

Supporting Emails

1.

Just to say that I personally feel that Heavitree Social club is key to our community, they provide great entertainment for children, it's a safe and friendly environment which is cost effective for family's.

There is nothing else for family's which provide all the services that they provide.

It would be harmful to families and a utter shame for the community if it had to close.

Everyone is always respectful to the neighbours and the entertainment there does not cause harm, it's all within the grounds.

We have never had anything but a lovely time and made to feel welcome.

During coronavirus the social distancing has been perfect and very well thought through, with sanitising stations also.

2.

I love going to are club on Bank Holidays and listening to the music with my Granddaughter and my Daughter's and watching her having fun with her friends and Dancing to the music



3.

I have been going to heavitree social club since I was a child, it has always been a safe, fun and friendly place to go with the family. The staff are lovely and everyone is so welcoming, the club accommodates for all ages from children's entertainment inside and out in the garden to live bands which finish at an acceptable time to respect the neighbours close by. Also having different clubs to join from the pool team to skittles also football. It has been asset to the community as it brings everyone together throughout the year for various occasions I have enjoyed every year of being a member at the social club and many more to come.

Sent from my iPhone

4.

To whole it may concern

Absolutely love this place it's a true asset to the community with live band's, children's entertainment bingo diet clubs pool skittles and the best wet play area it's so family orientated it's the only club that has such a variety and the outdoor entertainment is always managed well and is considerate to the neighbours so long may it continue as it's a shining star in the area that is truly needed

Sent from my iPad

5.

Brilliant atmosphere at heavitree social club, always friendly. Great music, great staff and great facilities to play at the splash park for children. Enjoy a day out here.

6.

I have been a member since i was a young child, and my mum and dad have been a member longer then me, as a child the garden was open for children (including me) to have fun play games have my birthday parties now my 3 children use the garden and as a single mum its safe and my 3 children age 3 , 5, 8, all enjoy the day,

The people complaining need to be aware that the club has been there for decades and the only place in exeter like this that is affordable, i cant afford prices like crealy but i can afford to take my children to heavitree social club for a day out

██████████

7.

Hev social club is one of the most friendly places around for family's to have fun, my kids especially enjoy the wet zone in the summer everyone enjoys themself from old to young people complaining about the noise really are pathetic there's never been any anti social noise ever when I've been there just family's and kids enjoying there self

8.

I have been a member for 30 years and we have had music in our garden for over 10 years we are a very busy social club offing a save plase for children and adults, Not like some of the council parks when teenagers leave rubbish beer cans and glass bottles and even needles laying around all over the place

DO YOU CALL THIS A SAFE PLACE FOR CHILDREN OR ADULTS

we see this all the time over Facebook and I am sure you are contacted on a regularly

Many thanks

██████████

9.

Hi, I have seen some comments in regards to the social club,

I would just like to pass on our Appreciation for all the hard work you and your team do to be able to pull off your amazing social club. There are many aspects of the club we enjoy. And we have also found there are very few places to go with young adults with disabilities where they are accepted and included and this is one place they really are made to feel very welcome.

We all very much look forward to returning back to the social club when restrictions are eased that little bit more.

It's nice to see the kids dance to the music in the garden and having fun

[REDACTED]

10.

Hi mark i've been come to Heavitree Social club for many Year it's safe place for my family kids as mine are grown up now always take my niece and nephew there sitting Garden with music it really helps my mental health and music at club is not loud I can hear dogs barking and Busy traffic around please keep music coming kids love music in Garden It's helps everybody's mental health kind regards [REDACTED]

11.

I have been a member for nearly 40 yrs and have enjoyed every minute of going there . I have had lots of generations that have been members and all they went for was the music on a Saturday night . I was a single parent when my children were growing up and loved the family atmosphere from a disco on a Friday to a band in the back garden which everyone loved and enjoyed . I would personally like to thank heavitree on a beautiful job they have on the back garden and the wonderful water park they have done for the young children only wish it was there when my children were younger . I can not wait till this summer comes and see everyone enjoy music family fun and wonderful food xx your sincerely [REDACTED]

12.

To who it may concern.

I have been a member of heavitree social club for 16 years, it's always been a very friendly and welcoming place. I've spent many weekends in the garden with a live band and kids playing, that what makes heavitree social club a great place for families to come and have never had any problems. Now with the new garden refurbishment with the addition of the splash zone it's only going to get better and better and look forward to many more good times there.

Yours faithfully

[REDACTED]

13.

Hi just a quick message to say what a brilliant and safe place with welcoming staff and friendly atmosphere. Brilliant music and bands. Amazing wet play for children which is safe and controlled. Good value for money in all areas of the club. Highly recommended

14.

Hi Mark

Just writing to say what a clean, friendly, child friendly club you are running..

Music is great especially when in the garden... 👍

Really enjoy myself look forward to coming back👋

Thanks

15.

Hi Mark,

Just wanted to say how much of a great experience we have when we use your wet play area. My kids absolutely love the place and it always has such a lovely family feel about it. Every member of staff is always so polite and courteous and the food and drink quality is fantastic.

Don't think we've taken our children somewhere where we've felt so safe and relaxed before, the atmosphere is great amongst children and parents.

What makes it even better is that you can still have a conversation with friends and family and never feel drowned out by the sound like can happen in similar places to yours, I put this down to how well you run the place.

Definitely one of our favourite places to come, would recommend to anyone

Kind regards

[REDACTED]

Sent from my iPhone

16.

I'm 70 years old and the Heavitree club is a great place for all ages I love seeing the children play and when the live bands are on its. Great atmosphere for all ages

Sent from my iPhone

17.

