# 100 Avenue Road

Delivery, Servicing and Waste Management Plan

February 2025

REGAL



Regal Avenue Road Limited

100 Avenue Road, Camden

Delivery, Servicing and Waste Management Plan

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Caneparo Associates Limited 21 Little Portland Street London W1W 8BT Tel: 020 3617 8200

www.caneparoassociates.com

Registered in England: 9930032



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### 1 INTRODUCTION

1.1 This Draft Delivery, Servicing and Waste Management Plan ('DSWMP') has been prepared by Caneparo Associates on behalf of Regal Avenue Road Limited ('the Applicant') in relation to the s.73 Amendment Application for the redevelopment of a Site known as 100 Avenue Road (the 'Site'), located within the London Borough of Camden ('LBC').

1.2 The Site is located in the South Hampstead area and is highly accessible by public transport, being located at the eastern entrances to Swiss Cottage Underground Station. The existing Site comprises a construction site at present, associated with the 'Implemented Permission' (ref: 2014/1617/P (as amended under 2016/2048/P, 2018/4239/P, 2019/1405/P and 2022/1609/P)). This s.73 Amendment Application seeks amendments to this Implemented Permission.

## **Planning History**

1.3 The Site benefits from Implemented Planning Permission for the construction of a 184-unit residential scheme comprising a private rent tower block (130-units) and an affordable housing lower block (54-units), with associated flexible commercial space and community use space.

1.4 The original planning application for the Site was submitted in March 2014 (LPA Ref: 2014/1617/P) and refused in October 2014, however this was subsequently allowed on Appeal in February 2016 with the application comprising the following:

"Demolition of existing building and redevelopment for a 24 storey building and a part 7 part 5 storey building comprising a total of 184 residential units (Class C3) and up to 1,041sqm of flexible retail/financial or professional or café/restaurant floorspace (Classes A1/A2/A3) inclusive of part sui generis floorspace for potential new London Underground station access fronting Avenue Road and up to 1,350sqm for community use (class D1) with associated works including enlargement of existing basement level to contain disabled car parking spaces and cycle parking, landscaping and access improvements."

1.5 Following approval on Appeal, the planning permission was implemented, with the historic existing building now having been demolished and the basement level of the Implemented Permission having been constructed. The Implemented Permission and the Amendment Application have been assessed against both the existing position (i.e. the stalled construction site) and the Implemented Permission being completed and fully built out.



1.6 Secured under the Implemented Permission s.106, at Clause 3.6, was a Servicing Management Plan. This Servicing Management Plan requirements was approved and discharged on the 13<sup>th</sup> October 2020, setting in place the servicing strategy for the Implemented Permission, for which the Proposed Development will remain consistent with.

## **Proposed Development**

1.7 The Proposed Development seeks the:

"Demolition of the existing building and redevelopment comprising residential units (Class C3) and flexible commercial, business and service use (Class E) and community use (Class F2(b)) with associated works including enlargement of the existing basement level to contain disabled car parking spaces and cycle parking, landscaping and access improvements."

The proposals comprise of the delivery of 237 residential units across two blocks, comprising 167 private rental units in the 'Tower' block, and 70 affordable residential units provided in the 'Lower Block'. The proposals also include the provision of circa 1,188sqm GIA of retail space, to be delivered as a modest retail unit in the Tower block and a larger retail unit in the Lower block, anticipated to be for use as a small food retail offering. The Development will also provide circa 1,372sqm GIA of community space. The proposals provide a focus on active and sustainable travel to residents and visitors, with cycle parking facilities provided and car parking limited to blue badge holder parking only.

1.9 A copy of the Architect's ground floor and basement layout plans is included at **Appendix A**.

## **DSWMP Scope**

1.10 This DSWMP sets out how deliveries, servicing and waste collection associated with the Development will be managed and controlled, and it details the waste storage and collection strategies and measures and initiatives to support both delivery and servicing management. This document provides a basis for information on the residential, community and commercial uses, with a final document anticipated to be secured by way of planning condition.



1.11 This DSWMP has been prepared in accordance with the 'Delivery and Servicing Plan Guide' 2020 TfL guidance, with regard to compliance with British Standard BS5906:2005 Waste management in buildings – Code of practice and Building Regulations 2000, Part H6, Camden Planning Guidance: Design 2021 and Camden Environment Service Technical Guidance for Recycling and Waste.

## **Aims & Objectives**

- 1.12 The principle aim of the DSWMP is to manage deliveries and servicing (including refuse collection) to and from the Development, in order to ensure that servicing activity is undertaken successfully, efficiently, sustainably and without conflict between vehicles and / or pedestrians.
- 1.13 In addition, the DSWMP includes measures to ensure servicing and deliveries are recorded and monitored. This highlights any issues which may arise from the servicing of the Development. In accordance with the City's guidance, this enables future deliveries, where possible, to be reduced, re-moded, re-timed and re-routed. Deliveries by smaller vehicles will always be a priority, as will delivering outside of weekday peak hours.
- 1.14 The DSWMP will manage deliveries and servicing at the Development with the following objectives:
  - Ensure that, where possible, deliveries are planned so as to avoid multiple arrivals at any one time, reducing the impact on the public highway.
  - Ensure that, where possible, deliveries do not take place from the ground floor on-site public realm during Swiss Cottage Market activity.
  - Ensure that deliveries are undertaken by small to medium sized vehicles (e.g. bicycles, motorbikes and transit vans) and electric or hybrid vehicles, so as to enable maximum utilisation of the basement level servicing facility, avoiding requirement for use of the ground floor public realm on-site.
  - Ensure that where possible/appropriate, deliveries are consolidated and the use of cargo bike deliveries for consolidated last mile logistics are investigated and utilised where appropriate.
  - Ensure that vehicles load / unload for the minimum time necessary, in order to ensure that the servicing yard is available for incoming vehicles whenever possible.



#### **Benefits**

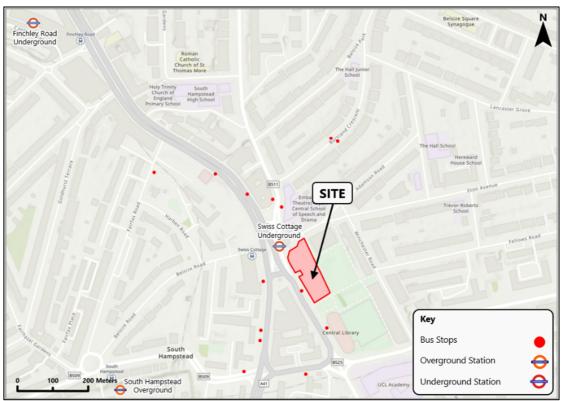
- 1.15 The DSWMP aims to bring about a continual improvement in the way deliveries and servicing is undertaken by reducing its effect on the environment and local highway. It also brings about a number of benefits to the organisations and users of the Development, including the following:
  - Opportunities to consolidate deliveries, saving time and money.
  - Improvements to safety by reducing the number of deliveries and overseeing activity on-site.
  - Reducing harmful emissions through the use of greener and smaller vehicles.
  - Improving the scheduling of deliveries to reduce non-attendances, unsuccessful deliveries or idling vehicles waiting to access the loading facilities.
  - Reducing the potential for having to wait/load/unload on-street and/or illegally.
  - Reducing congestion and environmental impacts, conversely resulting in improved air quality.
  - Improving amenity for users of the Development and the local area through reduced noise, emissions and intrusion from vehicles.
- 1.16 The remainder of the DSWMP is set out as follows:
  - Section 2 sets out the Site and servicing arrangements;
  - Section 3 sets out the waste storage and collection strategy;
  - Section 4 sets out the servicing initiatives of the DSWMP;
  - > Section 5 sets out the waste initiatives of the DSWMP; and,
  - Section 6 details the monitoring and review of the DSWMP.



