

Raag St Pancras / Tune Hotel
13 Britannia Street
Servicing Management Plan

Introduction

- 1.1 TTP Consulting are retained by Raag St Pancras in relation to the proposed redevelopment of 13 Britannia Street in the London Borough of Camden, which will operate as a 121 bed Tune Hotel.

Service Area Location

- 1.2 It is planned that the new hotel will be serviced from a service yard, accessed at the location of an existing crossover to Wicklow Street.
- 1.3 The yard is sized to allow for transit sized vans to enter the site, which will accommodate the majority of the hotel's deliveries. A swept path is provided at **Appendix G** of the Transport Statement.

Frequency of Servicing Movements

- 1.4 The expected typical servicing requirements of the Tune Hotel are summarised below based on experience at existing London Tune Hotels, resulting in 1 or 2 deliveries per day for the hotel.

Service	Frequency
Laundry collection and delivery	4 days a week
Waste Collection	3 days per week
Cleaning Supplies	Twice per month
Tea and Coffee Supplies	Once per month

Maintenance Checks	Three times per month
Stationary Supplies	Once per month
Adhoc call outs / deliveries	Approx twice per month

Type of Service Vehicles

- 1.5 The majority of deliveries to central London hotels are carried out using small vans or transit-sized vehicles.

Vehicle Routing

- 1.6 The site benefits from excellent access from the Transport for London Road Network (TLRN) with Gray's Inn Road and King's Cross Road close to the site.
- 1.7 Given the one way nature of Wicklow Road all deliveries will arrive from King's Cross Road and then exit onto either Gray's Inn Road or King's Cross Road.
- 1.8 Due to the relatively small numbers and the nature of deliveries anticipated to/from the site coupled with the evident suitability of the road network to accommodate this traffic, it is not considered that any specific vehicle routing arrangements are required.

Management

- 1.9 Deliveries will be managed to ensure that where possible deliveries occur outside the network peak periods and that deliveries are scheduled to ensure that, as far as possible, deliveries do not overlap.
- 1.10 Deliveries will be booked to ensure that deliveries are concluded before 6pm on weekdays and 1pm on Saturdays, with no deliveries on Sundays.
- 1.11 Suppliers will be encouraged, where possible, to use small and fuel efficient vehicles and will be advised that delivery vehicles should remain in the vicinity of the site for as little time as possible and that vehicle engines are switched off whilst goods are being loaded/unloaded (i.e. whilst vehicles are stationary).
- 1.12 Before arriving at the site delivery drivers will contact reception and a member of staff will arrange for the service yard access to be open and will ensure that servicing activity is managed.

- 1.13 Most vehicles will be able to drive into the service yard before goods are unloaded, minimising any interaction with pedestrian or cyclist movements.
- 1.14 This will ensure that the potential for conflict with other users of Wicklow Street is minimised while vehicle reverse in to the service yard, that vehicles are parked for the shortest time possible and, also, that goods received are transferred to their destination as quickly and efficiently as possible.
- 1.15 Four existing Tune Hotels are operating in central London, one very close to the site on Gray's Inn Road.
- 1.16 Where feasible, central management of stocks of consumables, such as paper, toner and catering supplies and other deliveries, will be implemented resulting in a more cost effective service from suppliers and fewer deliveries across London.
- 1.17 The opportunities for linking and coordinating deliveries with the Gray's Inn Road Tune Hotel will be investigated.

Monitoring and Review

- 1.18 The Hotel will maintain a record of servicing activity, which will include the following information:
- Day and Date
 - Delivery slot booked
 - Type of vehicle
 - Goods carried
 - Time of arrival
 - Time of departure
 - Any other comments
- 1.19 The agreed contents of this Servicing Management Plan must be complied with unless otherwise agreed with the Council. The building occupiers shall work with the Council to review this Delivery and Servicing Management Plan from time to time when necessary. Any future revised plan must be approved by the Council and complied with thereafter.

Refuse Collection

- 1.20 Refuse and recyclable materials will be stored on site until collection. Just prior to collection refuse will be moved from the storage area, still within the site and close to the access to the service yard for ease of collection from refuse vehicles waiting at the kerb-side.

Consultation

- 1.21 The planning process will act as consultation on these proposals with local residents, businesses and Councillors.

Summary

- 1.22 This Service Management Plan provides an outline of the proposed servicing schedule and operation for the Britannia Street Tune Hotel.
- 1.23 The purpose of this Plan is to manage and regulate servicing and delivery activity, so as to minimise conflict between service vehicles and other traffic and to safeguard the amenity of pedestrians and neighbouring businesses.
- 1.24 The Plan will ensure a successful, efficient operation of servicing and delivery activity on a day to day basis.