MAY 2024

Framework Delivery and Servicing Plan

Avalon House, 72 Lower Mortlake Road, Richmond TW9 2JY

Iceni Projects Limited on behalf of

Barings Real Estate

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APPENDICES

1. INTRODUCTION

1.1 Iceni Projects has been instructed by Barings Real Estate ('the Applicant') to provide an Outline Delivery and Servicing Plan (DSP) for the proposed redevelopment of the existing Avalon House, 72 Lower Mortlake Rd, Richmond TW9 2JY ('the Site'). This DSP supports a planning application for the development proposals, which include an increase in the amount of office floor space provided within the Site.

1.2 This DSP is submitted in support a full planning application to redevelop the Site to provide an uplift of 997sqm additional office space (GIA) as an extra floor of the existing Avalon House Site in Richmond. The planning application for Avalon House seeks planning permission for the following description of development:

Remove the existing roof and erection of a roof extension at fourth floor and rear extensions to floors ground – four to accommodate additional commercial floorspace (Class E), provision of rear and rooftop terraced amenity spaces, alterations to the ground floor entrance, recladding and remodelling of the façade, landscaping improvements to the rear carparking area, provision of end of journey and cycle parking facilities, associated building servicing and sustainability improvements, and other associated works.

1.3 The DSP outlines the specific off-street loading provision, setting out the principles of the servicing and delivery strategy for the scheme.

1.4 This DSP considers the proposals for servicing the site and demonstrates that this can be achieved safely and with minimal disturbance to the highway network. In fact, all servicing is proposed to take place off the highway network. The DSP will also provide information about the proposed servicing of the buildings, including likely timings of deliveries, frequency, type of delivery vehicle and servicing arrangements.

1.5 This DSP aims to establish the policies and principles that future occupiers must adhere to. The DSP will be implemented prior to occupation of the units and will be regularly reviewed by future occupants, in conjunction with LBRuT, to ensure it remains current. If it is deemed that a revised strategy is necessary, then an updated DSP will be provided.

2. THE SITE AND SURROUNDING AREA

The Existing Site

2.1 The Site comprises a three-storey commercial office building known as 'Avalon House' constructed in the early 2000's and accommodates 3,076sqm (GIA) of Commercial (Class E) floorspace.

2.2 The Site benefits from access to a shared internal vehicular road, which also provides access to the residential properties to the south, known as Tersha Street accessed from a driveway to Lower Mortlake Road. This road provides access to two car parks with a combined 33 spaces to the rear of the building, with a larger 23 space car park directly adjacent to the south of the building, and a smaller 10 space car park to the west of Tersha Street. A small area with capacity for three visitor car parking spaces is also provided to the west of Tersha Street closer to the vehicular entrance point.

Surrounding Area

2.3 The Site fronts onto Lower Mortlake Road which runs in an east / west direction across the front of the Site. The site is located to the northeast of Richmond town centre and is therefore close to public transport links and an abundance of amenities.

Walking and Cycling

Walking

2.4 The primary pedestrian access points to the Site are from Lower Mortlake Road, although there are access points for employees to the rear of the building via Tersha Street. Lower Mortlake Road has wide footways with raised crossing points over side streets that indicate a higher priority for pedestrians. There is also a dropped kerb crossing with pedestrian refuge island outside the site allowing pedestrians to cross Lower Mortlake Road.

2.5 The route along Lower Mortlake Road provides a route southwest into Richmond Town Centre, including towards the station, bus stops, the river and all the town centre amenities. To the northeast it then provides a route towards North Sheen and further retail and leisure amenities. The route itself is well lit and separated from traffic flows by the cycle lane and a landscape buffer. This landscape buffer has several mature trees and therefore also provides an element of protection from extreme weather such as heat and rain.

