



J000034-01-SMP01REVc - FINAL
May 2019

Hotel Development

55 Portland Street, Manchester

Servicing Management Plan

Prepared on behalf of:

Portland Street Property
Ltd

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1.0 INTRODUCTION

1.1 Overview and Planning Context

1.1.1 This Servicing Management Plan (SMP) has been prepared by Focus Transport Planning Ltd (Focus TP) on behalf of Portland Street Property Ltd to support the operation of a new 329-bed hotel with ancillary bar, restaurant, public area and business suite on land at 55 Portland Street, Manchester.

1.1.2 This document sets out the details of the proposed servicing strategy to support future hotel operation of the 55 Portland Street site and builds on the information re: anticipated site servicing, as set out within reports prepared to support the original hotel planning application for the scheme.

1.1.3 Planning permission for the hotel development was granted on 4 July 2018 (ref: 119265/FO/2018). The consenting authority, Manchester City Council (MCC), attached a specific condition to the planning consent (condition 8), identifying the need for a formal servicing strategy to be prepared to support the future operation of the permitted hotel use. Condition 8 states:

***“The development shall not commence unless and until a servicing strategy has been submitted to and agreed in writing by the City Council as local planning authority. Servicing shall thereafter take place in accordance with the approved strategy.*”**

“Reason: In the interests of public and highway safety and the protection of residential amenity, pursuant to policy DM1 of the Core Strategy”

1.1.4 This SMP has therefore been prepared to set out the proposed management strategy for delivery vehicle servicing and refuse collection in line with the requirements of condition 8 to the planning permission. This document will outline the management procedures for all LGV / HGV deliveries / collections at the site and the responsibilities of the site operator in delivering this strategy.

1.1.5 This document also sets out the arrangements for guest parking and pick up / drop off arrangements in fulfilment of condition 22 of the planning consent which states:

“Use of the hotel hereby approved shall not commence unless and until a strategy for the dropping off and picking up of customers, including details of the management of any valet parking, has been submitted to and agreed in writing by the City Council as local planning authority. Dropping off and picking up of customers and any valet parking of the hotel shall thereafter take place in accordance with the approved strategy.

“Reason - In the interests of public and highway safety and the protection of residential amenity, pursuant to policy H2.2 of the Unitary Development Plan for the City of Manchester.”

- 1.1.6 All management procedures outlined within this document will be implemented to coincide with the date of first occupation of the development, and will be adhered to over the lifetime of the scheme. Should any alterations to the servicing strategy be required in future in response to changes in circumstances, the operator must seek agreement to such arrangements with MCC and record any such amendments via a formal modification to this SMP document.

2.0 DESCRIPTION OF THE DEVELOPMENT SCHEME

2.1 Site Location

2.1.1 The 55 Portland Street hotel site is located on the southern edge of Manchester City Centre, approximately 600m from Manchester Piccadilly railway station. The site is bounded by the A5103 Portland Street to the northwest, beyond which lies the China Town area of the City. Sackville Street and the Manchester One building lie to the immediate northeast, Major Street and the Manchester Central Coach Station to the southeast and the former Abingdon Street Car Park site to the southwest (to be re-developed for consented hotel use).

2.1.2 The strategic location of the site is illustrated in **Figure SMP1** to this report, with a more detailed location plan included as **Figure SMP2**.

2.2 Development Scheme

2.2.1 The consented 55 Portland Street scheme represents the re-development and enhancement of the current site buildings to deliver a 329-room hotel building, comprising ground floor (including mezzanines) plus 16 upper storeys. Details of the approved ground floor site plan are included as **Figure SMP3**.

2.2.2 Direct access to the site will be by foot & cycle only, with pedestrian access to the hotel building to be taken via Portland Street (providing access to the hotel reception area) and access to the hotel bar and restaurant off Sackville Street. Access to the cycle store and refuse area will be via Major Street.

2.2.3 Due to the highly accessible location of the 55 Portland Street site, providing excellent opportunities for access by a range of sustainable modes of travel, no on-site car parking is proposed to support the hotel development. Any parking demand associated with staff or guest / visitor car trips will be accommodated by existing short-stay local on-street car parking bays or local long-stay public / contract multi-storey car parking provision.

2.2.4 Previous vehicular access points to the site off Sackville Street will be closed and the dropped kerb cross-overs reinstated to footway.

2.3 Large Vehicle Servicing/Waste Management

2.3.1 The 55 Portland Street development will be serviced via a new on-street formal marked loading bay facility located to the site's Sackville Street frontage (see **Figure SMP4** to this report). The loading bay will primarily be used for:

- Guest pick-up / drop off.
- Day to day deliveries & collections from the hotel site, and;
- Refuse collection servicing.

2.3.2 The new loading bay will be partially set into the Sackville Street site frontage footway to seek to maximise adjacent road capacity. To compensate for the loss of footway required to accommodate the loading bay, the existing formal adopted highway will be extended into the adjacent public realm area to the frontage of the hotel, ensuring that an effective footway corridor in excess of 2.0m is available at all times.

2.3.3 **Appendix SMP1** to this report sets out illustrative swept path assessment runs for the accessing of the loading bay feature for a range of vehicles, including a large refuse collection vehicle and maximum large rigid service vehicle. This information demonstrates that the proposed loading bay is suitable to accommodate vehicle parking / servicing without impacting upon the safe and efficient passage of through vehicle movements along Sackville Street.

2.4 Guest Pick Up / Drop Off Arrangements

2.4.1 Short event guest pick up / drop off traffic movements associated with the hotel will be accommodated within the proposed loading bay at the Sackville Street site frontage. Vehicles stopped temporarily in this area would not conflict with passing through traffic on Sackville Street. The dimensions of the bay are such that the facility is suitable to cater for up to 3 cars/taxis at any one time.

2.4.2 The hotel will not offer a valet parking service.

2.5 Guest Parking Arrangements

2.5.1 Whilst the location of the 55 Portland Street site provides excellent opportunities for staff and visitors to travel by sustainable travel modes, without the need for access to the private car, it is accepted that some staff and visitors may still wish to utilise a private vehicle for some journeys to / from the site. In recognition of the potential for some level of car use, the following paragraphs identify the extent and nature of local parking opportunities available within an immediate practical local walk catchment of the 55 Portland Street site. For ease of reference, parking options have been broken down into on-street pay & display car parking bays and public car parks.

On-Street Pay & Display Car Parking Bays

2.5.2 Site users who ultimately decide that they want to drive to the site could utilise opportunities for short-stay on-street pay & display parking bays which are available around the city centre. A number of parking bays are located within the immediate vicinity of the 55 Portland Street site at Major Street, Abingdon Street and Sackville Street. These on-street bays are all located within Manchester City Centre Parking Zone 2. Parking charges within this zone apply Monday to Sunday, 8am - 8pm, with no charges for parking on a bank holiday.

