.Big Yellow Self Storage Company Ltd

Proposed Self Storage Facility and Flexi-Office

Alpha House, 24-27 Regis Road, Kentish Town

Delivery and Servicing Plan

August 2022

Document Control

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1 Introduction

General

1.1 Rappor Consultants Ltd (Rappor) has been instructed by .Big Yellow Self Storage Company Ltd. (BYSS) to provide highways and transport planning advice in support of a forthcoming full planning application for the proposed redevelopment of Alpha House, 24-27 Regis Road, Kentish Town in the London Borough of Camden (LB Camden).

1.2 The Site is located west of Kentish Town Railway Station within an existing industrial area. Regis Road borders the Site to the south, while industrial units bound the Site to the north, east and west. A student apartment block is located directly opposite the Site on the southern side of Regis Road.

1.3 The Site is currently occupied by a warehouse / office building known as Alpha House with car parking at its eastern end. The current lawful use of the Site is B8 warehouse with E(g)(i) office space.

1.4 Vehicular access is provided at the eastern end of the Site along its southern boundary in the form of a vehicle crossover. An electronic vehicular gate is set back approximately 7m from the northern edge of Regis Road. Pedestrian access is provided via a separate gate adjacent to and west of the vehicular access.

1.5 It is proposed to demolish the existing building and construct a self-storage facility (Use Class B8) and flexible office space (Use Class E(g)(i)), together with modified vehicle access, car and cycle parking and associated landscaping.

1.6 The proposed site layout plan is provided at **Appendix A**.

1.7 This Delivery and Servicing Plan (DSP) outlines the arrangements for servicing and waste collection and predicts the various waste streams generated by the proposed development and refuse storage arrangements. This DSP covers the self-storage and flexi-office space use, both of which will be operated by BYSS.

1.8 This DSP will set out the servicing and refuse mechanisms for the proposed development and establishes management measures that will be implemented in order to ensure that the activity associated with deliveries, servicing and refuse collection does not adversely impact upon the operation of the local highway network.

2 Delivery and Servicing Plan Context

2.1 A DSP is a long-term management strategy for the development, which aims to proactively manage servicing and refuse arrangements, to reduce the number of vehicle trips, promote safe and legal loading activities and cooperate with providers that can demonstrate their commitment to follow best practice.

2.2 This DSP will enable the effective and efficient use of the site, monitor and regulate operations and will help to deliver continual operational improvements, if required.

2.3 A crucial element of such DSP documents is that they are responsive to the relevant site's constraints, tailored to fit, rather than being an off-the-shelf standard document. Ultimately, DSP documents need to be cognisant of key characteristics and an operator's working methods and servicing procedures.

2.4 This DSP should be perceived as a 'living document', which means that the initiatives detailed may be subject to change, so long as that change results in betterment in the context of its aims (detailed later in the following section).

Waste Policy Context

2.5 Central Government's strategy for minimising waste generation and its transfer to landfill is most simply described by the 'Waste Hierarchy' shown in **Figure 2.1** below. Interventions are needed at all stages of the process to minimise waste going to landfill.