### 2 SITE AND SERVICING ARRANGEMENTS

## The Site

- 2.1 The application Site is bounded on its western side by Avenue Road and the Swiss Cottage/Finchley Road junction and gyratory. Ye Olde Swiss Cottage pub is located directly opposite on the western side of Avenue Road, facing on to the junction. On the northern side the Site is bounded by the western end of Eton Avenue which is pedestrianised. To the east of the Site is Swiss Cottage Open Space and to the south of the Site is Swiss Cottage Library.
- 2.2 The location of the Site in its local context along with surrounding public transport nodes is shown in **Figure 2.1** below.



**Figure 2.1 Site Location Plan** 

ArcGIS 2024 ©

2.3 The existing Site currently comprises a construction site with a built-out basement level from the implemented scheme. The Site currently has hoarding surrounding its boundary on each side and is only accessible to construction staff. Pedestrian access to the existing Site is not available to the general public however Site staff access can be taken from ground floor level at several gates.



## **Local Highway Network**

#### **Eton Avenue**

- 2.4 Eton Avenue operates to the north of the Site and forms two sections of highway, with the section to the northeast of the Site forming a two-way residential road and the section immediately abounding the Site to the north being a pedestrian zone.
- 2.5 The northeast of the Site, Eton Avenue operates in a broadly east to west orientation between the pedestrian zone of Eton Avenue to the west and Belsize Park Gardens to the east. The road offers parking bays on both sides of the highway, whilst retaining two-way flows. Parking bays are controlled as resident permit holder only bays, within LBC controlled parking zone (CPZ) CA-B, with restrictions operational between Monday to Friday 09:00-18:30 and Saturday 09:30-13:30. At the western section of Eton Avenue, pay by phone parking bays are provided, as well as the double yellow lines permitting loading.
- 2.6 The pedestrian zone section of Eton Avenue adjacent to the Site, is in regular operation as a market, as detailed above. This section of highway permits access only to off-street premises (i.e. the Site) and for loading access for market traders. The highway is controlled by double yellow lines, which permit market trader associated van parking with no time restriction.
- 2.7 The Site's vehicle accesses are both taken from Eton Avenue, with the vehicle ramp access taken immediately to the east of the pedestrian zone adjacent to Hampstead Theatre, and the primary vehicle access at-grade into the Site taken directly from the pedestrian zone of Eton Avenue, where unrestricted access is permitted for Site vehicles.

#### **Avenue Road**

2.8 Avenue Road operates to the west of the Site in a predominantly north-south orientation connecting to the B525 in the south and connecting to Finchley Road / College Cresent adjacent to the Site and to the north. Avenue Road forms part of the A41 which connects South Hampstead to the M1. Adjacent to the Site, Avenue Road operates one-way traffic southbound with varying lane provisions and separations through its local extent, forming opportunities for northbound circulation via Finchley Road in a circulatory pattern. In the vicinity of the Site, Avenue Road is part of a TfL Red Route (known as the Transport for London Road Network (TLRN)) restricting stopping on-street. Avenue Road is subject to 20mph speed restrictions.



## **Controlled Parking Zones**

2.10

2.9 Roads surrounding the Site are situated within three Controlled Parking Zones (CPZ) which restrict on-street parking. Much of the surrounding roads are within CPZ-CA-J Primrose Hill which is in operation on Mondays to Fridays from 08:30 to 18:00. To the east of the Site CPZ-CA-B Belsize is in operation on Mondays to Fridays from 09:00 to 18:30 and on Saturdays from 09:30 – 13:30. Just to the west of the Site lies a pocket of the CA-K Kilburn Priory controlled parking zone, this is in operation between 08:30 – 18:30 on Mondays to Fridays.

Figure 2.2 below shows the location of the surrounding CPZs in relation to the Site.



**Figure 2.2: Local Controlled Parking Zones** 

#### **Swiss Cottage Markets**

- 2.11 Eton Avenue directly to the north of the Site is a pedestrian zone, utilised by the Swiss Cottage Market. The market operates from Tuesday to Saturday, between the hours of 10:00-17:00, with Wednesday market trading providing a farmers' market, operating between 10:00-15:00.
- 2.12 At the time of the Implemented Permission, the market operated 3 days per week. The markets now operate 5 days per week, which is a material increase in activity when considering the clear access requirement for the Site and which were secured under the Implemented Permission, and is relevant to both the previously agreed and secured emergency vehicle access and servicing access arrangements.



2.13 Shown in **Image 2.1** below is a photograph taken of the farmers' market on Wednesday 17<sup>th</sup> July 2024. **Image 2.2** shows the markets in the context of the Site and its retained access to Eton Avenue.



Image 2.1: Looking West to Swiss Cottage Market Activity on Eton Avenue



Image 2.2: Swiss Cottage Market at the Site Access Hoarding on Eton Avenue



As part of this s.73 Amendment Application, the Proposed Development will retain the same access strategy as the Implemented Permission, which has been secured through the approved and discharged Servicing Management Plan, required under Clause 3.6.1 of the s.106 as of the 13<sup>th</sup> October 2020. As such, there will be a continued clear access right and requirement from Eton Avenue for servicing vehicles and emergency access.

2.15 It is recognised however, that there is an associated need for co-operation with the markets and LBC to minimise any potential impacts to the market and vice versa once the Development is occupied. With regards to the operation of and any future development of the markets, these would need to consider and be cognisant of the access arrangements for the Site and Implemented Permission given this is the existing and active situation.

## **Servicing Arrangements**

2.16 The implemented scheme's servicing strategy proposed to receive deliveries from the on-site atgrade shared surfacing, accessible from Eton Avenue, with smaller delivery vehicles (small vans, cars and motorcycles) to make use of the basement car park, accessed from Eton Avenue.

2.17 Cognisant of the market activity on Eton Avenue (albeit the market only operated 3 days per week at the time of previous planning consent), the implemented scheme sought to manage delivery activity to avoid the markets, with Delivery and Servicing Plan stating that:

"Deliveries to the site will be organised into time windows. This means that staff associated with the retail units know when to expect the delivery and so are in place and ready to act in an efficient manner. It also means that service vehicles will not arrive at the same time. It can also be used to ensure that deliveries arrive at a convenient time. Conforming to specific time slots will allow servicing activities to avoid conflict with market trading days."

2.18 All delivery vehicles which are small vans, cars, motorcycles and cargo cycles, will service the Development from the basement servicing area, accessible via the vehicle ramp to Eton Avenue. Larger delivery vehicles will make use of the shared surfacing area provided on-site, accessed from the pedestrian zone of Eton Avenue, as per the implemented scheme and historic access rights of Eton Avenue.