2.5.3 Details of the current parking charges for Zone 2 on-street bays are provided in **Table SMP2.1**. Parking charges and time restrictions do not apply to blue badge

holders. Parking after 8pm and before 8am the next day is free (subject to parking restrictions).

Table SMP2.1 - Zone Two Pay & Display Charges

Duration	Charge
Up to 30 minutes	£1.45
Up to 1 hour	£2.90
Up to 1 hour 30 minutes	£4.30
Up to 2 hours	£5.80

Charges apply Monday - Sunday, 8am - 8pm. The charges do not apply on Bank Holidays. The charges and time restrictions do not apply to blue badge holders

Public Car Parks

- 2.5.4 Closest public car parks to the 55 Portland Street site are the NCP Sackville Street car park (surface car park located to the immediate opposite side of Major Street - vehicular access via Bloom Street) and the NCP Chorlton Street car park (covered multi-storey car park located to the opposite site of Sackville Street - vehicle access via Chorlton Street). The location of other local public car parks within a short walk of the 55 Portland Street site is illustrated in **Figure SMP5**, with a summary of available parking opportunities and parking costs at site included in **Table SMP2.2**.

Table SMP2.2 - Local Public Car Parks in the Vicinity of the Application Site

Car Park	Spaces	Walking Distance	Opening Times	Tariff Information
Sackville Street	129	50m	Monday-Sunday: 24Hr	1 hour £3.50 1 to 2 hours £7.50 2 to 3 hours £10.50 3 to 4 hours £13.50 4 to 5 hours £16.50 5 to 24 hours £24.00 Night rate 1700-0600 £7.00
Chorlton Street	559	100m	Monday-Sunday: 24Hr	1 hour £3.50 1 to 2 hours £7.50 2 to 3 hours £10.50 3 to 4 hours £13.50 4 to 5 hours £16.50 5 to 24 hours £24.00 Night rate 1700-0600 £7.00
China Town	78	100m	Monday-Sunday: 24Hr	1 hour £3.00 1 to 2 hours £5.50 2 to 3 hours £8.00 3 to 4 hours £9.50 4 to 5 hours £11.50 5 to 6 hours £13.50 6 to 24 hours £21.00 Night rate 1700-0600 £6.50

Car Park	Spaces	Walking Distance	Opening Times	Tariff Information
Bloom Street	64	150m	Monday-Sunday: 24Hr	1 hour £4.20 1 to 2 hours £6.50 2 to 24 hours £12.00 Night rate 1800-0600 £6.50
Manchester Piccadilly Plaza	160	200m	Monday-Sunday: 06:00 - 23:00	1 hour £3.50 1 to 2 hours £7.50 2 to 4 hours £14.50 4 to 6 hours £20.50 6 to 24 hours £27.00 Weekend 0800-2000 £7.00
Q-Park Piazza (St James Street)	225	200m	Monday - Sunday 24Hr	1 hour £3.00 2 hours £6.80 3 hours £9.80 6 hours £12.80 10 hours £16.00 12 hours £20.00 24 hours £24.00 Overnight (18:00-09:00) £10.00
Major Street	130	250m	Monday-Sunday: 24Hr	2 hours £5.40 2 to 3 hours £6.30 3 to 4 hours £7.20 4 to 6 hours £8.70 6 to 9 hours £12.00 9 to 24 hours £15.50 Saturday £3.50 Sunday £3.50

Source: NCP website and Q Park website accessed Early 2019

- 2.5.5 The hotel operator will liaise with local car park operators to either secure preferential parking tariffs for guests or alternatively take on contract parking to offer to guests as part of booking procedures. [operator to confirm whether they will seek preferential parking rates and/or contract parking]

3.0 SERVICING MANAGEMENT PLAN

3.1 Overview

3.1.1 Servicing requirements of hotel sites typically comprise deliveries of post / food / drinks / laundry / other supplies, etc. and refuse collection. Servicing arrangements for typical day-to-day servicing of the hotel land use at 55 Portland Street are set out below.

3.2 Site Delivery Practice

3.2.1 Daily post deliveries are likely to occur on foot. All mail will be delivered to reception area via the main pedestrian entrance at Sackville Street.

3.2.2 All other deliveries are likely to be undertaken by transit vans / small box vans or occasionally larger rigid HGV vehicles, and would be undertaken utilising the new loading bay to the Sackville Street site frontage. Delivery drivers will be permitted to temporarily park within the loading bay whilst they complete their delivery.

3.2.3 The Sackville Street on-street loading bay is to be utilised for short-stay delivery / pick-up use only, and will be controlled by a Traffic Regulation Order (TRO) to be secured in parallel with the delivery of Section 278 (1980 Highways Act) highway improvement works associated with the implementation of the loading bay and other local public realm improvements immediate to the site. The TRO will control the use of the loading bay, such that any vehicles parked within the bay for purposes other than direct loading / unloading are not permitted and will therefore be subject to parking enforcement action by MCC Civil Enforcement Officers.

3.2.4 It is anticipated that the typical operation of the hotel site would generate the demand for 7 / 8 delivery or collection events per day, with such movements spread across the day (see attached anticipated servicing schedule set out in **Appendix SMP2** to this report).

- 3.2.5 Where practical deliveries would be assigned agreed time slots by the hotel operator to ensure that only one large delivery vehicle seeks to access the site at any one time.

3.3 Refuse Collection Practice

- 3.3.1 Refuse stores will be provided to the rear of the hotel building, with access to the bin storage area taken via Major Street.
- 3.3.2 Refuse collection would be undertaken using the Sackville Street loading bay -with refuse bin units being wheeled to the Sackville Street footway from the Major Street refuse store by hotel staff (a distance of circa 25m). Refuse bin units will be unloaded into the refuse vehicles by refuse vehicle operatives, following which the empty bin units will be returned to the site refuse store by hotel staff.
- 3.3.3 It is anticipated that refuse collection at the site would take place on a daily basis, with potentially two refuse collection runs per day (reflecting demand for general waste / food waste / recyclables, etc). Details of the proposed waste management strategy for the site and the anticipated frequency of waste collection movements are set out in **Appendix SMP3** to this report.

