



Wednesday, 13 November 2019

## **LICENSING SUB-COMMITTEE**

A meeting of **Licensing Sub-Committee** will be held on

**Thursday, 21 November 2019**

commencing at **9.30 am**

The meeting will be held in the Meadfoot Room, Town Hall, Castle Circus,  
Torquay, TQ1 3DR

### **Members of the Committee**

Councillor Atiya-Alla

Councillor Ellery

Councillor Kavanagh

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**A prosperous and healthy Torbay**

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**Lisa Antrobus, Town Hall, Castle Circus, Torquay, TQ1 3DR**

Email: [governance.support@torbay.gov.uk](mailto:governance.support@torbay.gov.uk) - [www.torbay.gov.uk](http://www.torbay.gov.uk)

# LICENSING SUB-COMMITTEE AGENDA

1. **Election of Chairman/woman**  
To elect a Chairman/woman for the meeting.
2. **Apologies**  
To receive apologies for absence, including notifications of any changes to the membership of the Committee.
3. **Minutes** (Pages 3 - 6)  
To confirm as a correct record the Minutes of the meeting of a Sub-Committee held on 24 October 2019.
4. **Declarations of interests**
  - (a) To receive declarations of non pecuniary interests in respect of items on this agenda  
**For reference:** Having declared their non pecuniary interest members may remain in the meeting and speak and, vote on the matter in question. A completed disclosure of interests form should be returned to the Clerk before the conclusion of the meeting.
  - (b) To receive declarations of disclosable pecuniary interests in respect of items on this agenda  
**For reference:** Where a Member has a disclosable pecuniary interest he/she must leave the meeting during consideration of the item. However, the Member may remain in the meeting to make representations, answer questions or give evidence if the public have a right to do so, but having done so the Member must then immediately leave the meeting, may not vote and must not improperly seek to influence the outcome of the matter. A completed disclosure of interests form should be returned to the Clerk before the conclusion of the meeting.  
  
(**Please Note:** If Members and Officers wish to seek advice on any potential interests they may have, they should contact Governance Support or Legal Services prior to the meeting.)
5. **Urgent items**  
To consider any other items that the Chairman decides are urgent.
6. **Anchorage Hotel, Aveland Road, Torquay TQ1 3PT** (Pages 7 - 108)  
To consider an application for a Variation to a Premises Licence in respect of Anchorage Hotel, Aveland Road, Torquay.



## Minutes of the Licensing Sub-Committee

24 October 2019

**-: Present :-**

Councillors Ellery, Sykes and Kavanagh

### 6. Election of Chairman/woman

Councillor Ellery was elected as Chairman for the meeting.

### 7. Minutes

The Minutes of the meeting of the Sub-Committee held on 25 July 2019, 26 July 2019 and 19 August 2019 were confirmed as a correct record and signed by the Chairman.

### 8. No 18, 18 Esplanade Road, Paignton

Members considered a report on an application for a Premises Licence in respect of No.18, 18 Esplanade Road, Paignton.

Written Representations received from:

Name	Details	Date of Representation
Police	Representation objecting to the application on the ground of 'The Prevention of Public Nuisance' and 'The Prevention of Crime and Disorder'.	25 September 2018
Public Protection	Representation objecting to the application on the ground of 'The Prevention of Public Nuisance'.	27 September 2019
Member of the Public	Representation objecting to the application on the ground of 'The Prevention of Public Nuisance'.	27 September 2019 and 28 September 2019

Additional Information:

Prior to the Hearing the Applicant requested the following documents be circulated:

- Drugs Policy;
- Noise Report;
- Noise Management Plan; and
- Proposed Conditions.

With the agreement of the Chairman the time for oral representations was extended to 15 minutes.

Oral Representations received from:

Name	Details
Applicant	The Applicant presented their application and responded to Members questions.
Police	The Police Representative presented their objection to the application and responded to Members questions.
Public Protection Officer	The Public Protection Officer presented their representation in respect of the application and responded to Members questions.
Member of the Public	The Member of the Public presented their objection to the application.

### Decision

That the application for a Premises Licence in respect of No.18, 18 Esplanade Road, Paignton be refused.

### Reasons for Decision

Having carefully considered all the written and oral representations, Members unanimously resolved to refuse the application before them.

In coming to that decision, Members considered the Independent Noise Report and Noise Management Plan submitted by the Applicant and were impressed and pleased to note that the Applicant had thoroughly addressed the issue of potential noise outbreak from inside the premises. Furthermore, Members were reassured by the Public Protection Officer's (PPO) submissions, that if implemented, the recommendations set out in the Noise Report would in his opinion, eliminate noise outbreak from inside the premises.

However, on the evidence before them, Members were not able to gain the same level of reassurance they required in respect of ensuring that 'the prevention of public nuisance' licensing objective was promoted when determining an application for a 3am licence. Members had careful regard to, what in their opinion, was the high likelihood of risk of residents being unreasonably disturbed by patrons leaving the premises and entering in to areas in the immediate vicinity of the premises which are residential, both commercially and private. As such, Members could not be satisfied that in granting the application, 'the prevention of public nuisance' licensing objective, would not be undermined.

Whilst Members noted the Applicants submission that a dispersal policy had been written, however without having sight of that policy as the Applicant had omitted to provide this at the hearing, Members were unable to determine for themselves whether the dispersal policy had been given the same level of consideration and attention by the Applicant. This was particularly pertinent, given Members highly perceived risk of such disturbance and therefore found the application lacking in this regard.

Members heard oral evidence from one local resident as regards the effect of noise disturbance experienced when the premises, though under a different licence holder, held a 3am licence and were also mindful of the PPO's reservations in this regard. Notwithstanding that the Applicant before them was a different operator, Members noted that the fabric of the surrounding area had not changed and therefore assessed the risk still to be present. The provision of a comprehensive dispersal policy which addressed these concerns may have provided assurances to Members in this regard.

Additionally, Members were concerned to note that the plan forming part of the application did not provide a detailed representation or accurately reflect the internal layout, as shown by the plan that the Applicant presented at the hearing. Members noted that the plan presented at the hearing, was in fact that which the Applicant intended for the premises layout and had not been consulted on, thereby potentially placing members of the public and Responsible Authorities at a disadvantage. In that had the intended plan been included in the application and consulted on, additional representations could have been made.

Notwithstanding this, on examination of the intended plan, Members were concerned to note that the application lacked detail with regard to what they foresaw as a potential 'pinch point' at the premises in respect of the connecting corridor between the two bar areas. A concern which was also raised by the Police in their oral submissions. This in Members opinion had the potential to lead to an undermining of 'the prevention of crime and disorder' licensing objective and found that more detailed considerations was needed in this regard and would need consulting on.

Members were also concerned that the connecting corridor, off of which, the toilets were located could become an issue when patrons are queueing to use the toilets and passing between the bar areas, particularly given the Applicants proposed capacity of 400 persons. In their oral submissions, the Applicant omitted to address how the flow of this area would be managed to avoid conflict between patrons which in Members opinion, could escalate to outside areas if not managed effectively. Again Members found that more detailed consideration was needed in this regard and would need consulting on.

In concluding and notwithstanding the minor breaches of conditions highlighted by the Police in respect of the adjoining premises licence which is also held by the Applicant, Members gave careful consideration as to what if any conditions could be added by them, as an alternative to refusal. However, Members resolved that with the lack detail before them, they would in effect be determining the intended

concept which may not be that intended by the Applicant and therefore maintained that a refusal was appropriate in these circumstances.

Chairman/woman

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Public Agenda Item: **Yes**

Title: **Anchorage Hotel, Aveland Road, Torquay TQ1 3PT**

Wards Affected: **St Marychurch**

To: **Licensing Sub-Committee**

On: **21 November 2019**

Contact Officer: **Mandy Guy**

☎ Telephone: **01803 208124**

✉ E.mail: **Licensing@torbay.gov.uk**

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## 1. Key points and Summary

- 1.1 To consider and determine an application, in respect of the Premise detailed above, for a Variation to a Premises Licence.
- 1.2 The application relates to all the Corporate Priorities within the Community Plan.
- 1.3 The matters raised relate to the Licensing Objectives of “The Prevention of Crime and Disorder”, “The Prevention of Public Nuisance”, “Public safety” and “The Protection of Children from Harm”.
- 1.4 The matter must be considered on its own merits having received details of the issues arising either at a hearing or by written Representations if all parties have agreed that a hearing is not necessary. Having regard to the Representations and issues arising, a decision must be made to take such steps as are necessary for the promotion of the licensing objectives. These are:-
  - (a) to modify the conditions of the licence, or
  - (b) reject the application in whole or in part, or
  - (c) to grant the application as applied for

For this purpose, the conditions of the licence are modified if any of them is altered or omitted or any new condition is added.

- 1.5 Reasons for the decision must be given for inclusion in the appropriate Notices required to be served on the Interested Parties and Responsible Authorities at the determination of the matter.

*forward thinking, people orientated, adaptable - always with integrity.*

## 2. Introduction

- 2.1 An application has been made under Section 34 of the Act for a Variation to a Premises Licence. Details of the application are shown in Appendix 1. Only the relevant pages of the application are shown.

A brief description of the proposed Variation is as follows:-

To have Live Music indoors from 08.00 until midnight from Sunday to Thursday and on Friday and Saturday from 08.00 until 01.00.

To have Recorded Music indoors from 20.00 until midnight from Sunday to Thursday and on Friday and Saturday from 17.00 until 01.00.

Late Night Refreshment from 23.00 until 05.00 indoors seven days a week.

The Supply of Alcohol on the premises from 11.00 until midnight Sunday to Thursday and from 11.00 until 01.00 on Friday and Saturday.

To increase the opening hours of the premises to allow them to be open to the public from 08.00 until midnight Sunday to Thursday and from 08.00 until 01.00 Friday and Saturday.

To remove 2 conditions from the licence as indicated on page 14 of the application. The applicant has written the following: -

1. Door supervision – N/A
2. The Liquor Licensed Area Lounge 250 including Lounge and restaurant Music, Singing and Dancing shall be permitted between 2pm and 00:00 each Sunday to Thursday inclusive and between 2pm and 01:00 Friday and Saturday.

- 2.2 A copy of the current premises licence showing the licensable activities, timings and conditions is shown at Appendix 2 of this report.

The Premises are presently licenced for the following:-

The Performance of Live Music, indoors only, Monday to Saturday 14.00 until 23.00.

The Playing of Recorded Music indoors only, Monday to Saturday from 14.00 until 23.00.

The Performance of Dance indoors Monday to Saturday from 14.00 until 23.00.

The Sale of Alcohol, on and off the premises, Monday to Saturday 10:00 until 23.00 and Sunday noon until 22:30. Good Friday noon until 22.30, Christmas day noon until 15.00 and 19.00 until 22.30, News Year's Eve 10.00 until 23.00 Except on a Sunday which will be noon until 22.30. On New Year's Eve from the end of permitted hours on New Year's Eve to the start of permitted hours on the following day.

The Opening Hours are Monday to Saturday 10:00 until 23.20 and Sunday

noon until 22.50. Good Friday noon until 22.50, Christmas day noon until 15.00 and 19.00 until 22.50, News Year's Eve 10.00 until 23.20 Except on a Sunday which will be noon until 22.50. On New Year's Eve from the end of permitted hours on New Year's Eve to the start of permitted hours on the following day.

The exemptions under the Live Music Act 2012 apply to this licence.

