

REF: R00896/AE/GT

BY EMAIL ONLY: thomas.faherty@richmondandwandsworth.gov.uk

Thomas Faherty
Senior Planning Officer
Development Management (Richmond North)
Richmond and Wandsworth Councils

20th May 2024

Dear Thomas

**74 OLDFIELD ROAD, HAMPTON
PLANNING APPLICATION LPA REF. 24/0865/FUL
RESPONSE TO CONSULTEE COMMENTS FROM RICHMOND PLANNING POLICY TEAM**

Introduction

This letter has been prepared in response to the London Borough of Richmond upon Thames (LBRT) Policy Officer comments, regarding the proposed Business Centre use and its operation in relation to full planning application ref. 24/0865/FUL for: *“Demolition of existing buildings and redevelopment of site a two-storey self-storage facility (Use Class B8) and business centre (Use Class E(g)(i)) with an additional floor at basement level. Associated car and cycle parking, and landscaping.”*

Feedback received from the Policy Officer on 8th May 2024, raises queries regarding the proposed Business Centre use, its operation and marketing, and how the facility currently operates in existing Shurgard Stores. As such, each area is addressed in-turn below.

Strategy of operation

The two Business Centre units will operate in isolation one another.

The small office unit (49 sqm) will be ancillary to the proposed Self Storage facility (B8 Use) to be utilised by Shurgard customers only and will have direct access from the shop floor into the unit. The Business Centre unit will have a viewing panel on the main shop area and apply a 'hot desk' model that is free at the point of use for all Shurgard customers. This will enable users, especially business customers the ability to run their admin, orders etc. at the same location as where their stock, tools, and materials are stored. Shurgard stores vary from between 20% and 30% of business customers, meaning approx. 200 to 300 SME and local businesses per store use the facility. The Business Centre will be an exciting and effective addition to the storage offer

for many of Shurgard's business customers and will allow them to take the important step away from home working through the facility, to larger and more permanent premises as they grow. This is a new approach which will likely be implemented across new Shurgard stores in response to changing market trends and customer needs.

The larger office area (121 sqm) will be leased separately to external local businesses and enterprises alike, representing a 'like-for-like' re-provision of the existing office use.

It is proposed to split the unit into three individual units (approx. 40 sqm each) which will be leased separately and privately to tenants/ local businesses. The units will be accessed from a separate outdoor access point and will have separate toilet and cycle parking facilities. This will give local office-based businesses (i.e., finance & services) the opportunity to utilise modern, high-quality office space at a competitive price. Given the site's strategic location and proximity to a range of public modes of transport and amenities, the office units are 'car-free' and are considered suitable to meet the modern needs of local businesses.

The combined Business Centre/ Office space offer is anticipated to employ the equivalent of 15 full-time employees (FTE). This is in addition to the 3-4 FTE within the self-storage facility. As such, the development is considered to equate to 19 direct FTE. It is noted that the total office provision of 170 sqm represents an uplift of 97.8 sqm compared with the existing non-ancillary office floorspace.

Marketing

The small unit (49 sqm) will be marketed to Shurgard customers / users of the facility.

The three separate office units (121 sqm) will be marketed through local commercial letting agents.

How the business centre operates in the existing Shurgard facilities

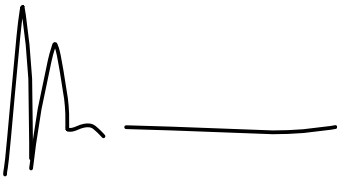
The Business Centre is a new area of the business that can be introduced to new stores where appropriate. The provision of interconnected mixed-use space is in response to the changing needs of Shurgard customers and market trends and offers ease and flexibility to Shurgard's small business customers.

Please refer to the 'Economic Benefits' section of the supporting Planning Statement for full details of this.

Conclusion

I trust this answers your queries regarding the proposed Business Centre, its use, and operation at 74 Oldfield Road, Hampton, TW12 2HR. If you have any further questions regarding the Business Centre or any other matter in relation to the full planning application ref. 24/0865/FUL, do not hesitate to contact Georgia Tuttle (Georgia.tuttle@rokplanning.co.uk) or myself at this office. I look forward to hearing from you.

Yours faithfully,

A handwritten signature in black ink, consisting of a series of sharp, vertical strokes followed by a horizontal line that tapers to the right.

Alun Evans
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For and on behalf of ROK Planning