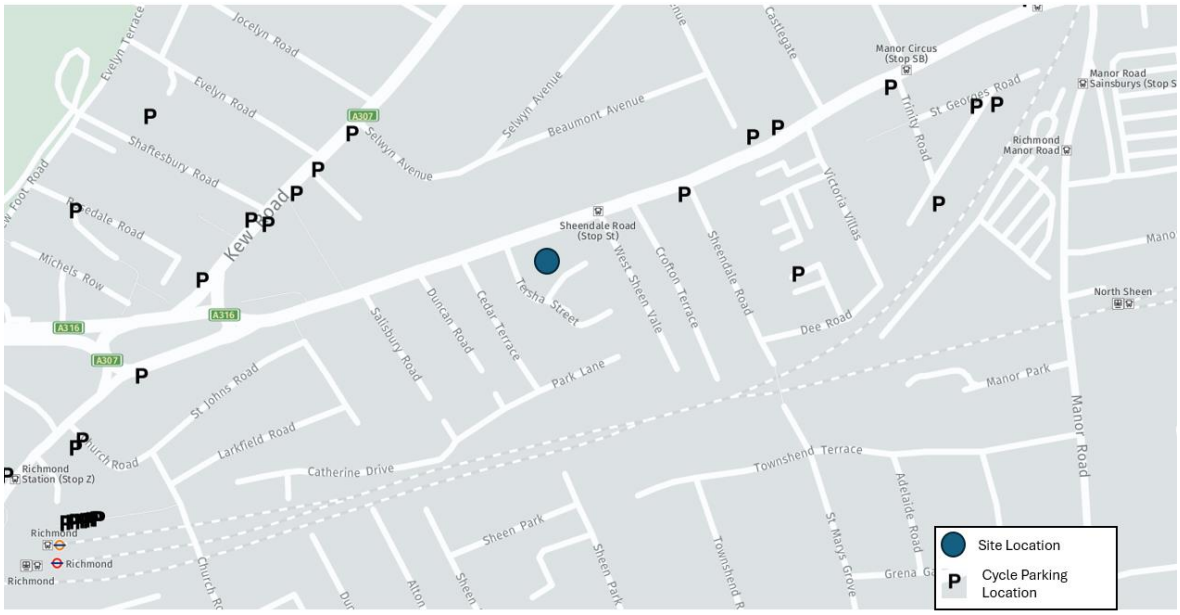
Cycling

2.6 A segregated cycle route runs along the length of Lower Mortlake Road. This connects Richmond in the southwest with Mortlake and Chiswick Bridge in the northeast. The route is off road and

separated from traffic by the landscape buffer mentioned in the previous paragraph. This route then connects in with other routes both north and south of the river and provides a high-quality link to and from the Site.

2.7 Cycle parking is provided on site, but the plan below also demonstrates the level of cycle parking in the area. The presence of a large number of spaces in the area and the provision of a segregated route away from the road indicates there should be a high propensity to cycle in the area.

Figure 2-1 - Cycle Parking near to the Site (Source: Stolenride.co.uk)



Public Transport Accessibility

2.8 Public transport accessibility can be measured using WebCATs PTAL (Public Transport Accessibility Level) tool. The tool gives a score between 0 and 6b with 0 being the worst and 6b being the best. The score is based on walking times from a given point to the TfL network including buses, underground / overground and national rail.

2.9 **Figure 2-2** shows the PTAL for the Site is a 6a which indicates an “excellent” level of access to public transport. From a BREEAM perspective the Accessibility Index as calculated by PTAL is 28.99 which significantly exceeds the required amounts (18) for full BREEAM credits.

Figure 2-2 - PTAL (Source WebCAT)

2.10 The score of 6a is predominantly driven by the presence of Richmond station and a number of local high frequency bus services.

Rail and Underground Services

2.11 The closest station to the Site is Richmond station, which is approximately 550m walk from the Site. Walking routes to both stations include roads with footways and pedestrian crossings.

2.12 Richmond Station is served by South Western Railway, London Overground and District Line Services. This station is served by routes to locations such as London Waterloo, Windsor & Eton Riverside, Kingston, Hounslow, Reading, Barking, Upminster, Stratford, Putney, Clapham Junction and Vauxhall amongst others.

Buses

2.13 There are a number of bus services that serve stops within close proximity of the Site on Lower Mortlake Road. A summary of the bus services available from the stops immediately outside the Site (Sheendale Road), are provided in **Table 2.1.**

Table 2.1 - Local Bus Services

Bus Stop	Service	From	To	Frequency
Sheendale Road	110	School Road, Hounslow	Hammersmith	Every 15 minutes
	190	West Brompton	Richmond	Every 15 minutes
	371	Kingston	North Sheen	Every 9-12 minutes
	419	Roehampton	Richmond	Every 9 – 13 minutes
	H37	Hounslow	North Sheen	Every 6-8 minutes
	N22	Oxford Circus	Fulwell	Every 30 mins (Night time only)
	R68	Kew	Hampton Court	Every 15 minutes
	R70	North Sheen	Hampton	Every 8-12 minutes

Highway Network

2.14 The Site is located immediately south of the A316 Lower Mortlake Road and accessed via Tersha Street. The A316 is part of the strategic road network in south west London and connects to the south west at Richmond Circus with the A307 whilst also continuing southwest- past Richmond and Twickenham before eventually becoming the M3 at Sunbury on Thames.

