

Operational Management Strategy House of Social

1. Introduction

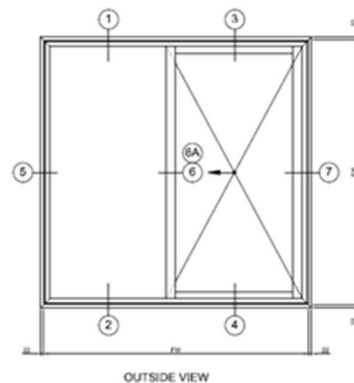
This Operational Statement has been prepared to support the use of House of Social food hall coffee hatch designed to elevate the local grab and go experience. House of Social is due to open August 2025, this statement is to notify the local council of our intentions to enhance the space and provide a grab and go hatch.

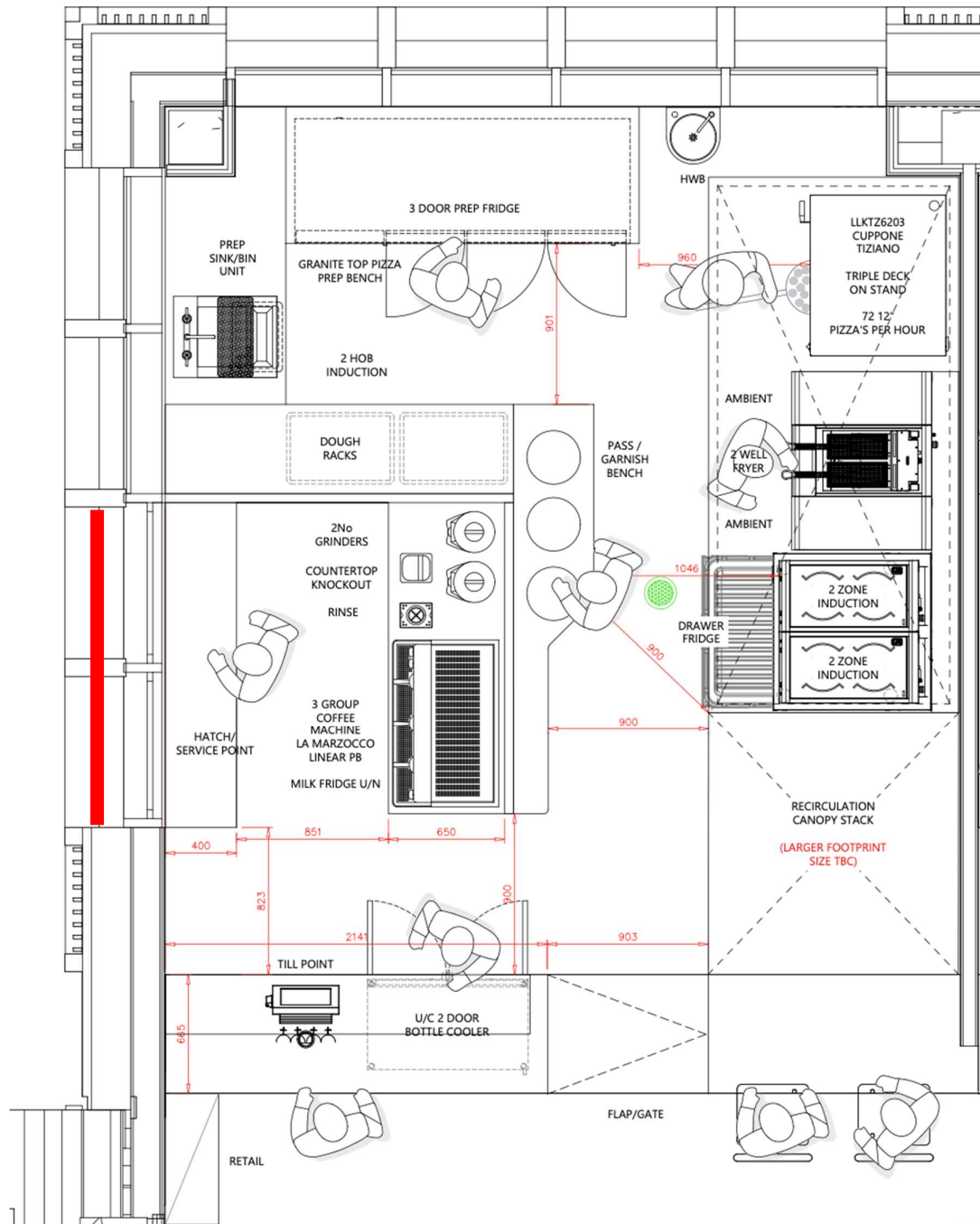
It is important to note the hatch won't be used to dispense any external delivery platforms such as Deliveroo, Uber Eats etc but may be used as a click and collect point for local office workers and residents. Queuing will be closely monitored by the staff within the kitchen and the management team.

No external food delivery services will collect the food from the hatch, any external deliveries / collections for will be from the yard as shown on Dwg 1172-TGA-XX-00-DR-A-95030 P05 goods in delivery door which shall be monitored by front of house staff to ensure all deliveries are collected from here and drivers / cyclists do not enter the front of the building.

This Operational Statement is set out to provide additional information on how we will operate the House of Social hatch. We hope to regularly host complementary events for our community and aim to create a well-managed, convenient service. This will be operated considerably, as our intention is to elevate the coffee experience for our residents and office workers around First Street.

2. Hatch detail





3. Staff Monitoring

The hatch will open only on fair weather days, opening staff will open the hatch for breakfast to lunchtime trade. Any queuing will be monitored to ensure there is no crowds around the hatch.

We will also be able to lock the hatch internally.