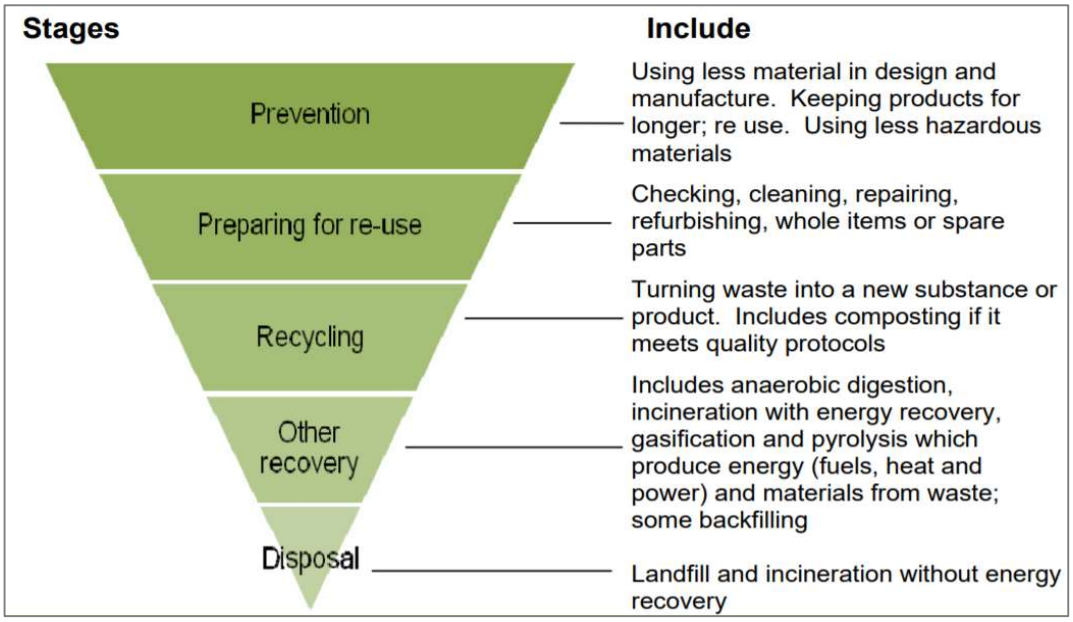


Figure 2.1: The Waste Hierarchy

2.6 Waste collection at the Site would be overseen by BYSS who will operate and manage the building. They would appoint a licensed waste carrier to remove all waste. The store staff would have responsibility to ensure the internal and external areas are kept clean, and to move the bins to the designated collection points.

2.7 All new development must meet the requirements of Part H6 of the Building Regulations 2000 (solid waste storage) which states:

- Adequate means of storing solid waste shall be provided;
- Adequate means of access should be provided for people in the building to the place of storage, and, from the place of storage to a collection point agreed by the waste collection authority.

2.8 A record is kept of all waste received or transferred via a licensed carrier through a system of signed Waste Transfer Notes.

3 Aims and Objectives

3.1 This DSP sets out the servicing mechanisms for the site and establishes management measures that will be implemented in order to ensure that the activity associated with deliveries, servicing and refuse collection does not generate adverse impact on the local highway or upon the local community.

Aims

3.2 The aims of this DSP are as follows:

- To ensure adequate arrangements are made for deliveries and servicing to the site; and
- To assist in the management of refuse, delivery and servicing activities at the site by improving the efficiency of these activities.

Objectives

3.3 The more specific objectives of the DSP are as follows:

- To minimise delivery trips (particularly during peak periods);
- To ensure availability of safe and legal loading facilities;
- To minimise congestion both within the site and on approach to the site access;
- To increase road network efficiency; and
- To reduce accidents and maintain good road safety conditions.

Benefits

3.4 The intended benefits of the DSP are as follows:

- For site users and supply chain - reduced operating costs and improved reliability of deliveries;
- For site users and the local community - reduced risk of accidents particularly those involving non-motorised road users, and reduced congestion on the roads surrounding the site; and
- For the local community and wider environment - reduced CO2 and noise emissions.

4 Recycling and Waste Proposals

4.1 Managing servicing and refuse collection is a long-term component of the DSP, which aims to reduce the number of vehicle trips related to servicing and refuse collection, promote safe and legal loading activities, and cooperate with providers that can demonstrate their commitment to following best practice.

Access Strategy

4.2 The BYSS facility will be accessed via a vehicle crossover with Regis Road. Access to the site will be controlled by a gate to prevent unauthorised access. This gate will be open during core hours, which will be 08:00 to 18:00 from Monday to Friday, 09:00 to 18:00 on Saturday, and 10:00 to 16:00 on Sunday.

4.3 The BYSS facility will also benefit from two points of pedestrian access, which will serve the self-storage facility and flexi-office space separately. Both of these will have dedicated access from Regis Road so that pedestrians do not need to enter the service yard.

Servicing & Deliveries

4.4 Due to the nature of the self-storage operation, with the majority of visits being undertaken by vehicle to drop off and / or pick up items, the site is designed around an internal service yard which provides sufficient space for the parking and turning of vehicles.

4.5 The majority of vehicle trips to self-storage facilities are undertaken by car or vans of up to Transit type size or smaller. There are however occasional requirements for larger vehicle access and therefore to ensure that these vehicles can satisfactorily enter and exit the site in forward gear, and turn within the site, swept path analysis of a 10m rigid HGV has been undertaken and is presented in the CTP drawings provided at **Appendix B**. Given these vehicles can satisfactorily manoeuvre at the site, all other vehicles, including refuse vehicles, will also be able to satisfactorily enter, exit and turn within the site.

4.6 Self-storage units generate the need for very few service and refuse vehicle movements since there are few employees on site and the majority of customers access their storage space without the need for staff assistance. As such, the number of service vehicle trips will be limited.

4.7 HGV access will be limited to core hours (08:00 to 18:00 from Monday to Friday, 09:00 to 18:00 on Saturday, and 10:00 to 16:00 on Sunday.). This will ensure that any HGVs arriving at the site are able to enter the service yard immediately without needing to wait at the entrance gates.

4.8 Limited access outside of opening hours will be provided for car / van access only. There is sufficient space to the front of the gates to allow these vehicles to wait for the short period of time without blocking vehicle or pedestrian movements on The Highway.

