

## Service Management Plan



53-55 Chalton Street NW1 1HY & 60 Churchway NW1 1LT  
Rangepay Ltd. August 2015



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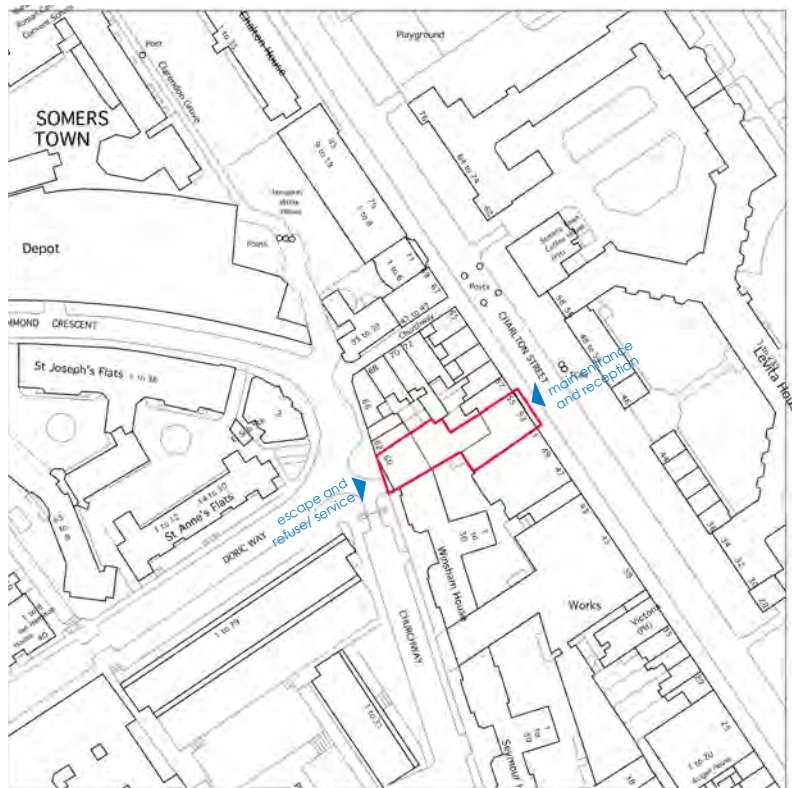


## INTRODUCTION

**1.1** This service management plan has been produced to illustrate the anticipated needs of the new hotel, with regards to servicing deliveries and collections necessary to operate. Its purpose is to assess the impact of the development in terms of servicing traffic on the existing highways and overall impact on the neighbouring properties. The application has been developed with the end user Hotel Operator. They are a family run business who already have 4 Hotels within London. They have been offering quality hospitality, and cheap hotel accommodation in London, for over 15 years. Combining a personalised service with comfortable accommodation and a convenient location.

## 2. SERVICE MANAGEMENT PLAN

### 2.1 Site Location



### 2.2 Expected Deliveries And Frequency Compared With Current Supermarket Use.

When we met the local Ward Councillors their main area of concern was noise and disturbance to neighbours. Generally they were very supportive of the proposal.

These issues can be mitigated by virtue of the nature of the street and the pub opposite having a late licence, the shop going to 11pm anyway etc.

The operation will be less frequent than deliveries to the retail unit, the service doors will be at the same position.

Currently the shop hours are 8 am to 11pm Monday to Saturday and 9am to 11pm Sunday. The owners advise that they have steady trade through these hours until close.

In terms of deliveries they currently average 7 deliveries a day Monday to Saturday with major delivers at least 3-4 times a week requiring folk lift truck and service door access to Churchway for the retail use.

Other local businesses with late opening include;

- Somers Town Coffee House are 8am to 11:30pm Monday to Friday & 10am to 11:30pm on Saturday and Sunday.
- The hours for the Rocket PH at the top of Chalton Street are 8am to 12pm Sunday to Thursday and 8am to 2pm on Friday and Saturday

## 2.3 Servicing And Deliveries Hours

Currently 53-55 Chalton Street operates a supermarket to ground and basement level. The retail operation has 7-8 deliveries a day Monday to Saturday. Deliveries are made to both the Churchway entrance and Chalton Street. A number of daily deliveries from the main supplier involve large trucks, folk lifts & cages to process and can take 1-2 hours to transfer from the delivery truck to the loading area. Deliveries times commence very early each day with news papers (6am) & dairy products and will continue through the day. Whilst the hours of operation are from 06:00 - 23:00

With the proposed hotel, there are only 2 regular deliveries daily and therefore significantly less inconvenience/ noise to local residents and businesses. The most notable deliveries for the hotel will be the daily laundry service and breakfast food delivery but this would not be on the same scale a major delivery to the supermarket in terms of requiring large delivery Lorries or folk lifts.