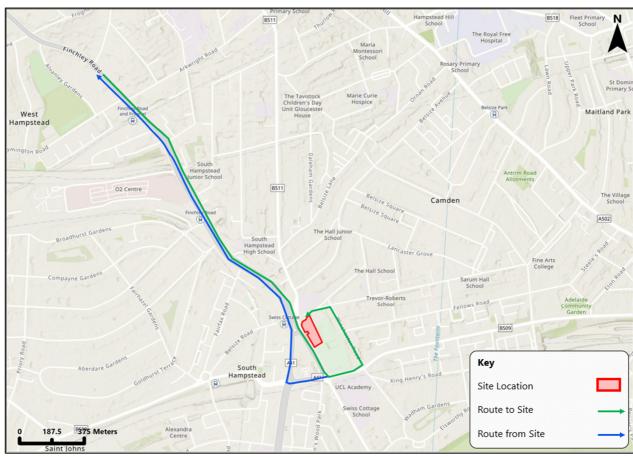


- 2.19 There will be a requirement to retain unfettered access to the Development from the Eton Avenue pedestrian zone at all times, to ensure emergency access can be made to all areas of the building. As such, any market stalls layouts will need to be positioned conscious of the swept path analysis requirements of fire tender vehicles and any other fire safety regulations.
- 2.20 Included at **Appendix B** is swept path analysis which demonstrates the movements of all servicing vehicles required for the Development at ground floor level, with **Appendix C** including the basement level servicing bay swept path analysis. The ground floor level swept path analysis includes waste collection vehicles, fire tenders and access for low-loader articulated lorries. This vehicle has been tracked on the basis that very infrequent access by a low-loader articulated vehicle (16m) will be required to the Site for UKPN access.
- 2.21 Excluding the low-loader for UKPN access, it will be a requirement that deliveries to the Site are undertaken by vehicles no larger than 10m rigid vehicles, particularly of relevance regarding the servicing activity associated with the small supermarket space. This activity will be preprogrammed to avoid all market activities.

## **Vehicle Routing**

- 2.22 Delivery, servicing and waste collection drivers will be advised to arrive from the north along Eton Avenue before entering into the Site and heading out eastbound and departing to the north. Access is taken from Eton Avenue to both the vehicle ramp to basement level and to the on-site ground floor servicing area within the public realm.
- 2.1 Suppliers will be made aware of the routes in which can be taken to and from the local highway network, with the recommended vehicle route shown in **Figure 2.3** below, and summarised as follows:
  - Access: Finchley Road Adelaide Road Winchester Road Eton Avenue Site.
  - **Egress**: Site Eton Avenue Winchester Road Adelaide Road Finchley Road.





**Figure 2.3: Recommended Routes** 

## **Servicing Movements**

## **Servicing Demand**

- 2.2 The TRICS database has been analysed for similar residential sites and convenience store sites as part of the Transport Assessment which accompanies this draft DSWMP.
- 2.3 The TRICS trip rate for servicing activity for residential use was recognised as 0.141 deliveries per residential unit and the convenience store trip rate was recognised as 0.222 deliveries per 100sqm.
- 2.4 Based on the above trip rates for servicing, the Proposed Development, based on 237 residential units and 1,188sqm GIA of commercial/retail space, will generate an estimated 33-34 residential deliveries per day, 2-3 commercial deliveries per day and 1 community use delivery per day, equalling a daily delivery demand of circa 36-38 deliveries per day.



## **Servicing Demand Distribution**

- 2.5 As detailed above, the Site has two servicing opportunities available on-site, being the at-grade internal courtyard, accessed via the pedestrian zone of Eton Avenue to the north, and the basement servicing area accessed via the vehicle ramp from Eton Avenue to the east of the pedestrian zone.
- 2.6 The basement ramp has height restrictions (circa 2m) which would limit basement servicing use to cargo cycles, motorcycles, cars and panel vans (up to 4.6t panel vans due to manoeuvrability). It is also recognised that any servicing strategy for the Site will have to operate appropriately mindful of the frequent market activity at the Site access from Eton Avenue.
- 2.7 To determine what this means for servicing demand, analysis of the delivery activity for the TRICS sites used to generate servicing demand estimates has been undertaken. The review of the convenience store sites indicates all servicing activity is undertaken utilising OGV's, estimated to be 10m rigid lorries or articulated vehicles. The residential servicing activity recognised a more significant variation in delivery vehicle types, owing largely to the variation in delivered goods.

  Table 2.1 below provides a summary of the delivery activity recognised across each assessed

**Table 2.1** below provides a summary of the delivery activity recognised across each assessed TRICS residential site, as well as presenting the combined modal split of delivery vehicles.

Table 2.1: TRICS Residential Servicing Demand by Vehicle						
TDICC Cite	Delivery Activity by Vehicle Type					
TRICS Site	Car	LGV	M/Cycle	OGV 1	OGV 2	Total
BM-03-C-01	0	9	0	1	0	10
HG-03-C-01	0	11	0	0	0	11
HM-03-C-02	6	22	0	3	0	31
IS-03-C-08	5	26	22	0	0	53
SK-03-C-03	5	6	8	2	1	22
Total (%)	16 (12%)	74 (58%)	30 (24%)	6 (5%)	1 (1%)	127

2.8 As demonstrated in Table 2.1, the residential element of the scheme generates a mix of delivery vehicles. The majority of delivery vehicles are by small to medium sized vehicles (motorcycles, cars and light goods vehicles), with 6% of deliveries being by HGV's (OGV 1 and OGV 2). Of the servicing activity, 36% was undertaken by cars and motorcycles, with a likely contributor to this figure being food takeaway orders.

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2.9 Applying the delivery splits for residential deliveries as outlined in Table 2.1, and findings of delivery types for convenience stores, to the Proposed Development, **Table 2.2** below provides the anticipated delivery profile for the Development.

Table 2.2: Proposed Development Delivery Demand Profile*				
Delivery Vehi	cle Type	Total Proposed		
Vehicle Percentage		Development Deliveries		
Car	12%	5		
LGV	58%	21		
Motorcycle	24%	8		
OGV 1 (HGV)	5%	2		
OGV 2 (HGV)**	1%	2		
Total	100%	38		

<sup>\*</sup>Minor numerical discrepancies due to rounding.

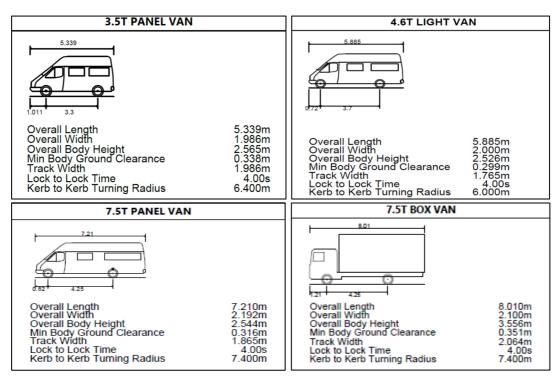
- 2.10 As shown in Table 2.2, the vehicles which will make use of the ground floor public realm are anticipated to be low, with circa 5 HGV deliveries anticipated per day. Of these HGV movements, two will be attributed to the commercial space which can therefore be managed to take place outside of market operational hours.
- 2.11 It will be made clear to all residents that should they receive a specialist delivery and/or are moving out and make use of an HGV, these deliveries must be programmed to arrive before 10:00 or after 17:00, to ensure there is no conflict between servicing vehicles and the market operation. The Site management team will ensure all residents and operators on-site are aware of the limitations to servicing and deliveries at the Site, the appropriate protocol to servicing from basement level, and the operational hours of the markets.

## **Types of Vehicles**

2.12 It is anticipated that the vast majority of servicing and delivery activities will be undertaken by Light Goods Vehicles (LGVs) such as transit, panel and box vans with typical activity comprising online retail and online food deliveries. **Figure 2.4** illustrates the type of vehicles that are likely to serve the Development.

<sup>\*\*</sup>Data includes residential use delivery percentages, with convenience store deliveries added as OGV 2 deliveries in addition.





**Figure 2.4: Estimated Typical Delivery Vehicles** 



### 3 WASTE AND RECYCLING ARRANGEMENTS

#### **Waste Guidance**

3.1 This section sets out the waste storage and collection strategies for the Proposed Development.

Waste will be managed in accordance with the waste hierarchy as set out in **Figure 3.1**.