4.9 In addition, drivers of all HGVs will be required to notify BYSS staff in advance of arriving at the site. This will ensure that staff are able to reserve sufficient space within the service yard for the parking and turning of vehicles. This will include all service vehicle and self-storage customer vehicles.

4.10 For the purposes of this document, an HGV is defined as any vehicle over 3.5t in gross vehicle weight.

Waste Forecast

4.11 The number of staff based at the site is anticipated to be low, around 3-5 BYSS staff members will be on-site at any time, whilst there will also be a small number of flexible office/ workspace occupants.

4.12 BYSS do not provide dedicated refuse facilities for customers at their sites, instead customers are directed to take waste off-site and dispose of it themselves. This policy will be implemented at the proposed site and waste facilities will only be provided for staff. For flexi office occupants, the appointed cleaner is responsible for taking waste from the offices to the bins twice a week. As such, the waste forecast presented below relate only to the members of staff and flexible office occupants based on-site.

4.13 Based on historical data at existing stores, the BYSS Facilities Team has estimated the requirement for waste bins at the site. Initially, a 240l bin will be provided for general waste and a 660l bin for mixed dry recycling. These bins are lockable and can only be accessed by BYSS staff via key.

4.14 This is reviewed on an ongoing basis by the BYSS Facilities team, with the ability to increase bin sizes in response to store requests.

4.15 Waste is collected once a week, typically in the morning prior to store opening.

4.16 The site layout plan provided at Appendix A shows the location of the bin storage area.

Management Strategy / Primary Measures

4.17 The Operation Manager will oversee the implementation of this DSP to minimise the impact of service vehicles at the site as far as reasonably possible.

4.18 Measures which they shall implement will include:

4.19 Manage their service area during deliveries and refuse collections to ensure the potential for conflict between neighbours is minimised;

- Promote the DSP to employees and suppliers;
- Seek to ensure that delivery and refuse vehicles engines are switched off whilst goods are being loaded / unloaded where practical (i.e. whilst vehicles are stationary);
- Seek to reduce the number of deliveries taking place during network morning and evening peak hours wherever possible;
- Ensure that any reversing manoeuvres are undertaken in a safe manner; and
- Undertake monthly servicing and maintenance checks of the service yard.

Further Measures

4.20 The Operations Manager will also seek to do the following, if required:

- Recommend select suppliers (where possible) on the basis of their record of operating their vehicles safely and lawfully, reducing their impact on the environment and reducing costs by improving efficiencies in freight movements;
- Maintain a written record of complaints in relation to deliveries and servicing issues; and
- Implement a vehicle-booking system which will require suppliers to book arrival slots for each vehicle visiting the site. This would allow for vehicle arrival times to be closely monitored and therefore spreading deliveries throughout the day and thus limiting the impact on the local highway network

5 Communications Plan

5.1 As set out above, BYSS has strict policies on waste collection arrangements at their stores, with self-storage customers not permitted to dispose of waste on-site. Customers will be informed of this arrangement prior to taking space within the store and access to bins will be restricted to BYSS staff only via keys.

5.2 In addition, signage will be provided within the service yard and loading bay to further advise customers of the waste disposal policy. Example signage is provided in Figure 5.1.

Figure 5.1: Example Waste Signage

5.3 Any customers that do try to dispose of waste at the site will be charged for its removal.

5.4 Flexi-office tenants are able to dispose of waste resulting from their office use, which is cleared into the bins twice a week by cleaning staff.

6 Operations & Maintenance Plan

6.1 The development and monitoring of the DSP will be conducted by the Operations Manager and BYSS Facilities team.

6.2 In particular, the supplier, size of vehicles used, and location / timing of deliveries should be noted, to enable review against any agreement with the supplier and the servicing strategy. Any requirement for additional waste storage is also reviewed on a regular basis.

6.3 Any complaints received, or issues raised, in relation to delivery and servicing activity and actions taken should also be reviewed. This is intended to identify potential requirements for new management measures in relation to deliveries and servicing to ensure that the objectives of the DSP are met and enables continuous improvement in the management of deliveries and servicing.

Appendix A – Site Layout Plan

LIST OF INFORMANTS :

ORDNANCE SURVEY. LICENSE NUMBER 100022432. EXPIRY DATE 21.03.2023
TOPOGRAPHIC SURVEY: 360 GEOMATICS: 360G/21019T/100-A

REVISIONS	DATE	DRN	REV
**********	*****	***	***

EXISTING LOGISTICS DEPOT

EXISTING 2.5m TALL PALISADE FENCE RETAINED AND MADE GOOD

EXTERNAL AMENITY SPACE. REFER TO LANDSCAPE ARCHITECTS DRAWINGS FOR FURTHER DETAILS

ELECTRIC VEHICLE CHARGING POINTS

PROPOSED AREAS OF SOFT LANDSCAPING. REFER TO LANDSCAPE ARCHITECT'S DRAWINGS FOR FURTHER DETAILS

EXISTING 2.5m TALL PALISADE FENCE RETAINED AND MADE GOOD.