Deliveries time shall normally take place between 07:00 and 19:00 Monday – Friday and 08:00 and 13:00 Saturday. Laundry, food and beverages deliveries typically take place in the mornings and suppliers aim to avoid peak times when routes are more congested.

## 3. EMPLOYMENT LEVELS

### CURRENT

The Supermarket has 4 full time staff and 12 part-time staff. In terms of hours worked this is equivalent to approximately 10 full-time members.

### NEW HOTEL

General Manager: 1

Duty Manager: 2

Front Desk - 5 + 2 on rotation = 7

Cleaners - 7 + 3 on rotation = 10

Head House Keeper: 1

Handy man: 1

Porter : 2

Total: 24

This will be made up of 14 full-time staff and 10 part-time staff. In terms of hours worked this is equivalent to approximately 19 full-time members.

## 4. REFUSE AND RECYCLING

Please refer to the Design and Access Statement for full details on these proposals. The Hotel operator confirms that they have a good practice guide on recycling and have a robust procedure in place within their existing hotels in terms of waste management and recycling.

## 5. FACILITIES

We have attached the Hotel Operators standard facilities in Appendix A. This illustrates the proposals in terms of issues such as the Breakfast Room and Kitchen. this is not offering food throughout the day - just at breakfast time. The breakfast on offer will be continental type breakfast, with minimal smells and impact to the neighbours. It also shows the proposals will have CCTV and security as a main point and additional information on this is included within the submitted Crime Prevention Statement which look to align with recommendations within the Secure by Design for Commercial Premises.

## 6. MONITORING AND REVIEW

The notes as below illustrate the the local relations that this client's operator sets out in their other hotels in London residential areas (Victoria and West Kensington).

### **Relations with neighbours and local business:**

- receiving & sending parcels
- out of house - deliveries for neighbours
- messages
- keys - drop off, pick up, key holding
- out of house -cleaners access
- emergency contact
- 24hrs CCTV & manned for security
- handy man help in EMERGENCIES
- cleanliness on the street: our cleaners clean the footpath and the immediate road/parking spaces outside the entire width of the Hotel
- sensible delivery hours & numbers compared to food supermarket and other businesses
- laundry Mon-Sat: all other deliveries 2-3 max a week
- Discounted taxi services for guests and neighbours
- Friends & family discount for local neighbours
- Christmas get together, food and drinks
- Culturally diverse clientèle
- Business travelers
- More jobs for the locals
- Better business for the local shops and services
- More parking spaces for residents instead of 1-2 cars per flat.
- Well maintained and cleaned building uplifts the value of other properties

As part of moving forward with the Hotel proposals the operator will work closely with the neighbour's during the building works and as part of this will monitor and review the delivery / servicing strategy. This will evolve and grow to take on board any comments raised. The overall proposals will result in a reduction of deliveries when compared to the Supermarket. It will generate more local employment opportunities.

## APPENDIX A

### STANDARD PROPOSALS ON HOTEL OPERATORS FACILITIES

- Furnished bedrooms with daily maid service , complimentary toiletries, and safety deposit lockers.
- Complimentary Continental breakfast, which includes a choice of jam, marmalade, toast, chilled juice, cereals, hot chocolate, milk, coffee and tea. It is served in the breakfast room from 7.30am to 9.30am.
- Round-the-clock reception

For your pleasure and convenience:

- Free Wi-Fi throughout the hotel
- Vending machines for chocolates, canned drinks and crisps
- Ironing board and iron on request
- Early check in and late checkout on request
- Complimentary luggage storage facility for late departures and early arrivals.
- Print and Fax service available

To make things easier:

- Complimentary map of London upon arrival
- Leaflets for information on tourist attractions in and around the city.
- Tickets for sightseeing tours and tourist attractions like London Eye and Madame Tussauds in the same prices as at the attraction. You can save yourself from standing in a long queue by purchasing the tickets from us.
- Taxis booked for distant and local destinations.
- Airport drop off with a renowned taxi firm.
- Arrange your journey to European cities by coach or train.

For your safety:

- CCTV
- Key card access to rooms

Ask our friendly staff about:

- Attractive discount on group bookings and free accommodation for leader of a group of 20pax+
- Special discounts on long stay bookings
- Check out is at 10.30am. You can leave your bags in the Luggage room.
- Late checkout £10 per hour (subject to availability)



**EXAMPLE OF ROOMS AND BREAKFAST FACILITIES**