2.15 To the northeast the A316 connects with the A205 South Circular at Chalkers Corner as well as continuing over Chiswick Bridge towards Hogarth Roundabout and the A4 / M4.

Summary

2.16 In summary, the site is located close to numerous local facilities and public transport infrastructure with good access to active and sustainable travel networks.

3. SERVICING STRATEGY

Proposed Servicing Strategy

3.1 The proposed servicing strategy for the Site is to be retained as per the existing arrangements. The proposed new floor area will then also adopt the same strategy with all servicing to take place via the access via Tersha Street. Deliveries by foot or cycle will be made through the reception located off Lower Mortlake Road.

3.2 As shown in Figure 3.1 vehicles will enter the Site from Tersha Street using space within the car park before exiting again back onto Tersha Street. This will allow for all vehicles required by the Site to serve from an off-street location and mean that any reversing takes place on a very low trafficked road with limited pedestrian and cycle movement.

3.3 Contact with an employee of the on-site facilities management team (FMT) will also be available via an intercom system located at the car park barrier to aid with any deliveries or servicing.

Deliveries

3.4 Deliveries to consider for a commercial development such as this relate to the delivery of goods and services for the office. All deliveries will be made using the car park area or the loading / parking bay on Tersha Street. Deliveries made on foot or by bike will be made through the main reception access. Swept Path Analysis of the main movement is shown in **Appendix A1** and shown below.

Figure 3-1 – Swept path analysis of the main movement

Types / Times of Delivery

3.5 Any items being delivered to the site will be requested outside of peak hours where possible, which is generally the case given that the majority of deliveries will take place during the working day to align with office hours.

3.6 It is expected that the majority of deliveries will made by courier companies to the offices using motorbikes, bikes or small vans. Whilst some of these suppliers will deliver during a regular time slot, these are often varied and therefore it is difficult to plan for such deliveries. **Table 3.2** details the type of delivery likely to be made to the site, in addition to likely frequency, typical vehicle type, typical dwell time and typical vehicle length.

Table 3.2 Typical Service Vehicles

Delivery Type	Frequency	Typical Vehicle	Typical Vehicle Length	Typical Dwell Time
Waste Collection	Weekly	Refuse Vehicles	8-10m	5 minutes
Office Supplies (incl. paper, fruit, milk etc)	Daily	Transit Van / Box Van	2m to 8m	5 – 15 minutes
Couriers	Daily	Motorbike/bike	2m	5 – 15 minutes

3.7 It is therefore considered that the majority of vehicles associated with servicing and deliveries to the proposed development will be no larger than an LGV, with only ad hoc deliveries by lorries.

3.8 It is clear there is a move towards zero emissions vehicles being used for servicing wherever possible and consolidated deliveries are expected to be of this type. This will require further discussions with the end users to determine if their fleet of vehicles are adaptive to this requirement. But given the rate of change in vehicle types this can be viewed as a short-term aim to reduce noise and air pollution.

Delivery & Servicing Trip Generation

3.9 As noted in the Transport Statement, there are no anticipated changes to the number of trips caused by the small uplift in office space, and it follows that for the delivery and servicing trip generation the number of office deliveries is also anticipated to be the same with the servicing area able to accommodate the trips in the same way.

4. SERVICING MANAGEMENT

4.1 A facilities management team (FMT) will be present on site and will monitor all deliveries to and from the Site. To minimise deliveries coming through the reception lobbies of the office element, employees will be provided with an information pack on their arrival day. This information pack will provide information on the delivery and servicing arrangements at the Site and set out how employees are discouraged from receiving personal deliveries at work. If employees do want to receive deliveries whilst they are at work, they will be encouraged to use facilities such as Amazon lockers and details of nearby locations for personal parcel deliveries will be provided within the information pack.

4.2 All other servicing trips are then anticipated to be managed by the FMT and to use the car park area or bay located off Tersha Street. All occupiers of the building will be required to notify the FMT of any anticipated deliveries both to and from the site, with the FMT then transferring any goods from the servicing area to the relevant tenant. Any goods being collected from the site will need to be provided to the FMT prior to the date/time when the goods will be collected.

4.3 Any site maintenance style servicing trips will be pre-arranged where necessary, with the delivery time and duration agreed with the site management company to help minimise the impact upon the daily servicing requirements.

