties. This proposed Premises Licence extension would breach those fundamental property and human rights.

The area is also a designated Conservation Area and such a Premises Licence extension would be detrimental to the Conservation Area.

The Premises Licence - if permitted - will also come up on local searches when our properties are being offered for sale and such a potential noise nuisance to the early hours could put off potential buyers.

The Anchorage Hotel can cater for up to 250 guests and leaving the premises after 01.00 would undoubtedly cause noise and disturbance to local residents – in addition to the music noise into the early hours.

The St. Marychurch area is a peaceful and quiet area most of the time – it is not Torquay town centre where property owners buy in full knowledge of the noise and disturbance caused by the lively nightlife of the town centre. Buyers in St. Marychurch do not expect to have loud music played until 01.00 in the morning. This would be totally unacceptable to us as existing residents in the area.

We would urge Torbay Council to refuse grant of this application for a Premises Licence extension for the above valid reasons.

Your sincerely



Mandy Guy  
Senior Licencing Officer  
Torbay Council  
Town Hall  
Castle Circus  
Torquay  
TQ1 3DR



TORBAY COUNCIL  
25 OCT 2019  
COMMUNITY SAFETY

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23.9.19.

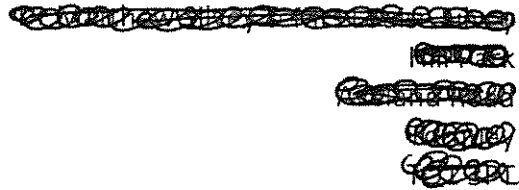
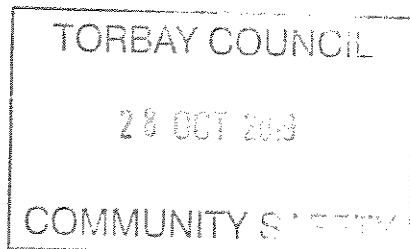
RE - ANCHORAGE HOTEL LICENCE EXTENSION,  
ALCOHOL & MUSIC.

I OBJECT TO THE ABOVE APPLICATION AS  
THIS RESIDENTIAL AREA HAS MANY FAMILY  
HOMES, RETIREMENT FLATS AND CARE HOMES.  
THIS APPLICATION WILL IMPACT GREATLY  
ON THE QUALITY OF LIFE AMONGST THESE  
RESIDENCES.

SO PLEASE REFUSE THIS APPLICATION.

~~XXXXXXXXXXXXXXXXXXXX~~





Executive Head Community Safety  
Torbay Council  
c/o Torquay Town Hall  
Castle Circus  
Torquay  
TQ1 3DR

24<sup>th</sup> October 2019

Dear Sir / Madam

We are writing to object to the application for the variation of a premises licence submitted by The Anchorage Hotel, Aveland Road, Babbacombe, Torquay, TQ1 3PT.

It is our understanding that the application requests an extension to the hours of sale of alcohol and live music to the following: Sunday to Thursday until midnight; Friday and Saturday until 0100.

Our objections to this are for the following reasons:

- This is firstly and foremost a residential area. We have a nine month old child at home and both work. We should not be subjected to the noise levels that already permeate from this establishment as late as midnight during the week and 0100 at weekends. This would massively affect our sleeping and right to a peaceful existence, and more importantly, that of our child.
- We live halfway up Aveland Road and currently can hear – quite clearly – when there are discos and live music playing. The hotel has single glazing and open their windows, especially during summer months. We have had to call on numerous occasions to ask them to turn the music down in the past, and quite frustratingly this rarely happens. On some occasions the music has continued way beyond 2300. The prospect of this occurring even later into the night is distressing to us as a family and we are sure to the surrounding community.
- The hotel caters for large numbers of guests, and we know this because we hear them in the smoking area (front of the hotel) and leaving after events! We have been woken many times by shouting, loud voices and car doors slamming and it would be completely unacceptable to be subjected to this as late as 0130 as people filter out of the premises. We also have found bottles and bar glasses on our car bonnet and smashed bottles in the guttering after events there. This brings the safety of our child and the local residents into question, many of whom are elderly.

