

Julie Smart  
Licencing Officer  
Torbay Council  
13<sup>th</sup> June 2026

Dear Julie,

Re: Application Reference 19703790 Full Variation John Bull Chatto Road Torquay

Thank you for your Email regarding the Hearing date for the above application. As I explained it is with much regret that I will be unable to attend as I will be abroad on that date, but I just wanted to provide some further clarification in my absence.

Firstly, I can confirm that we have withdrawn our application to move the smoking area to the front of the pub based on the one objection received. We did think moving the position would help us to police the smoking outside the main door of the premises, however if this has been met with an objection we can keep it in the existing place. The extension of the outside area however will help us to take some additional steps to contain smoking within that particular area.

Over the last 12 months the Manager, [REDACTED] has worked hard to build a community pub that doesn't cause any difficulties for its neighbours but also a pub that encourages the local people to use the pub and foster a community spirit. She has been successful on both accounts and it is due to this success that we now have local residents and customers asking us to extend the outside area so they can enjoy the warmer weather should we get it and reduce the need to travel to other pubs to make use of their outdoor space.

The purpose of extending the outdoor space is to:

- 1) Meet the request of our customers.
- 2) Ability to manage the smoking area more effectively.
- 3) Allow the John Bull to competitively trade with the other pubs.

Currently when the weather is nice, the existing terrace on Chatto Road will be packed with people, many standing with many nonsmokers taking up the area that has been assigned to smoking. We find that during the warmer weather [REDACTED] has to police the front of the building much more as some smokers will tend to move away from the crowds, hence our original thought was to move the smoking area to the front of the premises to make it easier to manage.

The area we wish to convert is currently the Managers private garden and measures around 17 x 18 foot or approx. 29 sqm. We envisage an additional 3 benches giving space to 12-16 additional seats. The area will be fenced off before the existing back door gate, so people will still have to use the pub to access the garden. It will be surrounded by a 1.8m fence that will screen the residential side of the street in Homestead Road.

I have attached an Annex with photos, photo A shows the proposed height of the new fence being 1.8m high and how it will slightly rise above the fence that is already in situ. In that photo you can also see the complainants house [REDACTED] and the position of the sunroom as referenced in their letter. We believe that the size of the garden with the additional benches will not have an extremely negative impact upon the enjoyment of their back

garden as reported, the addition of a new fence will help further screen any existing noise. I appreciate that looking down from their property it looks a sizeable area, but this area also includes the tenants garden that resides in a flat next door to the John Bull and this area is not within our plan. The area we want to use is approx. 29sqm.

The extension of the outdoor space will allow us to properly screen off the smoking area and with more space for the non smokers to sit should alleviate any need for smokers to move from their current position.

Our existing customers wish to support [REDACTED] as I know do the residents of Homestead Road and Chatto Road, they love the feel [REDACTED] has brought to the pub and her willingness to work with the local neighbourhood to iron out any issues. They want to show their loyalty and are keen to support the pub, hence the request from some of her customers to extend the outdoor space. It will allow [REDACTED] to compete on an equal basis with other pubs and offer the outdoor space that people really desire when the weather is good and we have the brighter, longer evenings.

I understand and appreciate the complainant position regarding a residential area and the need to respect this which we will most certainly do. It is interesting to note that as the younger property buyers start to move into the area, they will renovate their properties and out door space. A recent example of this is just 2 doors away from the complainant's

property, which now has an extensive outdoor space, with decking, bar, hot tub and outdoor speaker ( photos of which can be found in the appendices marked B/C).

The outdoor space at the John Bull will not have any speakers nor will it host any live music, we will continue to host this within the pub and to keep all music to respectable noise level as set out in our licencing obligations.

I have also attached photos to show the cul de sac and the position of the complainants house in relation to the pub and photos of the proposed garden area which I hope will help to visualise the existing position.

It is important we are allowed to extend the outdoor space, it will allow us to trade more efficiently and meet our customer expectations, it will also help [REDACTED] to fulfil the obligations of our licence in keeping the smokers to the rear of the property in Chatto Road.

We will continue to work with our neighbours to ensure noise and disturbance is kept to a minimum, I have asked [REDACTED] to distribute her number through the neighbourhood watch so any issues can be brought to her attention quickly and dealt with. We want to build a profitable pub that will provide stability for [REDACTED] and her team but also a pub the local neighbourhood can be proud of and very much feel a part of.

Julie, unfortunately the complainant was unable to fit a visit in to look at our plans, but please do reassure him at any point, he can pop along to see [REDACTED] who would only be too happy to take them through it. Once again please accept my sincere apologies for being unable to make this hearing.

Kindest Regards

Anne Tallon

Director

Tq2 Ltd

## Appendix

### Photos

A – Tape measure showing the height of the new fence

A – Shows the complainants house and sunroom

B – Shows the complainant house and the closeness to the newly built outdoor space of their neighbour (2 doors away)

C – shows the outdoor living space and outdoor speaker

D - shows complainants house in relation to the pub

E – shows existing outdoor space and smoking area

F – shows proposed garden area



**From:** [REDACTED]  
**To:** [Smart, Julie](#)  
**Subject:** The John Bull  
**Date:** 15 June 2026 16:23:02

---

[You don't often get email from c [REDACTED] Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Hi Julie, thankfully I'm making contact today in happy circumstances.

We would just like to express our contentment in the running of The John Bull and the difference over the year or more has been immense, [REDACTED] has worked hard to turn the pub back to a locals pub and involved community along the way...

We've always found her approachable and confident that she handles any issues quickly and adheres to all the rules that were put in place.

Please contact me if you need me for anything further

Many thanks

[REDACTED]  
[REDACTED] Homestead road  
Sent from my iPhone