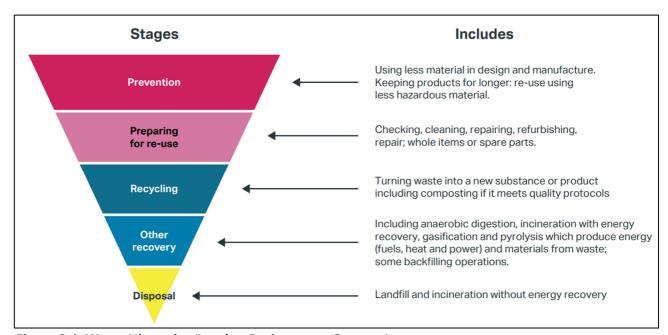


Figure 3.1: Waste Hierarchy (London Environment Strategy)

- 3.2 Suppliers will be encouraged to take away their packaging to minimise the accumulation of waste on-site. It may be possible to remove packaging prior to its arrival to the Site to improve waste management.
- 3.3 In accordance with the London Environment Strategy, the Applicant commits to a residential waste recycling target of 50% (by weight / tonnage) and a business waste recycling target of 75% (by weight / tonnage) by 2030. The Site Management Team (SMT) will keep a record of how much waste and recycling is produced where applicable, and will reallocate bins for recycling as/when necessary.
- 3.4 The waste management strategy has been prepared developed in accordance with BS5906:2005 alongside LBC waste management guidance, with reference also taken from Policy SI 7 of the London Plan (2021) which focuses on reducing waste and supporting the circular economy, alongside the environment strategy for London (2018).



## **Waste Storage**

- 3.5 Waste storage will be provided across the Development individually for each use. The residential element of the Tower will be provided with a dedicated waste store located at basement level, with residents making use of a waste chute system, removing the need for residents to travel to the waste store. Waste from basement level will then be taken by Site Management to a level holding area at the vehicle ramp, before waste is then taken up to street level prior to collection using a bin tug. This will see collection take place from Eton Avenue.
- 3.6 The residential element of the Lower block will be provided as a ground floor waste store, which will be located adjacent to the courtyard to allow direct collection access during waste collections.
- 3.7 The commercial uses will provide waste storage capacity within their unit, with final provisions and store designs to be developed by future tenant operators. The community use is provided with a waste store at basement level, accessible via a dedicated lift for the community use.
- 3.8 The following waste storage provisions have been made for each use on-site:
  - Tower Residential Use  $-9 \times 1,100$ L dry mixed recycling Eurobins,  $7 \times 1,100$ L general waste Eurobins and  $16 \times 240$ L food waste bins.
  - Lower block Residential Use  $-4 \times 1,100$ L dry mixed recycling Eurobins,  $3 \times 1,100$ L general waste Eurobins and  $8 \times 240$ L food waste bins.
  - Community Use 1 x 360L dry mixed recycling bin, 1 x 360L general waste bin and 1 x 240L food waste bin.
- 3.9 The following waste estimates, as outlined within the Draft 16 UK Waste Classification Scheme (previously DETR, now DEFRA), have been used to calculate the tonnage generated by the Proposed Development per annum:
  - General waste = 0.27 tonnes per 1 cubic metre.
  - Recyclables = 0.6 tonnes per 1 cubic metre.
  - Glass & Food = 0.75 tonnes per cubic metre.



3.10 **Table 3.1** demonstrates the estimated tonnes per annum in line with the "Recycling and Waste Reporting" table from Appendix D of the Greater London Authority (GLA) Circular Economy Statement guidance. This is based on meeting recycling targets of 50% residential and 75% commercial recycling.

Table 3.1: Recycling and Waste Tonnes per Annum				
Use Class	T/Annum	% Reused on or off-site	% Recycled or composted on or off-site	% Not Reused or Recycled
Residential Waste	1,304T Total (201T General Waste, 879T Mixed Recycling and 225T Food)	0%	50%	50%
Flexible Commercial Waste	209T Total (31T General Waste, 160T Mixed Recycling and 19T Food)	0%	75%	25%
Community Use Waste*	65T Total (15T General Waste, 40T Mixed Recycling and 9T Food)	0%	75%	25%

<sup>\*</sup> Estimates for Community based on waste provisions made only.

## **Unique Waste**

- 3.11 There is likely to be a small component of the overall waste arisings from the Proposed Development that will comprise other waste streams, such as Waste Electrical and Electronic Equipment (WEEE), gas canisters, Hazardous Waste (HAZ), printer and toner cartridges. Building maintenance will also give rise to materials such as paints and waste lubricating oils that will require separate storage in dedicated sealed containers.
- 3.12 This type of waste is termed "unique" as it will not be produced on a regular basis and therefore its management will be on special arrangement with a registered waste handler for the specific waste that is produced.
- 3.13 All waste management will have to comply with Environmental Protection Act 1990 and The Waste (England and Wales) (Amendment) Regulations 2014 Space for additional unique waste containers provided (e.g. battery bins).



## **Bulky Waste**

3.14 The waste storage areas are designed to ensure there is space for the storage of bulky waste within the storage areas within each store.

## **Waste Collection**

- 3.15 Waste collections for the residential within the Lower block, the commercial space and the community use space will take place within the Site at the ground floor courtyard area, as shown within the swept path analysis at **Appendix B**. Waste collections will be programmed to be undertaken prior to and outside market operations.
- 3.16 Where Council waste collections are required for the Lower block affordable residential use, waste collection history has been reviewed and collections occur before 10am, which will avoid market activity.
- 3.17 It is anticipated that residential refuse collections will occur once per week as per the local Council operation for each waste stream. Collections for the commercial and community use spaces will occur through private collections and will be programmed to be once per week initially, with additional collection frequency developed should there be a considered additional demand.



## 4 DELIVERY MEASURES AND INITIATIVES

### **Measures and Initiatives**

- 4.1 A member of the SMT, anticipated to be an on-site member of concierge for the tower block, will be responsible for overseeing servicing and delivery activity. The following initiatives will be adopted:
  - The SMT will issue written/email instructions to all regular suppliers who book deliveries setting out the delivery procedures to be adopted by them.
  - Suppliers will be encouraged to pre-book a 30-minute delivery slot including details of the
    type of vehicle that will be used to undertake the delivery and the scale/nature of goods to
    be supplied (although the majority of deliveries would only take 5-10 minutes to undertake,
    the 30-minute slots would allow for the vagaries of London traffic etc.).
  - Deliveries will be programmed so as to avoid waste/recycling collections.
  - Where delivery booking is not possible, i.e. residential ad hoc deliveries, the SMT will ensure that all residents know of the appropriate delivery strategy for the Site, utilising the basement for smaller deliveries and programming larger deliveries to take place outside of the 10:00-17:00 period during market days. Information will be provided on noticeboards within each residential lobby and residents will be informed at the start of their tenancy on-site.
  - The SMT will inform all community and commercial tenants of the above agreed servicing strategy which must be adopted at the Site.
  - Delivery drivers will be encouraged to advise the SMT of their impending arrival by telephoning them approximately 10-15 minutes before their arrival where appropriate.
  - Drivers will be informed that vehicle engines must be switched off whilst goods are being loaded / unloaded (i.e. when their vehicle is stationary).
  - The SMT will be responsible for maintaining a log book, including a record of any accidents
    or near misses and, if necessary / appropriate, will act accordingly so as to avoid the potential
    for future problems.
  - The SMT will be responsible for the smooth and efficient operation of the "Plan".



