

**From:**

**Date:** 25 May 2021 at 15:30:33 BST

**To:**

**Subject:** Re The Anchor- Honestone Street

Unfortunately, once again we find ourselves having to contact you re the above and noise. The incidents were on both Friday 21st evening & Saturday 22nd evening. People outside swearing and shouting and causing a nuisance. Groups of around 8 plus congregating outside the pub which is right opposite our front door.

No social distancing or masks. People freely walking around in the pub playing pool & darts and standing at the bar. I was woken up early hours Sunday morning (approx 1.45am) by people congregating outside the pub doors. The next morning on the doorstep were empty glasses and empty bottles obviously left behind after the doors were closed.

It has been great all the time the pub has been closed during restrictions but hasn't taken long to become a nuisance again.

Regards

**From:**  
**Sent:** 02 August 2021 14:15  
**To:**  
**Subject:** The Anchor - Honestone Street

Unfortunately we find ourselves once again having to complain about the noise over the weekend from the above pub.

Aside from the **normal** shouting and swearing outside our lounge window we are having to put up with every weekend there is now Karaoke back. The noise went on until at least 1.30am on Saturday.

Not only Saturday night but last night was noisy too with the noise going on until 12.30am.

Last time I emailed you said there was a meeting with the police & licensing but I did not get any update as to the outcome of that meeting.

This really is totally unacceptable in a residential street so close to properties. There doesn't appear to be the same level of nuisance from the pub around the corner The Joiners - owned by the same person so I am not sure why the Anchor is so problematic.

In other parts of the County the licensing hours are restricted where the pub is close to residential property how come this is not the case with the Anchor?

Date	Start Time	Finish Time	Type of nuisance	How is this affecting you
31/07/21	3pm	1.30am	Loud music and shouting from inside the pub. People in the street shouting and using foul language until 1.30am.	Have to turn my TV up loud to try to drown out the noise, te behaviour is a bit intimidating and didn't feel comfortable to go to bed until 145am.
01/08/21	11pm	12.30am	People in the street shouting and using foul language.	Unable to go to bed until nuisance was cleared.
28/08/21	11pm	130am	Music audible after 1130pm, people in the street shouting and swearing, had to challenge someone who was leaning against my window resting his pint on my window ledge.	As above
03/09/21	11pm	130am	Music audible after 1130pm, people in the street shouting and swearing, including 1 particular man who was screaming obscene Language.	As above

Date	Start Time	Finish Time	Type of nuisance	How is this affecting you
9/9/21	22.45	23.30	Fight in street between male and female, escalating on two males fighting. Police were called but male and female had driven off before they arrived. With out a doubt, over the driving limit for alcohol, evident by the female urinating in the street and the what all 3 were conducting themselves	This was particularly horrifying as my 9 year old was woken up by the shouting and obscene language, just as she came into my room she saw a man being help in a head lock by another man and was clearly chocking.
16/9/2	21.00	23.30	Noise of people drinking in the street throughout the evening accumulating into a fight between 6 people, shouting from panier market across to anchor then physical fights. Pint glasses smashed in road. Police called.	The noise had kept us awake in the evening, we are the front room on the 3 <sup>rd</sup> floor of the house, you could hear the foul language over the TV. Even when they are not shouting, the noise from when they stand outside the front of the pub travels and you can hear every word of whats said.
17/9/21	7.30am	7.30am	Litter and glass bottles at pannier market and in parking bays under Victoria terrace	
25/9/21	22.00	0.30	Noise talking & shouting outside pub, sat on benches at	The pannier market will always be a busy place, it was particularly noisy this night

			<p>pannier with drinks from pub</p>	<p>because the joiners had a band on too, however, the patrons of the joiners do not spend their evening swearing and shouting and therefore the noise from this pub is never a problem. The type of people and comings and goings from the Anchor is a nuisance most of the time, not only does it keep us all awake at night its exposing my young family to language and conversations that at a young age they should not be hearing. For example, just a month or two ago there was a man out the front crying and talking with his friend trying to decide if the one night stand he had had was a consensual or not.</p> <p>No one seems to be able to exit the Anchor quietly.</p>

Date	Start Time	Finish Time	Type of noise	How is this affecting you

**Torrige** – a great place to live, work and visit

Riverbank House, Bideford, Devon, EX39 2QG



## Customer Self Service

### Environmental Protection Department - Complaint of Nuisance

**Firmstep reference:**

**Date/time submitted:** 2021-09-10 10:06:25

**Customer details (registered with Self Service):**

**Name**

**Email Address**

**Home Phone**

**Mobile Phone**

**Address**

**Work Telephone:**

**Person or source complained of:** The Anchor Pub

**Address:** Marke Square, pannier market, bideford

**Nature of Complaint:** Noise, litter, urinating in street, glass from pub, fighting, drugs usage and dealing,

**When did the problem first occur?:** 04/07/2021

**How often and when does the problem recur (i.e. days/times):** This is an on going problem and is currently escalating. Its most weekends and 2 or 3 times during the week

**How does the problem affect you?:** The patrons of the Anchor regularly wake up my house hold, my 9 year daughter often wakes up crying due to the shouting and swearing in the street along with regular fights. The pub goers regularly stand outside the front of the street to have a cigarette or to smoke their drugs, more often than not they stay out the front for hours at a time. When the pub closes at 1.30am they take their drinks and sit in the square until 3 or 4 in morning, this is usually where they end up fighting. If you speak the the torrige employee that has to clean the area he will verify the amount of glass he has to pick up from the pub. They regularly urinate up against the pannier market walls, i saw a lady having a wee under the tree yesterday night. There was another fight last night, and one last weekend. The behaviour from the people that go to this pub is consistently aggressive using foul language and shouting. I am absolutely sick to the back teeth of this pub and these people, its affecting my mental health and up setting my children. My

daughter was woken by last nights fight and it took 3 hours to settle her down as she was scared, and as we are getting in the car this morning to go to school shes asking me why the pannier marker smelt so bad. (this is due to the regular flow of urine from the pub goers) There needs to be a better police presence at the pannier market, or security on their front door to ensure people stay in he pub, out of the street and leave the area when is closed.