To whom it May concern

I have been a member of heavitree Social club for 10 years. I am a grandmother and I often bring my grandchildren up play outside in the garden area they, especially enjoy the wet play area even more so when there is a live bands on.i really do feel that the club goes out of there way to accommodate all ages of children, and would be a shame if this area is closed.

Many thanks

[REDACTED]

18.

I have been coming to the heavitree social club for many years I have never had a problem With the service our favourite part of the social club is the garden area I quite often bring my children and grandchildren to The wet play area and the out door space we often come up when there are bands in the garden big thumbs up to all at heavitree social club

19.

Please do not shut the outside slash zone kids enjoy it travel from Taunton Somerset to visit the club great staff well looked after

20.

I have been a member for 15 + years and when i first discovered heavitree social club i was astonished to realise what a gem i had on my doorstep, my children and now there children also use the club, the garden is a safe zone with no exist that children can get out of, it has everything for a day out including wet zone play park live music (sometimes) for adults, all my children have had parties at heavitree social club enjoying the bouncy castle and now my grandchildren have the splash zone for fun, the food is cheap from the kitchen, my son played for heavitree youth and now my grandson does, the facilities they offer are exceptional including the yearly seasonal events for children- Easter egg hunt, Christmas party- halloween - fireworks - bank holiday fetes - sunday fundays with foam and water ballon throwing.

21.

I write in support of this club and the outdoor events it undertakes within the community .

They are well run and safe and stewarded extremely responsibly.

It is a family club that caters for its local community and provides a family atmosphere that is a benefit to many children .

22.

To whom it may concern,

I am writing this email in support of Heavitree Social Club. The club provides a safe and enjoyable place for local families to enjoy. The provision of the new wet play and music is essential to the future of the business which has been established on this site for many years and before the surrounding houses were even built. Many of the parents who use the club today, once used the club as children themselves when their own parents brought them there. It has provided a service to the people of Heavitree and should be allowed to continue doing so for many years to come.

Kind regards



23

Hi Mark

I want to say how much my son loves coming up to heavitree social for the wet play weekends being a child who struggles with loud and busy places hes never complained Its a really safe and friendly atmosphere and the effort you and your team put into make sure the children our safe and having a good time is amazing.

The facilities our second to none and you should be applauded for the for the effort you have made to make sure its child friendly.

Me and my son can not wait to make the most of the facilities again this year.

Regards

24

I am writing with regard to the outside area at Heavitree Social club.

This is a great feature to the club allowing children to play safely while parents enjoy food and drink.

Added entertainment including live music is also a great feature to the club and a good social gathering to the Exeter area.

25

I fully support Heavitree Social Club with their tremendous efforts bringing live music and children's entertainment in their outdoor garden area.

It brings a real family atmosphere in these tough times and I commend the club for their attempts to build a safe and enjoyable location.

██████████

26

Hi mark,

I just wanted to say just how much my two children love your wet play and garden at the social club. It's super family oriented, safe and a proper little community hub for the heavitree area.

The facilities you have are truly second to none, with the effort & money you've put into the splash park which is one of the only in Exeter, this should be treated as an asset to heavitree.

The way you always put the entertainment of the children first makes the heavitree social club truly unique and in my opinion we need more places like this not less.

We come the heavitree social club most weekends and I've never thought "oh this is too loud" you can sit at the tables and have a conversation quite easily and not have to fight

over the music or other people to hear yourself.

Me, my partner and our two children cannot wait to come back next Sunday.

Kind Regards,

[REDACTED]

27

Hi Mark

Just a quick email to say what a great time i had on the Saturday you opened it was a great place to have a drink and listen to some music

[REDACTED]

28

Hi Mark,

We have been members of heavitree social club for a number of years now and everything you do for the kids and us big kids is fantastic.

We love the wet play zone for the young kids and now that our grandson is old enough we will definitely be there with him this year. It's absolutely wonderful to hear the kids enjoying themselves especially after the bad year we have all had. The live bands and singers in the garden is a bonus. You really do go all out to make sure your customers enjoy themselves and bringing the community together. Keep up the good work mate.

[REDACTED]

29

Hi mark

Thank you for the great weekends you were putting on at the club especially when the music plus all the things you have for the children our grandkids love it there we are hoping that you will be doing it when weather is good we have had brilliant weekends thank you for all you do

[REDACTED]

30

To Mark,

I just wanted to say a few things about heavitree social club and the how the development of the outside area has been outstanding for us as members. I have a niece who likes to play and explore with all the fun activities that you provide and within the safe manner of going above and beyond to keep all of your members safe I can honestly say that the wet play is brilliant. It's one of the only times I can relax when watching my niece play safely and would

be a great shame to lose it as it's an area where children can have fun and play while being secure within the garden. I also have been to many of your live music nights and have to say what a joy they are, this would be something that I have really missed during covid and can't wait for this all to return. To have local live music in a family orientated club where you are quickly welcomed and able to meet new people. I have been at the club for many years and have made many friends at the club so having these events helps us to reconnect safely after such a long time apart. I also like to quickly add about the other events you do which can be fun nights, Easter egg hunts and horse race nights which also help to raise money for the local community, there is nothing you guys won't do to help make members feel included and I can't thank you all enough.

Please let me know if there is anything you guys ever need.

Sex stokes

31

we have spent so many happy times at the club. We all as a family really enjoy the time we can spend together and as parents we love the fact our kids can be kids no devices in site. The lovely sound of kids laughing and playing is so natural and heart warming.

The music is a really good added extra! The amount of times I have seen families all joining in and actually its a really special moment and one that alot of people will cherish for ever.

I can honestly say of all the pubs and places I have been too this one is the one that welcomes and involves everyone.