- The potential impact of re-sale value on our home in the future is concerning.

Whilst we respect their business, we don't feel that the neighbourhood should be subjected to the noise levels currently being experienced even later into the night. At the very minimum the hotel should invest into full soundproofing and air conditioning, so that they don't need to open windows and disturb the local neighbourhood. Further, the issue of noise when guests are leaving needs to be addressed regardless of this planning application, in order to respect the residents on Aveland Road trying to sleep.

We await the outcome of this application.



TORBAY COUNCIL  
28 OCT 2019  
COMMUNITY SAFETY

~~XXXXXXXXXX~~  
~~XXXXXXXXXX~~  
~~XXXXXXXXXX~~  
~~XXXXXXXXXX~~  
October 23rd, 2019.

Dear Mr Guy,

Regarding The Anchorage  
Hotel in Cary Park, I strongly  
disapprove of the proposed extension  
of the entertainment (music) licence.

As it is a residential area with  
an elderly population, I don't feel it  
would be appropriate.

Yours faithfully

~~XXXXXXXXXX~~

**Guy, Mandy**

---

**From:** ~~XXXXXXXXXXXXXXXXXXXX~~  
**Sent:** 17 October 2019 18:57  
**To:** Guy, Mandy  
**Subject:** Anchorage Hotel Babbacombe

Dear Mandy Guy, I am writing to you with reference to the Anchorage Hotel applying to extend their hours for the sale of alcohol and play live music.

I strongly object to any extension of the same, I do already hear the music from my house ~~XXXXXXXXXXXXXXXXXXXX~~ which I find annoying and I feel any music being allowed later into the night would lower my standard of living. I chose to move into the Crescent for my retirement for quiet and tranquility after living here for thirty one years would not be happy if this were further spoilt. It is a residential area linked to the high council we pay I feel we should have a say in the matter. Also I realise this is not your department but could you please have someone look at why the coaches are moved from the hotel car park onto the road for passengers to board while they are parked on double yellow lines with their engines running filling the area with fumes for some time. ~~XXXXXXXXXXXX~~.



[REDACTED]

20<sup>th</sup> October 2019

Mandy Guy  
Senior Licencing Officer  
Torbay Council  
Town Hall  
Castle Circus  
Torquay  
TQ1 3DR

Dear Mandy

**Re Extension to Licencing Hours and Live Music, The Anchorage Hotel, Aveland Road, Cary Park, Babbacombe**

We are writing with grave concern to the application from the above premises for the extension of hours for the sale of alcohol and to play live music and to have a DJ playing music every weekend until 1am.

We live very close to the Anchorage Hotel, just across Cary Park in one of a block of flats.

**We would like to make a representation against granting the extension due to the following reasons:**

We would be greatly affected by this extension due to the excess noise from the live music and from the disco music during the week and every weekend. There is already a noise nuisance when music is played and this would only increase.

There would be excessive noise from public arriving and leaving the premises at an unacceptably late time at night by car and from people going into and through the park on their way home. Noise at the end of these sessions can be a public nuisance and often creates with it a litter problem

We have previously been disturbed by noise and music from the premises. We have closed the windows of the flat but it penetrates and even turning the TV up does not cancel out the sound. Can you imagine in the heat of summer not being able to open any windows because of the noise so loud that it is unbearable? Could you live with this disturbance every night of the week and even longer at weekends?

We would also be concerned about the crime rate increasing due to excess alcohol and the possibility of fighting, drug problems and general disorder.

The Hotel is opposite a children's play park. We are concerned that there could be the possibility of broken bottles, people urinating and even worse health hazards plus anti social behaviour if there is an extension to the licence. We believe that the licence request is for 250 people and this is 100 more people (we think) than the hotel can accommodate! Where will all these people go?

There is every likelihood that when the hotel has live music and a DJ that due to overcrowding, people will spill out onto the grounds at the front of the hotel and/or the park opposite. This will surely create a noise nuisance for all the hotels neighbours, most of which are elderly, living in retirement properties, there are numerous care homes and many houses with young children.