3.4 Delivery / Servicing Time Restrictions

- 3.4.1 Condition 21 of the Decision Note for the hotel scheme sets out the following loading and unloading time restrictions associated with the operation of the 55 Portland Street site:

“No loading or unloading shall be carried out on the site outside the following hours:

Monday to Friday 09:30 to 20:00 and there shall be no loading or unloading carried out between the peak hours of 16:30 to 18:00 on those days;

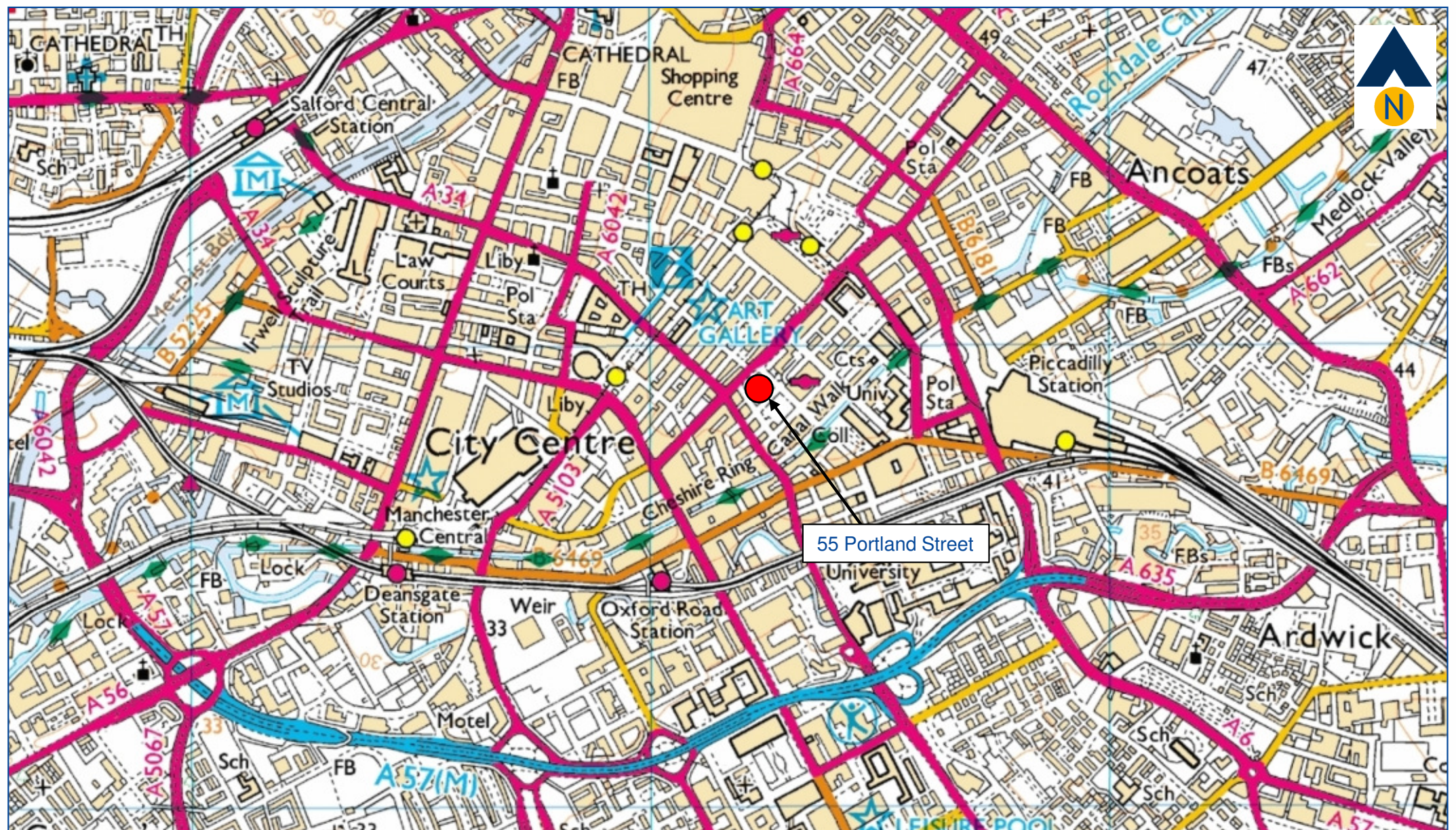
Saturday 07:30 to 20:00;

Sunday/Bank Holiday 10:00 to 18:00.

Reason - In order to protect the amenity of local residents and in the interests of highway safety, pursuant to policies SP1 and DM1 of the Core Strategy."

- 3.4.2 All deliveries and collections will be arranged to occur within the above identified permitted hours of loading / unloading.