## **Concierge**

- 4.2 The Tower Block residential units will be provided with a concierge facility, which will feature a staffed position at the ground floor lobby. As part of the concierge service, the staff will operate as the SMT for the Development, which will include receiving goods to the residential units within the Tower, managing waste storage and collection for the Tower and overseeing servicing activity across the Site at both ground floor and basement levels.
- 4.3 Where possible, the concierge will record deliveries and ensure that activity being undertaken at basement level follows the proposed deliveries strategy, allowing access to the building for delivered goods and collecting goods delivered to basement level where appropriate.

#### **Consolidation and Reduction of Deliveries**

- 4.4 In order to reduce the number of daily deliveries to the site, the SMT will:
  - investigate the potential use of last mile delivery solutions by eco-friendly or active travel modes, such as cycle couriers;
  - review the number of deliveries and suggest further measures that could be adopted by commercial and community tenants with high frequencies of deliveries to reduce overall numbers; and,
  - explore the possibility of smart / joint procurement with adjacent properties in conjunction with seeking suppliers who use consolidation centres.

#### **Information Provision & Awareness**

- 4.5 All Site users will be made aware of the existence of the DSWMP, its objectives, and the role of individuals in achieving its objectives, upon residency and tenancy.
- 4.6 Noticeboards, newsletters or websites could be used by the SMT as a means of further disseminating information and promoting initiatives.



## 5 WASTE STORAGE AND COLLECTION INITIATIVES

#### **Consolidation and Low-Carbon Waste Collection**

Waste collections are envisaged to be undertaken by the LBC collection team for residential uses, with a private collection team to collect waste associated with commercial and community uses. Should it be considered necessary, the Applicant will investigate the implementation of a private waste collection team for the residential element, to enable the ability to manage arrival times and also to utilise low and no-emission electric vehicles to collect waste for the Development, reducing the carbon impact of waste removal. The ability to consolidate collections with other local developments to reduce vehicle movements locally will also be investigated as part of any potential private collection contract.

## **Information Provision & Awareness**

- 5.2 All Site occupiers will be made aware of the existence of the DSWMP, its objectives, and the role of individuals in achieving its objectives, upon occupation of the building.
- 5.3 Signage will be placed in waste deposit areas, encouraging the correct deposit of waste and recycling separated bins provided. Residents of the tower block will also be provided with signage on each floor to shown which waste chute is for each waste stream.
- 5.4 Noticeboards, newsletters, or social media could be used by the SMT as a means of further disseminating information and promoting initiatives.

## Fly Waste and Fly-Tipping

- 5.5 The SMT will monitor the Site for any fly-waste or litter and will collect and process any materials within the boundary of the property; this will include recycling this material where possible/appropriate.
- In the unlikely event of fly-tipping, upon identifying this the SMT will liaise with LBC for removal, and flexibility will be available within the delivery booking system for the collection vehicle to access the ground floor public realm. Any hazardous waste will be correctly labelled, contained and segregated within a store in any interim period arising prior to booked removal.



## **Waste Storage and Collection Initiatives**

- 5.7 The following initiatives and measures will be in place for waste and recycling.
  - > The waste stores will include recyclable waste Eurobins, general waste Eurobins and food waste bins. The SMT will be responsible for ensuring that waste is stored appropriately and, subsequently, made available in good time prior to collection.
  - All Site users will be made aware of the waste and recycling regime for the Development, including where refuse is stored, how it is segregated between general and recyclable waste and when the collections occur.
  - > Refuse bins will not be left outside of the refuse stores and will be kept in the appropriate storage location at all times, the exception being when refuse is made available for collection via the basement ramp for the tower block, with waste taken via tug to the entrance of the vehicle ramp, being held on-site and not on the public highway.
  - > Suppliers will be encouraged to take away their packaging to minimise the accumulation of waste.
  - > The refuse stores will be kept clear from obstruction and in good order as far as is reasonably practicable. The storage areas will be inspected on a regular basis and cleaned when necessary.
  - The SMT will be responsible for ensuring that waste is stored appropriately and available in good time prior to collection.



### 6 MONITORING & REVIEW OF THE PLAN

- 6.1 The SMT will maintain a record of servicing where possible, which will include the following information:
  - Day
  - Date
  - Delivery slot(s) booked
  - Type of vehicle

- Goods carried
- Time of arrival
- Time of departure
- Any other comments
- 6.2 The SMT will regularly monitor/review the success of the DSWMP and, if considered necessary/appropriate, will propose changes to the DSWMP to be approved by LBC.
- 6.3 The DSWMP will be the subject of an annual review with LBC, unless LBC confirms (in writing) that a formal review is not necessary.
- 6.4 The SMT will review comments received from occupants of the Site and/or third parties (as appropriate) regarding servicing activity and notify LBC if necessary/appropriate during the next annual review of the DSWMP (or before in the case of any time-sensitive issues).
- In the unlikely event that the delivery and servicing of the Site has any issues with managing the number of deliveries each day, or deliveries are occurring within the public realm on-site while the Swiss Cottage Market on Eton Avenue are operating, further measures will be adopted to ease delivery numbers. This could include measures such as:
  - Re-moding deliveries deliveries would be undertaken by smaller vehicles where appropriate such as by bicycle and motorcycle.
  - Re-timing deliveries deliveries would be undertaken before 7am and after 7pm to ease the number of deliveries during the peak daytime hours.
  - Re-routing deliveries delivery vehicles which could serve the site and also nearby commercial developments, reducing the number of vehicles on the local highway network during the day.



## 7 CONCLUSION

- Overall, the DSWMP will ensure the successful operation of servicing activity on a day-to-day basis. This DSWMP follows the approved and discharged Servicing Management Plan for the Implemented Permission, with strategy for servicing management remaining as per the Implemented Permission and therefore considered appropriate as per prior SMP approval.
- 7.2 The DSWMP will ensure that the likelihood of conflicts with other vehicles and pedestrians will be minimised and that the servicing for the site will not affect the free flow or environmental condition of the public highway.
- 7.3 A final version of the DSWMP will be secured by condition, to include details of the management company and their commitments to monitoring and regulating servicing for the Site.

## **APPENDIX A**

Notes
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Date: Rev: Note: Check: 31.01.25 P01 Section 73 Application DR Submission

Regal Avenue Road Ltd.

1016 | 100 Avenue Road

Tower & Lower Building

**Drawing Title** Ground Floor Plan

Scale 1: 200 @ A1

Drawing Created August 2024

> Revision P01

Drawing No.

1016-CPA-ZZ-ZZ-DR-A-0200

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## Drawing Original Size

Notes
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Structure referencing Robert Bird model (SC-RBP-00-XX-M3-S-0001)

Robert Bird to confirm revised column locations

Drawing	Revision	ons	
Date:	Rev:	Note:	Check:
06.09.24	P02	Issue for Structures Review	AS
25.09.24	P03	Issue to Whitecode for Information	AS
25.09.24	P04	Issue to Caneparo for Information	AS
07.10.24	P05	Issue to Regal for Information	AF
21.10.24	P06	Issue Winch Drawings to Regal	AS
23.10.24	P07	Issue Winch Drawings to Regal	AF
30.10.24	P08	Winch Areas Updated	DR
01.11.24	P09	Tower Plans Issued for Design Freeze	DR
04.11.24	P10	Winch Basement Issued to Regal	AF
05.11.24	P11	Tower Plans Issued for Design Freeze	AF
05.11.24	P12	Tower Plans Amended for Design Freeze	DR
08.11.24	P13	Drawings Issued for Design Freeze	DR
18.11.24	P14	Winch Issue to Regal	DR
22.11.24	P15	GA Issue to Regal	DR
11.12.24	P16	Winch Drawings Amendments	DR
22.01.25	P17	Drawings Issued for Design Freeze	DR

## Client

Regal Avenue Road Ltd.

