

SERVICING AND ACCESS STRATEGY

13. Prior to occupation of the development, a servicing and access strategy for the building including management of delivery and refuse vehicles, resident drop off and pick up and arrival and departure of residents, shall be submitted to and approved in writing by the local planning authority.

Introduction

In addition to condition 13, there are other associated planning conditions which will be complied with, which are relevant to this strategy and the following additional narrative should be read in conjunction with those already established and accepted principles:

Condition 2 (i) confirms compliance is required to Vectos, Waste Strategy Report, VN91423, December 2019 – relevant extracts for condition 13 are copied as Appendix A - Waste Servicing Strategy extract,

Condition 2 (q) is another compliance condition which references details within Transport Statement (sections 5 and 7) by Sanderson dated November 2019 as amended by Transport Statement Addendum by Sanderson dated 23-03-20 – the relevant extract of that is the swept path analysis of the refuse vehicles in the Addendum and can be found at Appendix B - Swept Path Refuse Vehicle

Condition 26 - Deliveries, servicing and collections associated with the management of the building and ancillary uses within it including waste collections shall not take place outside the following hours: 07:30 to 20:00 Monday to Saturday; 10:00 to 18:00 Sundays and Bank Holidays

Move in and move out arrangements

Upon being advised of their success in being granted a tenancy, the residents will be required to contact the management team to agree an appointed move in date and time or pre book a timed slot via the tenant portal.

During this discussion (or via the online booking system), all residents will be notified that there is primary loading/unloading bays on Hulme Street for drop-off and collection (See Fig 1). This is to be supplemented by on-street pay and display parking in the vicinity of the building, as well as other local parking facilities. Tenants will be issued with the building user guide, which will cover specifics around accessibility, parking and transport links in more detail. Each resident will be allocated a specific time slot in which they must arrive to take occupancy of their apartment, thus staggering the arrivals and ensuring the process is well managed.

All apartments are fully fitted out with furniture and kitchen appliances, as well as televisions. In addition, it is anticipated that a variety of resident 'welcome packs' will be made available, for bedding, pots, pans and utensils etc. Accordingly, the initial move-in mainly involves a new resident bringing suitcases of clothes and other personal items.

During the off-loading process at check in, and during any booked arrival slots, residents will be met, directed and assisted on the external side of the building by our dedicated residents' team. Arrival baggage, boxes and cases can be loaded on to site owned trolleys, and items moved into a secure dedicated storage area at the ground level of the accommodation. The residents will not be allowed to offload their belongings immediately into their allocated bedroom. This requirement will limit the amount of time taken to offload any vehicles, and upon completion of offloading, the vehicle must be immediately moved away from site loading bays. The management team will also allocate additional staff resources to support residents with offloading, again limiting the amount of time taken to off load any vehicles and ensuring vehicles do not block loading bays and highways.

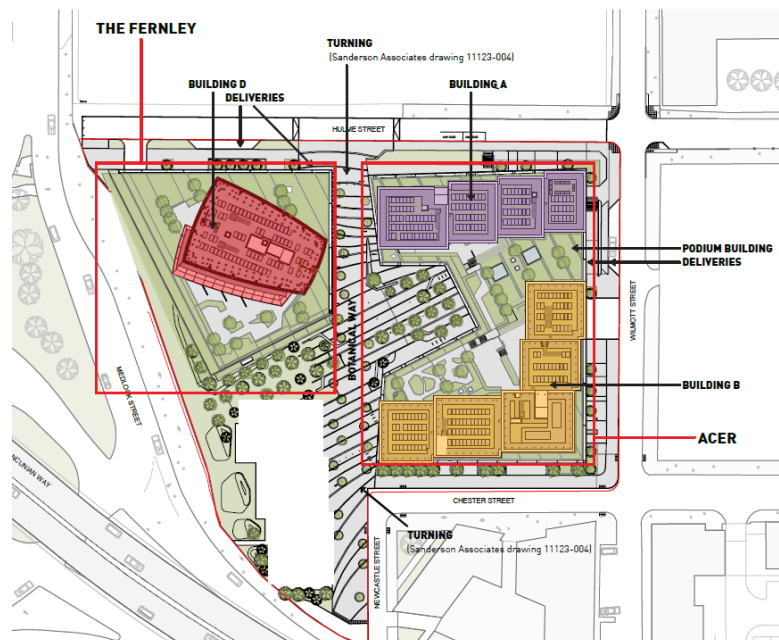
Information and directional support will be provided to residents on public parking and car parks, within the locality, that can be used for longer periods of parking post drop off.