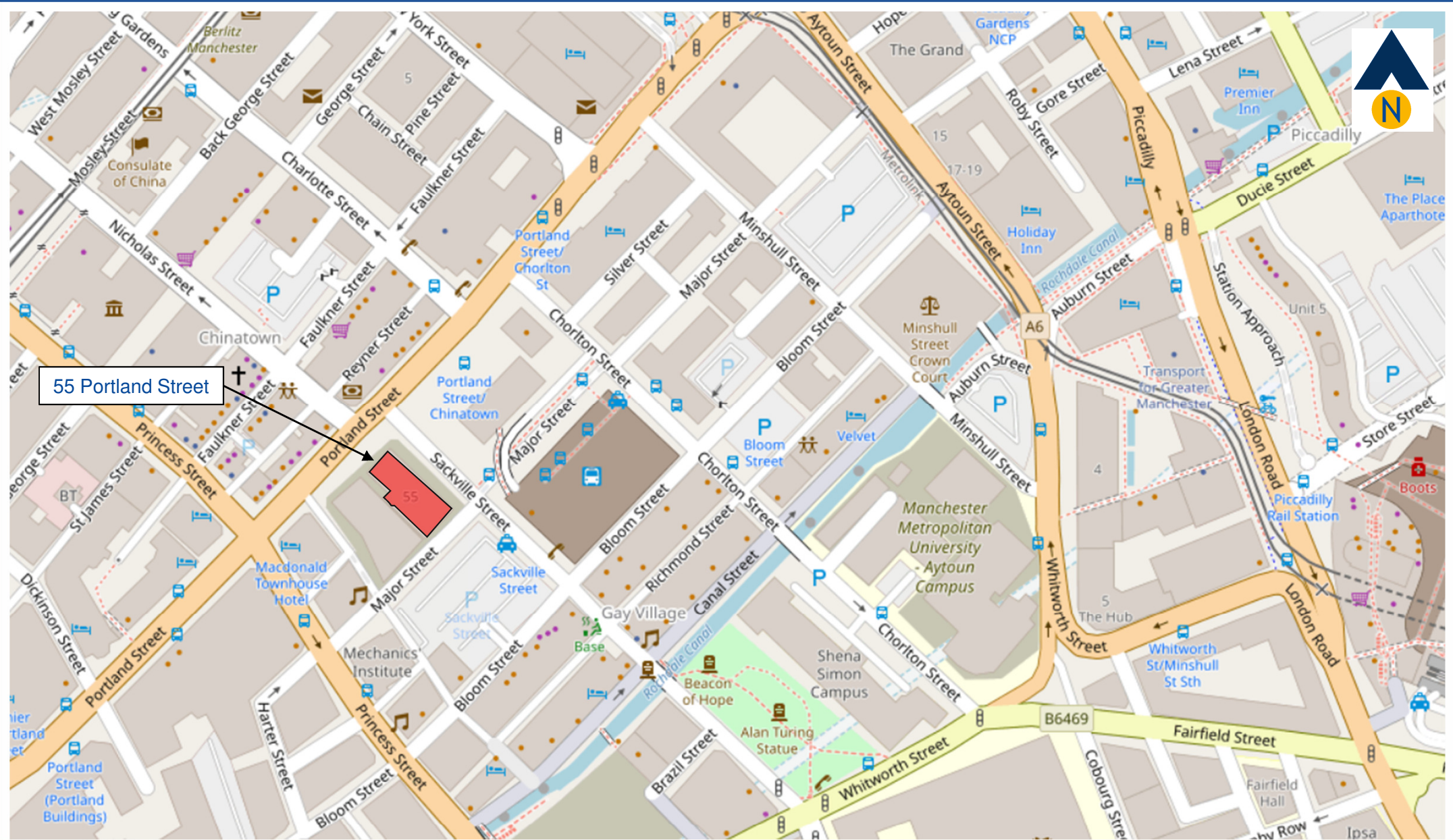
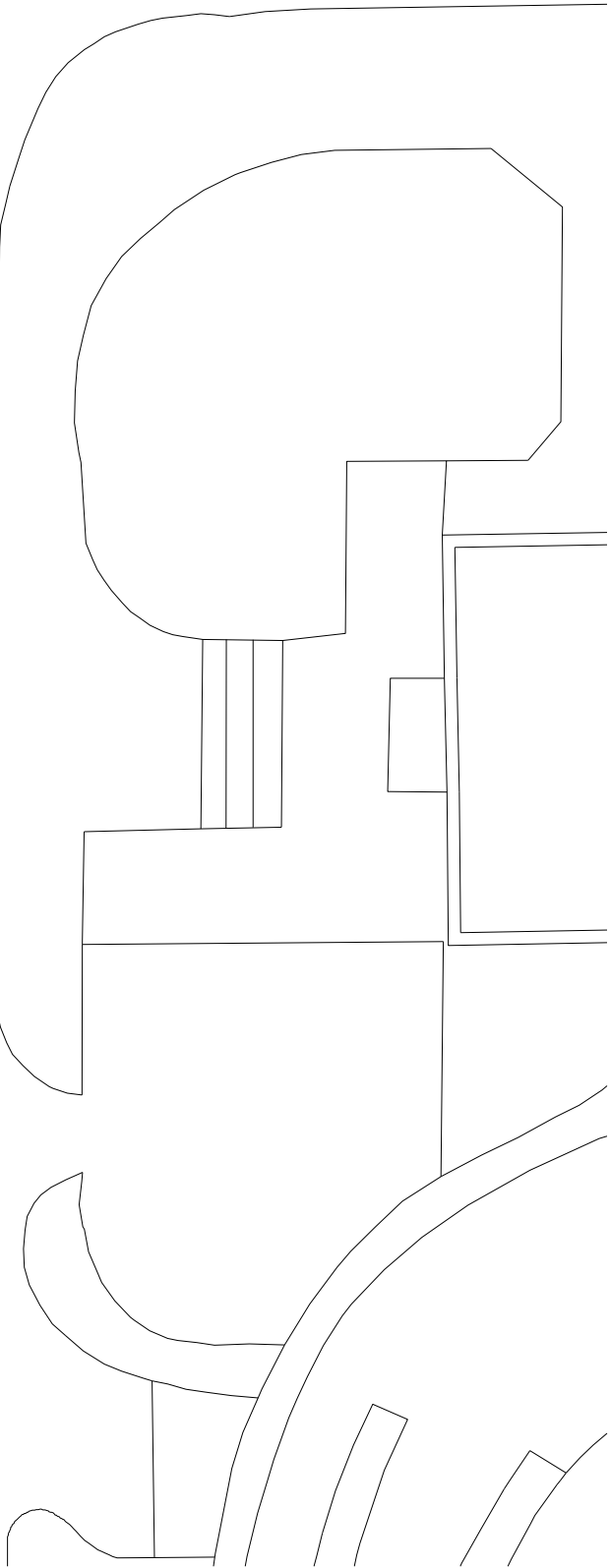
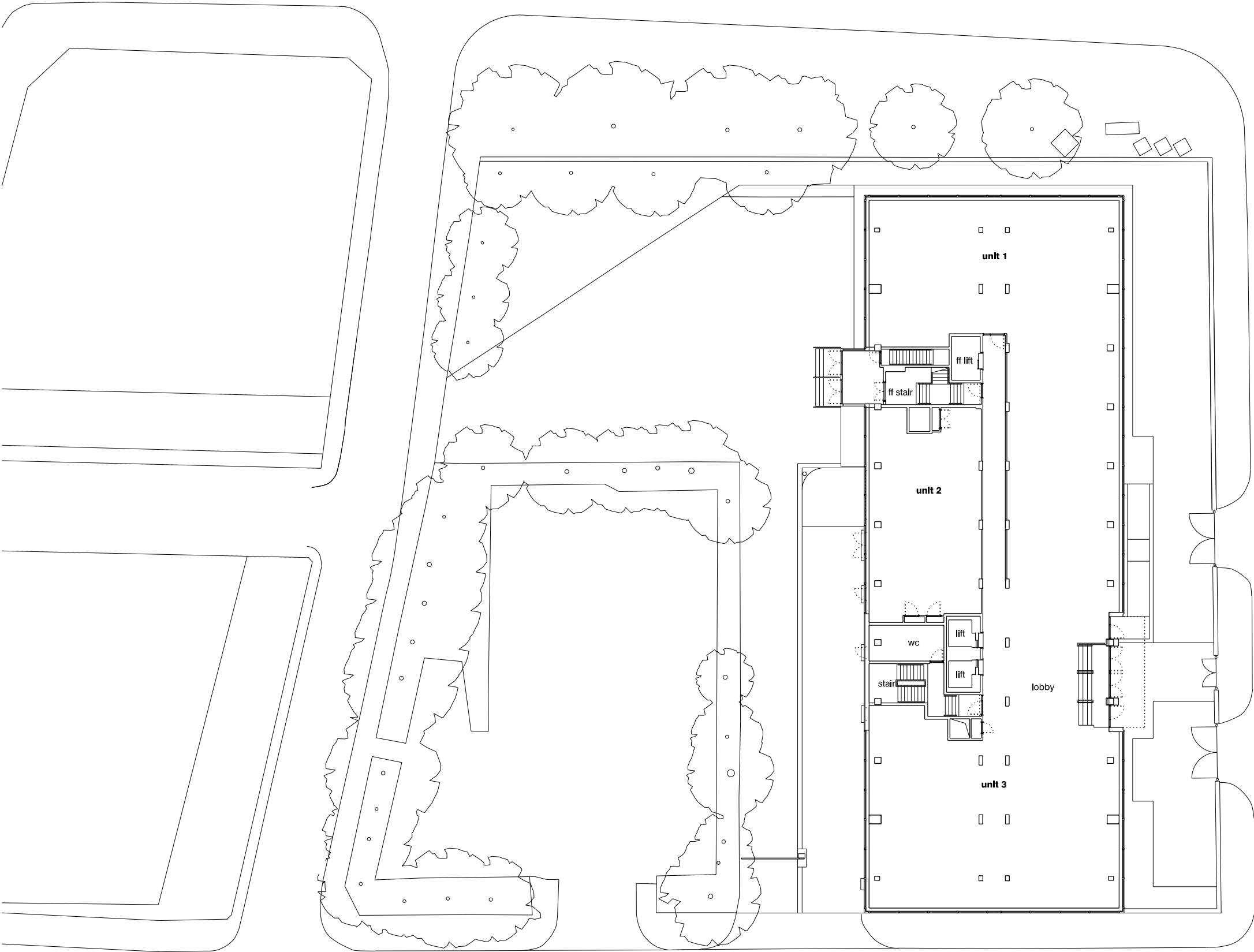


