**Outline Operational Management Plan (OMP) – Inner Courtyard**

**Maple House, 149 Tottenham Court Road, London, W1T 7NF**

This Outline Operational Management Plan (The OMP) has been prepared to detail the draft strategy for operational management of the refurbished courtyard at Maple House, 149 Tottenham Court Road, London, W1T 7NF.

At this stage, the future tenant is unknown. The purpose of this document is to set the guiding principles for the operation of the courtyard and to demonstrate the base case of what will be expected from the management philosophy to be adopted by the incoming tenant. Its primary function is to put forward policies that would be employed by the operator to ensure that the courtyard operates without detriment to local amenity.

**Nature of Proposed Courtyard**

For the avoidance of any ambiguity, the works proposed seek only to upgrade the existing courtyard. The existing courtyard has been in place since construction of the building completed in 1976 and it operates without any restrictions on its hours of use or access.

The courtyard has been substantially added to over time and overlaid with layers of decking, planting, and an artificial lawn. The whole landscaped area is generally poorly used by the users of the offices, with poor access and lack of enjoyable amenity at present. The owner of Maple House has removed these unsightly elements, to prepare it for refurbishment.

The planning application (LPA ref: 2021/6225/P) for Maple House proposes to add new planting throughout and a gantry system that allows one to move through and around the space. Areas of seating are featured throughout with areas for socialising and quiet reflection. The applicant is carrying out this work as a response to modern occupier demands for outdoor amenity and wellness facilities. There is currently no additional outdoor space and terracing and therefore a ‘shared’ amenity is a vital addition to the building.

Two pavilions are proposed within the courtyard. One of the pavilions will have the capability to reheat food to be served during a pre-planned gathering, should one of the tenants wish to do so. The equipment within the pavilion will include a small extraction system similar to that in a domestic kitchen. It will also have the ability to serve through a hatch. As a result of this, it is not considered that this would incur any amenity issues to nearby residents given the very limited size and scope of such extraction devices. The hatch is located away from the residents and is approximately 21 metres from the nearest residential receptors. The other pavilion is for a WC. Both pavilions are limited to the use of commercial tenants only. The height and mass take cues from the datum of the Maple House elevation behind. In terms of materiality, the pavilions are clad in anodized aluminium with parapets that enclose a sedum roof.

Within general hours of operation (See ‘Hours of Operation’ section below for details) the space will be used by office workers at their own discretion, either for short breaks, eating their lunch or meeting co-workers. During events the space will play host to occasional work gatherings however this will be managed to minimise amenity impacts insofar as possible (see ‘Events Strategy’ below for details),

The lift lobby, which links Blocks A and B, is currently glazed with a mix of metal and UPVC glazing, not in keeping with the original metal glazing elsewhere within the building. The original four bay fenestration pattern will be reinstated with new glazing in anodized aluminium frames. A new double door access will link this to the courtyard.

There are two other relevant planning applications proposing upgrades to the front and rear entrances (LPA refs: 2022/4823/P and 2021/1362/P). The front entrance application has been approved and the rear entrance is being considered by the Local Planning Authority. The applicant is actively seeking a tenant for the building. Once the tenant has been established, it is the applicant’s intention to work up a more detailed Operational Management Plan with the selected operator, which use the guiding principles set out within this outline plan.

**Management**

The applicant will be responsible for all operational management within its demise and will put in place a robust management structure to ensure compliance with statutory regulations and to ensure public safety.

**Hours of Operation**

As existing, the courtyard has no restrictions on hours of use. The planning application therefore presents an opportunity for the Local Planning Authority to secure these. The future operator would seek the following operating hours for the courtyard.

* Mondays - Thursdays: 8.30am - 19.30pm
* Fridays: 08:30am - 20:00pm
* Saturdays and Sundays: The space will be closed during this time.

**Capacity**

This application is seeking a maximum capacity of 120 people. Management will ensure strict compliance with this figure.

**Control of Noise Emissions**

Management would ensure strict compliance with statutory and licensing regulations and relevant planning conditions would be observed.

No amplified music will be played within the courtyard.

**Security**

Security measures would be deployed if required, however, this is not anticipated due to the nature of operation. A full-time building manager operates from Maple House in addition to 24-hour security.

Management will link into established networks in the locality, including the Safer Neighbourhood Team of the Metropolitan Police.

**Events Strategy**

The courtyard will predominantly be used for the general use of future office employees, predominantly during the daytime within normal hours of business. However, the future tenant may wish to use the courtyard for occasional gatherings and events.

It is proposed that events are restricted to 21:00pm, with no more than 3 events per calendar month and not exceeding 15 events per annum. A record of events will be maintained by the management to ensure this number is not exceeded.

Residents will be notified at least 7 days in advance of events taking place. Communication will take place via Maple House Reception (E: [maplehouse@lazari.co.uk](mailto:maplehouse@lazari.co.uk)) to the Chair of the Grafton Way Tenant’s and Resident’s Association. Should there be any change in contact details, Maple House Reception shall inform the Chair of the Grafton Way Tenant’s and Resident’s Association by email.

Staff members will be permitted to close and vacate the premises, as long as they do not make noise which would be audible from any nearby residential properties, up to a maximum of 30 minutes beyond the approved opening hours. Management will ensure that building management/security staff would consistently enforce the above.

**Emergencies**

The management will take action to minimise the disturbance to neighbouring properties when emergency arrangements are in place. The management will liaise with the London Borough of Camden, the Metropolitan Police and Resident’s Associations, with regard to planning for managing emergency situations.

In the event of a fire, the Fire Assembly Point Plan (image below) will be employed. Disabled employees would be escorted by management staff to an alternative safe place of refuge and would remain accompanied at all times in an emergency situation.