## **Project**

1016 | 100 Avenue Road

## **Building Name** Tower & Lower Block

**Drawing Title** 

Basement Floor Plan
Coolo

**Drawing Created** Scale 1: 200 @ A1 July 2024

> Revision P17

Drawing No.

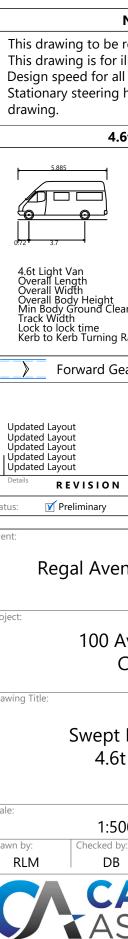
## 1016-CPA-ZZ-B1-DR-A-0299

London Office 1 Canal Side Studios 8-14 St Pancras Way London NW1 0QG Tel 020 7554 3830

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## **APPENDIX B**

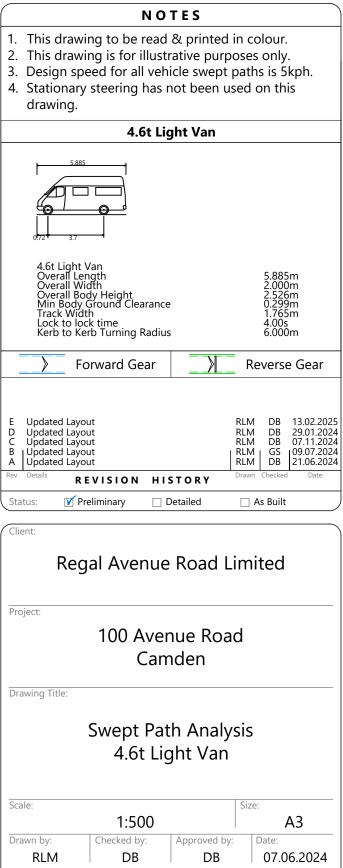




Posts

Hampstead Theatre

EXIT MANOEUVRE



Transport Planning & Highway Design

1 of 5

Drawing No:

TR002

5352

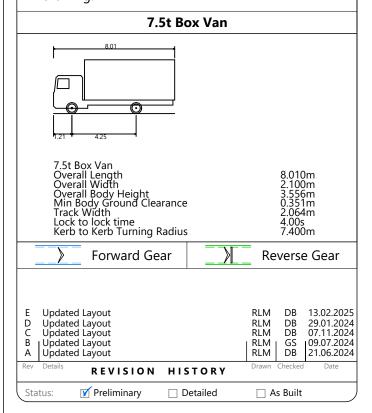
**A**3

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## NOTES

- 1. This drawing to be read & printed in colour.
- 2. This drawing is for illustrative purposes only.
- 3. Design speed for all vehicle swept paths is 5kph.
- 4. Stationary steering has not been used on this drawing.









Transport Planning & Highway Design

3 of 5

Drawing No:

TR002

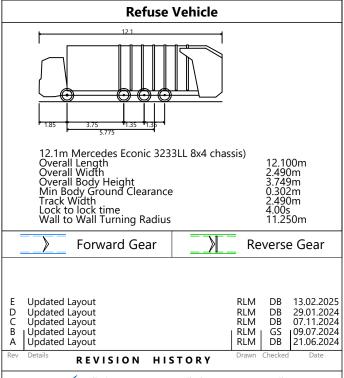
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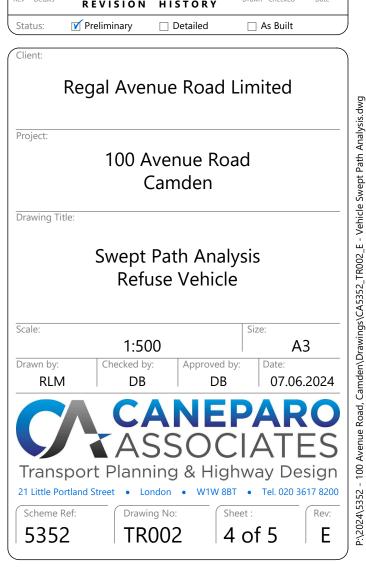
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#### NOTES

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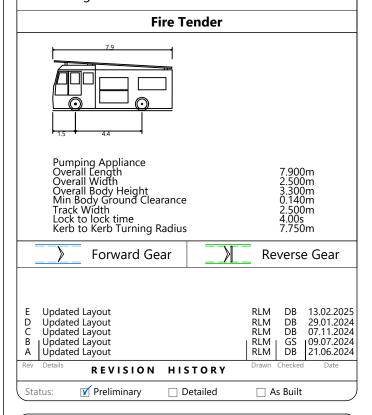