Figure SMP3



revision: P01 date: 2017.10.30 note: planning application submission



project
hotel on 55 portland street, manchester
job no.
7410

in association with
LEACH RHODES WALKER
ARCHITECTS
www.lrw.co.uk

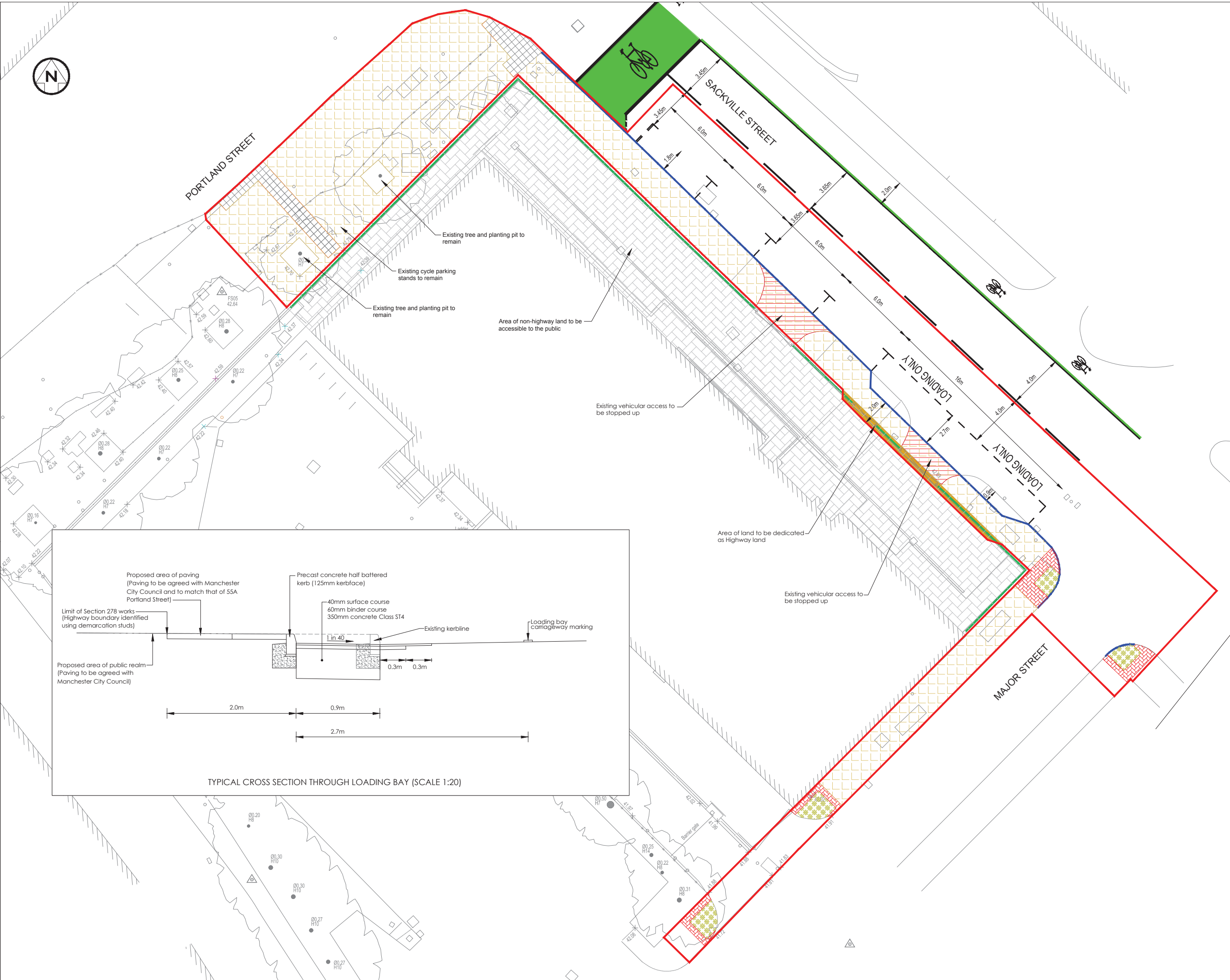
stephenson
STUDIO
architects planners interiors

