

Appendix

CELEBRATING  30 YEARS  
**SAMUELS**  
 Solicitors

North Devon Council  
 PO BOX 379  
 Barnstaple  
 Devon  
 EX32 2GR

ENVIRONMENTAL  
 08 SEP 2020  
 HEALTH

And by email: [licensing@northdevon.gov.uk](mailto:licensing@northdevon.gov.uk)

Our ref: VICK4085/001/MAH  
 3 September 2020

Dear Sirs,

**Our Clients: Lee and Lorraine Vickery**  
**Re: Hobb's Hill, Croyde, Braunton, EX33 1LZ**

We act on behalf of the above-named clients.

As you are no doubt already aware, our clients reside at 6 Hobb's Hill, Croyde, Braunton, EX33 1LZ ("the Property").

Located next to the Property is the business 'The Old Cream Shop Limited' (*Company number 04788974*) trading as 'The Old Cream Shop & Tea Garden' ("the Business").

Initially, the Business only operated as a café and ice cream parlour. However, towards the end of the recent lockdown period, they opened the 'Hang Loose Bar and BBQ' ("the Bar").

Since the Bar has opened, our clients have suffered an ongoing number of disturbances, including but not limited to:

- Speakers playing loud music next to our clients' lounge wall;
- Customers being allowed onto the Business' balcony, adjacent to our clients' lounge window;
- Customers swearing and shouting from the balcony and beer garden;
- Customers leaning over the fence and looking into our clients' lounge window;
- Excessively loud music from midday until 10:00 pm;
- Strong smell of food and fuel coming from the barbeque on the Business' balcony;
- Unsecured gas cylinders being kept by our clients' roof space;
- Customers throwing bottles and cans into our clients' garden;

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Our clients have spoken to the owner, Mr Alistair Poll, directly about their concerns and yet no action has been taken. We are instructed that Mr Poll has now applied to extend the dates that the Business is allowed to sell alcohol and increase the 'drink time' by a further 20-minutes. A copy of the application is *attached*.

Our clients are opposed to this application and have already been in contact with you to make their objections clear. We have been instructed to write to Mr Poll separately in regards to the ongoing nuisance and whilst we appreciate that this is a civil claim, our clients would like to make you aware when considering the application.

Again, our clients are strongly opposed to the application being accepted and request that you consider the stress and inconvenience that they are currently incurring.

Yours faithfully,



Samuels Solicitors LLP