- 2.3 Torbay Council as the Licensing Authority is satisfied that the Applicant has met the administrative requirements of Section 35(1) but is unable to issue the variation to the Premises Licence, as relevant Representations have been received from 47 members of the public and 1 from a Responsible Authority. The Licensing Authority is also satisfied that the Representations were received within the appropriate time-scale, have not been subsequently withdrawn and are not vexatious or frivolous.

We have received a Representation from Public Protection in relation to the Licensing Objective "The Prevention of Public Nuisance". This is shown as Appendix 3.

We have received 42 Representations from members of the public who are objecting to the application. The Representations relate to the Licensing Objectives "The Prevention of Crime and Disorder", "The Prevention of Public Nuisance", "Public Safety" and "The Protection of Children from Harm".

These are shown as Appendix 4.

We have received 5 Representations from members of the public who are supporting the application. The Representations relate to the Licensing Objectives of "The Prevention of Crime and Disorder", "The Prevention of Public Nuisance" and "Public Safety". These are shown as Appendix 5.

There have been no Representations received from any other Responsible Authority or any other Interested Party other than those mentioned above.

- 2.4 The Authority is required to conduct a hearing by the provisions of Section 35(3) unless all parties agree that this is not necessary.
- 2.5 Appropriate Notices have been issued to all parties, as required by the Licensing Act 2003 (Hearing Regulations) 2005, including, where appropriate, details of the Representations and the procedure to be followed at the hearing.
- 2.6 If the application is refused, in whole or in part, a Right of Appeal to the Magistrates' Court is granted by Section 181 of the Act and, by Paragraph 1 of Schedule 5, to the Applicant.
- 2.7 If the application is granted, a Right of Appeal to the Magistrates' Court is granted by Section 181 of the Act and, by Paragraph 4(2) of Schedule 5 to :-
- (a) The applicant for the variation of the licence against any decision to modify the conditions
  - (b) Any person who made a relevant representation in relation to the application who desires to contend
    - (i) that any variation made ought not to have been made, or
    - (ii) that, when varying the licence, the Licensing Authority ought to have

modified the conditions of the licence or ought to have modified them in a different way.

- 2.8 Following such Appeal, the Magistrates' Court may:-
- (a) dismiss the appeal,
  - (b) substitute for the decision appealed against any other decision which could have been made by the Licensing Authority, or
  - (c) remit the case to the Licensing Authority to dispose of it in accordance with the direction of the Court,
- and may make such order as to costs as it thinks fit.

**Steve Cox**  
**Environmental Health Manager (Commercial)**

### **Appendices**

Appendix 1	Relevant sections of the application form.
Appendix 2	Copy of the Premises Licence and Plan.
Appendix 3	Representation from Public Protection.
Appendix 4	Representations from members of the public objecting to the application.
Appendix 5	Representations from members of the public supporting the application.

### **Documents available in members' rooms**

None

### **Background Papers:**

The following documents/files were used to compile this report:

The current Premises Licence for the above Premise.

Torbay Council Licensing Policy 2016-2021.

**Application to vary a premises licence  
under the Licensing Act 2003**

**PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST**

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.

You may wish to keep a copy of the completed form for your records.

I/We Daryl Page-Dove & Russell Page-Dove

*(Insert name(s) of applicant)*

**being the premises licence holder, apply to vary a premises licence under section 34 of the Licensing Act 2003 for the premises described in Part 1 below**

Premises licence number PL0404
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**Part 1 – Premises Details**

Postal address of premises or, if none, ordnance survey map reference or description Anchorage Hotel Aveland road Babbacombe Torquay Devon TQ1 3PT			
Post town	Torquay	Postcode	TQ1 3PT
Telephone number at premises (if any)	<del>01323 555555</del>		
Non-domestic rateable value of premises	<del>000000</del>		

**Part 2 – Applicant details**

Daytime contact telephone number	<del>01323 555555</del>		
E-mail address (optional)	<del>01323 555555</del>		
Current postal address if different from premises address	<del>01323 555555</del> <del>Torquay</del> <del>Devon</del>		
Post town	Torquay	Postcode	<del>01323</del>

**Part 3 - Variation**

Please tick as appropriate

Do you want the proposed variation to have effect as soon as possible?

Yes

No

If not, from what date do you want the variation to take effect?

DD	MM	YYYY

Do you want the proposed variation to have effect in relation to the introduction of the late night levy?  
(Please see guidance note 1)  Yes  No

**Please describe briefly the nature of the proposed variation** (Please see guidance note 2)

We wish to extend our sale of alcohol times and the playing of Live music.

Also the use of Recorded Music and late night Refreshment.

We wish to remove the out of date public entertainment conditions in annexe 2, but

*retain the rights to the permissions relating to New Years Eve.*

If your proposed variation would mean that 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend:

#### Part 4 Operating Schedule

Please complete those parts of the Operating Schedule below which would be subject to change if this application to vary is successful.

##### Provision of regulated entertainment

Please tick all that apply

- |   |                          |
|---|--------------------------|
| a) plays (if ticking yes, fill in box A)  | <input type="checkbox"/> |
| b) films (if ticking yes, fill in box B)  | <input type="checkbox"/> |
| c) indoor sporting events (if ticking yes, fill in box C)   | <input type="checkbox"/> |
| d) boxing or wrestling entertainment (if ticking yes, fill in box D)  | <input type="checkbox"/> |
| e) live music (if ticking yes, fill in box E)   | X                        |
| f) recorded music (if ticking yes, fill in box F)   | X                        |
| g) performances of dance (if ticking yes, fill in box G)  | <input type="checkbox"/> |
| h) anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H) | <input type="checkbox"/> |

Provision of late night refreshment (if ticking yes, fill in box I) X

Supply of alcohol (if ticking yes, fill in box J) X

In all cases complete boxes K, L and M

E

<b>Live music</b> Standard days and timings (please read guidance note 8)			<b><u>Will the performance of live music take place indoors or outdoors or both – please tick</u></b> (please read guidance note 4)		Indoors	<input checked="" type="checkbox"/>
					Outdoors	<input type="checkbox"/>
					Both	<input type="checkbox"/>
Day	Start	Finish	<b><u>Please give further details here</u></b> (please read guidance note 5)			
Mon	08:00	00:00				
Tue	08:00	00:00				
Wed	08:00	00:00	<b><u>State any seasonal variations for the performance of live music</u></b> (please read guidance note 6) Extend the sale of Alcohol and live music to 01:00			
Thur	08:00	00:00				
Fri	08:00	01:00				
Sat	08:00	01:00	<b><u>Non standard timings. Where you intend to use the premises for the performance of live music at different times to those listed in the column on the left, please list</u></b> (please read guidance note 7)			
Sun	08:00	00:00				

Recorded music Standard days and timings (please read guidance note 8)			Will the playing of recorded music take <u>place indoors or outdoors or both – please tick</u> (please read guidance note 4)	Indoors	X
				Outdoors	<input type="checkbox"/>
Day	Start	Finish		Both	<input type="checkbox"/>
Mon	20:00	00:00	<b>Please give further details here</b> (please read guidance no) We play Background music all day long.		
Tue	20:00	00:00			
Wed	20:00	00:00	<b>State any seasonal variations for the playing of recorded music</b> (please read guidance note 6)		
Thur	20:00	00:00			
Fri	19:00	01:00	<b>Non standard timings. Where you intend to use the premises for the playing of recorded music at different times to those listed in the column on the left, please list</b> (please read guidance note 7)		
Sat	19:00	01:00			
Sun	20:00	00:00			

<b>Late night refreshment</b> Standard days and timings (please read guidance note 8)			<b>Will the provision of late night refreshment take place indoors or outdoors or both – please tick</b> (please read guidance note 4)	Indoors	<input checked="" type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
<b>Day</b>	<b>Start</b>	<b>Finish</b>	<b>Please give further details here</b> (please read guidance note 5) Room service and light refreshments are available for residents 24/7. Also Hot Drinks are available.		
	23:00	05:00			
Tue	23:00	05:00			
Wed	23:00	05:00	<b>State any seasonal variations for the provision of late night refreshment</b> (please read guidance note 6)		
Thur	23:00	05:00			
Fri	23:00	05:00	<b>Non standard timings. Where you intend to use the premises for the provision of late night refreshment at different times, to those listed in the column on the left, please list</b> (please read guidance note 7)		
Sat	23:00	05:00			
Sun	23:00	05:00			

J

<b>Supply of alcohol</b> Standard days and timings (please read guidance note 8)			<b>Will the supply of alcohol be for consumption – please tick</b> (please read guidance note 9)	On the premises	<input checked="" type="checkbox"/>
				Off the premises	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<b>State any seasonal variations for the supply of alcohol</b> (please read guidance note 6)		
Mon	11:00	00:00	<p>For residents staying at the hotel, they are able to purchase alcohol 24/7</p> <p><del>New Year's Eve, the sale of Alcohol until 01:00</del></p> <p>New Year's eve from end of permitted hours to start of hours on New Year's Day.</p>		
Tue	11:00	00:00			
Wed	11:00	00:00			
Thur	11:00	00:00			
Fri	11:00	01:00			
Sat	11:00	01:00			
Sun	11:00	00:00			
			<b>Non-standard timings. Where you intend to use the premises for the supply of alcohol at different times to those listed in the column on the left, please list</b> (please read guidance note 7)		

K

Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children (please read guidance note 10).

None

<b>Hours premises are open to the public</b> Standard days and timings (please read guidance note 8)			<b>State any seasonal variations</b> (please read guidance note 6)
Day	Start	Finish	
Mon	08:00	00:00	
Tue	08:00	00:00	
Wed	08:00	00:00	
Thur	08:00	00:00	
Fri	08:00	01:00	
Sat	08:00	01:00	
Sun	08:00	00:00	<b>Non standard timings. Where you intend the premises to be open to the public at different times from those listed in the column on the left, please list</b> (please read guidance note 7)  Open for 24 hours for residents. <del>Music, Singing and Dancing shall be permitted between 2pm and 00:00 each Sunday to Thursday inclusive and between 2pm and 01:00 Friday and Saturday</del> New Year's eve from end of permitted hours to start of hours on New Year's Day

Please identify those conditions currently imposed on the licence which you believe could be removed as a consequence of the proposed variation you are seeking.

Anneexe 1  
 Door Supervision – N/A  
 The Liquor Licensed Area Lounge 250 including Lounge and Restaurant  
 Music, Singing and Dancing shall be permitted between 2pm and 00:00 each Sunday to Thursday inclusive and between 2pm and 01:00 Friday and Saturday.

ANNEXE 2

## M

Describe any additional steps you intend to take to promote the four licensing objectives as a result of the proposed variation:

### a) General – all four licensing objectives (b, c, d and e) (please read guidance note 11)

1. CCTV cameras shall operate in the Reception area, two cameras, in the Bar, two in the Hotel Main entrance, and one covering the Car Park
2. All CCTV cameras shall be maintained in good working order, and shall continually record; these recordings shall be securely retained for a minimum of 14 days.
3. Notices shall be displayed in both bars forbidding the supply or possession of illegal drugs on the premises and warning of prosecution.
5. A notice shall be displayed outside the main entrance of the premises indicating the permitted opening hours.
6. All staff involved in the sale of alcohol will receive training in relation to their responsibilities under the Licensing Act 2003, particularly with regard to identifying persons who are drunk, refusing service, dealing with difficult customers and situations and requesting identification.

### b) The prevention of crime and disorder

1. CCTV cameras shall operate in the Reception area, two cameras, in the Bar, two in the Hotel Main entrance, and one covering the Car Park
2. All CCTV cameras shall be maintained in good working order, and shall continually record; these recordings shall be securely retained for a minimum of 14 days.
3. Notices shall be displayed in both bars forbidding the supply or possession of illegal drugs on the premises and warning of prosecution.
4. A notice shall be displayed outside the main entrance of the premises indicating the permitted opening hours.