All the adults respect each other and the children. The children feel safe there is always someone around if they can't see their parents. The children always have something to do. Dancing competitions games easter egg hunts and so much more. It would be a shame for everyone if all this fun stopped but more so I would be gutted for our children as lets face it, other than devices and WiFi what more so they really enjoy that doesn't cost an arm and a leg? We finally have a lovely well priced place to take out children and someone tries to spoil it. Shame on them.

Thank you for all you and your team do at heavitree social club. Cant wait to be back with you.

32

Hi Mark

I wanted to email to say a massive thank you for everything you have done in transforming heavitree social club in the recent year. The splash zone it's an excellent addition and it's great to have a safe and fun environment for the family. We visited last week and we were so impressed by how well COVID measures were adhered to without compromising on the service- and the children had the best time! Sadly Exeter is lacking venues such as this.

It's great to be part of such a good community and club and we couldn't thank you enough for providing this for us to enjoy, especially at times such as this.

We look forward to seeing you soon.

Many thanks

[REDACTED]

33

To whom it may concern.

I have been using the Heavitree splash park since it opened. To finally have a safe place for my children to play in that's secure and fun has been a welcomed addition.

[REDACTED]

34

Dear Sir

I understand there are objections to the outdoor playground at Heavitree Sports and Social club.

Would just like to add my voice to those in support of the club. Mark and the rest of the team run the club really well and I truly believe they will run the outdoor area in a well behaved manor, taking into account their neighbours at all times.

They have certainly looked after my snooker team and I admirably since we joined the club 2 or 3 years back.

[REDACTED]

35

Good evening Mark,

Just a little email to say thank you for all the fun entertainment days at heavitree social club. I cannot wait to get back! also loved every minute of it. I'm a 19 year old woman and I prefer to come to the club as it's a safe haven for me and my friends to have a friendly drink in the sun, with music in the garden!

I have been out into our town lots of times and I can safely say I would rather come to heavitree social because I know I am safe. In town, there are people with drink and drugs and it's not a safe place for any young person to go!

I have been going up Heavitree social club since birth, my mother has also been going up there since and early age as my grand parents have spent their life up there too.

Thank you for taking your time to read this and I hope to see you soon.

Kind regards,

[REDACTED]

36

Dear sir/madam,

I am writing in support of Heavitree social club. My family have been using the club for years and the recent changes to the outside areas have really enhanced the experience for the younger generations, with the amazing new splash zone and play zones, there is very little in Exeter for our youngsters so I think this is a fantastic asset for the community. I have always found the management very considerate of their neighbours.

Kind regards

[REDACTED]

37

I would just like to say how much I have enjoyed Heavitree Social Club, I have been going since my early teens and I am now 31 and have still continued my membership. The live music both inside and outside has been outstanding and by far the best, the staff have always been friendly and welcoming. The current addition to the garden which is the water park is a fantastic place for children to play and socialise. Heavitree Social club is a safe place for children of all ages. Heavitree Social club is a warm and friendly atmosphere of which all ages can enjoy

Sent from my iPhone

38

Hi Mark

I am writing to thank you and your team for making Heavitree Social Club such a great place for families. The splash park and garden area have been a breath of fresh air for the local community since you introduced it.

I know how much my children enjoy spending their time with friends at the social club in a very safe environment. In the current climate with many places increasing their prices, it's nice to have somewhere to go which is affordable for families.

Keep up the great work guys and we'll be sure to see you very soon.

Many thanks

[REDACTED]

39

I love the club and bringing my 2 boys along to use the splash zone. They love it there dancing to the music, staying cool in the heat.

Mark has done a fantastic job in creating a child friendly playground where they can enjoy and be safe.

Why anyone would complain about something that good is beyond me.

Music is never too loud and the sounds of children having fun should be cherished.

██████████

40

Seeing that this club has had noise complaints which a club that has been going on for many years ,with a heavy heart alot of people in the community have been saddened by some peoples actions, the safe environment for our children ,the effort that has been put in to ensure the family have all the needs is perfect ,the noise from children is having fun and not overly run to be crowded ,the music is an acceptable level, it would be a great loss to have this place go as families need somewhere to go and this club is safer than most especially in circumstances of the present moment

41

Hi,

I have always had an excellent time at Heavitree social club. The service and facilities are always brilliant. My children enjoy the wet play area and children's facilities. The music is great too adding a great atmosphere.

It would be a great loss to Exeter without it. There are no other facilities like this especially so reasonably priced.

Many thanks,

██████████

42

We have been to the club and thought it was a lovely, family friendly, safe and enjoyable splash area outside. No loud noises to make it unsociable it's lovely up there and my children

Love it and I don't feel I have to worry or panic about where they are. This place is a real safe haven for families especially after a not great year or so.

Many Thanks

██████████

43

Hi, I have seen some comments in regards to the social club, I would just like to pass on our Appreciation for all the hard work you and your team do to be able to pull off your amazing social club. There are many aspects of the club we enjoy. And we have also found there are very few places to go with young adults with disabilities where they are accepted and included and this is one place they really are and are made to feel very welcome.

We all very much look forward to returning back to the social club when restrictions are eased that little bit more.

Thank you again for being so welcoming and involving to support staff and those we are supporting. Your club brings so much joy to there lives.

[REDACTED]

44

Hi Mark

As you know I have been a member of the club for over 20years

My husband and I really enjoy all the facilities you have to offer, in particular the Saturday Night live music, we also enjoy the Sunday And Bank Holiday music that you put on in the garden. we have brought many friends to the club and they all enjoyed the music and the friendly atmosphere,

Wishing you all good wishes. bringing this club forward.

[REDACTED]

45

Good evening,

Just a quick email to say I am a 20 year old young women who feels this is a safe environment to drink in instead of town. I have been coming here since I was a young girl. I feel happy to drink here listening to music with my family and friends. Also, this is a fun family day out as it provides the flexibility of a kids play area and social interaction for young adults like myself . I would be very disappointed if anything was to happen or change within the social club.