title
existing ground floor plan

scale
1:300 @ A3

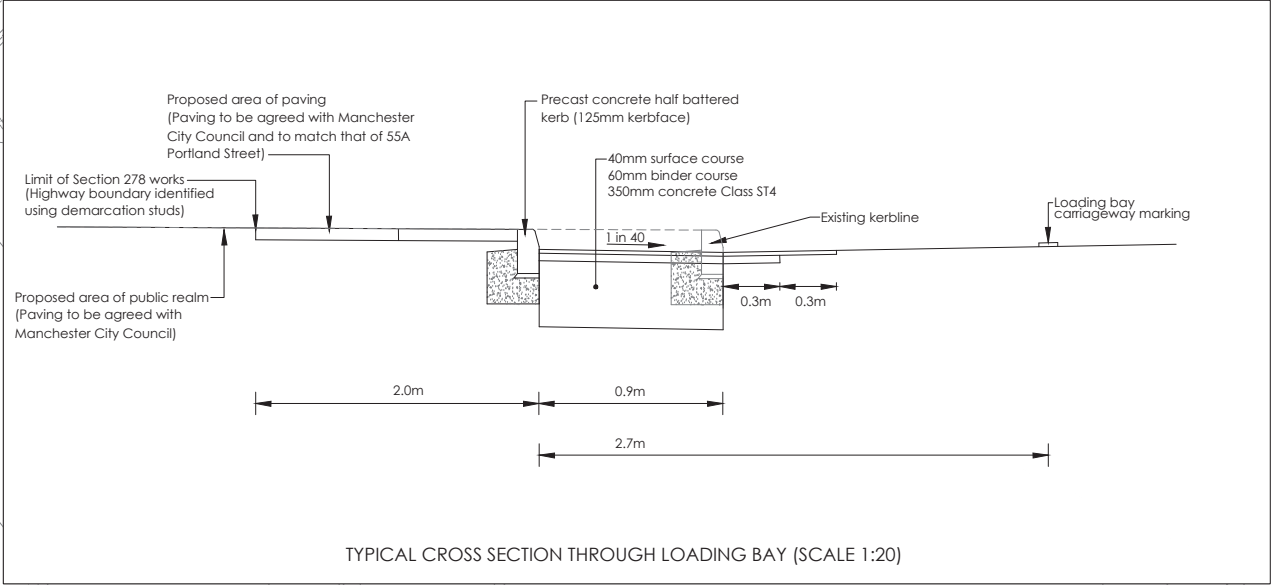
drawing no.
7410-al(02)011

3 riverside mews
4 commercial street
manchester, M15 4RQ
www.stephenson-studio.com
mail@stephenson-studio.com
t +44 (0)161 832 0244



- KEY
- S278 red line boundary
 - Area of land to be dedicated as Highway land to maintain a 2m footway alongside the layby (Area of land = 8.1sq.m) (Land to be identified with stainless steel demarcation studs)
 - Proposed length of precast concrete kerb
 - Existing boundary wall to be demolished
 - Proposed loading layby
40mm surface course
60mm binder course
350mm concrete Class ST4
 - Proposed area of paving (Paving to be approved by Manchester City Council and to match that of 55A Portland Street)
 - Proposed area of paving (Existing vehicular access to be stopped up) (Paving to be approved by Manchester City Council and to match that of 55A Portland Street)
 - Area to be dedicated as public realm (Works not included within the Section 278 agreement) (Paving to be approved by Manchester City Council) (Area of land to be accessible to the public)
 - Red coloured clay block paving
 - Proposed 'Buff' coloured tactile paving

FIGURE SMP 4
LAYOUT OF SERVICE BAY TO SACKVILLE STREET



C AMR ML ADF 03.04.19 Amended following MCC's comments (18.03.19)
B AMR ML ADF 14.02.19 Amended following MCC's comments
A AMR VLT ADF 11.02.19 Amended following MCC's comments

REV	DRN	CHK	APP	DATE	DESCRIPTION
1					

Wilde
Consulting Civil & Structural Engineers

F&US
TRANSPORT PLANNING

Brindley Lodge,
Adcroft Street,
Stockport, Cheshire,
SK1 3HS.
www.wildcivil.co.uk
Tel : 0161-474-7479
Fax : 0161-474-7492

Client				
FOCUS TRANSPORT PLANNING				
Project				
55 PORTLAND STREET				
Title				
S278 AGREEMENT WORKS GENERAL ARRANGEMENT				
Scale 1:125	Drawn AMR	Date 23.10.18	Chkd ML	Approved ADF
Drawing No. 766/010/001				Revision C
Status FOR APPROVAL				Sheet Size A1

