



Watts Close

Service and Delivery Plan

August 2023

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DISCLAIMER

The information contained within this Report is based on Drawings and Specifications provided by the Design Team along with information assumed by NRG Consulting for the purposes of compliance.

NRG Consulting disclaims any responsibility to the Client and others in respect of any matters outside the intended scope of this report.

DOCUMENT CONTROL SHEET

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Issue Purpose	For Planning Condition Discharge
Report Prepared For:	Formation Design & Build Ltd
Author	Neil Rothon
Signature	
Approved By	Ryan Thrower
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1. EXECUTIVE SUMMARY

1.1 NRG Consulting have been appointed to undertake a Delivery Service and Refuse Storage Plan (DSP) for the proposed development at Land at, Watts Close, London, N15 5DW in order to discharge Planning Condition 19.

1.2 The consented scheme (LB Haringey Planning Reference: HGY/2022/0035) is for:

Demolition of 11 dwellings and community building and replace with 18 new homes for council rent. Erect 6 no. two-storey family houses (three and four bedrooms) and 12 apartments (one and two bedrooms) in 2 three-storey blocks including 2 wheelchair user dwellings. The proposals includes 2. on-site wheelchair parking bays, amenity and play space, landscaping, cycle and refuse/recycling storage.

1.3 Planning Condition 19 states:

19. Service and Delivery Plan

Prior to any residential use of the site, a full Service and Delivery Plan (SOP) shall be submitted in writing to and for approval by the Local Planning Authority. The service and delivery plan must also include facility for the delivery and storage of parcels for residents of the development. The plan shall be implemented as approved and maintained thereafter unless agreed in writing by the Local Planning Authority.

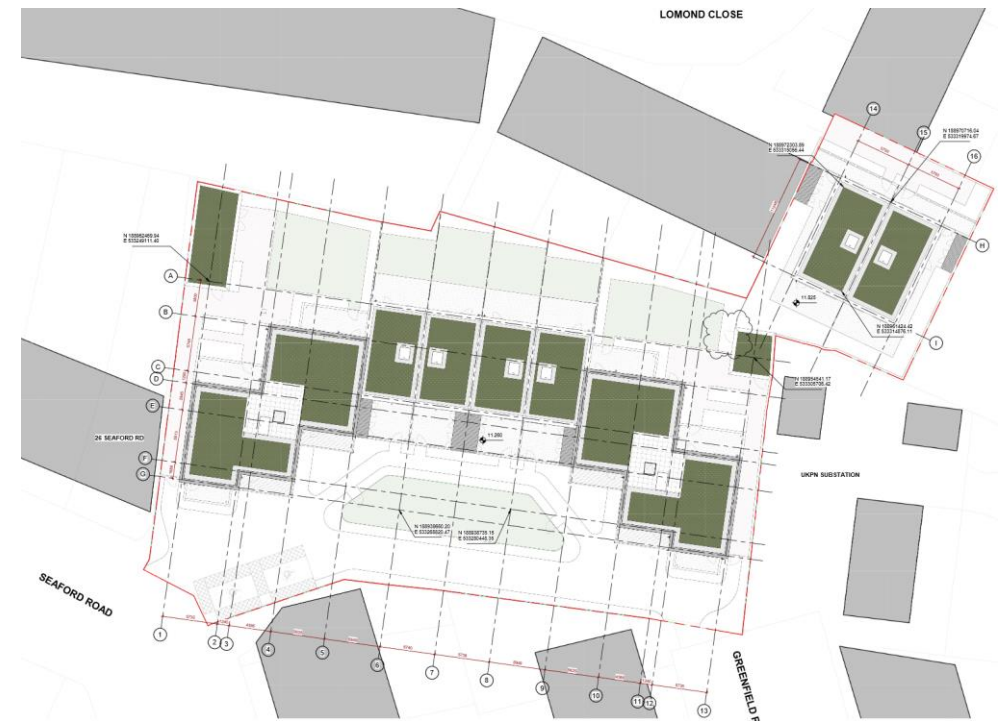


Figure 1.1: Site Location Plan

2. SITE CONTEXT

2.1 Site Location and Background

The Site is located at Watts Close which is accessed from Seaford Road. The existing site comprised of 11 bungalows and community building along with nine car parking spaces. The location of the Site is shown in Figure 1.1.

The surrounding area is predominantly residential in the immediate vicinity with a High Street of shops located to the north. Seven Sisters railway station and Tottenham Hale retail park are located to the east/southeast.

An assessment of the PTAL of the Site states that the current PTAL in the centre of the Site is 4, which represents 'Good Accessibility.'

Watts Close is a private road which serves access to nine car parking spaces. Vehicle access is taken from Seaford Road through a priority junction with the access approximately 5.9m in width. The parking spaces have parking permit restrictions specific to each household within Watts Close.