Regards,

[REDACTED]

46

Dear Mark, I would like to say how we have missed being able to visit the club during Covid and how we are looking forward to being able to start visiting again! I have been a member

for years and it is without doubt one of the best run, friendly club I have ever been a member of! The facilities are brilliant with something to suit all ages and the members are very respectful of each other.

We will see you soon, [REDACTED]

47

I have been a member for 13 years both my children love going up there especially now they have the wet play area as my daughter goes up with friends. We go up nearly every half term as mark and Emma always entertains the kids and we also enjoy the live music when it's on. [REDACTED]

48

Hi Mark

Just wanted to say how lovely the club is. The outdoor area is perfect for kids to play and families to meet up, very spacious and clean, a safe environment for kids to play. The toilets are very clean and lots of hand sanitiser around. The food is great and the staff are very welcoming and friendly. I can't wait for the in doors to open and come down for the live bands, really great vibe.

See you all again soon x

49

To whom it may concern,

I am writing to show my support and appreciation to Heavitree social club.

I am registered visually impaired and therefore have little sight. Heavitree social club is the only venue in which I feel comfortable and safe to socialise at. Its large spacious garden is a great accessible place. I am able to have a drink with my small social network out there.

They have always provided great entertainment and a relaxed family atmosphere. The staff are excellent and accommodating. Their understanding and awareness is the main reason I am able to go down there.

I always look forward to being able to sit outside with a drink and listen to music. I believe the use of their garden is a very large factor why members join and non members go to either entertain their children or just have a social drink.

I hope we can all continue using their lovely garden and all its facilities for years to come.

Kind regards [REDACTED]

50

Mark,

Heavitree Social club is amazing and so family oriented. My two boys love going in the garden and dancing to the music. Being a single mum, I can't afford to take my boys out all the time, but heavitree social club is a cheap day out for us and they enjoy being able to play in the splash zone, my youngest is music crazy so dancing away to the music is his favourite thing to do when we go up.

[REDACTED]

51

Hi Mark

As a regular patron of your awesome club, I would like to confirm that I cannot understand these complaints from the neighbours.

Yes, children in the splash pool can be noisy, but not excessively so. They're just kids. That's only on until the early evening anyway, and after around 7 it gets much quieter.

After May 17th, any mild noise from the garden will dissipate as people go inside anyway.

I can't understand why neighbours knowingly live next to a public venue, and then feel the need to moan and ruin it for everyone.

Thanks

[REDACTED]

52

Hello

I have visited Heavitree social club many times but especially since the outdoor area and splash zone for children was introduced. It's such a lovely safe place for my children to play and they always have a brilliant time ... when the weather allows. There isn't much in the area for families to do and at such reasonable price. We always have a great time and really appreciate having this so close to home for us and the wider community to use. It's a brilliant safe family space with great facilities for its visitors, we can't wait to come again when the suns out.

Best wishes

[REDACTED]

Sent from my iPhone

53

Hello.

I am a single mother of 2 young children, aged 10 and 4. We first discovered Heavitree

Social club's Wet play zone last summer. I am a local mum and I like to do lots of activities with my children. After our first visit, I was amazed with the place, the feature, detailed walls which stimulated my youngest. The wet play zone was fantastic and we had a really good day. After this, my girls kept talking about it and wanted to go again. This time we went on a Sunday and I booked us all a carvery before the wet zone. The food was home cooked and amazing. We spent the afternoon in the garden enjoying the sunshine, the water and the bouncy castle. I went there alone with my girls, but they soon made friends and I felt really welcome too. We have been once this year so far, as lockdown allows. My girls were bursting with excitement when I told them where we were going, it is a short drive for me, around 5 minutes. Upon arrival, we were greeted and told what we needed to do to under Covid guidelines. We had a superb day, absolutely fantastic place. I would consider this place an absolutely gem for the summer coming up and beyond, my girls always ask when we can go next and I always enjoy my time there, watching them happy, being as children should be. I would be happy to be called for any clarification.

Best wishes

[REDACTED]

54

As a family we have always enjoyed the outdoor space heavitree social club provide the wet play is great for the kids they always have the best of time, the staff are kind and always polite and helpful we love the place and can't wait for the summer

Thank you for being there

[REDACTED]

55

To Whom it may concern.

I play football at the club on a Saturday evening and the pitch we play on is only a small distance from the area in question and being very close we cannot hear any noise or music from the outside area.

I am also a member and use the club myself and have only ever had great experiences there.

[REDACTED]

56

a fantastically run social club with everything you need for a great day out my kids love the outdoor splash park and i love a beer in the brilliant beer garden with the music playing , fantastic facilities and great people that run it can't wait to get back up there when it reopens

regards

57

I cannot believe residents are complaining about the club. It is lovely to see the younger generation having fun in a safe and secure environment. The club caters for the young and the old. The club is where we go to meet friends and socialise . We can go to the club and listen and dance to music knowing there will be no trouble have something to eat from their excellent kitchen and gave a short journey home. My husband plus myself and our friends will support the club 100 percent yours faithfully [REDACTED]

Sent from my iPhone

58

Dear Mark

Thought I'd drop you a mail to congratulate the club on the new splash area & garden. Myself & my grandchildren have spent many an afternoon in the garden & they particularly have enjoyed dancing to the music - I'm looking forward to the summer when we will be able to do it again & I'm sure the splash area will be a huge success

Regards
[REDACTED]

59

Omg love this place! All safe and secure there water part is amazing especially when on a hot day! The Live music entertainment is amazing so good for all ages also staff are amazing! Can't wait to visit family and come again! WELL DONE GUYS KEEP UP THE GOOD WORK

Sent from my HUAWEI P20 Pro on Three.