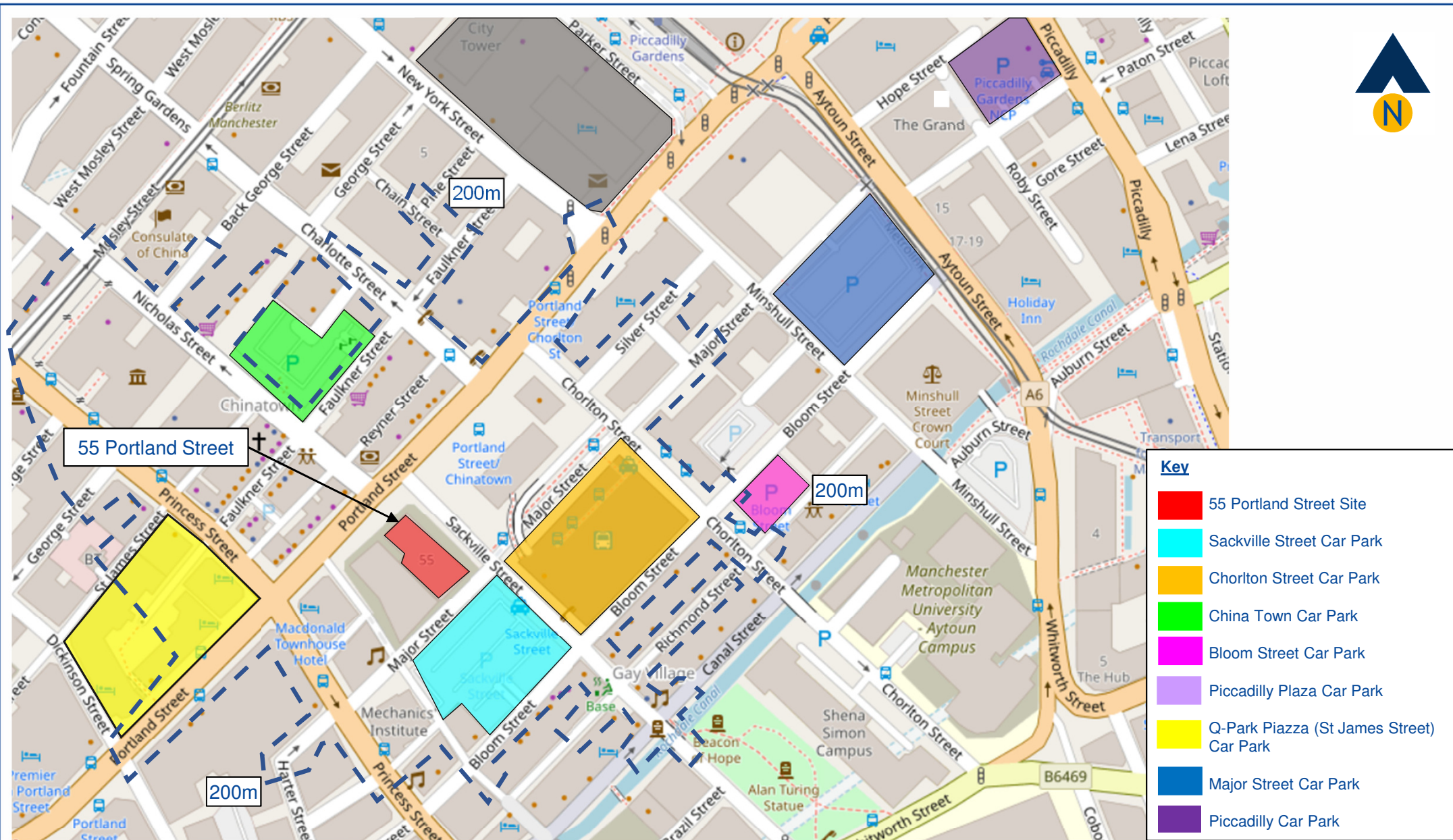


Figure SMP5

Available Parking Opportunities in the Vicinity of the Site

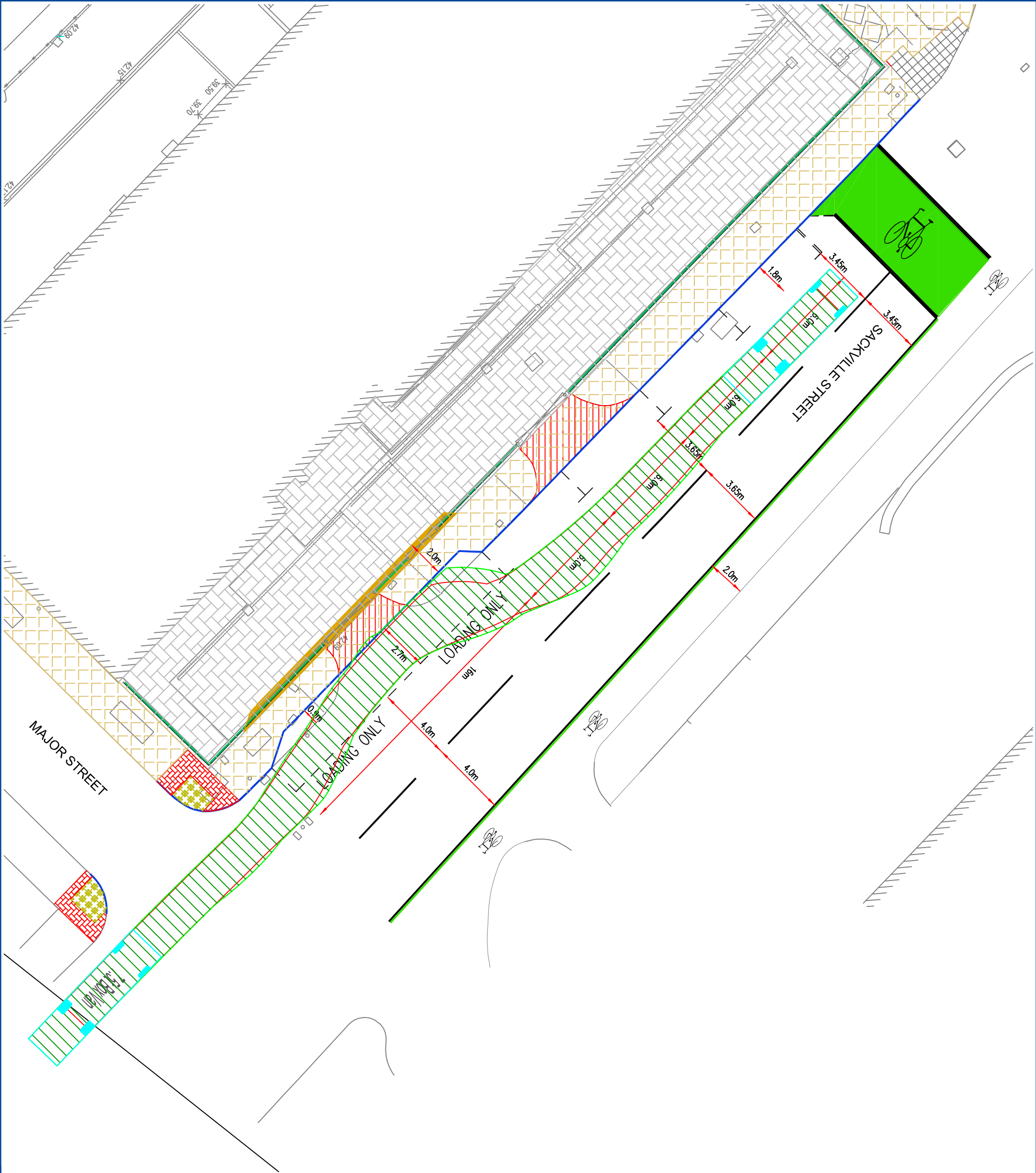
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55 Portland Street, Manchester City Centre

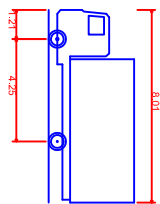
January 2019







Revision:
A -



7.5t Box Van
Overall Length 8.010m
Overall Width 2.100m
Overall Body Height 3.350m
Turnaround Clearance 2.064m
Track Width 2.064m
Lock to lock time 4.00s
Kerb to Kerb Turning Radius 7.400m

Client: Portland Street Property

Project: 55 Portland Street

Drawing Title: Sackville Street Servicing Bay
Vehicle Swept Path Assessment
7.5t Luton Box Van