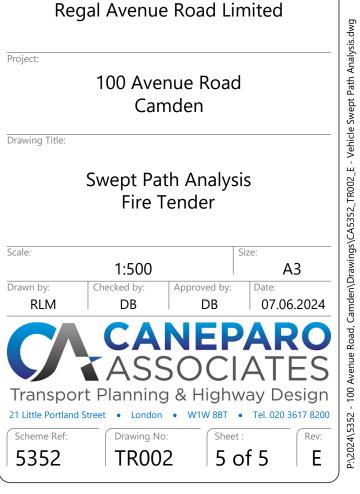




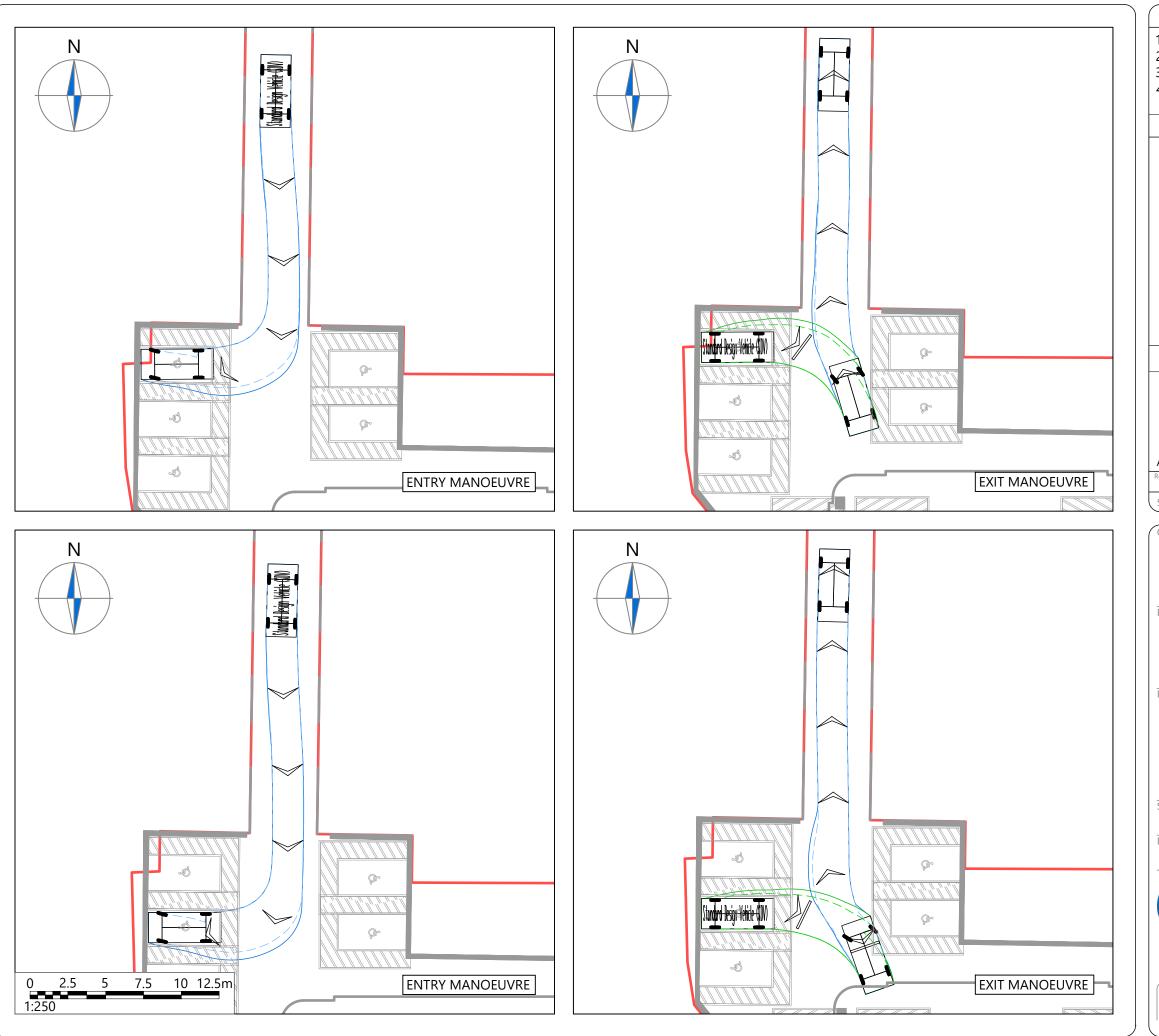
## NOTES

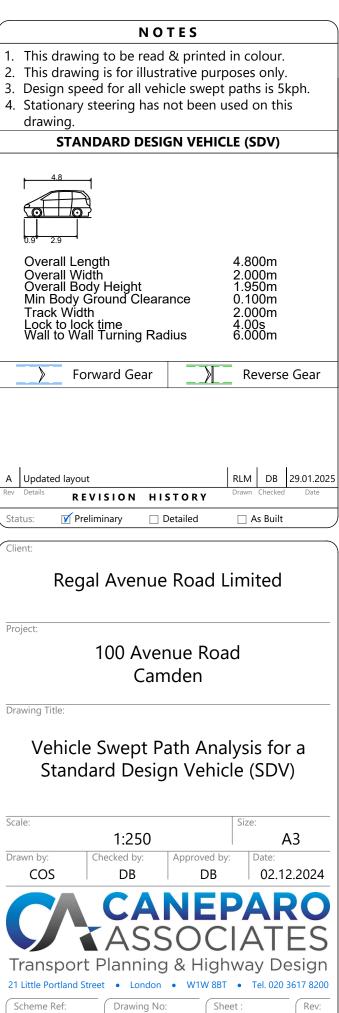
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## **APPENDIX C**





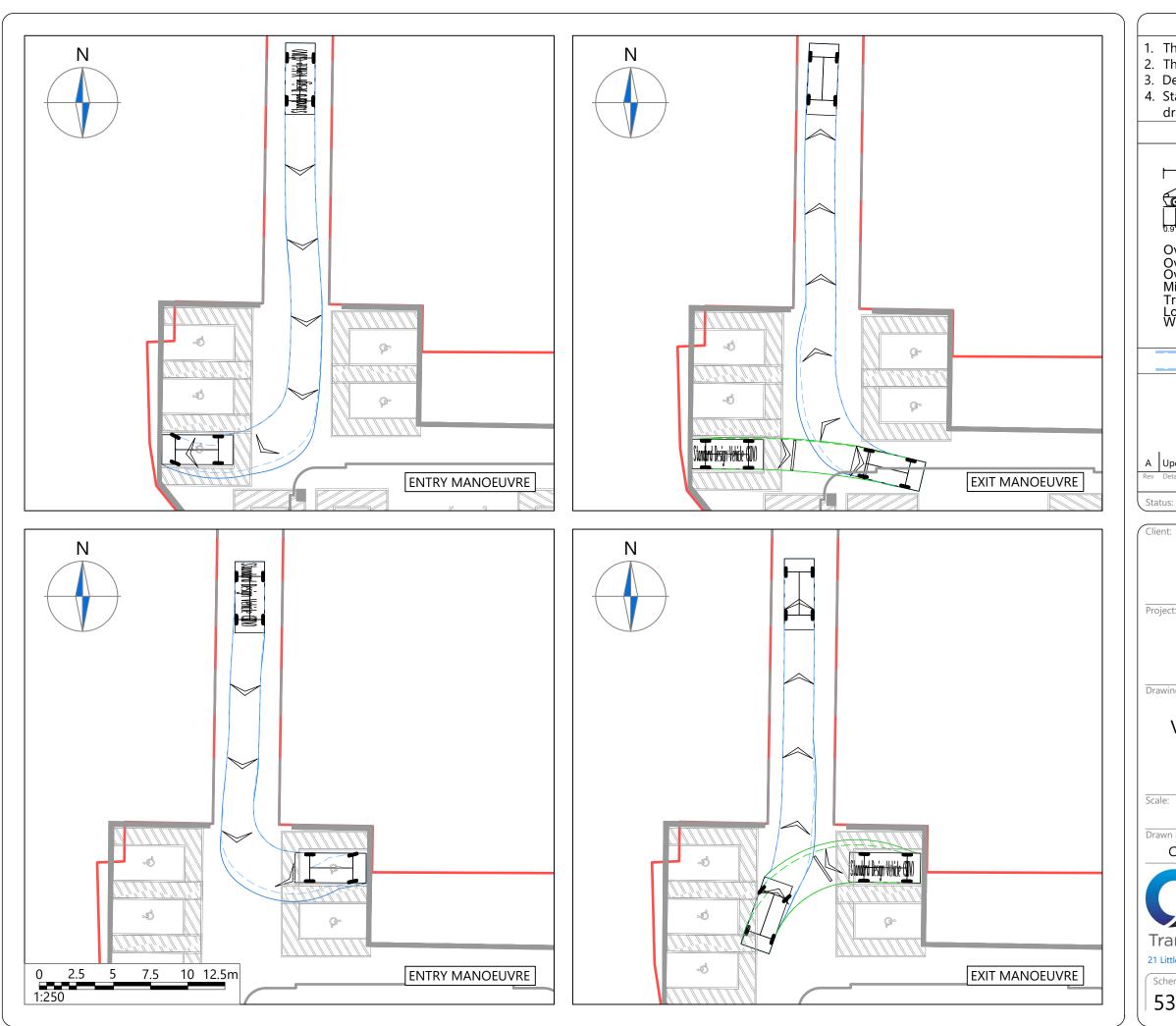
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TR005