60

Hi Mark,

I hope I have the right email address, I'm writing to send my support for the club to be able to have music in the garden, as the people that are complaining must have known the club was there when they bought their houses and therefor knew on occasions there would be some noise coming from the club.

Yours [REDACTED]

61

I'm in favour & support for the out side area. Splash pool & entertainment at Heavitree social club. Never had an issue in the past.

[REDACTED] James Webber

62

I have been going to the club since I was 4 I'm now 36 it's an amazing safe place to grow up playing, even more so now with the splash park I have twins that are 4 and a 13year old girl who all absolutely love it! It's always a safe friendly place to be and for us adults to see our friends while the child play and have the best time. Please please do not get rid of this place it's a place where children can feel safe and play especially my 13year old there isn't much for her to do in the city and this saves her from staying in her room on her phone!!!

[REDACTED]

Sent from my iPhone

63

I'd love spending time Out side With my children My daughter who is Autistic She loves to dance and sing And its a special treat for her to go to heavitree social club And enjoyed and live music and the fun you can have I love the fact that they have special care with children they feel safe and I can relax enjoying nice point and listen to the live music

64

Please, please can we have music in the garden or wherever at the club.

Regards

[REDACTED]

65

Just a quick email to say the social club & the football club do NOT play loud music, the social club have music on as background music & a play area that many kids love (this play area also keeps young kids off xboxes & encourages them to get out more!!), the youth football club which I actually run play music for an hour while the boys are warming up for their match - this is also FOR THE KIDS to make them feel like they are PROPER footballers as they see music at grounds on TV & we're lucky enough to have such fantastic facilities at Heavitree Social Club, please note from a football point of view this is obviously ONLY at our home games which is 9 times a season for league games (theres 10 teams I'm our league & we obviously can't play ourselves), plus a couple friendlies & cup games.

So to be honest it could be 15 or 16 times a year - I personally think whoever is moaning is being VERY petty & should probably concentrate more on the important things that's happening in the world right now then trying to stop young kids having fun in a splash park & also trying to stop a youth football team enjoy there moment which works out about 1 game every 4 weeks in total!!

Absolutely ridiculous!!!

[REDACTED]

66

To whom to may concern.

My name is [REDACTED] and have lived in Heavitree for most of my life.

And I would like to say that the heavitree social club is a vital part of the community and beyond.

The facilities it offers is unreal.

Especially their back garden where I can take my 3 daughters in the knowledge that they are safe and secure.

It does hurt me to hear that the neighbours have complain about the noise of children playing and music playing from there.

In my eyes working in the pub trade myself that I rather see children playing and having fun while the parents relax in a safe environment.

I've never had any issues about the level of noise that has come from there as it is control and well looked after by the staff and the committee that runs the social club.

And having spent alot of time up there with my children, I can happily say that the activities that go on in the back garden are only during daytime hours.

And in the evening time it nice to sit out in the garden in the peace and quiet as they dont have music or children playing out there after a certain time.

As I find that they do respect the neighbours and the community around there.

Yours sincerely

[REDACTED]

67

Dear Mark,

Please don't let the music in the garden stop.

The club has made so many changes over a significant amount of time & at considerable cost.

The club is the only sociable place in this area & is very well run.

The little ones have their own play area & the sound of their laughter is lovely.

Mums & Dads can bring their children here knowing they are safe.

The music in the garden is a wonderful experience for all.

Again, it is very well run & is one of the things that make this club great.

I have been a member of this club since 1986 & whenever I have been to the club, the live music is always well received.

"DON'T TAKE AWAY THE MUSIC"

Thank you,

[REDACTED]

68

Heavitree social club is a fantastic place for all ages with a Spacious indoor area where they do amazing food, and outside area where you can sit and enjoy while your children enjoy the splash park or park.

There is no other place like it in and around Exeter.

I have twin 4 year olds and they love it there with not much else around Exeter like it it's a fantastic place for the whole family to enjoy.

Many thanks

[REDACTED]

69

Hi Mark,

We have been going to heavitree social club for a couple of years now and what you do week in week out for the kids is amazing.

From the bouncy castles to the fantastic new wet play zone for the kids and the live bands and singers in the garden for us adults you have everything we need for a great weekend and more.

As I don't drive I find it tricky to take the kids many places and as the social club is within walking distance we spend most weekends up in the garden.

We have never had an issue with noise levels, even when there's a live band playing and kids having fun, we can still sit at our tables and have a friendly chat with no issues at all.

The whole family (adults and kids) have made plenty of new friends since we started to come up and wish we did a long time before.

Again thank you for everything you do and we can't wait to be back next weekend.

Many thanks,

[REDACTED]

70

Heavitree social club came up with the best idea opening the Splash park, it's one of the best splash parks that I've ever seen, and when I have my niece she's always the one saying "can we go to the splash park" and it just shows how much fun the children really do have there. The splash park is a good place because I think it's better for the children to be playing in a secure area where it's monitored of who's there, and not the children out in the roads or streets where incidents can occur.

They have amazing live music on the correct level it needs to be. Like I said above it's a family safe area for the children and even the adults.

Regards

[REDACTED]

71

Heavitree social club is a fantastic place for all ages with a Spacious indoor area where they do amazing food, and outside area where you can sit and enjoy some music while your children enjoy the splash park or park.

There is no other place like it in and around Exeter.

I have twin 4 year olds and they love it there with not much else around Exeter like it it's a fantastic place for the whole family to enjoy while the children are playing the adults can enjoy the music.

