

Outline Terrace Operational Management Plan (OMP)
Met Building ,22 Percy Street, London, W1T 2BU

Introduction

This Outline Terrace Operational Management Plan (The OMP) has been prepared to detail the draft strategy for operational management of the various terraces approved under permission 2021/3392/P as part of the refurbishment and enhancement of the building.

The building comprises a four storey podium element (ground plus three floors) with an additional nine office floors in a central tower above the podium building.

The permission included the introduction of terrace space in the following locations:

- First floor west and 2nd floor terrace to the west of the 'tower' element of the proposal'. These terraces will be used by the 1st and 2nd floor podium office tenants respectively.
- 4th floor podium roof west terrace. This terrace is to be used by the podium office tenants across all floors.
- 4th podium roof east terrace along Tottenham Court Road. This terrace will be used solely by the office tenants at this level (i.e. the bottom floor of the central tower).
- Roof terrace a 13th floor level with retractable roof to enable this space to be enclosed or open to the elements depending on the weather. This will be used by office tenants within the tower building.

The nearest residential receptor in No. 28 Percy Street, which is the closest to the 4th floor west podium terrace. During the course of the application determination period, the applicant agreed to set-back the 4th floor west podium terrace by approximately 6 metres from the nearest residential receptor. This terrace area includes flanking walls to the west to both screen sightlines and to mitigate any noise impact from the new amenity space on the neighbouring residential terraces.

The planning permission include a condition (Condition 10), which restricted the use of the terraces to the following times:

The proposed open amenity terraced areas hereby permitted shall not be used except between 10am to 18:00pm Mondays to Fridays and not at all on Saturdays, Sundays and Bank Holidays, and notices shall be displayed within the building to notify of this.

Similarly, Condition 11 outlines that *'No sound emanating from the use of the open amenity terraces shall be audible within any adjoining premises between 1800 hrs and 1000 hrs'*.

Terraces and amenity space are an increasingly important requirement for office tenants and for a successful building. The intention of the proposals is to provide significant investment to deliver high-quality terrace spaces that can be used by tenants primarily during the day and during office working hours. However, it is an important requirement for the success of the office leasing campaign to ensure the terrace space can be used later during a limited number of times throughout the year. The restrictive nature of the current conditions has been raised during discussions regarding leasing of the office space from several prospective occupiers who raised some concern over the restrictive nature of the hours of use.

Therefore, this Section 73 application is seeking to vary Conditions 10 to enable the terraces to be used during the following times:

The proposed open amenity terraces area (excludes the 13th floor roof terrace) shall not be used except between 10:00am and 19:00pm Mondays to Fridays and not at all on Saturdays, Sundays and Bank Holidays, apart from extended operating hours to 21:00pm (no more than 20 per annum). Notices shall be displayed within the building to notify of this.

Condition 11 would also need to be amended as follows:

No sound emanating from the use of the open amenity terraces shall be audible within any adjoining premises between 1900 hrs and 1000 hrs with the exception of the extended operating hours referenced in Condition 10'.

The current condition is very restrictive in terms of only allowing use of the terrace until 18:00pm and it is a lot more common for terraces to be enabled to be used for a later time than this. Increasing the use of the terrace until 19:00pm would have no significant bearing on residential amenity. It is proposed that

that the terraces could be used up to 21:00pm on up to 20 occasions per annum across all of the proposed terraces (with the exception of the 13th floor terrace, which is proposed to be removed from any restriction as it is 9 storeys higher than the nearest residential receptor).

At this stage, the office tenants of the podium element of the building and 4th floor of the Tower element is unknown. The purpose of this document is to set the guiding principles for the operation of the terrace space and to demonstrate the base case of what will be expected from the management philosophy to be adopted by the incoming tenants. Its primary function is to put forward policies that would be employed by the operators to ensure that the terraces operates without detriment to local amenity and outlines how any later opening would be managed.

Nature of Proposed Terraces

The 1st floor west, 2nd floor west and 4th floor east terrace space are designed to provide usable outdoor space for the tenants on each floor respectively with outdoor seating and soft landscaping.

The 4th floor podium east terrace is a small terrace fronting Tottenham Court Road with soft landscaping.

The 4th floor podium west terrace includes a larger terrace space with extensive feature landscaping including planters and integrated bench seating. This terrace also includes an enclosure housing lift access, w/c facilities and an open servery unit where food and drink can be served from for use on the terrace. There are no cooking facilities.

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

The future operators would seek the following operating hours for the west terraces (mezzanine level, 2nd and 4th floor) and east terrace (4th floor):

- Mondays - Fridays: 10:0am - 19.00pm

- Closed during Saturday, Sundays and Bank Holidays

It is proposed there will be a limited number of occasions where the hours of use of the terrace could be extended later until 21:00pm on up to 20 occasions per annum across the four terraces.

It is not proposed that the roof terrace should form part of this management plan due to the terrace being located nine storeys higher than the nearest residential receptor.

Capacity

The maximum capacity for each of the terraces is included below:

- Podium Roof Terrace West – max. capacity 60 people;
- Podium Roof Terrace East – max. capacity 20 people;
- Second Floor Roof Terrace – max. capacity 30 people;
- First Floor Mezzanine – max. capacity 40 people.

Management will ensure strict compliance with the above capacity figures.

Control of Noise Emissions

No amplified music will be played from any of the terraces. The change in existing average noise levels between the approved operational period of 10:00-18:00 hours and the proposed extended period of 10:00-19:00 hours (or 21:00 hours at limited times) is negligible and would not result in any greater net change in level when the terraces are in use.

Security

Security measures would be deployed if required, however, this is not anticipated due to the nature of the operation being used for office tenants. A full-time building manager operates from Met Building in addition to 24-hour security.

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

Approach to Extended Hours

The terrace use will be used solely by the office tenants (and any guests) and will largely be used during normal business hours covered by the proposed condition (10:00 -19:00 hours on Monday to Friday).

However, the future tenants may wish to use the terraces on a limited number of times during the evening. Therefore, it is proposed that the terraces can be used up to 21:00pm on Monday-Friday on no more than 20 occasions per annum.

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.

Notification to Residents

Adjoining residents will be notified at least 7 days in advance of any tenant using the space later than 19:00pm. Communication will take place via email from (E:Elmarie.Caliz@themetbuilding.co.uk)

A record of use beyond 19:00pm will be maintained by the management to ensure this annual number is not exceeded.

Should there be any complaints regarding activities taken place on-site, these should be directed to the above email address and management will ensure such complaints are dealt with an appropriate manner.

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 and the Metropolitan Police, with regard to planning for managing emergency situations.