Similar arrangements will be in place for moving out occasions and communications sent to building users towards the end of their tenancy.

The primary location for pick-ups and drop-offs will be Hulme Street, adjacent to the main entrance. This location will also be used by taxis, courier delivery vans and private drivers dropping off / picking up residents.

These unloading/loading facilities will be specifically for this building. Adjacent buildings on the estate have their own designated areas for this.

Fig.1



Management of deliveries

Delivery vehicles can use the Hulme Street loading bay immediately adjacent to the main entrance. Deliveries and post can be brought into the building via the DDA powered door, which is connected to a video intercom in the site's main reception and allows for automated access and egress. From here, deliveries and post (other than food) can be left with the site management team to be collected later, at a time suited to the residents.

Residents will be informed, as part of their induction, prior to moving in, of the postal and food delivery arrangements and instructions, including delivery hours. Deliveries (other than food) have dedicated storage areas within the building's reception, which is staffed 24 hours a day. Deliveries will be accepted 24 hours a day if necessary, although we envisage very few outside of the core servicing

hours identified in condition 26. From experience managing assets of this nature, deliveries tend to occur throughout the day and congestion in this regard rarely occurs.

All deliveries and collections will adhere to the local loading restrictions that are in place and couriers and residents will be informed of the specific loading bay location on Hulme Street. Appropriate signage and designated entrances/exits will be prominently displayed and indicated throughout the ground floor of the scheme. Residents will be notified of deliveries either by the delivery firm or our dedicated app, once they are left and processed.

We will carry out periodic reviews of the specific delivery arrangements, noting successes and identifying improvements that could be made. We carry out regular resident engagement surveys and we'll use these as a benchmark to monitor the effectiveness of the provisions in place.

Management of Refuse vehicles

Waste will be collected by a large refuse vehicle (11.85m). It is expected that this vehicle would collect waste from Building's A, B and C of the wider site, as well as D, as part of a joint collection route. A refuse vehicle will be able to travel along Hulme Street and stop alongside the access to the bin store. A new service layby will be created on Hulme Street with refuse turning areas on Hulme Street into Botanic Avenue. See Fig 2 for the swept path plan.

Access to the refuse storage area will be managed by fob access and is covered by CCTV.

The locations of the service layby is shown in Figure 3, with the laybys marked 'A' and refuse vehicle turning areas at locations marked 'B' along the Hulme Street portion of this estate wide plan. In addition to this, the refuse vehicles can pick up waste from the kerb on Hulme Street Street.