Many thanks

[REDACTED]

72

To who this may concern I'm giving Heavitree social club my full support. I am one of there few visually impaired customers. I am able to take mystep daughter down freely and safely to use the garden. She is able to make use of the wet play' the park or just play with her other young friends.

Without this me and my partner would not be able to provide much outdoor entertainment for her. The staff are aware of my situation and are amazing helpful and accommodating. Their garden is an excellent space either for my children or for the adults to sit listen to music live bands and relax. When I get the chance to go out to socialise with my partner and our group of visually impaired friends this is the only establishment we use as it is very accessible' and undaunting and very friendly.

I would be very disappointed if we were unable to use their great facilities ie there garden and wet play for any reason. The sound of children playing or live music should not be a strain or unpleasant they are both amazing and joyful sounds which over the last year or so we have had very little of that to enjoy. I hope my support and all the other support the club has been given will show how much there outside facilities for children and the adults means to us all especially for all the visually impaired customers who visit there frequently.

The outside area is very well maintained and very well marked allowing any visually impaired disabled customers their safety and comfort.

I hope for many more days and nights out up there.

Yours sincerely

[REDACTED]

73

To whom it may concern

My name is [REDACTED], I have 5 god children and many friends I get together with who have children. I was extremely concerned and dismayed to here that there was apparently a dispute going on between the local residents and the wonderful Heavitree social club

regarding complaints about the noise that is generated by children simple having fun in a very well designed and totally child friendly wet play area. Although Exeter have many parks, there are always large groups of troublesome teenagers behaving badly so I don't feel safe to let my wards go there anymore. I can't relax and just let the little ones play. Where as I was absolutely over the moon to discover the fantastic facilities at the Heavitree social club. Finally somewhere safe where both the children and I and friends with children can feel free and totally at ease, where we can watch closely as well as have the support of other parents and guardians doing the same thing. The staff and management play a massive role in watching the area at all times keeping an eye on their safety. They are never left alone and it's always a safe and sensible number of children in at each time. What's more joyful and reassuring than knowing you children are safe and responsibly looked after from all angles. Especially in this day and age what with lockdown easing. Surely it's imperative that this sort of establishment who provide such a valuable community service should be commended rather than complain about. Are we not all just trying to get things back to a reasonable norm having been stuck indoors and not seeing or socialising with anyone for months, especially the little ones as this is fundamental to a healthy happy society and their individual social development. I just can't believe that the sound of children playing and having fun as they should be could ever be thought of as a detrimental activity or irritating. It's not only a life saver for me but more importantly a life saver for the younger generation who have as I said been subject to months with no social interaction. Surely we want to encourage not dispute such places, there should be more like this. As it stands the Heavitree social club is the only place like it for miles and doesn't involve any dangerous rides or areas where one would lose sight of their children at anytime and it doesn't have a ridiculous admission fee. Just a child and family friendly, safe and secure outside area where everyone can enjoy the simple pleasures of quality time spent together as a family with other friends and families. Nothing could be more wholesome and healthy. I implore with whomever is dealing with this to consider all the wonderful positives an establishment like this offers the community, most who have struggle so hard through this pandemic a safe heaven. To here that some local people are actually objecting to this is utterly beyond belief, where has the community spirit gone? I implore that this great and vital community hub are allowed to continue offering such a wonderful environment for children to grow and flourish in as they should.

Yours sincerely



74

Hi

I have 3 children aged between 11-1

I have been going to heavitree social club for over 10 years, and every single time I've had an enjoyable experience.

The garden is fantastic and we've had some brilliant days up there. There is no other social club like that around and if that gets taken away then you may as well shut the club altogether. Then that will ruin it for so many people.

Everyone needs a safe and happy environment for there children and heavitree social club does covers this.

75

Hi Mark,

Just a quick email to say sorry to hear you have been receiving noise complaints.

I for one have loved every visit to heavitree social club, You could not be more welcoming, also you made great changes to the garden and made it very covid safe. A very relaxed enjoyable atmosphere.

The kids absolutely love coming too, can't wait to come again once the weather warms up a bit. What you have done with the garden is amazing and hope you get the most use out of it this summer.

Not once in all the times I have been have I experienced bad behaviour or loud disruptive music or people.

Im shocked to hear of people complaining, as if we haven't had enough to deal with this year without the fun police trying to interfere.

I hope very much that the council consider all the parents with children that have been stuck in their houses for over a year and like to come to you for some great priced food and a bit of fun for all the family. Not forgetting you and your business that no doubt needs to make up for all the money you spent on making the garden what it is.

It's top of my list for things to do once it warms up.

Take care and see you soon

██████████

76

Dear Mark

We understand you have received complaints about your outside play area. We just wanted to drop you an email in support of your outside area, it's such a lovely place for families to spend time with their young children in a clean and safe environment.

The area is great for all age groups, the children can run free and have fun and us adults can sit in the safety of this knowledge.

We have spent many a sunny afternoon enjoying the sunshine whilst listening to live music outside with friends and our parents. There are not many venues that can offer this and it would be so disappointing if you were not permitted to continue to allow music and fun outside for families. There is never any trouble up the Heavitree Social Club just a place where all generations can mingle alike.

Good luck.

Kindest regards

[REDACTED]

77

Hi Mark

Im a friend of [REDACTED] I have also been to the club in the summer with my 2 disabled sons and really enjoyed the live music in the beer garden its a great place to bring them as the access is fantastic to get there wheelchairs in and out and they both really enjoy watching the bands aswell...it would be a real shame if this was unable to continue as there are not enough venues to take them with good disabled access.