### c) Public safety

1. Electrical safety and gas safety systems must comply with statutory requirements.
2. Fire precautions must comply with all requirements for the fire officer.
3. All safety certificates and inspection reports shall be kept on site and made available for inspection by officers of relevant statutory bodies.
4. First aid equipment shall be made available for the use of patrons based on a risk assessment carried out by the licensee.
5. Staff shall receive training in evacuation procedures.
6. A means of addressing patrons which can be heard above any entertainment shall be available.
7. Polycarbonate glasses are used by the pool – No Glass at any time.

### d) The prevention of public nuisance

1. Noise and vibration from the premises shall not be excessive so as to give rise to reasonable complaint.
2. Patrons shall be reminded not to stand round 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.
3. Management shall control the sound levels of any music or entertainment.
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 when the entertainment is on will be closed as to avoid noise pollution.

### e) The protection of children from harm

1. We have a 'Challenge 25' policy which we go by. Children under the age of 16 are not allowed in the Lounge unless accompanied by an adult.
2. Children shall only be allowed to stay at the Hotel when accompanied by their parents or relatives.
3. Children shall only be allowed to attend functions when accompanied by parents or relatives.
4. Notices shall be displayed behind the bars warning that underage drinking will not be permitted.
5. We shall operate a challenge 25 policy where any individual who appears to be under the age of 25 shall be required to produce a photographic form of ID as outlined within the Torbay Council Statement of Principles.

Licensing Act 2003  
**Premises Licence**

**404**

**LOCAL AUTHORITY**



**Torbay Council**  
Licensing & Public Protection  
Town Hall  
Castle Circus  
Torquay  
TQ1 3DR

Part 1 - Premises Details

**POSTAL ADDRESS OF PREMISES, OR IF NONE, ORDNANCE SURVEY MAP REFERENCE OR DESCRIPTION**

**Anchorage Hotel**

Aveland Road, Torquay, Devon, TQ1 3PT.

Telephone 01803 326175

**WHERE THE LICENCE IS TIME LIMITED THE DATES**

Not applicable

**LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE**

- a performance of live music
- any playing of recorded music
- a performance of dance
- the sale by retail of alcohol

**THE TIMES THE LICENCE AUTHORIZES THE CARRYING OUT OF LICENSABLE ACTIVITIES**

Activity (and Area if applicable)	Description	Time From	Time To	
E. Performance of live music (Indoors)	Monday to Saturday	2:00pm	11:00pm	
F. Playing of recorded music (Indoors)	Monday to Saturday	2:00pm	11:00pm	
G. Performance of dance (Indoors)	Monday to Saturday	2:00pm	11:00pm	
M. The sale by retail of alcohol for consumption ON and OFF the premises	Monday to Saturday	10:00am	11:00pm	
	Sunday	Noon	10:30pm	
	Good Friday	Noon	10:30pm	
	Christmas Day	Noon	3:00pm	
	Christmas Day	7:00pm	10:30pm	
	New Year's Eve	10:00am	11:00pm	Except on a Sunday
	New Year's Eve	Noon	10:30pm	Sunday
	On New Years Eve from the end of permitted hours on New Years Eve to the start of permitted hours on the following day.			



Licensing Act 2003  
**Premises Licence**

**404**

**THE OPENING HOURS OF THE PREMISES**

Description	Time From	Time To	
Monday to Saturday	10:00am	11:20pm	
Sunday	Noon	10:50pm	
Good Friday	Noon	10:50pm	
Christmas Day	Noon	3:20pm	
	7:00pm	10:50pm	
New Year's Eve	10:00am	11:20pm	Except on a Sunday
	Noon	10:50pm	Sunday

On New Years Eve from the end of permitted hours on New Years Eve to the start of permitted hours on the following day.

**WHERE THE LICENCE AUTHORISES SUPPLIES OF ALCOHOL WHETHER THESE ARE ON AND / OR OFF SUPPLIES**

- M. The sale by retail of alcohol for consumption ON and OFF the premises

Part 2

**NAME, (REGISTERED) ADDRESS, TELEPHONE NUMBER AND EMAIL (WHERE RELEVANT) OF HOLDER OF PREMISES LICENCE**

**PERSONAL LICENCE NUMBER AND ISSUING AUTHORITY OF PERSONAL LICENCE HELD BY DESIGNATED PREMISES SUPERVISOR WHERE THE PREMISES LICENCE AUTHORISES FOR THE SUPPLY OF ALCOHOL**

Licence No. PA0740

Issued by Torbay

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**ANNEXES**

**ANNEXE 1**

**MANDATORY CONDITION: WHERE LICENCE AUTHORISES SUPPLY OF ALCOHOL**

- 1) No supply of alcohol may be made under the premises licence:-
  - (a) at a time where there is no designated premises supervisor in respect of the premises licence, or
  - (b) at a time when the designated premises supervisor does not hold a personal licence or his/her personal licence is suspended.
- 2) Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.
- 3) (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.  
  
(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises:-
  - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to:-
    - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
    - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
  - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
  - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
  - (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
  - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).
- 4) The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
- 5) (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.  
  
(2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.  
  
(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either:-
  - (a) a holographic mark, or
  - (b) an ultraviolet feature.
- 6) The responsible person must ensure that:-
  - (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures:-

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- (i) beer or cider: ½ pint;
- (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
- (iii) still wine in a glass: 125 ml;

(b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

(c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

**Minimum Drinks Pricing**

- 1) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.
- 2) For the purposes of the condition set out in paragraph 1

(a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979

(b) "permitted price" is the price found by applying the formula  $P = D + (D \times V)$

Where:-

- (i) P is the permitted price
- (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
- (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence:-

- (i) The holder of the premises licence
- (ii) The designated premises supervisor (if any) in respect of such a licence, or
- (iii) The personal licence holder who makes or authorises a supply of alcohol under such a licence;

(d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

(e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.

- 3) Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from the paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
- 4) (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.  
(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

**MANDATORY CONDITION: DOOR SUPERVISION**

- 1) Where one or more individuals are carrying out security activities, each individual must be licensed by the Security Industry Authority.
- 2) But nothing in the aforementioned conditions requires such a condition to be imposed in respect of a) and b) and (b)(i) and (b)(ii)
  - (a) in respect of premises within paragraph 8(3)(a) of Schedule 2 to the Private Security Industry Act 2001 (c. 12) (premises with premises licences authorising plays or films), are exempt.
  - (b) In respect of premises in relation to-

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- (i) any occasion mentioned in paragraph 8(3)(b) or (c) of that Schedule (premises being used exclusively by club with club premises certificate, under a temporary event notice authorising plays or films or under a gaming licence), or
- (ii) any occasion within paragraph 8(3)(d) of that Schedule (occasions prescribed by regulations under that Act).

**3) For the purposes of the aforementioned conditions:-**

- (a) "security activity" means an activity to which paragraph 2(1)(a) of that Schedule applies, and
- (b) paragraph 8(5) of that Schedule (interpretation of references to an occasion) applies as it applies in relation to paragraph 8 of that Schedule.

**ANNEXE 2****CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE****PUBLIC ENTERTAINMENT LICENCE STANDARD CONDITIONS - 2000 REVISION****1. GENERAL**

- (a) In these conditions the term 'Council' shall mean the Torbay Borough Council or any officer authorised to use appropriate Delegated Powers on its behalf.
- (b) In these conditions, the term 'Licence' shall be the Public Entertainment Licence issued or renewed from time to time by the Council.
- (c) In these conditions, the term 'Premises' shall be the building, land or any part thereof more particularly referred to in the Licence.
- (d) In these conditions, the term 'Licensee' shall be that person or those several persons whose name or names are so indicated on the Licence.
- (e) In these conditions, the terms "Door Steward", "Security Staff", "Door Staff" and "Steward", whether in the singular or the plural, shall be any person employed as a steward who has the authority of the proprietor or licensee exclusively or mainly to decide upon the suitability of customers to be allowed entry to the premises, to maintain order on the premises and/or to assist patrons escape in the event of fire. Such staff shall have no other duties and shall be in addition to staff employed on cloakroom, bar, food preparation, food service, pay desk and disc jockey duties.

**2. DISPLAY**

- (a) The Licence, and any Schedule of Special Conditions applicable thereto, shall be permanently exhibited in a conspicuous position within the entrance or foyer of the Premises.
- (b) A copy of these conditions shall be displayed in a part of the Premises where it can be easily seen by all members of staff.
- (c) There shall be affixed and kept in some conspicuous place on the door or entrance of the Premises an inscription in one inch capital letters in the following words:-  
**"LICENSED IN PURSUANCE OF ACT OF PARLIAMENT FOR PUBLIC ENTERTAINMENTS"**

**3. SANITARY EQUIPMENT AND CLEANLINESS**

- (a) All parts of the Premises, including fittings, shall be kept clean to the satisfaction of the Council.
- (b) Suitable and sufficient sanitary accommodation shall be provided. All lavatories, wash hand basins, water closets and urinals shall at all times be properly maintained in good order and repair, effectively cleansed, ventilated and supplied

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with water and all necessary requisites. All doors leading thereto shall be suitably marked.

**4. STEWARDS, CAPACITY AND CONTROL**

- (a) The Licensee shall take all due precautions for the safety of public, the performers and employees and, except with the approval of the Council in writing, shall retain control over all licensed portions of the Premises. Any instructions given by the Council regarding the safety of the audience or any other person present at the entertainment shall be put into effect as soon as required.
- (b) The Licensee shall be responsible for compliance with these conditions and will be in attendance at the Premises throughout the provision of any entertainment. Arrangements may be made for a responsible person, being not less than 21 years of age, to be appointed in writing for the purpose of deputising for the Licensee in his absence. He shall be assisted by a staff of attendants or stewards as required by these Standard Conditions and any Special Conditions of the Licence.
- (c) The Licensee shall be responsible for ensuring that public entertainment is offered only within the terms, on the days and within the hours more particularly set out in the Licence or other written notification to the Licensee. This shall include the instigation of a scheme or procedure for ensuring that the maximum allowable capacity is not exceeded. Such arrangements shall include provisions whereby any authorised officer of the Council or any member of the Devon Fire and Rescue Service in uniform or a Police Constable can determine, without a physical count, the number of persons on the Premises. Counting by means of a numbered ticket system including complimentary, guest or other free tickets which at any one time for a single performance will indicate the maximum number of persons admitted into the Premises may be substituted in place of counting machines. Such arrangements shall also include provisions for ascertaining the number of persons present on different levels within the Premises if more than one is in use.
- (d) Throughout the time that the public are on the Premises, the following minimum number of stewards shall be provided unless the Licence specifies some other number in which case such other number will apply:-

**(i) NON LIQUOR LICENSED PREMISES**

In respect of the whole premises

For every level in use under 100 capacity

For every level in use over 100 capacity

**(ii) LIQUOR LICENSED PREMISES**

One steward shall be provided for each 75 people based on the maximum permitted capacity for the Premises.

(Figures shown indicate the ratio of stewards to persons attending the entertainment assuming the maximum level of permitted capacity)

- (e) This condition shall be operative only where it is stipulated in the licence document that it shall do so. The Licence document may also specify arrangements different from those detailed below in which case such alternative requirements will take precedence. If the premises have the benefit of a Special Hours Certificate issued by the Licensing Justices, all reference to 'premises' within this Condition shall be limited to those areas covered by such Certificate and only during such times as specified therein. In all other cases, the arrangements shall apply to all areas shown in the Licence document.