Due to the nature of the land lady and the patrons i have not spoken o them directly for fear of confrontation, i also dont want them to know where i live

**Has the problem been discussed with the person responsible?:No**

**Have you previously complained about this matter to Torridge District Council?:Yes**

**When?:** a few months ago

**Have you previously complained about this matter to the Police?:Yes**

**When?:** last weekend. In the last 6 monhs ive had to call 999 several times, i also call 101 bur rarely get through

**Have you previously complained about this matter to another agency?:No**

**I Agree to Declaration:Yes**

**Name:**

**Date:** 10/09/2021

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Date	Start Time	Finish Time	Type of noise	How is this affecting you
27/10/21	1130	1245	As above Breaching noise conditions	Kept awake
28/10/21	1130	0115	As above	Kept awake
30/10/21	1130	0125	Massive fight starting around 1am , for which I called the police and they attended.	Intimidated



Date	Start Time	Finish Time	Type of nuisance	How is this affecting you
03/11/2021	7.30PM	7.45PM	Fighting & arguing	<p>Apply to all boxes:</p> <p>This affects not only myself but my entire family: my dad is a farmer and has to get up at 3.30AM every morning bar Wednesdays, meaning he goes to bed around 7/8PM the noise, particularly the late-night fighting and shouting affects his ability to sleep.</p>
21/11/2021	12.50AM	1.10AM	Shouting	<p>Both of my parents sleep at the front of the house and can hear everything from the Anchor in terms of music when there is karaoke and noise created by people in and outside the pub. There is also a lot of noise</p>
03/12/2021	11.10PM	11.30PM	Shouting	<p>that continues at the back of our house where myself and my sister's rooms are when people from the anchor proceed up to the Honestone Street car park. All of this noise meaning that it is difficult for all of us to sleep. Though we understand that no pub will ever be quiet</p>
04/12/2021	10.50PM	11.00PM	Shouting	<p>the amount of arguing, fighting etc that happens outside is ridiculous. As noted on this form there have been 3 fights – all which police have been called to and multiple incidents of arguing and</p>
12/12/2021	1.20AM	1.35AM	Arguing, shouting	<p>shouting since November. This has been a constant issue as far back as I can remember, I know that my parents have complained to both the pub and TDC about this multiple times over</p>

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Date	Start Time	Finish Time	Type of noise	How is this affecting you
17/12/2021	9.00PM	9.15PM	Fighting, arguing	the years but with nothing being done about this. I would note personally that I dislike staying in our living room after 10PM because we have had 3 separate incidents in recent years of people coming up from the
18/12/2021	11.50PM	12.10AM	Fighting, arguing	pub to our house banging on the window and trying to get in the front door, rattling the handle etc, though luckily this has not happened recently, it still makes me anxious.
31/12/2021	8PM	11PM	Continuous noise – though to be expected NYE. Police were outside during this period, unsure if this was due to a fight as this was not heard.	At the very minimum I would suggest the Anchor needs to hire some form of security on their door to prevent so many fights occurring.

Date	Start Time	Finish Time	Type of nuisance	How is this affecting you
23/7/22- 24/7/22	11.45	12.45	Patrons leaning against neighbouring/adjoining front doors talking loudly/shouting. Fighting outside our front door and shouting.	Sleep deprivation- not able to go to bed at a reasonable time because of the noise. Intimidation because of the angry and violent people outside our front door.
29/5/22- 3/6/22			Shouting, talking loudly patrons leaning up against our front door and window. Smashed glass outside our front door.	

**From** [redacted]  
**Sent:** 25 July 2022 10:33  
**To:** [redacted]  
**Subject:** Anchor inn

**CAUTION:** This email originated from outside Torridge District Council. Do not click links or open attachments unless you recognise the sender and know the content is safe.

I rang you a couple of weeks ago regarding the Anchor and you asked me to send you an email, so here it is.

It is becoming increasingly frequent that noise and people outside talking loudly well past midnight is keeping me awake, particularly in the later part of the week, they have pool players most Thursdays, with the music and shouting going on all evening.

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Last night I had the unpleasant view of 2 guys play boxing in the street outside my window (not aggressively), but still unpleasant.

I find it amazing that your department deem it acceptable that they can treat the pavement and street as if it was their own grounds, in an area where there are many private residents, it must be intimidating for some people and cars to go past them at times.

There is also often the smell of weed around and last night there was someone in the street inhaling from a balloon, which I understand is something to do with drug taking.

I also occasionally hold the key for the visitors at number 4, one group of which, left a day early following a horrendous Thursday evening of the jubilee weekend which was extremely loud all night until 145am.

Saturday evenings remain the same until around 145am, it is worse at the moment with the better weather and their door kept open and it seems people spend more time outside than in.

**From:** I

**Sent:** 27 August 2022 08:28

**To:** I

**Subject:** RE: Anchor Pub - Variation of licence conditions for public consultation.

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I hope your well, I'm just wondering where we are at with the noise from the Anchor? It was ridiculous last night it's been quiet for a few months now feels like it's reaching new levels. I don't know what's going on with the joiners but they are also now louder than ever, all doors and windows open whist the music's on and people in the street because it's hot I guess. Its so exhausting all the time,

Kind regards