Kind regards [REDACTED]

78

Hi Mark

I like to say that in all my past experiences with the splash play area there's never been anything but enjoyment from my kids and me and the wife such a great place to go not many places like this anymore so it should be praised as a great place for family and friends to go I know alot of hard work goes into the running of this and to make sure the noise levels are acceptable at the end of the day its kids having fun.

thanks [REDACTED]

79

I've been a member of the club for over 30 years and have always found the club a central meeting place for family's and people on there own that come and enjoy the entertainment indoors and out doors

I ran the pre school there for many a year, we found the garden a lovely and safe place for the children to run round and enjoy the outside space .

[REDACTED]

80

To whom it may concern

I find it deeply upsetting and concerning that the club is receiving noise complaints about its outdoor activities.

The social club is an important hub for the local community, and after the last year we have had im sure you will agree, coming together and enjoying experiences such as the outdoor splash activities and live music in a safe, clean, regulated environment means so much to people, more so now then ever before.

Myself and my family and so many others rely on places like the heavitree socail club as a form of connection with the community and its a lifeline to so many, who without it would be probably a bit lost.

Kind regards



81

The heavitree social club has a great atmosphere having recently made a visit to the club extremely good family friendly club brilliant live bands even outside in the summer would recommend this place children friendly . brilliant staff and the food prepared by Emma and her staff is fantastic highly enjoyable would recommend to all my friends



82

Firstly I would like to say a massive thank you for all you're hard work at the heavitree social club me my husband and two girls absolutely love coming up and making use of the lovely garden you've provided for family's and at such a reasonable price we cannot wait for the warmer weather to come so we can enjoy the garden a little more

Firstly I would like to say a massive thank you for all you're hard work at the heavitree social club me my husband and two girls absolutely love coming up and making use of the lovely garden you've provided for family's and at such a reasonable price we cannot wait for the warmer weather to come so we can enjoy the garden a little more And hopefully some more outside music as the COVID restrictions are lifting its time for families to be able to enjoy them selfs again x

83

I write in support of this club and the outdoor events it undertakes within the community .

They are well run and safe and stewarded extremely responsibly.

It is a family club that caters for its local community and provides a family atmosphere that is a benefit to many children .

84

I am writing to express my upset that neighbours are complaining about noise at the social centre.

There are a number of reasons that this club is important to many people that frequent there but firstly I can not understand why anyone would buy a property so close to a social centre with such a well kept garden that is obviously used for entertainment purposes. Surely this should have been thought out before purchasing the property.

The social Club has been a community hub for decades and families join this club for interaction with others.

Children and adults have suffered terribly this past year due to coronavirus and us as families need to be back with others in a safe way. Up until now that has only been allowed where outdoor space can be used. I for one still need this outdoor option as not everyone is comfortable to go back to socialising indoors.

Heavitree social centre has always been respectful of neighbours and they rarely/never open the back garden at night when neighbours would be resting. All entertainment is provided during sociable hours.

Please don't take what so many people need right now away!

Kind regards

[REDACTED]

85

I have been coming to this club since I was a little girl, then took my children there and now my grandchildren, it is such a family friendly place to be! And has got better over the years, my grandson loves the splash zone(nothing better than hearing laughing children) and we all love the music in the garden on the bank Holidays which finishes at a very reasonable time, it would be such a shame if it had to stop, its on my doorstep and its not on late at night so I don't understand the complaints, people leave the premises quietly and I have never known there to be trouble in all the years I have been coming here, you expect to hear a reasonable amount of noise when you live so close to a club/pub you just learn to live with it, in other words live and let live

[REDACTED]

86

Hi mark,

This needs to stay open!!

A safe place to take the kids to have some fun all in a very safe area. Children have been limited to what they can do in recent times and would be a tragedy if it was to be stopped.

Exeter city council do the right thing.

Kind regards

87

I have been a member for over 30 years and this club has become more family orientated and a safer environment over the years and with the new splash zone it's great to see the children having fun.The live music in the garden is also a big hit and great to see all ages connecting, long may it continue for the next generation!

[REDACTED]

88

Hi Mark

I am writing to express my thanks to you and your team for providing such a fun and safe environment for our children to play in at the Heavitree Social Club Splash Zone and Garden. We had such a great time recently, all social distancing measures were met and your team were excellent at attending to all customers safety, adhering to the government guidelines.

Thank you all so much again, we will certainly be back. It's great to be part of such a good community and social club- you don't get much of this any more in Exeter!

Thank you again

[REDACTED]

[REDACTED]

89

To whom it may concern

The heavitree social club is an amazing venue, happy and a safe place for children of all ages, my family and I also love the live music in garden along side the splash park, very welcoming, happy environment, very enjoyable day out.

Many thanks

[REDACTED]

90

Hi I send this email with great sadness that a few people feel the need to complain about a social club that plays music and entertains children I have been a member of this club for many years where I would take my children who now are members themselves and take their own children we all regularly visit the club most weekends if it's to watch the football or sit in the garden and watch the children loving life playing in the splash park which I must add one of my grandsons has just been diagnosed with autism and on of his trates is playing with water and he absolutely loves splashing around in the splash world

The staff will go above and beyond for the children and families. I also have taken young people that I care for in work to the club to help them with socialising as I feel it's a very safe environment for them to mix with other people.

Kind regards

[REDACTED]

91

Heavitree social club is a safe place for children and the music is great for all the family to enjoy. Never any trouble up there and is well supervised place. From Claire Jackson and

[REDACTED] family

92

Great place to take the children on a sunny. Reasonable priced day out. [REDACTED]

93

hi

I have been a member of the social club for a couple of years now and I like using the outside garden I have never had any problems outside the pub and feel nice and safe there.

thanks [REDACTED]

94

To who it may concern

I am writing this email in support of Heavitree social club and the use of the outside space

As a visually impaired customer and the father of a nine-year-old girl that uses their outside wet play area on a regular basis.