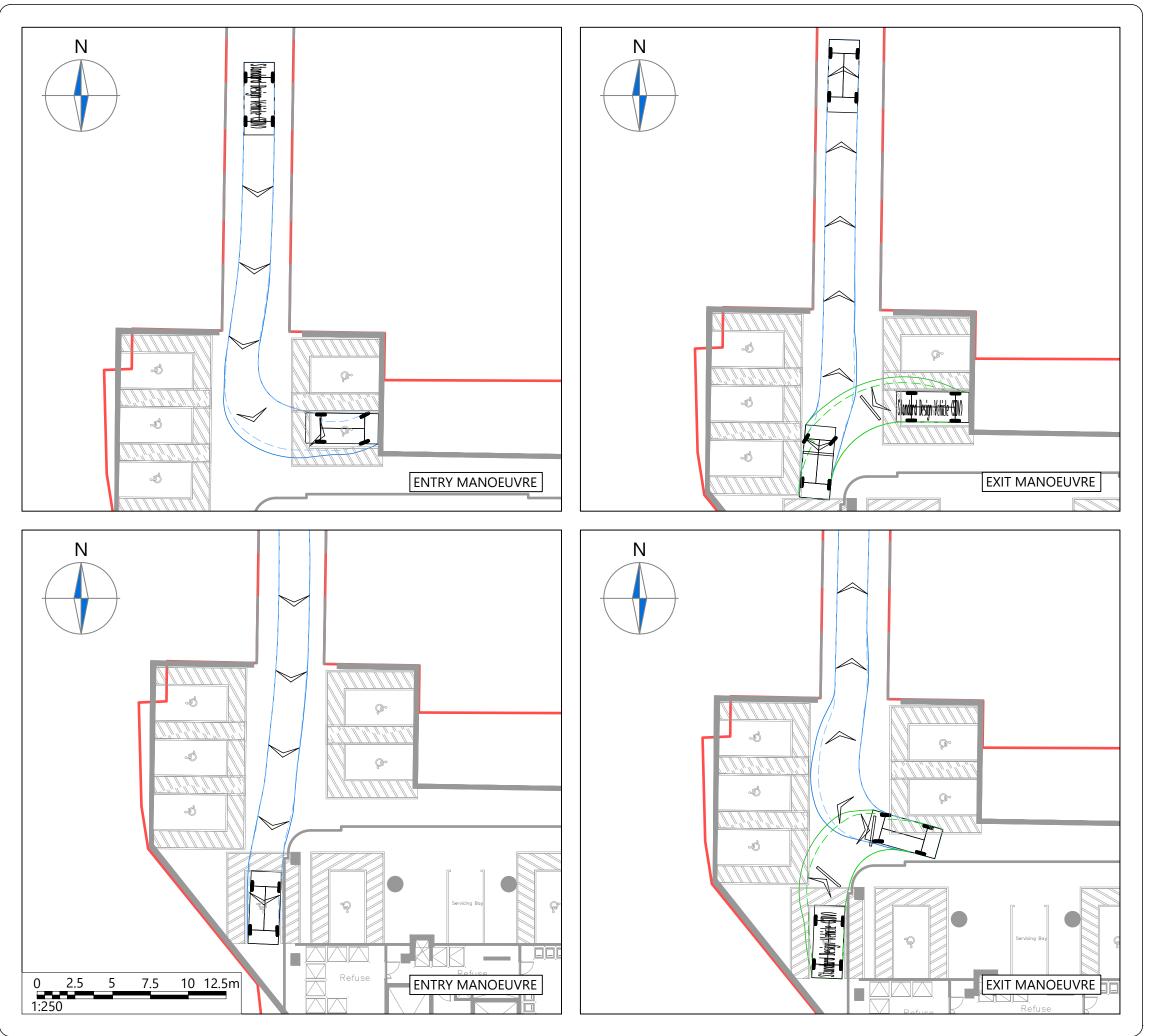
1 of 6

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Α









Drawn by:

COS

5352

Checked by:

DB

Approved by:

3 of 6

Transport Planning & Highway Design

Drawing No:

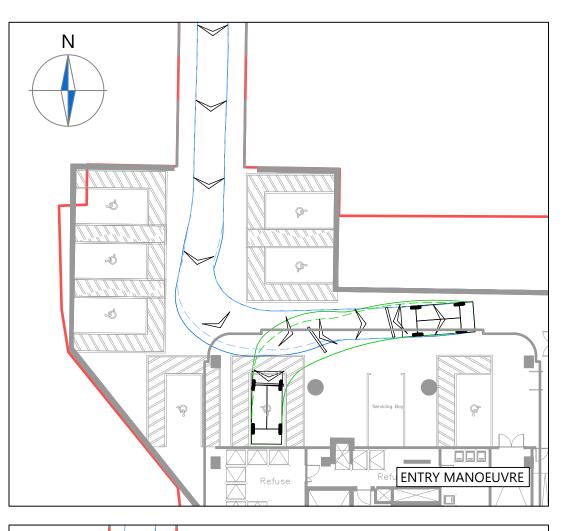
TR005

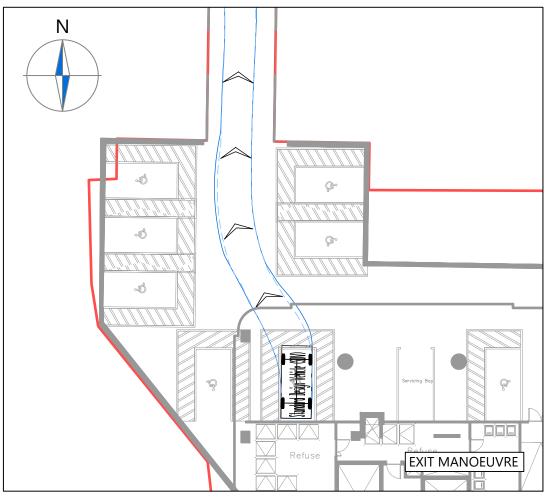
Α3

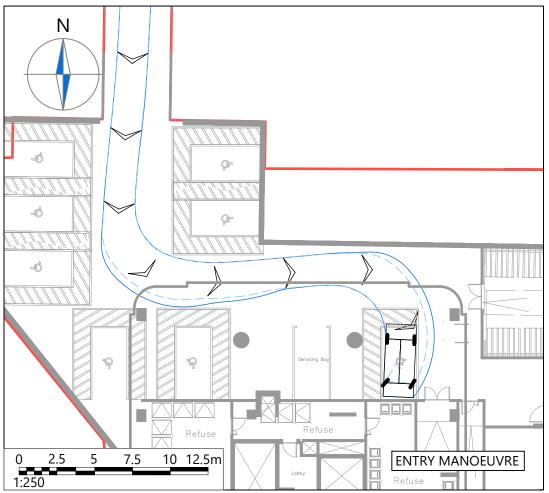
02.12.2024

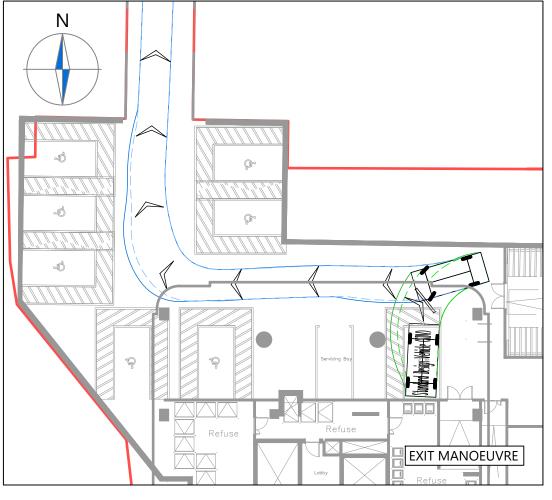
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Α









## NOTES

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- 4. Stationary steering has not been used on this

## **STANDARD DESIGN VEHICLE (SDV)**



Overall Length Overall Width Overall Body Height Min Body Ground Clearance Track Width Lock to lock time Wall to Wall Turning Radius

▼ Preliminary

Forward Gear

RLM DB 29.01.2025 A Updated layout REVISION HISTORY

4.800m 2.000m 1.950m 0.100m

2.000m

4.00s 6.000m

☐ As Built

Reverse Gear

## Regal Avenue Road Limited

Detailed

100 Avenue Road Camden

Drawing Title:

5352

Vehicle Swept Path Analysis for a Standard Design Vehicle (SDV)

1:250 **A**3 Drawn by: Checked by: Approved by: 02.12.2024 COS



Transport Planning & Highway Design

Drawing No:

TR005

4 of 6 Α

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Transport Planning & Highway Design

5 of 6

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TR005

5352

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