Any person employed as a steward shall have been appropriately trained and registered with Torbay Council by having successfully completed a course of instruction under the Torbay Door Stewards Registration and Training Scheme and confirmed to be a fit and proper person to carry out such duties. In addition, any person in the employ of the proprietor or licensee who has applied for entry to the Scheme may be employed on such duties provided that such person has not been advised that participation within the Scheme will be subject to Committee approval and is ONLY prevented from undertaking appropriate training by the unavailability of a course. In these circumstances, any such unregistered person shall not be counted as part of the required number of stewards under the Special Conditions of the Licence or Paragraph 4d. above unless a specific request shall have been made to the Council for a temporary registration to be granted in respect of that person, consent to use such applicant as part of the required number being indicated by the issue of a Temporary Registration Badge. Under no circumstances will the number of temporarily registered staff exceed 50% of the required minimum number of stewards. A list shall be kept of all staff employed in respect of stewarding duties, such record to include the dates on which appropriate training has been provided or the date a Temporary Registration shall have been granted. In addition, a register shall be kept at the premises of all stewards on

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duty on each day the premises are opened to the public, such register to be entered with the name of the employee, the time that the duty commenced and ended and each entry shall be signed by both the employee and the Licensee. Both the list and register shall be retained for at least twelve calendar months and produced on demand at any reasonable time to an officer appointed for the purpose by the Council, a member of the Devon Fire and Rescue Service or a Police Constable. All such stewards shall, whilst the public are on the premises, wear the appropriate photographic identity badge in a position where it can be seen and read. In the event that the full number of required stewards is not available at any time, the premises will be allowed to open to the public on the basis that the capacity in such circumstances shall be reduced and shall not exceed 75 people to each available steward with a minimum of one to each fire exit. Whenever such arrangements shall have become necessary, the register referred to above shall be annotated accordingly giving appropriate reasons for the change.

- (f) Any person acting as a steward in any circumstances other than those outlined in Paragraph 4e. above shall have been given appropriate instruction in Fire Safety and First Aid.
- (g) All persons acting as stewards shall wear appropriate distinctive clothing or armbands so that they may be readily identifiable as stewards.

**5. ENTRANCES, EXITS, GANGWAYS, FASTENINGS AND NOTICES**

- (a) The exits in the Premises shall be clearly indicated and maintained to afford the public ready and ample means of safe escape.
- (b) In all such premises where it is deemed necessary by the Council and the Fire Service, a diagrammatic plan showing clearly the escape routes and the seating pattern shall be deposited with the Council and a copy displayed within the main entrance to the Premises.
- (c) All exit doors shall be kept unlocked and available for exit during the whole time that the public are on the Premises, provided that any person leaving during a performance or exhibition may be directed to certain exits at the discretion of the management.
- (d) Exit doors shall open in the direction of exit travel. Any doors which have been permitted by the Council to open inwards shall be locked in the open position when the Licence is in force and the public are on the premises. The key shall be removed to a safe place not accessible to members of the public.
- (e) All exit doors must, if fastened during the time the public are on the Premises, be secured during such time by automatic bolts only, of a pattern to be approved by the Council and the Fire Service. Doors secured by such bolts shall be clearly marked "PUSH BAR TO OPEN" in block letters not less than 20 mm. and preferably 50 mm. in height immediately above or below the push bar.
- (f) All doors and fastenings shall at all times be kept in proper working order.
- (g) All exits shall be indicated by the word "EXIT" in plain block lettering not less than 125 mm. high placed above any door or opening leading to any exit. This notice should be placed between 2 m. and 2.5 m. from the floor.
- (h) The word "PRIVATE" or the description of the room to which the door leads shall be painted in letters not less than 25 mm. in height on any door which is in view of the persons present and which does not lead to an exit.
- (i) Exit routes shall be maintained free from obstruction at all times, and in particular, no provision for hanging clothing or storing any article shall be made in corridors, passageways, gangways or exitways.
- (j) All floors, stairs and steps shall be maintained with non-slippery and even surfaces and any floor covering shall be so secured and maintained that it will not ruck or be in any way a source of danger. Mats shall be sunk so as to be flush with the surface of the floor. The nosings and treads of stairs used by the public shall be kept in good repair and shall be conspicuous.
- (k) Persons must not be allowed to stand, sit or otherwise remain in any gangway or exitway.
- (l) Curtains shall not be hung across gangways, exitways or over staircases. Where hung over doorways or across

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corridors, they shall draw easily from the centre and slide freely and shall be clear of the floor.

- (m) Before the public is admitted to the Premises, the Licensee shall inspect or cause to be inspected all doors, exits and exitways to ensure that the same shall comply with these requirements and that all fastenings and bolts are in proper working order.

**6. SEATING AND STANDING**

- (a) In any part of the Premises which is regularly or exclusively used for a closely seated audience, all seats shall be securely fixed to the floor.
- (b) In any part of the Premises not so regularly used chairs, if provided, shall be securely fastened together in lengths of not less than four nor more than twelve whenever more than 250 persons are to be accommodated. There shall be space of not less than 300mm between the back of one seat and the front of the one behind measured between perpendiculars. Provision shall be made for the end seats in each row which flank the gangways to be securely fastened to the floor.
- (c) Except with the consent of the Council, no seat shall be more than 4 metres from a gangway.
- (d) Where any entertainment involving a closely seated audience is provided, seats must be allocated by row and seat number. The seating arrangements must be notified by the provision of a suitable plan to the Council and the Fire Service. Such seating arrangements shall not be installed or used unless they have been first approved by the Council.

**7. ELECTRICAL, LIGHTING, HEATING AND VENTILATION ARRANGEMENTS**

- (a) The whole of the electrical installation of the Premises shall be installed in a safe and satisfactory manner and shall be maintained in good working order. No work shall be carried out on the system except by a suitably qualified and competent electrician.
- (b) It shall be the duty of the Licensee to arrange an inspection of the whole of the electrical installation in the premises at least once in each three year period (or such shorter period as shall have been stipulated in writing by the Council). Such inspection shall be carried out by a competent electrician who shall be required to issue a Certificate of Fitness which must be produced to the Council as required.
- (c) The Licensee shall obtain a Certificate of Fitness for all temporary electrical installations, including all electrical appliances in the auditorium. A copy of each certificate shall be available on the Premises, while the installation is extant, and it shall be produced to the Council as required. Such installation shall only be carried out by a competent person and be intrinsically safe.
- (d) All temporary electrical installations shall be disconnected from the permanent installation immediately after each occasion on which they are used and shall be entirely removed immediately the need therefore has ceased.
- (e) All wires, cables and conduits from such temporary installations shall be installed in such a way that they shall not be liable to snagging, looping or damage and so become a danger to persons present.
- (f) A record shall be kept of Certificates of Fitness obtained
- (g) The current regulations of the Institution of Electrical Engineers for the electrical equipment shall be taken as a standard for the electrical installation generally.
- (h) A sensitive Earth Leakage Protection System (Residual Current Device) having a rated residual operating current of not exceeding 30 milliamps shall be installed and maintained as part of the fixed power circuit installation. The device shall be regularly tested (at least once a month) and a record of such tests kept in a log book and produced to the Council as required

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- (i) A nominated person conversant with the position of and procedures for dealing with the electrical installation is to be available at all times when the public are on the Premises.
- (j) Where entertainers require a three phase supply, all such equipment shall be installed only by a competent electrical contractor.
- (k) All parts of the premises shall be adequately illuminated and, except where otherwise permitted by the Council, those portions to which the public has access and all routes of escape for performers and staff shall be provided with adequate means of illumination from two independent sources.
- (l) The emergency lighting shall at all times when the public are upon the Premises be maintained in working order and so kept in use (except in such parts as are for the time being adequately lit by daylight) that it is adequate to enable the public to see their way out of the Premises and clear of the building.
- (m) The emergency lighting shall not be controllable from the stage nor from any place accessible to the public.
- (n) The emergency lighting shall be maintained to British Standard 5266, be tested regularly, at least once a month, and a record kept of such tests, such record to be provided to the Council as required.
- (o) In the event of failure of the general lighting, the public shall be required to leave the Premises forthwith.
- (p) In the event of the failure of the emergency lighting, the auditorium shall be immediately fully illuminated by the general lighting and the public shall be required to leave the Premises forthwith.
- (q) Any batteries supplying emergency lighting shall be fully charged before the public are admitted to the Premises. They shall be of such capacity and so maintained as to be capable of supplying at normal voltage the full load of the emergency lighting during the time required for "safe escape" of the public in an emergency.
- (r) When the public has been required to leave the Premises owing to a failure covered by these provisions, they shall not be readmitted until the general lighting or emergency lighting, as the case may be, failure of which was the reason for their being required to leave, shall have been fully restored.
- (s) All lighting to exit notices shall be maintained in good repair and shall not in any circumstances be extinguished or dimmed while the public are on the Premises.
- (t) In all cases where it is desired to install temporary lighting, notice must be given to the Council, in writing, at least 48 hours before the desired commencement of any work.
- (u) All temporary work must be immediately removed when no longer required for the purpose for which it was installed.
- (v) All parts of the premises shall be kept properly and sufficiently ventilated to the satisfaction of the Council and, in those places where it is required for the purposes of the evacuation of smoke, the system shall be installed and maintained to the satisfaction of the Devon Fire and Rescue Service.

**8. FIRE PRECAUTIONS**

- (a) All curtains and drapes within the Premises shall be flame resistant to the satisfaction of the Council. The Licensee shall provide documentary evidence of the nature and date of any fire-proofing treatment. Details of such treatments shall be recorded in a log book and produced to the Council as required.
- (b) The surfaces of walls and ceilings of the Premises to be of not less than Class 1 flame spread as defined by British Standard 476 :Part 7. and escape routes to be not less than Class 0 as defined by paragraph A.8 of Approved Document B2/3/4 of the Building Regulations. No redecoration of these surfaces may be carried out without the prior consent of the Council.
- (c) A competent person trained in the handling and use of the fire equipment provided must be in charge of such equipment during the whole time that the public are on the Premises. The person so in charge shall not be assigned or allowed to perform any duties which will prevent him or her from being immediately available at all times.