Seaford Road is a two-way carriageway running to the southwest of the Site connecting to Roslyn Road to the south and to Avenue Road to the west. There are parking bays located along its length with single yellow lines on the south side in the vicinity. The effective width of the carriageway is 5.5m with footways located on both sides. Traffic is subject to a 20mph speed limit. All other roads in the vicinity are similar in characteristics.

2.2 Proposed Development

The proposed development comprises 18 new homes for council rent, comprising of six, two-storey family houses (three and four bedrooms) and 12 apartments (one and two bedrooms) in two, three-storey blocks including two wheelchair user dwellings. Figure 2.2 shows the proposed ground floor plan with the bin storage areas highlighted.

2.3 Cycle Storage

A total of 24 cycle parking spaces will be provided in two separate cycle storage areas for the eight 2-bedroom (four person) and four 1-bedroom (two person) apartments (12 apartments) within the separate communal gardens to the rear of the main building. The cycle parking will be housed in sheltered and secure storage with access gained via separate side entrance gates with fob key activation. The houses will have individual cycle storage in their rear gardens.



Figure 2.1: CGI of Proposed Development

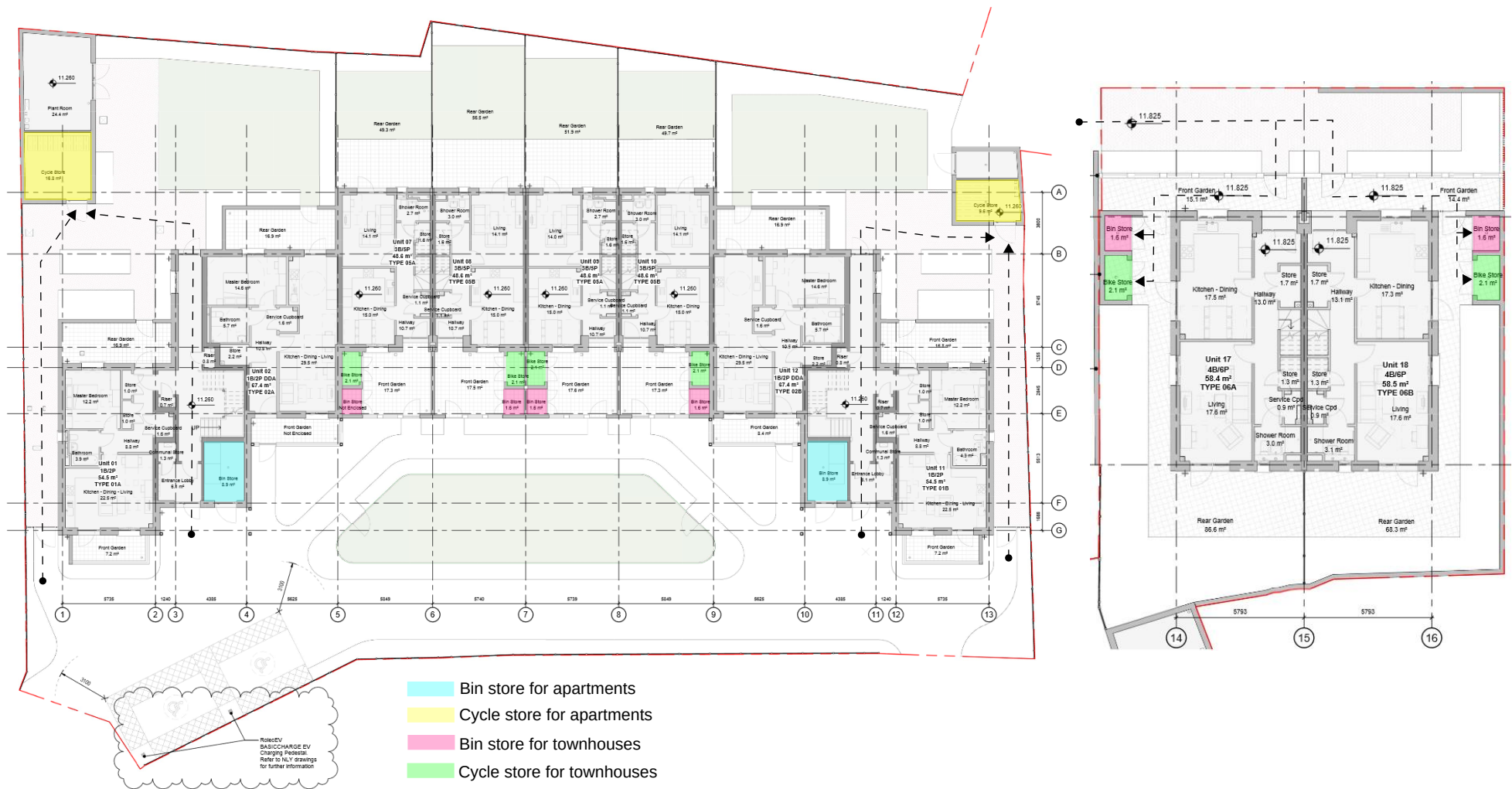


Figure 2.2: Ground Floor Plans [also included as Appendix 1].