Drawing Number: Appendix SMP1(ii) Revision: -

Date: 14/05/19 Scale: 1:200@A3

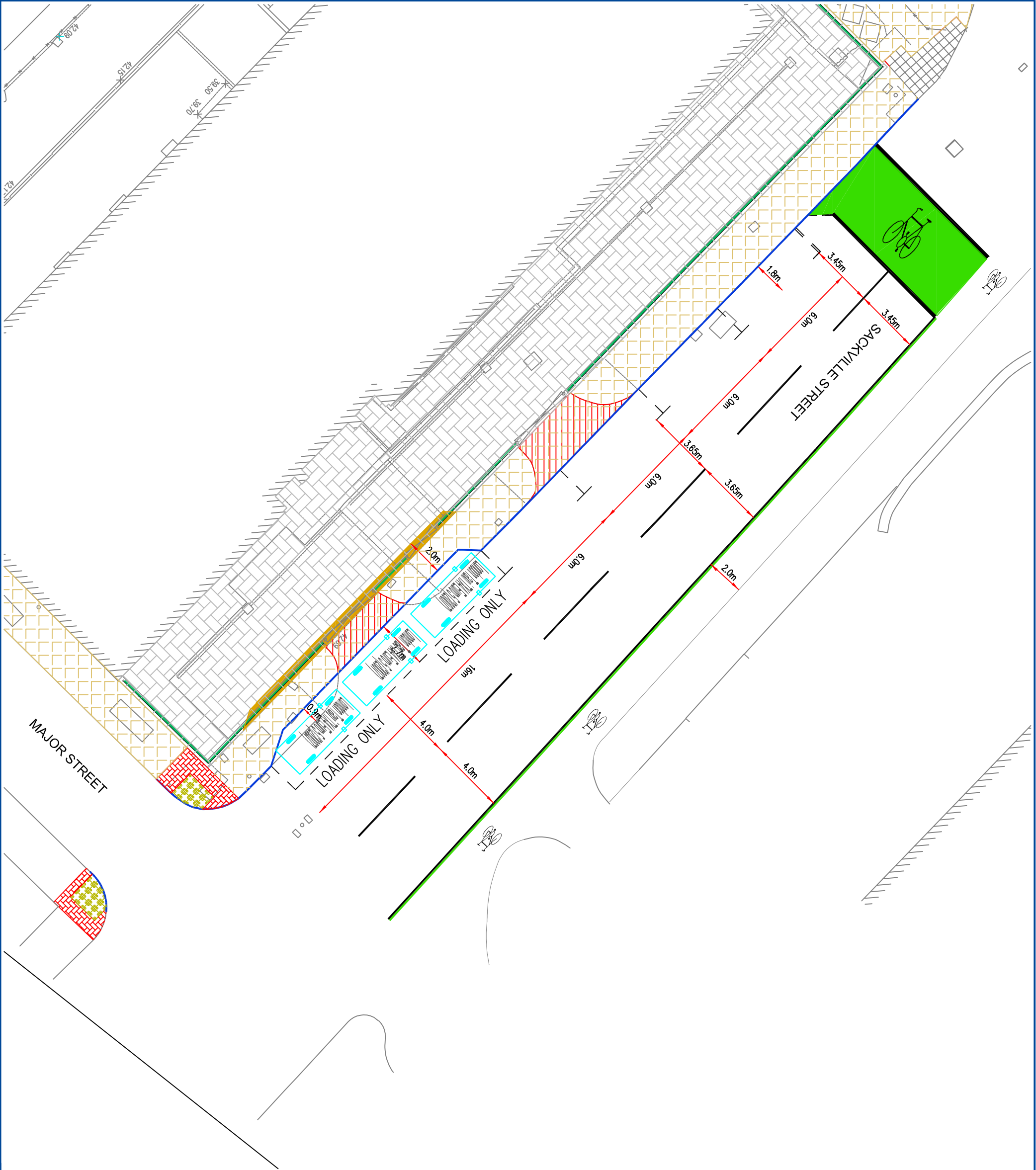
Drawn By: APB Checked By: Checked

Status: Information

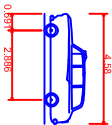
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DO NOT SCALE - Follow any figured dimensions.

This drawing has been prepared for feasibility purposes and does not represent a construction plan. All design aspects to be confirmed at the appropriate detailed design stage.



Revision:
A -



London Taxi TX4 Euro 5 (2007)
Overall Length 4.580m
Overall Width 1.739m
Overall Body Height 1.739m
Maximum Wheel and Clearance 1.739m
Max Track Width 1.657m
Lock to lock time 4.005s
Wall to Wall Turning Radius 4.265m

Client: Portland Street Property

Project: 55 Portland Street

Drawing Title: Sackville Street Servicing Bay
Vehicle Swept Path Assessment
Taxi Servicing

Drawing Number: Appendix SMP1 (iii) Revision: -

Date: 14/05/19 Scale: 1:200@A3

Drawn By: APB Checked By: Checked

Status: Information

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DAILY DELIVERY SCHEDULE

**Approx. schedule of CLAYTON HOTEL,
PORTLAND STREET**

TIME	SUPPLIER	DETAIL	DAY OF WEEK
06:00:00	AFONWEN LAUNDRY	LINEN	6 days, Mon-Sat
06:30:00	BRAKES	FROZEN FOOD	3 Days, Mon, Weds, Fri
07:30:00	TOTAL PRODUCE	DAIRY, FRESH	6 days, Mon-Sat
08:00:00	HENSENS	MEAT	4 days, Mon/Tues/Thurs/Fri
07:30:00	BRAKES	DRYED GOODS	2 days, Tues / Thurs
10:00:00	FISH 85	FISH MONGER	3 Days, Mon, Weds, Fri
11:00:00	Matthew Clarke	ALL BEVERAGE	1 day, Thurs
12:00:00	ALLIANCE	Housekeeping /f&bSundries	1DAY, Weds
12:00:00	ECOLAB	CHECMICALS	1 DAY, tues
07:30:00	DRYLITE	OIL COLLECTION	1 DAY, Tues
1600-1800	BIFFA	WASTE COLLECTION	6 days, Mon-Sat

55 Portland Street: Hotel Servicing Schedule

Contractor	Delivery Time	Mon	Tue	Wed	Thu	Fri	Sat	Sun
<i>Afonwen Laundry</i>	06:00	Linen	Linen	Linen	Linen	Linen	Linen	
<i>Brakes</i>	06:30	Frozen Food		Frozen Food	Dry Food	Frozen Food		
<i>Total Produce</i>	07:30	Dairy & Fresh Food	Dairy & Fresh Food	Dairy & Fresh Food	Dairy & Fresh Food	Dairy & Fresh Food	Dairy & Fresh Food	
<i>Brakes / Drylight</i>	07:30		Dry Goods / Oil Collection		Dry Goods			
<i>Hensens</i>	08:00	Meat	Meat		Meat	Meat		
<i>Fish 85</i>	10:00	Fish		Fish		Fish		
<i>Matthew Clarke</i>	11:00				Drinks			
<i>EcoLAB / Alliance</i>	12:00		Chemicals	Housekeeping				
<i>Biffa</i>	16:00-18:00	2 * Waste	2 * Waste	2 * Waste	2 * Waste	2 * Waste	1 * Waste	

7 delivery / collection

8 delivery / collection

7 delivery / collection

8 delivery / collection

7 delivery / collection

3 delivery / collection





WASTE MANAGEMENT PLAN

Portland St, Manchester

Dalata Hotels will appoint a Waste Management Contractor to implement the following systems; they will be made responsible for the management of main collection area's associated removal.

Waste will be brought to dedicated refuse area via a service lift that connects the upper floors to ground floor level where the refuse store is located.

A program for regular collection and removal of skips and bins will be implemented

The regime we outline below is based on our extensive experience of operating hotels across the UK and reflects our requirements based on the hotel size in terms of numbers of bedrooms & staff as well as the capacity of the bar and restaurant.

<u>WASTE TYPE</u>	<u>BINS</u>	<u>PIKCUP</u>
GENERAL WASTE	3 BINS 660 LITRE	3 DAYS
DRY WASTE	4 BINS 660 LITRE	4 DAYS
GLASS BINS	5 BINS 240LITRE	3 DAYS
OIL	1 X CONTAINER	WEEKLY
FOOD WASTE	3 BINS 240LITRE	3 DAYS

Waste will be segregated under the following categories detailed below: Paper/Cardboard Plastic Tin / Can / Metal Food Waste/Cooking Oil/Glass

The waste storage areas and skips will be monitored to ensure that contamination of the segregated skips does not occur. Routine inspections will be conducted on waste disposal and collections areas by department heads to ensure compliance to the Waste Management Plan.

Volumes and types of waste will be monitored to establish whether additional opportunities for improvements in waste management (avoid, reduce, reuse, recycle) can be adopted, where practicable.

Separate labeled waste receptacles will be provided for, plastic, cardboard / paper, tins, glass.