

Representations received – The Exchange, Ivybridge

REPRESENTATION - 1 received Saturday 15 June 2024 PART I

> I am a resident [REDACTED] The Exchange, 1 Fore Street, Ivybridge. I'm writing to raise an objection to the application to vary their Premises Licence on the grounds of recent increased noise and ASB from this premises.

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> Over the last 3 weeks this business, on Friday and Saturday nights, have been hosting live music and what sounds like karaoke nights with antisocial levels of noise between 10pm and midnight.

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> The impact of this has been disruptive to our households rest and wellbeing and causing an unacceptable level of anxiety.

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> I have lived in this house for 37 years in the vicinity of this public house and have never experienced this level of noise and disruption. I have logged a complaint with you on 5 occasions to date and there is further live music advertised tonight.

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> It is clear that the current management have no regard for the residents in this area. I'm concerned now to see that they are effectively applying for a late drinks licence for every day of the week up to midnight and up to 1am Friday and Saturday. This is not reasonable or acceptable in a residential area and particularly in light of their inability to maintain reasonable noise levels.

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> Please can I have a response to this representation and my previous complaint. I'd like to know how residents needs are being considered.

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REPRESENTATION 1 – received 26 June 2024 PART II

Secondly, I have registered my complaint with South Hams Council in relation to following dates where we have suffered significant disturbance:

Fri 31 May between 22:00 -23:59

Sat 1 June between 22:00-23:59

Fri 7 June between 22:00-23:59

Sat 8 June between 22:00-2359

Fri 14 June between 22:00-23:59

On each occasion music and singing was at a level causing disturbance to sleep/rest within my home with doors and windows closed.

Finally, their denial of any wrongdoing itself evidences a lack of respect and responsibility and should be considered when assessing further extension to licence or indeed any further late entertainment/licence. Previous management have managed to operate in a way that was acceptable to residents during the last 30 years+ I have lived here. This corporate business does not appear to consider the community over its profits.

REPRESENTATION 1 – received 07 July 2024 PART III

Dear Harry, I have sent the following to the environmental health to report further noise nuisance. This further highlights that this company are not interested in managing their business in a responsible manner. I'm also becoming increasingly concerned about levels of visible alcohol consumption through the day in the outside area. This feels inconsistent with public health priorities and we also have school children passing this pub on their way to and from school. If as requested they obtain a licence from 8am daily this is likely to encourage what is effectively street drinking, even if they stick inside their outside smoking/drinking area, all day.

I would like to update my complaint to include evidence of the Exchange pub allowing drinking outside the premises in the street (see attached photo from Saturday 6th July at 20:30). You will see from the attached photo that security staff are present and allowing people to consume alcohol outside of the fenced area. This results in increased noise levels and intimidating behaviours to some in our community and is anti social.

This is further evidence that this company have little interest in operating in a manner that is responsible and mindful of the wider community.



REPRESENTATION – 2 received 17 June 2024 PART I

Good morning

I would like to objection for the pub to be opening extra hours. They have been open extra hours over the past months. I have first hand of this. When people leaving the venue making too much noise even the bouncers that weekend don't tell them to leave quietly. They are playing music so loud it sounds like I'm living in a night club. The bands karaoke party nights in the extension there is no soundproofing so it comes through my property. Police have been called a number of times for trouble at the pub. The weekend party starts from Wednesday nights Thursday nights it's open mic and karaoke Friday night party night Sat live band Sun open mic karaoke or a band. My walls are vibrating. so on this note I think the pub is out of line doing all this it is a residential area you couldn't even play loud music in your house after 11 o'clock? Why should a pub be encouraging this?

This pub from wedn till sun is loud. Friday Saturday night the party goes on till 1am this has been for a months now. Sounds like a night club on a Friday a Saturday a some times on a Sunday. Thursday evening open mic night a karaoke Friday party night sat night live music sun is karaoke live music or open mic. When people is leaving the pub there a lot of noise out in the street the pub is in a residential area. This pub needs lookin in to. I rang up on Monday and told me that the pub should close at 0000 Monday till Sunday but when u look it up it says 1am Friday sat night a sure Sunday night open later then 12 . There is drinkin going on after hours to. I have walked pass an seen. Thanks

REPRESENTATION – 2 received 18 June 2024 PART II

Thank you for the e mail back. Well I know first hand on Friday an Saturday night the bands are playing gone 12:30/1245 this has been happening for the last 5 months. Wednesday a Thursday nights it does stop early. I'm away this weekend but from now on I will report it every night this happens when people are leving the pub at 1am in the morning it's so loud as well. Plus last night I did report it to them as well.

REPRESENTATION – 3 received 25 June 2024

I am writing to object to the licensing application for this pub to open even later than the current time.

We live [REDACTED] and we have had many issues with music noise, fighting and foul language which has left us unable to sleep before midnight over the weekend. We are currently completing a noise pollution diary.

I believe that there are many other people who are experiencing these same issues and they are also objecting to this proposal.

In fact, due to significant environment changes since the licence was last properly reviewed, I believe the closing times should be brought earlier than current. These changes are due to all the trees in between the pub and our property having been washed away and therefore loosing the natural sound barrier between the rear of the pub and our property. This has made the issues significantly worse in what is a residential area.