3 SERVICING ARRANGEMENTS AND ACCESS

3.1 Introduction

This section describes the access arrangements for the residential units, the location of refuse storage and the arrangements for other servicing and deliveries which will need to be taken into account in the DSP.

3.2 Delivery and Servicing Proposals

Delivery vehicles will be able to utilise the single yellow lines on Seaford Road as delivery vehicles are generally limited to 20 minutes continuous waiting time to load/unload goods. This is in line with the existing arrangements for adjacent properties.

Deliveries to the houses on Watts Close and Lomond Close would take place door to door. The 12 flats in Blocks A and B will have post boxes, accessible by key fob or door entry, located on each entrance Lobby at Ground Floor level.

When a courier or Royal Mail is unable to make a delivery, they will therefore not be able to leave a calling card in the recipients post box to allow the resident to arrange a more convenient redelivery or collect from elsewhere. This will need to be arranged in the relevant App. Additionally, residents will be advised, via Home User Guides, of nearby 'Click and Collect' locations and 'Amazon Delivery Lockers,' to offer residents flexibility and accessibility, making it easier for them to receive their parcels at their preferred location and time.

Click and Collect Locations

Gurukirpa Store
Open until 23:00
0.1 miles away

D&Y FOOD AND WINE
Open until 23:00
0.34 miles away

Aksu Market & Off Licence
Open until 23:59
0.34 miles away

Local Supermarket
Open until 23:00
0.43 miles away

Armagan Supermarket
Open until 23:00
0.46 miles away

Amazon Locker Locations

Amazon Counter - Gurukirpa Store
126a West Green Road, LONDON, N15 5AA
887 ft
Mon-Sun: 07:00 - 23:00

Amazon Counter - Post Office West Green Road
108 West Green Road, London, N15 5AA
790 ft
Mon: 08:30 - 18:00
Tue-Fri: 09:00 - 18:00
Sat: 09:00 - 15:00

Amazon Counter - Aksu Market & Off Licence
184 Philip Lane, London, N15 4JW
0.4 mi
Mon-Sun: 06:00 - 23:59

Local Collect at High Road (144)
Post Office, 144 High Road, London, N15 6JN
0.7 mi
Mon-Sun: 08:00 - 18:00

Amazon Counter - Post Office Page Green
87 Broad Lane, London, N15 4DW
0.6 mi
Mon-Sat: 09:00 - 19:00

Residents will also be advised of the benefits of promoting delivery by Light Goods Vehicles. New residents will be provided with a leaflet explaining what information should be provided to delivery companies to maximise the use of small vehicles for deliveries or to advise of appropriate servicing arrangements for larger vehicles. This accords with TfL advice.

The approach noted within this section will help streamline the delivery process, reduce congestion within the development, and ultimately create a more efficient and convenient experience for all residents.

It should be noted that the majority of deliveries to the site will form part of a linked trip that is already on the network and therefore not increasing the number of delivery vehicles on the highway network. The nature of a residential development is that the majority of deliveries would be undertaken by vans with very few HGVs visiting residential units with these being more ad hoc. The total number of deliveries expected to visit the Site each day will be in the region of five. This level of impact is expected to be negligible with the surrounding highway network able to accommodate demand.

3.3 Management

The Council's Housing and Property Services will implement and manage the DSP as set out below and in section 3.4. The Council's Housing Service includes the Estates and Neighbourhood Team which manages and directs Estate Services, and Neighbourhood Improvement staff to ensure the efficient management and maintenance of the Council's stock and assets. Team members are responsible for the cleaning, monitoring, quality assurance and client role of the grounds maintenance, waste management, communal repairs and other neighbourhood-based services in their area.

Duties include:

- Answering related queries about site and local matters;
- cleaning and caretaking services to the communal parts of the building;
- Managing grounds maintenance, waste management and monitoring communal repairs;
- Carrying out site inspections;
- Ensuring the delivery of the estates' improvement programme for communal areas;

The Council's Housing Service will also sign-up new residents for tenancies.