I also enjoy going there to sit in the garden with friends to be able to listen to the music be a live band or jukebox,

I'm sure you can understand that being visually impaired and going out socially it's not easy in busier places such as town ECT due to the amount of people there, if they were unable to carry on with their live music this will have a great effect on The mental health and well-being of so many people including myself and my friends.

I hope you take this into consideration

Many thanks
[REDACTED]

95

Heavitree Social Club has always been a huge part of the local family community. My daughter went to preschool here and many a weekend was then spent in the garden and club for a safe friendly time, this has carried on all through to adulthood and it would be amazing to think that she will be able to socialise with her children here too. Music in the garden is a great safe social environment for the local community. All are welcomed in this establishment. If this was taken away many local residents would lose their only socialising where they feel safe and welcomed. Please feel free to contact me for further details.

With regards
[REDACTED]

96

I have been going to the club since I was 4 I'm now 36 it's an amazing safe place to grow up playing, even more so now with the splash park I have twins that are 4 and a 13year old girl who all absolutely love it! It's always a safe friendly place to be and for us adults to see our friends while the child play and have the best time. Please please do not get rid of this place it's a place where children can feel safe and play especially my 13year old there isn't much

for her to do in the city and this saves her from staying in her room on her phone!!!

██████████

97

My Daughter came down from Scotland with her step children on holiday and went up Heavitree Social club and had a wonderful time, The children really enjoyed themselves dancing to music, playing in the splash zone a truly wonderful venue and totally safe environment for children.

Well Done.

98

Dear Mark

We love the live music events you have in the garden at Heavitree social club and the kids playing in the splash zone is what kids need on a warm summers day.

Can't wait fir my little man to be able to run around out there with all his friends.

If I were a neighbour I'd be happy to hear kids playing. It's no different to living near a school playground or the fact that we're on a loud flight path but I bet the neighbours haven't complained about that.

Good luck

██████████

99

Hi mark I just wanted to say how much we enjoyed the garden area the other Saturday afternoon. The grandchildren love the splash zone and can't wait to go again weather permitting. It's a great place to take them as we can sit and watch them in a safe enclosed area and we can enjoy the music with a cup of tea and something to eat from Emma's kitchen.

Regards ██████████

100

To whom it may concern

I write in support of the garden, wet play area, children's facilities and Live music at the Heavitree Social Club.

The family environment is the only one of its kind in Exeter (that I am aware of) and provides an excellent facility for families to come together and enjoy.

The music played I the garden is background noise only and helps towards the playful fun area the club has committed to providing, for the families who attend. It is not played excessively nor indeed any louder than a domestic garden gathering.

Live bands are a welcomed inclusion to the garden area and are great for families to enjoy. They are also not a regular event and no different to many other pubs who host such events.

I have always felt the club have been respectful to its neighbours whilst trying to provide this vastly improved social club for families.

It would be a great loss for the heavitree area if this family facility was unable to function in the way it has been.

Yours faithfully

Rebecca Ware

101

To whom this may concern. I am sending this email to show my full support and backing to the Heavitree social club. I am registered fully blind and I own a guide dog. The garden is the only place I am able to have my guide dog in a safe and enclosed environment. The Heavitree social club is the only place I am able to access safely and independently. Its garden is very well organised and visually impaired accessible. Each and every member of staff who work there are very Welcoming ' understanding' supportive and helpful. As a vulnerable adult this is very important comforting and necessary. I also have a young daughter who enjoys the garden and its facilities immensely. On the days in which I am able to go down for a social drink with friends the garden's music and entertainment with the friendly atmosphere are all huge compelling reasons why me and many of my disabled and visually impaired friends are able to enjoy our selves in the environment the manager and his staff have worked so hard to create. As You will understand music is a huge part of my life and been able to enjoy been out with my social Group is 1 of the small pleasures in which I get to experience. I am hoping this can remain the same for many years to come. After the last 12 months everyone has had I am sure I am not the only one who is looking forward to sitting in there garden while my daughter plays with her friends. Or just having a drink listening to music whether that be a live band or from any other source. I would hate to think this could be stopped due to some sort of disagreement over A tiny bit of noise levels. All people should be able to enjoy the use of the garden not excluded whether that be members or none members. Kind regards [REDACTED]

102

Just wanted to say what a wonderful and valued space the splash zone and out area is at heavitree social club.

The space is opened to the whole community at an affordable price unlike so many local venues that price out residents in a bid to make money from tourists the social club is a valued hub for locals.

THE outdoor area is an oasis for children able to safely enjoy exercise and play outdoors and spend time together in a safe setting, so crucial after such a damaging year for their mental health.

THE social club and its outdoor space should be celebrated as a paragon for how community can come together and enjoy being together.

Thank you to all involved in this fantastic space



103

I can not believe that after all the years I have been going upto heavitree social club that they are now getting complaints of noise? To my knowledge they have always had activity's for children to do in there beer garden be it inflatable castles to the wet football, why now the complaints ? After the year or so we have just had with the pandemic I find it staggering that people would complain about children being outside and enjoying themselves with their friends !! I know how much time and money mark and his team have put into making the garden area possibly one of the best in Exeter and for it to be closed down would be disastrous not only for the local families but others as I know people from all over Exeter travel to visit , please for the sake of our children can we find a way for the club and their neighbours to find a compromise and move forward without the closure of this fantastic local venue .

104

I am a member of heavitree social club and take my 10 year couple times a week during the school holidays. Using the splash area and play area and having some lunch.

He has autism and ADHD, he feels safe and settled at the club. He has even played with some of the other children, it's great as his dad to see this, knowing how he struggles with relationships.

The staff at the club are fantastic with him and he looks forward to coming.