We live in a conservation area for peace and quiet and beauty, please do not spoil this for us by granting this unreasonable extension.

We believe that the Anchorage Hotel is an old building which does not have sound proofing and is not designed for modern levels of sound and vibration. Noise will inevitably escape from the premises and affect us. We have experienced this in the past and so have our neighbours.

Please consider the above points before making your decision which will increase this nuisance and ruin ours and all of our neighbours lives.

We would be very interested to know when and where there will be a hearing for this case and would be grateful if you could let us know so that we can attend.

Thank you

Yours sincerely








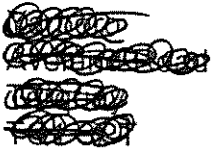




Guy, Mandy

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From:   
Sent: 24 October 2019 17:43  
To: Guy, Mandy  
Subject: Objection to proposed license extension Anchorage Hotel, Cary Park, Torquay



24th October 2019

Dear Ms Guy,

It has come to my attention that the Anchorage Hotel in Aveland Road, Cary Park, Torquay has applied for an extension to their licensing hours allowing them to sell alcohol and play live music at the weekends until 1am and to 12am during the week.

I would like to register an objection on the grounds that as this hotel is situated in a what is essentially a quiet residential area mostly comprising of apartments for the older generation and properties for families with young children, the noise that is generated by live music at this time of night and the subsequent noise of departing vehicles at 1am or later is quite unacceptable.

I understand that their current licence states that they are not permitted to allow noise from their premises to cause an unreasonable disturbance or nuisance to the surrounding area. Unfortunately this happens on numerous occasions.

The Anchorage is a successful family run hotel but its situation in the quiet conservation area of Cary Park is not suitable for this proposed licensing extension.

Yours faithfully, .....



**Guy, Mandy**

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**From:** ~~Guy, Mandy~~  
**Sent:** 25 October 2019 16:19  
**To:** Guy, Mandy  
**Subject:** Open application 055173

Hi Mandy,

We would like to object to the application to extend the licensed hours at the Anchorage Hotel, Aveland Road.

We live at ~~22, 24, 26, 28, 30, 32, 34, 36, 38, 40, 42, 44, 46, 48, 50, 52, 54, 56, 58, 60, 62, 64, 66, 68, 70, 72, 74, 76, 78, 80, 82, 84, 86, 88, 90, 92, 94, 96, 98, 100, 102, 104, 106, 108, 110, 112, 114, 116, 118, 120, 122, 124, 126, 128, 130, 132, 134, 136, 138, 140, 142, 144, 146, 148, 150, 152, 154, 156, 158, 160, 162, 164, 166, 168, 170, 172, 174, 176, 178, 180, 182, 184, 186, 188, 190, 192, 194, 196, 198, 200, 202, 204, 206, 208, 210, 212, 214, 216, 218, 220, 222, 224, 226, 228, 230, 232, 234, 236, 238, 240, 242, 244, 246, 248, 250, 252, 254, 256, 258, 260, 262, 264, 266, 268, 270, 272, 274, 276, 278, 280, 282, 284, 286, 288, 290, 292, 294, 296, 298, 300, 302, 304, 306, 308, 310, 312, 314, 316, 318, 320, 322, 324, 326, 328, 330, 332, 334, 336, 338, 340, 342, 344, 346, 348, 350, 352, 354, 356, 358, 360, 362, 364, 366, 368, 370, 372, 374, 376, 378, 380, 382, 384, 386, 388, 390, 392, 394, 396, 398, 400, 402, 404, 406, 408, 410, 412, 414, 416, 418, 420, 422, 424, 426, 428, 430, 432, 434, 436, 438, 440, 442, 444, 446, 448, 450, 452, 454, 456, 458, 460, 462, 464, 466, 468, 470, 472, 474, 476, 478, 480, 482, 484, 486, 488, 490, 492, 494, 496, 498, 500, 502, 504, 506, 508, 510, 512, 514, 516, 518, 520, 522, 524, 526, 528, 530, 532, 534, 536, 538, 540, 542, 544, 546, 548, 550, 552, 554, 556, 558, 560, 562, 564, 566, 568, 570, 572, 574, 576, 578, 580, 582, 584, 586, 588, 590, 592, 594, 596, 598, 600, 602, 604, 606, 608, 610, 612, 614, 616, 618, 620, 622, 624, 626, 628, 630, 632, 634, 636, 638, 640, 642, 644, 646, 648, 650, 652, 654, 656, 658, 660, 662, 664, 666, 668, 670, 672, 674, 676, 678, 680, 682, 684, 686, 688, 690, 692, 694, 696, 698, 700, 702, 704, 706, 708, 710, 712, 714, 716, 718, 720, 722, 724, 726, 728, 730, 732, 734, 736, 738, 740, 742, 744, 746, 748, 750, 752, 754, 756, 758, 760, 762, 764, 766, 768, 770, 772, 774, 776, 778, 780, 782, 784, 786, 788, 790, 792, 794, 796, 798, 800, 802, 804, 806, 808, 810, 812, 814, 816, 818, 820, 822, 824, 826, 828, 830, 832, 834, 836, 838, 840, 842, 844, 846, 848, 850, 852, 854, 856, 858, 860, 862, 864, 866, 868, 870, 872, 874, 876, 878, 880, 882, 884, 886, 888, 890, 892, 894, 896, 898, 900, 902, 904, 906, 908, 910, 912, 914, 916, 918, 920, 922, 924, 926, 928, 930, 932, 934, 936, 938, 940, 942, 944, 946, 948, 950, 952, 954, 956, 958, 960, 962, 964, 966, 968, 970, 972, 974, 976, 978, 980, 982, 984, 986, 988, 990, 992, 994, 996, 998, 1000~~, so quite nearby - we are always being disturbed by the noise from the hotel - not just music, but also anti social behaviour, we have called and complained many times for them to turn the music down etc. They often have the windows open, and all windows in the area the music is played are signal glazed, i believe this to be in breach of the current license which states