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- (d) A staff fire drill, including an evacuation procedure, shall be held at least once a month under the direction of the Licensee. A record shall be kept of such drills, and made available to the Council as required.
- (e) The Licensee shall take all possible steps to eliminate the danger of fire occurring and shall ensure that all members of staff, stewards and attendants are fully instructed in their duties in the event of fire.
- (f) A written copy of fire drill instructions, including action to be taken when a fire or other emergency is discovered, shall be displayed on the premises with these conditions.
- (g) No portable heating appliances of any description shall be used in the Premises while the public are present, without the consent of the Council.
- (h) No explosive or highly inflammable material shall be brought into the Premises and no liquefied petroleum gas cylinder shall be used or stored in any part of the Premises whilst the public are present.
- (i) No cotton wool or other similar highly inflammable material shall be used for scenery, decoration or costume.
- (j) Fire fighting equipment and a suitable approved alarm system shall be installed within the Premises and in such a way as shall be required by the Council and the Fire Officer. All such equipment shall be maintained in good and efficient working order and kept ready for use and regularly tested. Portable fire extinguishers should be discharged at regular intervals in accordance with Clause 10:2 of British Standard Code of Practice 5306 : Part 3 : 1980. Any backstage automatic sprinkler installations must be designed, installed and maintained in accordance with the latest requirements of the Fire Officers' Committee by a company entered on that Committee's Approved List of Installers Parts I,II or III. All tests are to be recorded in a log book to be produced as required by the Council.
- (k) Fire appliances containing carbon tetrachloride (CTC) or methyl bromide shall not be kept or used on the Premises.
- (l) Smoking will be prohibited within any stage area and dressing rooms and notices will be prominently displayed to this effect.
- (m) Immediately a fire is discovered or suspected, the Fire Brigade shall be called immediately by dialling 999. Any outbreak of fire, however small, shall be recorded in a log book.
- (n) A conspicuous notice shall be displayed at the entrance or in the foyer of the Premises describing the position of the nearest telephone.
- (o) The Licensee shall give at least 21 days written notice to the Council of any proposed dangerous performance or exhibition, including exhibitions involving the use of naked flames and no such exhibition shall be permitted unless prior consent has been given by the Council.
- (p) Pyrotechnics shall not be used other than on a stage which is capable of being separated from the public by a fire-resisting curtain and the Council has given its express consent. In this connection, pyrotechnics means apparatus or other devices used to produce smoke, vapour or firework type effects.
- (q) The Licensee shall provide to the Council at least 28 days notice of his intention to install strobe or laser equipment and such equipment shall not be used without the express consent of the Council
- (r) Combustible materials may only be stored in such positions as may be approved by the Council.
- (s) Heating of the Premises shall be provided and maintained in a manner satisfactory to the Council. If required by the Council, a certificate in a prescribed form to the effect that the space heating apparatus and hot water boilers have been examined and tested and are in a safe working condition, shall be given annually by a recognised insurance company and shall be submitted to the Council with any initial or renewal Licence application.
- (t) Every heating appliance used on the Premises shall be so protected or situated sufficiently far from any woodwork, hangings or other materials that it shall not be likely to catch fire.

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- (u) All gas burners must be of a type and position approved by the Council. Gas taps within reach of the public shall be of a secret or safety pattern.

**9. STRUCTURE AND SUITABILITY**

- (a) No alteration, either permanent or temporary, whether in construction or rearrangement of any detail, or otherwise, shall be made in the Premises without the consent of the Council. Plans and particulars, in duplicate, of such alterations must be sent to the Council for approval and no work may commence until such approval is given. Such consent will not be required for any work which is necessary for the efficient maintenance of the approved arrangements and which will be carried out in accordance with these conditions and the Council's technical requirements.
- (b) Notice shall also be given to the Council of any intention to carry out work necessitating the use of internal or external scaffolding, cradles or plant. If the Council shall so require, the Premises shall be closed to the public until the work has been completed and the scaffolding, cradles and plant have been removed.
- (c) In the event of any Premises being closed for the purpose of effecting alterations, additions, repairs, or decorating they shall not be reopened to the public unless and until the consent of the Council shall have been obtained. At least fourteen days notice in writing to the Council shall be given by the Licensee of his intention to reopen the premises and, in order that necessary inspections and tests may be made at the Premises by the Council, a clear interval of 48 hours (not including Sundays and Bank Holidays) shall elapse between the completion of the building and its equipment in accordance with the requirements of the Council and the date of proposed re-opening of the Premises.
- (d) Except with the prior consent of the Council, no work in connection with any alterations, repairs or redecoration in areas occupied by the public or performers shall be carried out whilst the public are on the Premises.
- (e) Any consent under this Condition does not relieve the Licensee of any necessity to seek a variation in the terms of the Licence where it is clear that such variation would be necessary as the direct result of the works carried out. eg. Removal of walls between separate rooms so affecting the capacity of each.
- (f) If required by the Council, the Licensee shall at his own expense provide a certificate to the effect that the Premises have been examined by a competent Technical Adviser (deemed to be suitable by the Council) and found to be structurally sound for the purpose for which they are intended to be used. Such certificate shall include an inspection of all ceilings and ornamental plasterwork. The certificate shall be renewed every five years or at any other time when required by the Council.
- (g) Where the Licence permits the provision of dancing, a suitable and clearly identifiable single area must be available for this purpose. The minimum area to be set aside shall be four square metres where the Licence permits a maximum capacity of between 1 and 99 people, six square metres where the Licence permits a maximum capacity between 100 and 199 people and nine square metres where the Licence permits a maximum capacity of over 200 people

**10. CONDUCT OF PREMISES AND NOISE NUISANCE**

- (a) The Licensee shall keep and maintain good order and decent behaviour in the Premises during the hours of public entertainment. No performance or exhibition provided shall be of an obscene, indecent or objectionable nature.
- (b) The Licensee shall at all times ensure that persons on or leaving the Premises and using adjacent car parks and highways conduct themselves in an orderly manner and do not in any way cause annoyance to residents or persons passing by.
- (c) The Licensee shall ensure that noise shall not emanate from the Premises such as to cause persons in the neighbourhood to be unreasonably disturbed. To this end, adequate sound insulation should be provided and regard must be had to the ventilation requirements for the Premises. All sound insulation must be installed to the satisfaction of the Council.
- (d) The volume of amplified sound used in connection with the entertainment provided shall at all times be under the control of the Licensee or Management and the controlling mechanism shall be operated from a part of the Premises not accessible to the public.

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- (e) During any period of time where amplified sound is played in any part of the Premises either:-
- (i) the noise level shall not exceed 102 dB(A)(slow) at any time or 95 dB(A) Leq over a 10 minute period OR
  - (ii) the contents of "The Draft Code of Practice on Sound Levels in Discotheques" (HMSO Ref. ISBN 01175 1862X) be adopted in its entirety on the Premises OR
  - (iii) suitable noise compressors/limiters (Entertainment Noise Controllers) be installed and operated to the satisfaction of the Council.

**11. HYPNOTISM AND OTHER ENTERTAINMENTS PROVIDING SPECIAL RISKS**

- (a) Unless the express written consent of the Council shall first have been obtained, no entertainment shall be provided in any part of the premises consisting of or involving:-
- Hypnotism (as defined by the Hypnotism Act 1952);
  - Striptease, lap dancing or any similar performance;
  - The use of special effects, or matters in respect of which special risks will arise, including the introduction to any area occupied by the public of any material, vapour, liquid, foam or foodstuff; or
  - The use of any temporary structure or staged area

Applications for such consent must be made in writing in a form to be prescribed by the Council and submitted not less than 28 days (or such other period as the Council may specify in particular circumstances) before the performance is intended to be provided. Additional information considered appropriate to the application may be required to be provided and, after due consideration, additional conditions may be imposed in relation to the entertainment, for which an additional fee may be payable. A copy of the application shall at the same time be forwarded to the Chief Officer of Police and Fire Authority.

- (b) With regard to a performance involving hypnotism, the application shall, in all cases, contain the following particulars. (1) the name and address of the person by whom the exhibition, demonstration or performance is to be given, (hereinafter called "the hypnotist"); (2) a description of the proposed exhibition, demonstration or performance; and (3) a statement as to whether, and if so, giving full details thereof, the hypnotist has been previously refused, or had withdrawn, a consent by any Licensing Authority or been convicted of any offence under the Hypnotism Act 1952 or of an offence involving the breach of a condition regulating or prohibiting the giving of an exhibition, demonstration or performance of hypnotism on any person at a place licensed for public entertainment.

- (c) In relation to any consent given for a hypnotism display, the following conditions shall apply:-

- 1 No exhibition, demonstration or performance shall be held whereby:  
harm is caused or is likely to be caused to any person attending it, any person is caused, while under the influence of hypnotism, to say or do anything offensive to the public; if the Council notifies the Licensee in writing that it objects to anything said or done in the course of the exhibition such thing shall not thereafter be included in the exhibition, there is the giving of hypnotherapy or any other form of treatment, there is any experiment in which there is either the age regression of the subject or the subject is suspended between two supports (so called "catalepsy") or there is the giving of suggestions to the subject that he should perform any act or behave in any manner which is likely to be interpreted as indecent, offensive or harmful, nor that the subject should consume any substance which is either noxious or harmful.
- 2 All hypnotic or post-hypnotic suggestions shall be completely removed from the minds of the subjects (including those of the audience) before they leave the room or place in which the performance takes place. Likewise, any post-hypnotic suggestions given shall take place only in the presence of the hypnotist and shall not continue after the performance or away from the room or place in which the performance takes place.
- 3 The exhibition shall conform to the description submitted to the Council unless the Council has required or expressly authorised a modification.
- 4 Any modifications in the exhibition subsequently required by the Council shall be made immediately upon notice thereof being given by the Council to the Licensee.

ANNEXES continued ...

- 5 No inducements shall be offered to any person to subject themselves to the influence of the hypnotist.
- 6 No poster, advertisement or programme relating to the exhibition shall be displayed, sold or supplied by or on behalf of the Licensee either at the premises or elsewhere, which is likely to be injurious to morality or otherwise offensive to public feeling; if the Council notifies the Licensee in writing that it objects to such an item so displayed, sold or supplied, that item shall not thereafter be displayed, sold or supplied. All such items promoting the exhibition shall draw attention, in a clear and legible manner to the prohibition on the hypnotising of persons under the age of 18 imposed by Section 3 of the Hypnotism Act 1952.

**12. MISCELLANEOUS**

- (a) If the premises have the benefit of a Special Hours Certificate, issued by the Licensing Justices under Section 77 of the Licensing Act 1964, all drinking glasses in which drinks are served shall be of strengthened glass. No drink shall be served in a glass bottle from which it is intended or likely that a customer will drink.
- (b) A log book shall be kept upon the Premises in which shall be entered particulars of inspections required to be made under, and compliance with, Conditions 5m, 7f, 7h, 7n, 8a, 8d, 8j, 8m, 11h and 11i of these Conditions. The log book shall be kept available and produced for inspection when required by the persons authorised under these Conditions.
- (c) Any officer appointed for the purpose by the Council or any member of the Devon Fire and Rescue Service in uniform, or a Police Constable, may at all reasonable times enter the Premises with a view to seeing whether the provisions of the Local Government (Miscellaneous Provisions) Act 1982 and conditions made thereunder have been complied with.
- (d) The Licence may be revoked by the Council if at any time the Licensee is convicted of any offence of using any place for an entertainment other than in accordance with the terms, conditions or restrictions of the Licence.
- (e) The Council reserves the power after the grant, renewal or transfer of the Licence at any time to dispense with or modify or relax any of these terms, conditions or restrictions, and to make such additional terms, restrictions and conditions as they may deem requisite to meet the circumstances of any particular case.
- (f) Any application by a Licensee to alter any of the terms, restrictions and conditions applicable to the Licence shall be in the form prescribed by the Council and contain all information reasonably required by the Council to allow the modifications to be considered.
- (g) Facilities and equipment suitable for the number of patrons and the type of event undertaken by virtue of the Licence, shall be provided to enable first-aid treatment to be given promptly in the event of injury to patrons or staff.
- (h) A responsible member of staff shall be designated to take charge of a situation, call an ambulance and administer first aid in the event of any patron or member of staff becoming badly injured or taken seriously ill whilst on the Premises.
- (i) In the event of any accident causing injury to any person or property within the Premises, the Licensee shall within 48 hours report the same to the Council and shall supply any particulars in respect thereof as the Council may require. In addition, the Licensee shall record any particulars in respect thereof as shall be required by the Council. (This requirement is without prejudice to the Statutory Requirements).
- (j) The date on which any staff have obtained first aid qualifications or received refresher training shall be recorded and kept with the log book.

