

**4.5, 4.5.1, 4.5.2 & 4.5.3 Service Management Plan (Post Construction)**

This has been prepared on behalf of Crimson Hotels to satisfy clause 4.5, 4.5.1, 4.5.2 & 4.5.3 of the S106 Agreement relating to the planning permission for the rear roof and wing links work to the DoubleTree West End Hotel. This document highlights the measures to be adopted by the owner and approved by the Council from time to time post construction for the management of deliveries and servicing to the development securing the minimisation of conflicts between service vehicle and car and pedestrian movements and the minimisation of damage to amenity from such servicing and deliveries.

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| (i) A requirement for delivery vehicles to unload from a specific suitable located area;         | Loading bay which is located at the rear of the hotel, Physical address for the loading bay is 42/43 Gloucester street.  |
| (ii) Details of the person/s responsible for directing and receiving deliveries to the property; | Our Premises is a 24 hour operation with a Duty manager on site. The duty Manager on shift would be responsible for receiving delivers and making sure they are for the hotel or registered guests.            |
| (iii) Measures to avoid a number of delivery vehicles arriving at the same time;                 | Written and Verbal Communication has been circulated to all our suppliers with some delivery times moved on certain days to avoid a cross over.  |
| (iv) Likely frequency and duration of servicing and measures to be taken to avoid any conflicts; | We have already moved the drop off times for some suppliers to avoid conflicts<br>Delivery duration is no more than 15 minutes for the majority of delivery's, except for our Linen delivery which is 30 mins. |
| (v) Likely nature of goods to be delivered;  | Hotel Guest Linen / Kitchen Food delivery / Bar Beverage Delivery / Maintenance (lightbulbs, paint etc) /  |
| (vi) The likely size of delivery vehicles entering the property;                                 | The largest truck is 11m length / 2.55m width / 13 foot and 8 inches height, all other vehicles are transit van size.  |

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| <p>(vii) Measures to be taken to ensure pedestrian management and public safety during servicing including a statement setting out how highway safety will be maintained during servicing movements;</p> | <p>Pedestrian diversions and obligatory signage will be put in place should any servicing/ deliveries be in place for a prolonged period of time.</p>  |
| <p>(ix) Provision of swept path drawings to ascertain manoeuvring when entering and exiting the property in accordance with the drawings submitted and agreed with the Council;</p>                      | <p>Swept Path Drawings are NA, the hotel will review on a weekly basis, as to establish if Sweep Path Analysis drwgs and potential for pinch point movements require further investigation and development.</p>        |
| <p>(x) Details of arrangements for refuse storage and servicing and;</p>   | <p>Collection of refuse is at 8pm on daily basis. The refuse bins will be stored inside the hotel until the collection truck comes to our site. Once collected they are placed back inside the hotel.</p>              |
| <p>(xi) Identifying means of ensuring the provision of information to the Council and provision of a mechanism for review and update as required from time to time;</p>                                  | <p>The hotel's Service Management Plan is LIVE document whereby review will be undertaken on a weekly basis, if required we can notify the council subject to change and short change amend as and where necessary</p> |