1.  
Noise and vibration from the premises shall not be excessive so as to give rise to reasonable complaint. - this is not the case as we and many other neighbours have complained in the past

2.  
Patrons shall be reminded not to stand around talking in the street outside the premises or any car park after 11.00pm and will be asked to leave the premises quickly and quietly.  
this is not the case as we have heard fighting and people outside smoking etc into the early hours

3.  
Management shall control the sound levels of any music or entertainment.  
Management is rude on the phone, they do turn the music down slightly - but point 5 means there should be no need for us to call in the first place

4.  
No movement of bins and rubbish outside the premises shall be permitted between 11.00pm and 7.00am.

5.  
Air conditioning has been installed in the lounge therefore all windows and doors will be closed when the entertainment is on so to avoid noise pollution.

this is not the case as windows are often open and are single glazed - this is a bigger influence in the summer as they have more windows open and we have our windows open to sleep.

This is a conservation area - with no other live music venue - We would full understand and appreciate it if this was the harbourside etc.

In view of the above we object to the extension of the hours - and would consider a review of the current license due to the breaches often made at present.

## Guy, Mandy

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**From:** ~~XXXXXXXXXXXXXXXXXXXX@XXXXXX~~  
**Sent:** 28 October 2019 09:18  
**To:** Guy, Mandy ~~XXXXXXXXXXXXXXXXXXXX@XXXXXX~~  
**Subject:** Anchorage Hotel Feedback

Hi Mandy, I just wanted to write to you with a bit of a summary of our experience with the Anchorage Hotel. My other half has sent the official response to their application to extend their license, but I wanted to respond with a more personal input.

We moved into our house on ~~XXXXXXXXXXXX~~ a year ago, having spent 2 years renovating it and looking forward to a quiet residential area, quite quick I began to realise that the hotel had very loud music. At first I would just shut the bedroom window then get up in the night to open it when they were quiet.

Over Christmas we could lie in bed with the window shut and still make out every word of each Christmas song that was played, long past midnight into 1am. There were lots of parties, which meant cars parked outside our house & so shouting and slamming doors up until 1 in the morning.