*Please note: condition 4e regarding Torbay Door Stewards Registration and Training Scheme has now been superseded by the mandatory condition on door supervision.*

**Additional Conditions transferred from Public Entertainment Licence**

1. Music Singing and Dancing shall be permitted between 2pm and 11pm each Monday to Saturday inclusive.
2. This licence shall apply only to those parts of the premises named below and the maximum number of persons to be permitted within those areas shall not exceed the figure stated:-

## ANNEXES continued ...

## The Liquor Licensed Area - 120

**Conditions transferred from the Full On Conditions**

1. Intoxicating liquor shall not be sold or supplied on the premises otherwise than to:
  - (a) Persons taking table meals there and for consumption by such a person as an ancillary to his meal, and
  - (b) Persons residing there or their private friends bona fide entertained by them at their own expense and for consumption by such a person or his private friends so entertained by him either on the premises, or with a meal supplied at but to be consumed off the premises.
  - (c) Persons attending bona fide functions held at the premises at which bona fide meals are served.
2. Suitable beverages other than intoxicating liquor (including drinking water) shall be equally available for consumption with or otherwise as an ancillary to meals served on the premises.
3. There shall be afforded in the premises for persons provided with board and lodging for reward, adequate sitting accommodation in a room not used or to be used for sleeping accommodation, for the service or substantial refreshment or for the supply or consumption of intoxicating liquor.
4. There shall be no off sales.

**Restrictions transferred from the On Licence**

The restrictions related to permitted hours do not prohibit:

- (a) during the first twenty minutes after the above hours the consumption of the alcohol on the premises;
- (b) during the first twenty minutes after the above hours, the taking of the alcohol from the premises unless the alcohol is supplied or taken in an open vessel;
- (c) during the first thirty minutes after the above hours the consumption of the alcohol on the premises by persons taking meals there if the alcohol was supplied for consumption as ancillary to the meals;
- (d) consumption of the alcohol on the premises or the taking of sale or supply of alcohol to any person residing in the licensed premises;
- (e) the ordering of alcohol to be consumed off the premises, or the despatch by the vendor of the alcohol so ordered;
- (f) the sale of alcohol to a trader or club for the purpose of the trade or club.
- (g) the sale or supply of alcohol to any canteen or mess, being a canteen in which the sale or supply of alcohol is carried out under the authority of the Secretary of State or an authorised mess of members of Her Majesty's naval, military or air forces;
- (h) the taking of alcohol from the premises by a person residing there; or
- (i) the supply of alcohol for consumption on the premises to any private friends of a person residing there who are bona fide entertained by him at his own expense, or the consumption of alcohol by persons so supplied; or
- (j) the supply of alcohol for consumption on the premises to persons employed there for the purposes of the business carried on by the holder of the licence, or the consumption of alcohol so supplied, if the liquor is supplied at the expense of the employer or of the person carrying on or in charge of the business on the premises.

**Credit Sales**

Alcohol shall not be sold or supplied unless it is paid for before or at the time when it is sold or supplied, except alcohol sold or

**ANNEXES continued ...**

supplied:

- (a) with and for consumption at a meal supplied at the same time, consumed with the meal and paid for together with the meal;
- (b) for consumption by a person residing in the premises or his guest and paid for together with his accommodation;
- (c) to a canteen or mess.

**ANNEXE 3**

**CONDITIONS ATTACHED AFTER A HEARING BY THE LICENSING AUTHORITY**

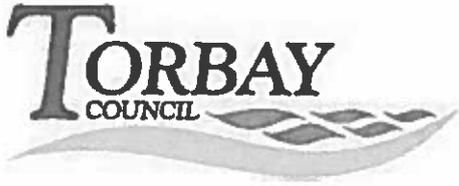
None

**ANNEXE 4**

**PLANS**

Copy attached to Licence.

## LOCAL AUTHORITY



**Torbay Council**  
Licensing & Public Protection  
Town Hall  
Castle Circus  
Torquay  
TQ1 3DR

## Premises Details

## POSTAL ADDRESS OF PREMISES, OR IF NONE, ORDNANCE SURVEY MAP REFERENCE OR DESCRIPTION

**Anchorage Hotel**

Aveland Road, Torquay, Devon, TQ1 3PT.

Telephone 01803 326175

## WHERE THE LICENCE IS TIME LIMITED THE DATES

Not applicable

## LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE

- a performance of live music
- any playing of recorded music
- a performance of dance
- the sale by retail of alcohol

## THE TIMES THE LICENCE AUTHORISES THE CARRYING OUT OF LICENSABLE ACTIVITIES

Activity (and Area if applicable)	Description	Time From	Time To	
E. Performance of live music (Indoors)	Monday to Saturday	2:00pm	11:00pm	
F. Playing of recorded music (Indoors)	Monday to Saturday	2:00pm	11:00pm	
G. Performance of dance (Indoors)	Monday to Saturday	2:00pm	11:00pm	
M. The sale by retail of alcohol for consumption ON and OFF the premises	Monday to Saturday	10:00am	11:00pm	
	Sunday	Noon	10:30pm	
	Good Friday	Noon	10:30pm	
	Christmas Day	Noon	3:00pm	
	Christmas Day	7:00pm	10:30pm	
	New Year's Eve	10:00am	11:00pm	Except on a Sunday
	New Year's Eve	Noon	10:30pm	Sunday
	On New Years Eve from the end of permitted hours on New Years Eve to the start of permitted hours on the following day.			

**THE OPENING HOURS OF THE PREMISES**

Description	Time From	Time To	
Monday to Saturday	10:00am	11:20pm	
Sunday	Noon	10:50pm	
Good Friday	Noon	10:50pm	
Christmas Day	Noon	3:20pm	
	7:00pm	10:50pm	
New Year's Eve	10:00am	11:20pm	Except on a Sunday
	Noon	10:50pm	Sunday
On New Years Eve from the end of permitted hours on New Years Eve to the start of permitted hours on the following day.			

**WHERE THE LICENCE AUTHORISES SUPPLIES OF ALCOHOL WHETHER THESE ARE ON AND / OR OFF SUPPLIES**

- M. The sale by retail of alcohol for consumption ON and OFF the premises

**STATE WHETHER ACCESS TO THE PREMISES IS:**

Access is restricted only under the Licensing Act 2003



Steve Cox  
 Environmental Health Manager (Commercial)  
 5 September 2019





ANNEXE 4



DRAWING STATUS

LICENCE DRAWING

**MALCOLM G. KINGDON**  
**CHARTERED ARCHITECT**  
 B.A.(HONS), DIP. ARCH R.I.B.A.

16 DEVON SQUARE  
 NEWTON ABBOT  
 DEVON TQ12 2HR

Tel: 01626 202603

Fax: 01626 202604

Mob: 0498 796498

email: mgkingdon@mgk-architect.co.uk  
 website: www.mgk-architect.co.uk

CLIENT

MR. B. PAGE - DOVE

LOCATION

ANCHORAGE HOTEL  
 CARY AVENUE  
 TORQUAY

PROJECT

LICENCE APPLICATION

DESCRIPTION

GROUND FLOOR PLAN  
 AS OF NOVEMBER 2000  
 LOCATION PLAN

SCALE

1:100 (approx)

DATE

11'00

DRAWN

PK

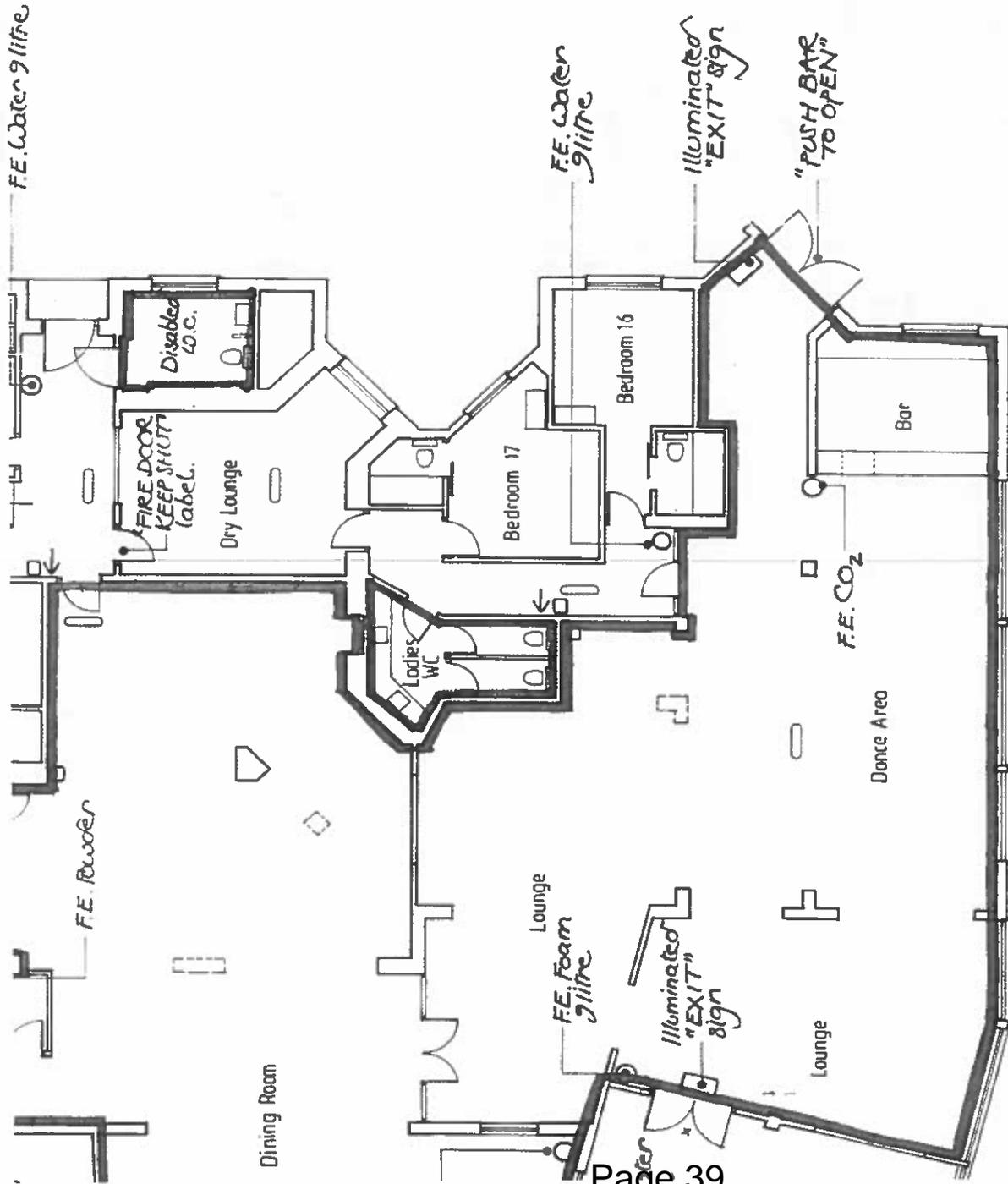
CHEC

DRAWING No.