2m

1.9m

2.1m

52.2m

43.2m

SELF STORAGE

MoE

LIFTS

LOADING AREA

25.4m

ELECTRIC VEHICLE CHARGING POINTS

SELF STORAGE SERVICE YARD
11 CAR PARKING BAYS INCLUDING
1 ACCESSIBLE, 1 P+C AND 4 EVCP

EXISTING OFFICE BUILDING

EXISTING INDUSTRIAL BUILDING

2.0m

RETAINED ELECTRICAL SUBSTATION

FLEXI OFFICE

RECEPTION

5m

5.0m

VEHICULAR ENTRANCE

FLEXI OFFICE ENTRANCE

PEDESTRIAN ENTRANCE

REGIS ROAD

PROPOSED FLEXI OFFICE COVERED AND SECURED LONG STAY CYCLE PARKING (4 SPACES)

PROPOSED FLEXI OFFICE SHORT STAY CYCLE PARKING (4 SPACES)

STEP FREE ACCESS TO FLEXI-OFFICE AND PEDESTRIAN GATE

PROPOSED VERTICAL TIMBER CLADDING TO RETAINED ELECTRICAL SUBSTATION

PROPOSED PALISADE FENCE AND GATE TO CREATE SECURE ENCLOSURE AROUND RETAINED ELECTRICAL SUBSTATION

EXISTING RESIDENTIAL BUILDINGS

PROPOSED SELF STORAGE COVERED AND SECURED LONG STAY CYCLE PARKING (8 SPACES)

PROPOSED REFUSE STORAGE

PROPOSED ACCESS CONTROL BOLLARD

PROPOSED AUTOMATIC SLIDING GATE

PROPOSED SELF STORAGE SHORT STAY CYCLE PARKING (10 SPACES)

BOUNDARY SCHEDULE AS PROPOSED	
A - B	EXISTING BACK OF PAVING
B - C	EASTERN FACE OF EXISTING BRICK WALL
C - D	PROPOSED 2400m HIGH BLACK WELDED MESH SECURITY FENCE
D - E	EXISTING 2500mm HIGH METAL PALISADE FENCE
E - F	EXISTING 2500mm HIGH METAL PALISADE FENCE
F - G	EDGE OF PROPOSED BLOCK PAVING
G - H	EXISTING BACK OF PAVING
H - A	BOUNDARY UNDEFINED ON SITE

This drawing contains critical information in colour. To ensure this information is legible, only print or copy this drawing in full colour.

North

0 2m 4m 6m 8m 10m

MountfordPigott

BIG YELLOW SELF STORAGE KENTISH TOWN

SITE PLAN
AS PROPOSED
2314-P01

1:200@A1 / 1:400@A3 21.03.2022
DRAWN BY WMS

Appendix B – Swept Path Analysis

Existing On-Street Parking

0.2/3

MH

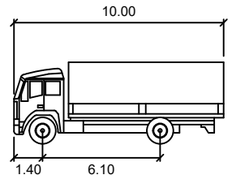
0.2/3

8.5/6

8.5/6

Notes:

1. Do not scale from this drawing. All dimensions are in metres, unless stated otherwise.
2. This drawing is based on the Architect's layout by Mountford Piggott, P01-BD received on 05/07/2022.
3. Ordnance Survey, (c) Crown Copyright 2020. All rights reserved. Licence number 100022432.



LRIGID

	meters
Width	: 2.50
Track	: 2.50
Lock to Lock Time	: 6.0
Steering Angle	: 37.6

Rev	Date	Details	Drawn by	Checked by
D	05/07/22	Site layout updated	CE	CE
C	14/04/22	Site layout proposals amended	SE	KPS
B	07/04/22	Site layout proposals amended	SE	KPS
A	01/04/22	Site layout proposals amended	KPS	CE

rappor

Infrastructure and environmental consultants

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CLIENT:
Big Yellow Self Storage

PROJECT:
Alpha House
Regis Road
Kentish Town

TITLE:
Swept Path Analysis
10m Rigid Truck

STATUS:
INFORMATION

SCALE @ A3:	DATE:	DRAWN:	CHECKED:	APPROVED:
1:250	18/03/22	KPS	CE	CE

JOB NO:	DRAWING NO:	REVISION:
22-0200	SP01	D

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