Unfortunately, with their drive and focus on coach parties and then hiring as a party venue at weekends, there is loud music or entertainment most nights. We got to a stage where we would ring them and ask them to turn it down, but each time we were met with a confrontational attitude, as if we were being demanding wanting to go to bed, this can be at 10pm on a Monday evening any night of the year.

Recently we were in our sitting room watching television and I thought we had left music on upstairs, then I realised it was the hotel, the music was so loud they couldn't hear the phone, so we had to walk over and ask them to turn it down.

Regularly there are people outside the front of the hotel smoking, so there is a lot of noise.

On several occasions there have been fights outside, the sound of smashed glass and shouting as people leave. Sometimes coaches arrive late, the other night it was about midnight and so we were woken to the beeping and turning of a coach who then sat with his engine idling and all the members of the party shouting as they arrived.

I appreciate that there are all minor things, but it is relentless. It has got to the stage where I will ring them and say I would like to go to bed now please, especially in the summer when you want the windows open. They are consistently rude and defensive and it is as if we are being demanding or making it up how loud it is. The house at the bottom of our garden thought we had a party the other week because it was so loud that they assumed it was coming from our house 10 metres away not the hotel.

I very much respect that Torbay is a holiday destination and that we have chosen a property near a hotel, but it appears this hotel wants to bring itself into the lucrative market of entertainment and party venue, at the expense of residential community. Had we bought a house on Torwood street I would totally respect the commercial aspect, but to be playing loud music nearly every night of the week is not fair to their neighbours. It may be that it is only till 11pm (supposedly but this is regularly breached especially for private parties), but if you have to get up at 6am, then you should be able to go to bed comfortably at 10am without having to have your sleep compromised because of a hotel placed within a residential area.

They claim to take provisions such as closing doors and windows, but often when I drive home on a Monday at 9pm they are always open and I have to ring them when I go to bed to ask them to shut them.

In summary:



**Complaint details**

Your involvement I am the complainant

Complaint is about multiple service areas Yes

Related council reference number PL0404

Summary Licencing apps for the anchorage hotel

Complaint details Part 1 of complaint is how can you complain online as there seems to be no link anywhere

Part 2 The anchorage hotel has applied for a licence extension which I believe will be detrimental to the neighbourhood and be out of keeping with the quiet area.

Action requested Pass this on to the licencing officer Mandy Guy

**Complainant**

Title [REDACTED]

First name [REDACTED]

Surname [REDACTED]

Address [REDACTED]

Town [REDACTED]

County [REDACTED]

Postcode [REDACTED]

Preferred contact method Email

Email address [REDACTED]

Phone [REDACTED]

Mobile [REDACTED]

Organisation [REDACTED]

Category [REDACTED]

Gender [REDACTED]

Guy, Mandy

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From: [REDACTED]  
Sent: 26 October 2019 15:13  
To: Guy, Mandy  
Subject: Anchorage Hotel, Aveland Road, Application to Extend Hours for Live Music

October 26, 2019

Mandy Guy  
Torbay Council  
Re: Anchorage Hotel application for extended hours for Live Music

Dear Ms. Guy,

My name is [REDACTED] and about 18 months ago I purchased the [REDACTED] [REDACTED]. My flat is situated almost across the street from The Anchorage Hotel.

The Anchorage Hotel has applied to the Council for a license to have live bands perform several times a year at their facility, with a proposed extended play time to 1 AM.

The hotel's is located in a primarily residential area (mainly with older residents). Loud music late into the night (which I can hear clearly at bedtime) is both inconsiderate of the surrounding neighbors and totally unacceptable to those of us with medical conditions. I purchased this flat about 18 months ago and am greatly disturbed by the noise pollution generated by the hotel.

PLEASE understand my frustration, distress and irritation at the hotel's desire to want to extend their hours on various occasions to permit loud, live music for their events. I would like to categorically state that I vigorously object to any extension beyond their current hours of business and further would like to ask that they curtail their current noise levels.

Thank you in advance for hearing my point of view.

Sincerely,

[REDACTED]

[REDACTED]