Fig. 2

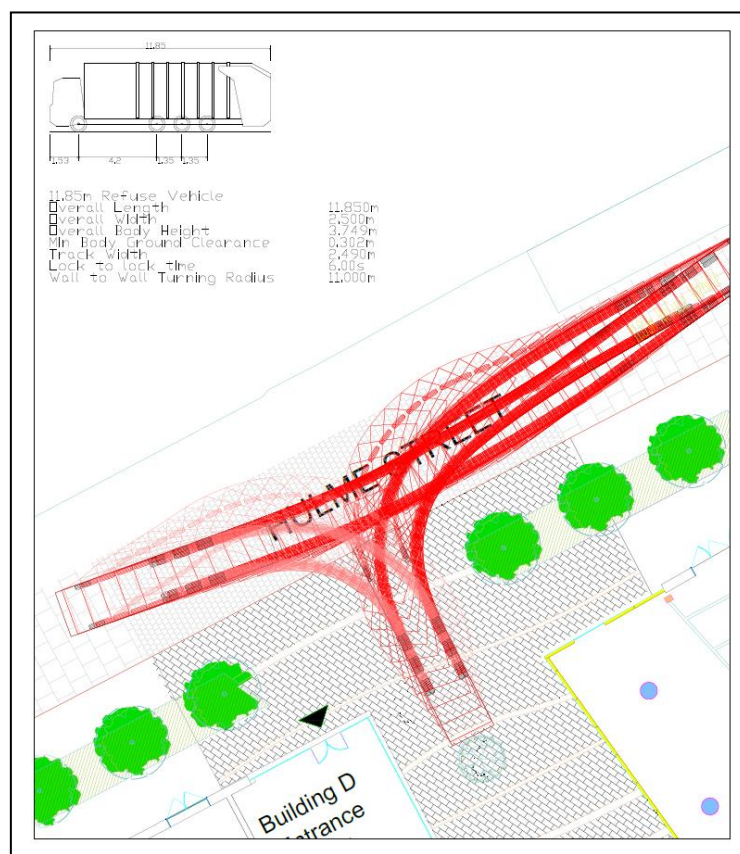
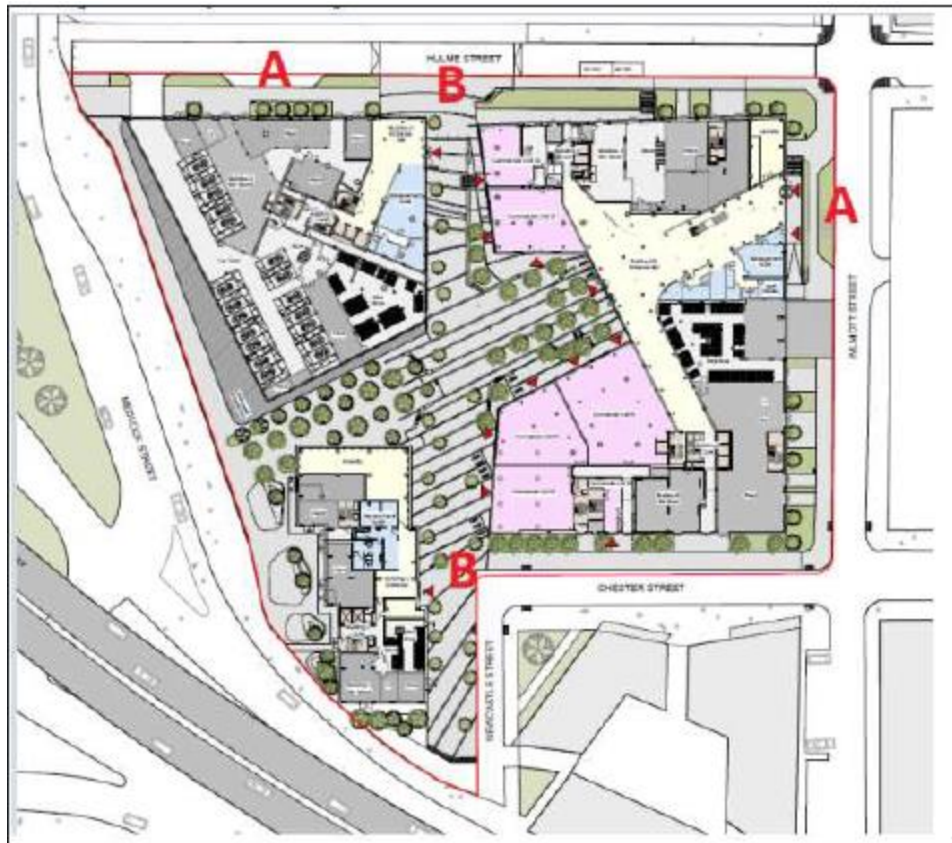


Fig. 3



APPENDIX A – EXTRACT I. VECTOS, WASTE STRATEGY REPORT, VN91423, DECEMBER 2019