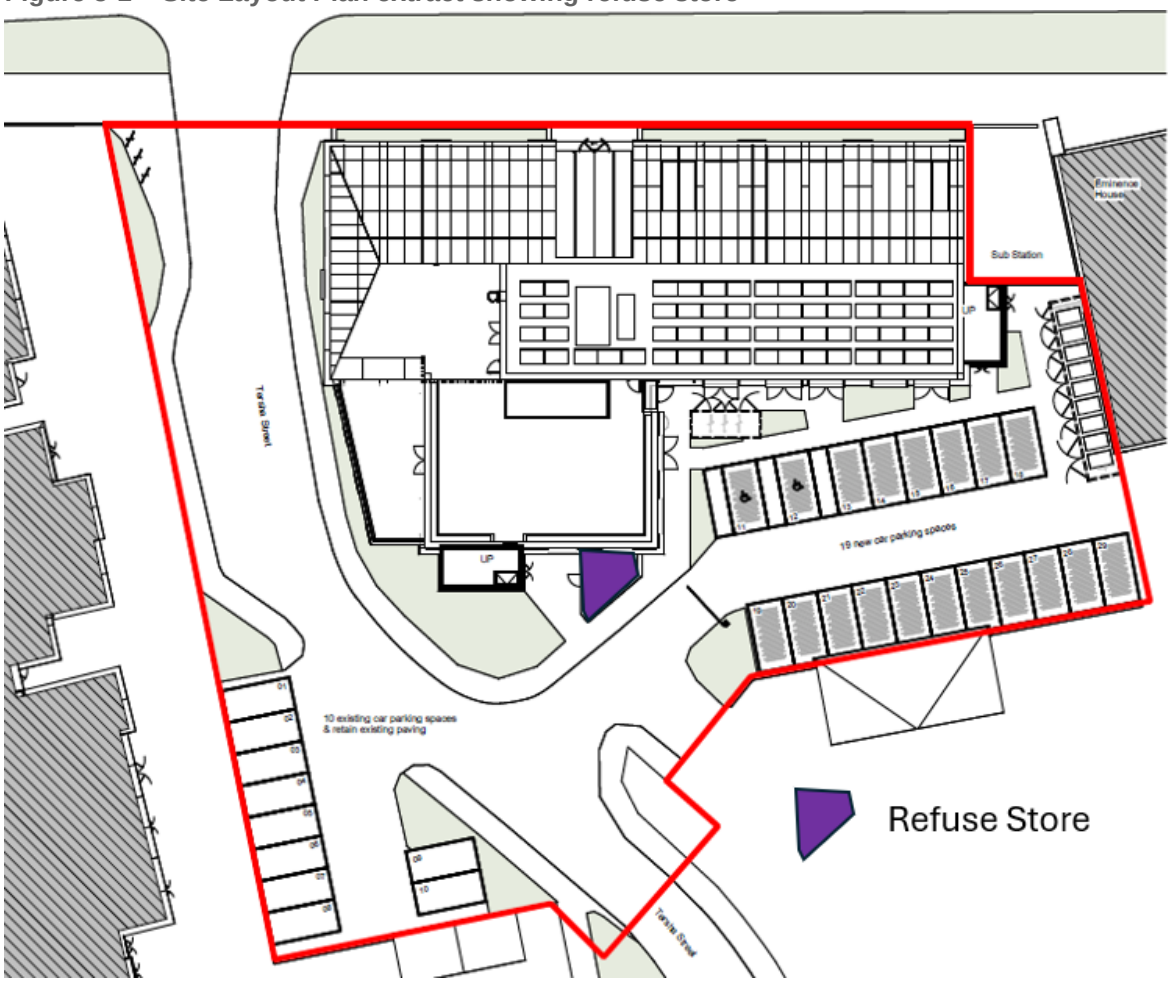
4.4 Notwithstanding, if any problems are identified, the FMT will work with all occupiers and any necessary third parties to provide an appropriate solution.

5. REFUSE COLLECTION

5.1 The existing refuse store located adjacent to the car park outside of the existing barrier. Figure 5-1 below shows the location of the refuse store. It is envisaged that the same refuse vehicle will collect from the site as occurs now. Swept path analysis showing how a typical LBRuT refuse vehicle can collect in this area without issue is provided in **Appendix A1.**

5.2 The frequency of collections will be increased from one collection a week to two collections a week to cater for the amount of waste to be generated from the Site, this has been agreed with the LBRuT.

Figure 5-1 – Site Layout Plan extract showing refuse store



APPENDIX A1 SWEPT PATH ANALYSIS