A start point in dealing with this would be for the pub to lock the rear doors so people cannot smoke, fight or shout on the balcony at the rear. The rear doors should only be used as a fire escape.

Again, this is a residential area where people need to be allowed to sleep after 11pm.

REPRESENTATION – 4 received 27 June 2024

I noticed that the Exchange pub has applied to extending their opening hours. We live [REDACTED] and have had to accept that there has to be some disruption and noise issues. However, I have never complained before. For the point of clarification, does the extended opening mean that very loud music will be played until 01.00 on Friday and Saturday and until 12.00 the rest of the week? Or does it mean that the extra hour is for drinking only?

We are also aware that on the balcony at the rear of the premises will be in use to allow drinkers to occupy and make a very loud amount of noise? For many reasons we have to accept what we have at present. However, an extension is unacceptable in what is also a residential area.

Many thanks in advance for your consideration.

REPRESENTATION – 5 received 08 July 2024

Dear Licensing Committee

I am writing in response to the proposed variation to licensing hours for The Exchange, Fore Street, Ivybridge. Recent notice has been given that they are requesting to extend hours for licensing activities from 8am to midnight Sunday to Thursday and 8am-1am Friday and Saturday. I oppose this request and ask that the licensing committee consider the following:

1. Reason for the request:

Without a clear and transparent rationale for this request, there is no reason to permit this considerable increase in hours. I served as a Plymouth magistrate for a number of years, during which time I sat occasionally on the licensing committee. All requests for extensions to licensing hours had to be clearly explained and were only granted in special circumstances such as wedding anniversaries or milestone birthdays. I appreciate there have been changes to licensing laws since then, but there still needs to be an acceptable answer to the question of why does this establishment need these extended hours, particularly as they are on a regular basis, not a one-off special occasion. In addition, I question who benefits from this extension of licensing hours. It appears the request is solely to benefit financial profit for a corporate business (Craft Union Pub Company Ltd) and not to serve the needs of the residents of Ivybridge. This is not a good reason to permit the proposed activity.

2. The development of Ivybridge as a town and community:

The current Ivybridge Neighbourhood Plan sets out the requirement for development to contribute to a healthy, creative and sustainable town, supported by South Hams aspiring to being a 'place to thrive'. The majority of people want their hometowns to be places they can feel safe and enjoy a good quality of life. Current statistics in England indicate 40% of crime is related to alcohol use and alcohol is implicated in higher incidences of domestic abuse and

anti-social behaviour. At a time when Devon and Cornwall police priority is the reduction in anti-social behaviour, the granting of this request for extended licensing hours would run counter to everything that supports the building of Ivybridge as a place people can feel safe, thrive and enjoy a good quality of life.

Two brief examples from past seven days are that I have walked past the Exchange on a weekday afternoon and witnessed a very loud argument, with foul and aggressive language, between a group of women drinking in the outdoor seating area. This was at a time when people were going about their daily business in shops and children were going home from school. Further, I came home at 8.30pm yesterday to see a large group of mostly young men drinking on the street outside the pub, not within the designated outdoor drinking area. The ways children and young people witness adult behaviour is a very important part of their experience of the world and our future communities. I strongly oppose additional opportunities for children to witness this type of anti-social conduct as 'normal'.

3. Management of the impact on local area by this establishment:

Further to my point above, and on a more personal note, I have had to move out of my bedroom for five consecutive Friday and Saturday nights in May/June, due to noise coming from music in the Exchange and now can no longer sleep there when I know there is a licence for live music until midnight. I went down to investigate at 11.20pm on the first Saturday and spoke to the security staff. They told me the establishment had a licence until midnight. I raised my concern that the volume of the music was too loud and the doors were wide open, hence a local noise disturbance that had stopped me from sleeping. If the management of the establishment are unable to anticipate the need for a simple adjustment (i.e. turn it down after 11 and keep the doors shut) to minimise the impact of noise, I don't believe there is any evidence they can be responsible with further extension to licence. The impression I had from the brief conversation with security staff was that the approving of a licence gives an establishment permission to do what they want.

I am a resident [REDACTED], in close proximity to the Exchange, where I have lived since 1987. Throughout that time the Exchange has operated as a pub, so I'm familiar with the expected noise levels and some anti-social behaviour occasionally around 11pm. I have never made any complaint and nor have I ever had to move out of my bedroom to sleep elsewhere. This past couple of months has been unprecedented levels of noise and so I oppose this establishment being given the opportunity to extend it further.

In general I oppose this request as I don't think it fits with the direction Ivybridge wants to develop. It will contribute further to anti-social behaviour and unhealthy lifestyles and there is no evidence that an all day drinking establishment similar to a Wetherspoons model is necessary in this town. In particular, I oppose this request because I don't believe this establishment has shown itself responsible and considerate enough to attend to any issues that might arise. I ask that the committee take these points into consideration when making their decision and give a clear message that they prioritise the people they serve and are committed to the development of Ivybridge as a safe, healthy, town where people are happy to live and can thrive.