95.01

REVISION

C





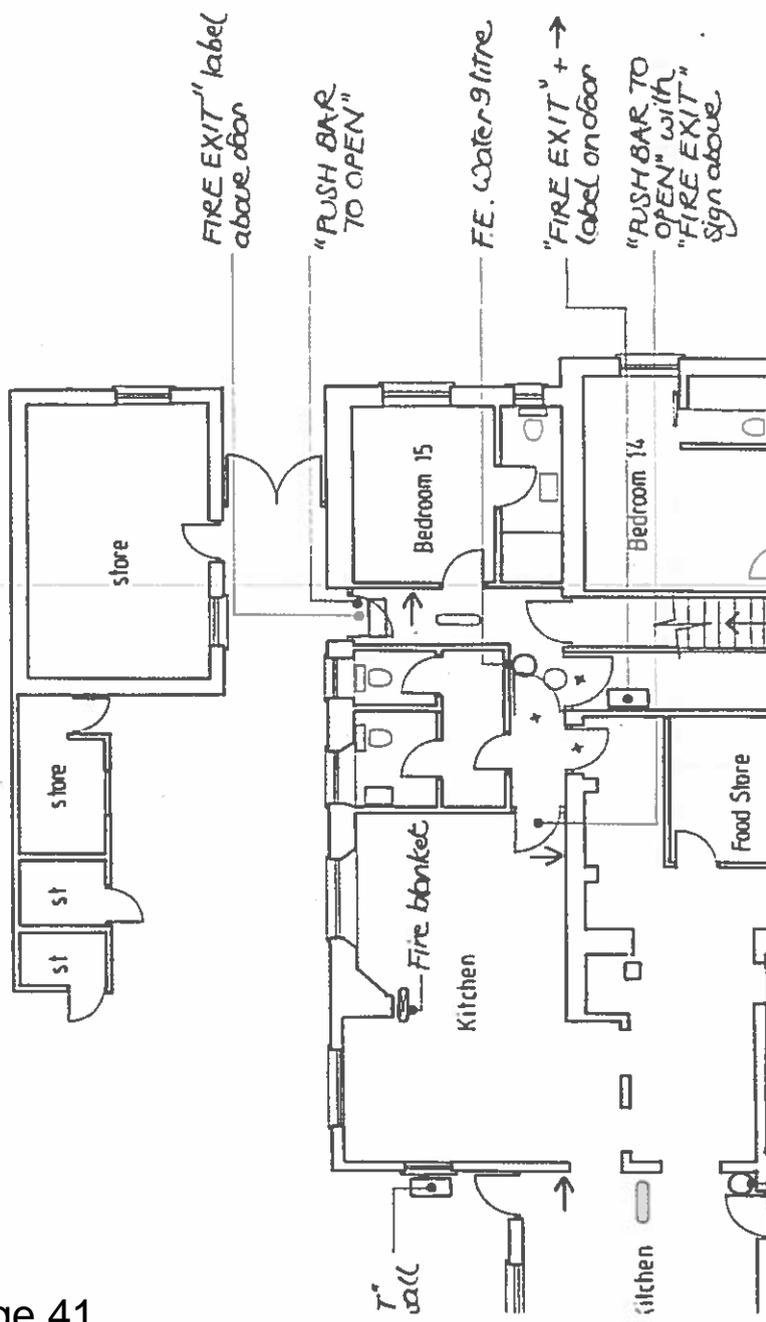
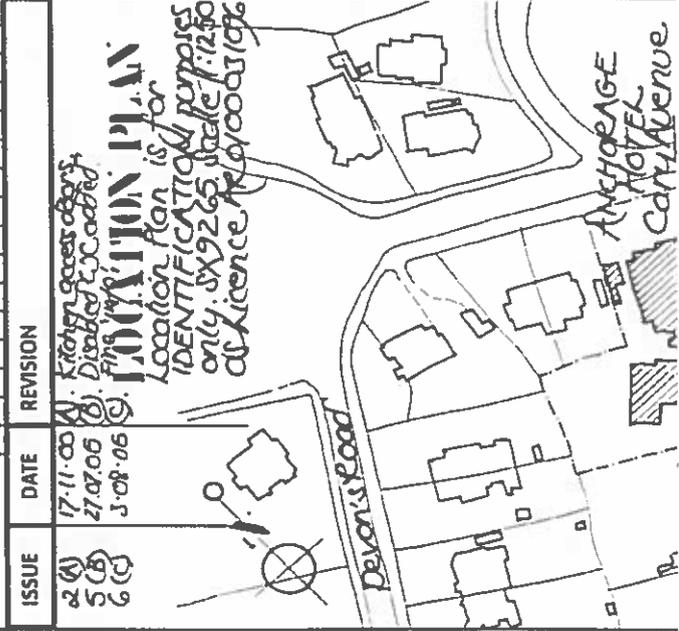
**GROUND FLOOR PLAN**

**IMPORTANT: ALL DRAWINGS ARE SUBJECT TO COPYRIGHT**

- All dimensions and sizes to be verified by the Contractor on site.
- Any discrepancy to be verified with the Architect before work proceeds.
- No dimensions are to be scaled from this drawing. Contractors must work to figured dimensions only..... If in doubt ask!

*IMPORTANT: This drawing is based upon survey information by others and should be verified & diagrammatic layout of the Hotel. DO NOT SCALE. E, F, F, certain details... exact window positions bathroom layouts may not be accurate.*

ISSUE	1	2	3	4	5	6
REVISION	AA	AB	AC			
DATE	12/18/05	1/26/06	2/27/06			
CLIENT	1	1	5	3		
PLANNING						
BUILDING REGS.	/					
STRUCTURAL ENG.						
Q.S.						
M & E						
CONT. OFFICE						
CONT. SITE						
SOLICITOR						
FIRE OFFICER						







5. The function room is at the front of the building overlooking Aveland Road. The greater part of the room is a single story glass fronted flat roof structure. These type of structures tend to be poor at noise attenuation however the main hotel building offers some protection to residential accommodation situated behind and to the side of the building.
6. In October 2019 the hotel owners resubmitted a variation application to increase the terminal hour of Alcohol and Regulated entertainment from 11:00pm to :-

Sunday to Thursday – midnight.  
Friday to Saturday - 1:00am

Regulated entertainment is not licensable before 11:00pm and therefore any conditions on the current licence is not applicable as the premise benefits from the Live Music Act 2012.

7. During week commencing 14<sup>th</sup> October 2019 the Licensing Team began to receive a large number of representations from members of the public. For this reason and because of previous complaints resources were allocated to visit the area out of hours to make an assessment of reported music outbreak.
8. On Saturday 19<sup>th</sup> October during a multi-agency enforcement evening, Julie Smart, Devon and Cornwall Police licencing Officer and myself visited the area between 10:30-11:10pm. The evening was dry, cool, with a light westerly wind. Ambient noise levels was low and typical of residential areas in Torbay.

Recorded music and DJ announcements could be clearly heard in the street (notably Aveland Road, Cary Road and Saint Georges Crescent) despite windows and doors of the premises were closed. Occasional the front reception door when opened would temporarily raise noise levels.

Before 11:00pm recorded music is not licensable and therefore not viewed in a licensable context. However, the noise levels present in the street would indicate it is reasonable foreseeable to predict a statutory nuisance in nearby residents could be occurring, especially during warmer weather.

Noise breakout during the evening of 19<sup>th</sup> October only seems to be effecting residential properties at the front of the premises. Music from the function room could not be heard at the rear of the venue.

9. The operating schedule does not offer any reassurances, other than air conditioning, on how noise levels will be control if the application is granted as applied.
10. Air conditioning alone is not working to control noise outbreak from the function room. It could be current noise levels, which cease at 11:00pm may be acceptable or tolerated by the wider community. But after 11:00pm the situation is different and this is reflected on P40, of Torbay Councils Licensing Statement of Principles 2016-21:-

*Para 3*

*The Licensing Authority will presume against the grant of new Premises Licences or Licence Variations and Club Premises Certificates where there are extensions in operational hours, or the addition or extension of activities (regulated entertainment) that may cause public nuisance, where the Applicant has not properly considered the issue of nuisance and where*

*appropriate sought advice from those with expertise in this field, in order to alleviate any concerns arising.*

And further to para 4

*There will be an assumption however that Licensed Premises in residential areas, or where there is proximity to residential properties, will only be allowed to undertake Licensable Activities until 11pm unless detailed consideration and mitigation measures have been proposed to address those concerns. A simple application with no supporting material can be expected to be refused, where relevant representations have been received.'*

11. Until music breakout is controlled satisfactorily at this premises I can offer support for this application.
12. However on the morning of the 28<sup>th</sup> October 2019 during a telephone conversation with the management it was confirmed they would be appointing an independent noise consultant to assist in identifying suitable remedial measures.
13. At the time of writing this report my recommendations to the chairman of Torbay Councils Licensing Sub-committee would be to refuse as applied for, on the grounds if granted the applications would seek to undermine the licensing objective 'Prevention off Public Nuisance' rather than promote.
14. Consultation with the applicant will continue and I am confident a satisfactory outcome will be achieved that is acceptable to both the premises and residents.

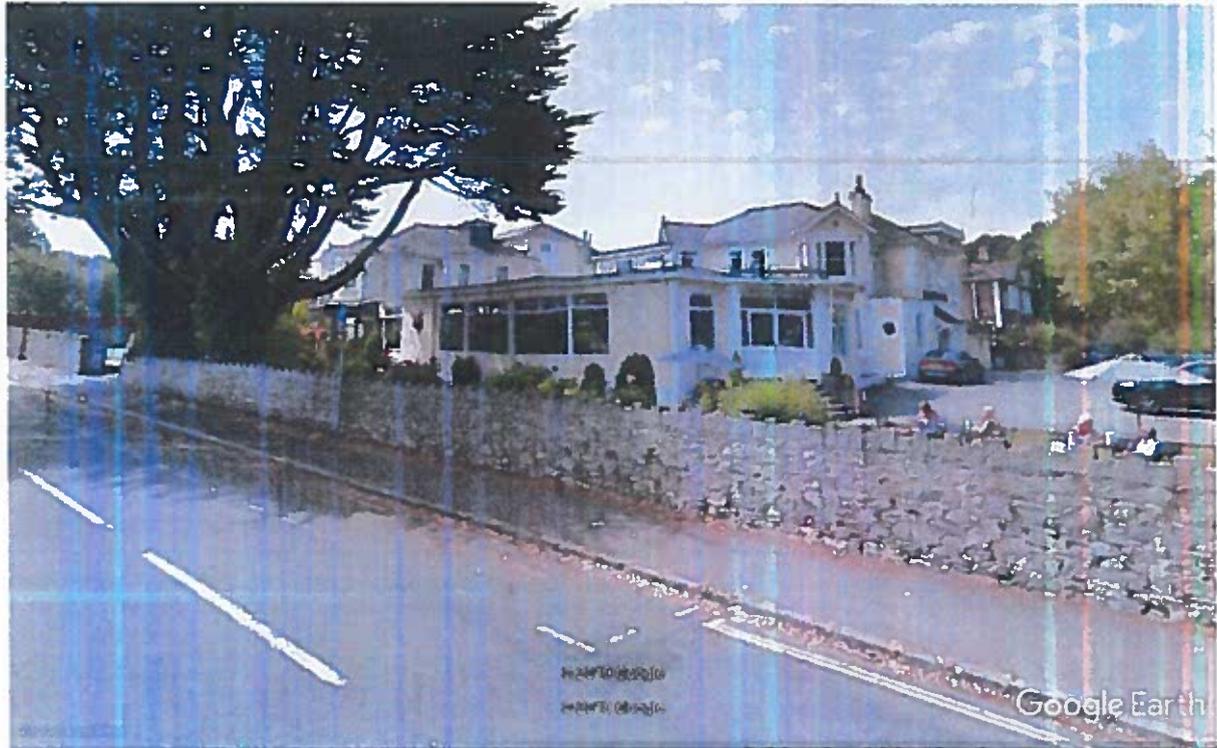
**Karl Martin**  
**Public Protection Officer**  
**Licensing and Public Protection**  
**Community Safety**  
**Torbay Council**

Appendix 1 – Google street maps, The Anchorage Hotel

1.1



1.2





Resident Mandy Guy

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.