Due to external acoustics, we will close the hatch at 7pm, ensuring there is minimal noise egress from the food hall.

4. Operational Management Strategy

4.1 Overview

House of Social will operate as set out below. The residential element of the build hall with house 570 beds, providing a customer base within the building and the ability to host events for our residents in the food hall. Examples of these events include coffee tasting sessions, barista workshops, networking events, and community meet-ups.

The purpose of House of Social hatch is to add an additional function to the space and allow us to responsibly serve coffee to takeaway customers without compromising all the space within the food hall ordering area during peak times, providing our customers and residents with an exclusive experience which doesn't affect the food hall flow.

4.2 Hours of Use

House of Social will be open for customers and residents to use from Monday to Sunday. We will manage the hatch only on fair weather days throughout the spring and summer months.

The Food hall will be open 7am – 10pm Sunday – Wednesday and 7pm – 1am Thursday – Saturday, but the hatch will only be operational 07:30 – 19:00.

Proposed Hatch hours:

Day	Proposed Hours
Monday	07:30 – 19:00
Tuesday	07:30 – 19:00
Wednesday	07:30 – 19:00
Thursday	07:30 – 19:00
Friday	07:30 – 19:00
Saturday	07:30 – 19:00
Sunday	07:30 – 19:00

4.3 Staffing

It is imperative that all House of Social staff respect the premises, the residents and customers around the food hall. We will employ a dedicated manager and assistants for when the space is operational. Staff will be trained to provide high levels of hospitality, cleanliness, friendliness, and security in line with our current management standards. They will receive necessary training and be regularly updated on the fire procedure for the building. Fire escape exits will be monitored by CCTV, with

associated recording equipment, and subject to good building management checking procedures.

All staff will go through comprehensive training, including:

- Operating procedures and customer service.
- Opening and closing checklists ensuring all external doors and hatch is locked
- The internal booking system.
- Licensing laws.
- Assisting disabled users.
- Building fire procedures.
- Ensuring quiet departures from the premises.
- Smoking policy adherence.

4.4 Site Safety & Security

The prevention of crime and disorder:

- A full CCTV system shall be maintained and operated at the premises with cameras positioned both internally and externally.
- Recorded site CCTV images will be maintained and stored for twenty-eight days and shall be produced to the police or Licensing Authority upon request.
- Plans indicating the position of CCTV cameras will be made available if required to local authorities prior to opening.
- Any customer or resident who appears to be intoxicated or behaving in a disorderly manner will not be allowed entry. Those already within the premises will be asked to leave with care and consideration.
- Staff will adopt a zero-tolerance policy towards illegal drugs within the premises.
- Management will ban known offenders and share information with the police if they cause any serious offense.

4.5 Noise Management – Note from Matt Fisher

Table 1 below shows the maximum allowable daytime noise levels in the food hall with the coffee hatch open and closed. The values are on the assumption that the coffee hatch would only be open during the day (eg 7am to 7pm, as at T1)

Room/condition	Sound Pressure Level (dB Leq) @ Octave Band Centre Frequency (Hz)						
	63	125	250	500	1k	2k	4k
Food Hall / coffee hatch open, entrance doors open	84	80	78	77	79	71	59
Food Hall / coffee hatch closed (or omitted) entrance doors closed or lobbied	86	86	85	90	90	90	81

Table 1: Maximum recommended internal music & activity sound levels, daytime

For comparison, Table 2 shows the maximum allowable night time noise levels in the food hall with the entrance doors closed (or lobbied) and the coffee hatch closed.

Room	Sound Pressure Level (dB Leq) @ Octave Band Centre Frequency (Hz)						
	63	125	250	500	1k	2k	4k
Food Hall, night time limit, all doors and coffee hatch closed	80	80	78	85	82	75	75

Table 2: Maximum recommended internal music & activity sound levels, night time

In reality, given the real-world frequency content of music, the overall allowable music noise level within the Food Hall during the day with the coffee hatch open, at 77 dB(A), is only around 2dB(A) lower than the overall allowable music noise level within the Food Hall during the night with the doors closed (or lobbied) and the coffee hatch closed (79dB(A)).

I'd therefore suggest that the proposed coffee hatch should not lead to noise complaints given the proposed use of the Food Hall.

4.6 Ventilation Strategy Reco-Air Recirculation System

The Reco-Air system is designed for five kiosk kitchens with flexibility for various cooking equipment. Sized using the Face Velocity Method, it features 3.0m x 1.6m canopies and Capture Jet technology to enhance airflow and reduce spillage.

Air passes through multiple filters and carbon canisters, removing grease, particulates, and odors, with efficiency reaching up to 88%. The system meets DW/172 guidelines and maintains low noise levels (41-59dBA).

The design ensures future-proofing, with bleed ducts optimizing airflow and capture performance. It complies with industry standards, offering a robust solution for kitchen ventilation.

Please see the attached supporting technical note.

4.7 Management of Outside Seating

An external seating area will be provided for customers to enjoy their food and drinks in a pleasant environment. This area will be opened seasonally and restricted during bad weather conditions.

- Staff will monitor the outside area while it is in use.
- Staff will ensure tables are regularly cleared, and all glass removed when closing down.
- All customers will be clear of the outside areas by 23:00 Monday - Sunday.

4.8 Smoking

Smoking is not permitted in any areas of the building or on the outside area. The management team and staff members will be trained on the smoking policy and conditions in line with the building's regulations.

5. Conclusion

The proposed hatch has been carefully considered to ensure a positive impact on the community, with high levels of staff training eliminating disruption. The management team and staff will remain available for regular contact with customers to ensure their views are considered. We remain open to further suggestions to ensure the site is managed appropriately and to continue receiving great feedback for our events.

6. Contact Details

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