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 u 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.

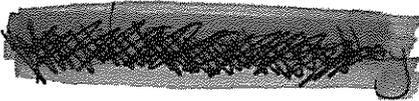
The Anchorage Hotel, on Aveland Rd, Cary Park, Babbarcombe, S. Devon, TQ1.3PT. are applying to extend their hours of sale of alcohol, & play live music, from their premises, Sundays to Thursdays till 12pm, & Fridays to Saturdays until 1AM.

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.

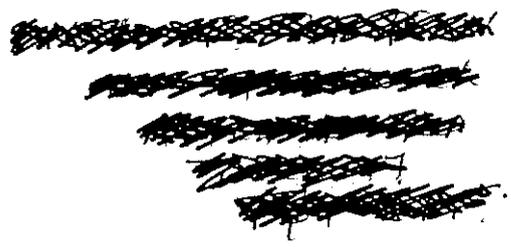
The ANCHORAGE Hotel could have up to 250 people at any of the functions they are going to cater for, Plus some of the guest's may want to stay the night. if this was to happen, especially in the summer, window's of bedroom's would be open, & more disturbance, for the neighbours.

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, AVIAND RD, CARY PARK

BABBACOMB 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

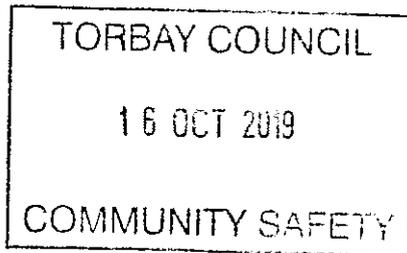
who were using the hotel facilities during  
the Summer. IF the Licence is granted the

noise, disturbance and general anti social  
behavior will have a terrible effect on

all of us living in the area.

Yours Sincerely





~~XXXXXXXXXXXXXXXXXXXX~~  
~~XXXXXXXXXXXXXXXXXXXX~~  
~~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. 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. Theses 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

~~XXXXXXXXXXXXXXXXXXXX~~





**Adkins, Joanne**

---

**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~~ COMMUNITY SAFETY HOTEL  
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.

~~XXXXXXXXXX~~  
~~XXXXXXXXXX~~  
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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.

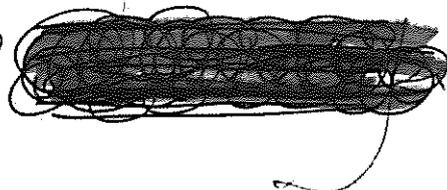
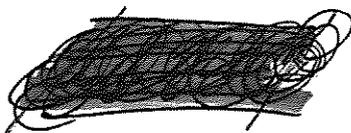
Regrettably I came away with the impression that no matter what I reasonably said it will have no effect. This is supported by the fact that noise pollution has continued unabated under the existing licence.

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.

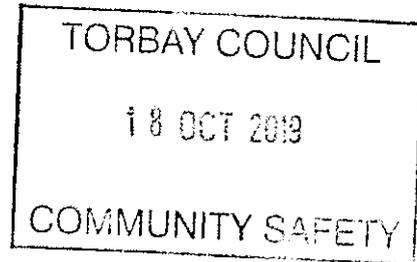
Please can you **send an email or write a letter before the 27<sup>th</sup> October 2019, as this is the last**

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 heavy black ink, obscuring the signature and any text underneath. A thin line is visible below the redaction.



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

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**

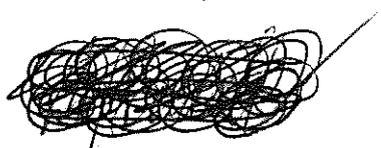
I understand that the Anchorage Hotel is applying to extend their hours for the sale of alcohol and to play live music, Sunday-Thursday until midnight, Friday-Saturday until 0100.

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

~~XXXXXXXXXXXXXXXXXXXX~~  
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Dear Mandy Guy,

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

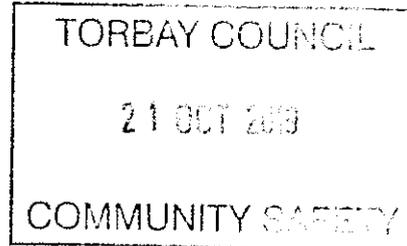
However we feel strongly concerned for we sleep at the rear of our house, the noise would increase considerably more than present.

Yours Sincerely

~~XXXXXXXXXXXXXXXXXXXX~~

~~XXXXXXXXXXXXXXXXXXXX~~  
~~XXXXXXXXXXXXXXXXXXXX~~  
~~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~~





TORBAY COUNCIL  
21 OCT 2008  
COMMUNITY SAFETY

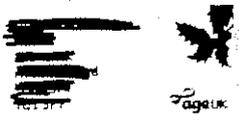
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Dear Mandy Guy

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 Trecaan 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.

Page 73  
Many thanks for reading this letter  
Yours. ~~XXXXXXXXXXXXXXXXXXXX~~



TORBAY COUNCIL  
 23 OCT 2019  
 COMMUNITY SAFETY

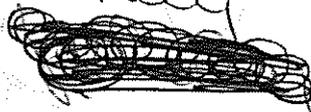
*Victorian Blossom*

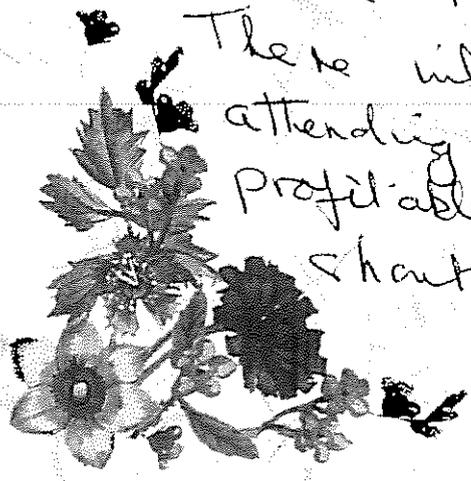
Dear Sir/Madam,

I wish to oppose the application by the Anchorage Hotel for a further extension to their existing licence, hiring 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  




© KIKY CREATIVE PRODUCTS INC.

TORBAY COUNCIL

21 OCT 2019

COMMUNITY SAFETY

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

Dear Mandy Guy,

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

Thank you for your kind attention.

Page 78  
yours Sincerely

~~XXXXXXXXXX~~

~~XXXXXXXXXX~~

~~XXXXXXXXXX~~  
~~XXXXXXXXXXXXXXXXXXXXXXXXXXXX~~  
~~XXXXXXXXXXXX~~  
~~XXXXXXXXXXXXXXXXXXXXXXXXXXXX~~  
Mandy Guy  
Senior Licensing Officer  
Torrey Council

TORBAY COUNCIL  
21 OCT 2009  
COMMUNITY SAFETY

Anchorage Hotel

With reference to application by the above  
Hotel, to have live music for  
dancing - I would like to register a  
vote of NO This would be very  
loud & disturb late into the  
night to houses & flats, with  
cars leaving

Is there perhaps a Bye Law  
from the Brey Estate, who  
owned a lot of this area.

Yours faithfully

~~XXXXXXXXXXXXXXXXXXXXXXXXXXXX~~

Sorry for wording being unclear

~~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~~





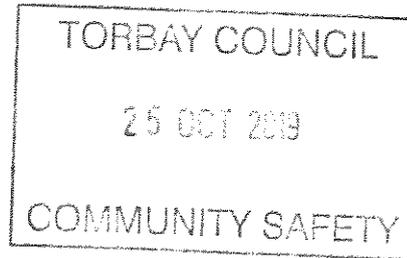
who appear to have no concern about the effect they are having. It sets a precedent for their own future behaviour and may encourage them to also display and join in with bad behaviour.

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: ~~0123456789~~  
Email: ~~0123456789~~

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.

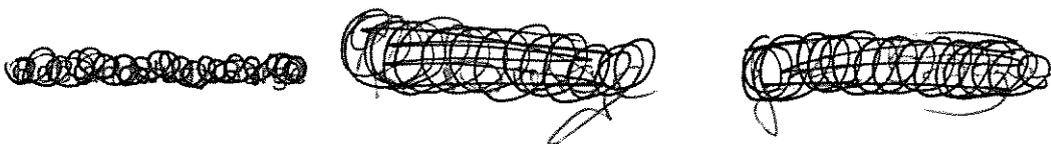
The Premises Licence - if permitted - will also come up on local searches when our properties are being offered for sale and such a potential noise nuisance to the early hours could put off potential buyers.

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



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

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

TORBAY COUNCIL  
25 OCT 2019  
COMMUNITY SAFETY

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,

~~XXXXXXXXXXXX~~

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~~XXXXXXXXXX~~  
~~XXXXXXXXXX~~  
~~XXXXXXXXXX~~  
~~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**

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



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



TORBAY COUNCIL  
25 OCT 2019  
COMMUNITY SAFETY

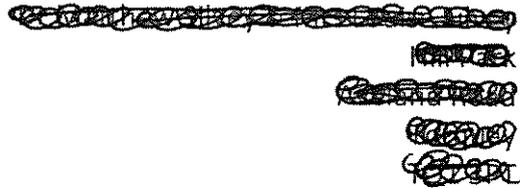
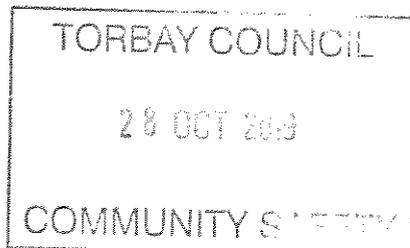
~~XXXXXXXXXXXXXXXXXXXX~~  
~~XXXXXXXXXXXXXXXXXXXX~~  
~~XXXXXXXXXXXXXXXXXXXX~~  
~~XXXXXXXXXXXXXXXXXXXX~~  
23.9.19.

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 hear 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





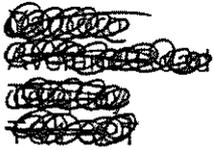




Guy, Mandy

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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 ~~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~~, 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.



It is the repeated, loud music/entertainment  
Their confrontational and unapologetic attitude when we do have to complain  
The cars parking outside our houses leaving late at night  
The people smoking and shouting outside  
The fights outside  
The loud and growing volume of parties, especially over the festive season

I hope this is useful information in helping make your decision

Thank you

Best wishes

~~\_\_\_\_\_~~

Ps I had been dealing with Carl regarding this over the months and did send several recordings of the music but I am not sure if that is all taken into consideration with this or whether it is separate. I know every time we have rung they claim we are the only ones who have complained, but I know that several other neighbours have rung them, but equally, especially given the age of a lot of our neighbours, it takes a lot of guts to ring them and I hate doing it, so there is most likely more people who would ring if they felt comfortable but the family do not have a good reputation and there is a feeling of it falling on deaf ears when we do ring.

~~\_\_\_\_\_~~  
~~\_\_\_\_\_~~  
~~\_\_\_\_\_~~  
~~\_\_\_\_\_~~  
~~\_\_\_\_\_~~  
~~\_\_\_\_\_~~

**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

---

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]

Guy, Mandy

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**From:** [REDACTED]  
**Sent:** 28 October 2019 15:14  
**To:** Guy, Mandy  
**Subject:** Anchorage Hotel - Application # 055173

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Dear Sir / Madam

I write as a neighbouring resident to confirm my support for this application. Local businesses need to be able to attract function trade and offer entertainment events for residents & non-residents alike in order to compete for trade.

The licensees are experienced and responsible operators whom have never caused us disturbance in the past and do consult with us about events.

Yours faithfully

[REDACTED]  
[REDACTED]