Duties include:

- Accompanying new residents to viewings of their new homes.
- Managing the arrival of the first new residents and scheduling moving in dates.
- Conducting settling in visits for new residents.
- Providing all residents with a Home User Guide;

The Council's Tenancy Management Team provides housing management services and will manage tenancies on an area basis including:

- Undertaking community and resident engagement, and in conjunction with the neighbourhood team encouraging community participation in developing and setting service standards.
- Tenancy succession and sustainment;
- Enforcement action of tenancy conditions and dealing with neighbour disputes and management issues.
- Keeping in contact with residents via e-mail, telephone and text.

3.4 Building Maintenance and Servicing

Building maintenance and external works is the responsibility of the Council and sits within the remit of Property Services. Within this service the Council's Responsive Repairs Team manages general repairs to Council homes such as broken windows, damaged doors, general plumbing issues and communal areas. Mechanical and Electrical Teams are responsible for actioning repairs in relation to Door Entry, IRS, MVHR's, Fire and Smoke Alarms/Panels, AOV's, Sprinklers, Fire Extinguishers and Fire Blankets, Water Boosters, Heating and Lifts. Safer Estates and the Neighbourhood Team manage CCTV.

The team manages both the Council's in-house contractor, Haringey Repairs Services, and other external and sub-contractors for specialist works. The team undertakes inspections of properties both prior to works orders being raised and under-taking quality inspections of works once these are completed including annual inspections with residents and ward Members. A planned preventative maintenance strategy aligned to the Asset Management cyclical programme will be put in place to effectively manage the life expectancy and replacement of materials and plant. The team also oversees disrepair claims. During the first two years, the construction contractor will be responsible for defects remediation such as poor installation of equipment or failed components. Haringey Council is responsible for actioning any issues relating to damage caused by residents or misuse of equipment. Maintenance and defects visits will ideally be co-ordinated wherever possible to minimise the number of trips rather than dealt with on an ad hoc basis.

The planned preventative maintenance plan will inform the planning of major capital works in line with the council's published Asset Management Strategy. The properties will be included in future stock condition surveys to ensure accurate stock condition data is available with regard to component condition. The Asset Strategy and Programme team will advise residents what works will be due and when, although works will not be required for many years. The contracts and commercial team will procure the planned major works which will be managed on site by the delivery team comprising project managers and resident liaison officers. The project managers manage the co-ordination and sequencing of works including access arrangements and contractor parking.

3.5 Likely Development Service and Delivery Trips

The development can be expected to have the following frequent delivery and servicing trips:

- Refuse collection
- Courier services
- Post
- Supermarket food deliveries

- Fast food deliveries
- Building maintenance

Most of these trips are likely to be by van or smaller vehicle which can load and unload direct to the houses or at each of the entrance lobbies to the flats. The Lettings Team will manage the first occupation, scheduling moving in dates, as long periods of loading/unloading may be taking place during those times. Information will also be provided via the Home User Guide to new residents as they move in, informing them of all the packing and loading restrictions that are in place, surrounding the site.

3.6 Food store and Takeaway Deliveries

Food stores and takeaway outlets usually incur large financial, time and resource costs when delivering food and often a greater profit for the supplier, a cheaper deal for the customer and a quicker delivery of the meal / groceries can be facilitated when the customer collects these items from the shop. It is likely that residents would walk up to 1 km in order to collect food and within this distance there are several food and convenience stores and wine shop shops within this distance. Residents should be made aware of the advantages of walking to collect takeaways. The Home User Guide will include information about existing local carry out deals at local restaurants/takeaways (within 1 km of the site).

3.7 Courier Deliveries

It would be unrealistic to expect co-ordination of courier deliveries to residents but residents should be advised where possible to use cycle couriers or consider the ethos of the company undertaking the delivery in terms of sustainable credentials, whether they operate their own green travel plan, their level of commitment to utilising a modern fuel-efficient vehicle fleet, the quality of their operations and driver management systems minimising journey lengths etc. Information advising residents on the above points will be included in the Home User Guide information pack provided to each resident moving into the development.

3.8 Refuse and Recycling Collection and Storage Strategy

Refuse storage and collection will follow the strategy proposed during the Planning validation process and supported by Council's Transportation Officers and Waste Management Team [Appendix 2].

Figure 3.1 below shows the location of the Ground Floor Bin Stores. These will comply with the following guidelines set out by Haringey Council in the Sustainable Design and Construction Supplementary Planning Document (2013):

- Wheelie bins or bulk waste containers must be provided for household collections.
- Route from waste storage points to collection point must be as straight as possible with no kerbs or steps. Gradients should be no greater than 1:20 and surfaces should be smooth and sound, concrete rather than flexible. Dropped kerbs should be installed as necessary.
- If waste containers are housed, housings must be big enough to fit as many containers as are necessary to facilitate once per week collection and be high enough for lids to be open and closed where lidded containers are installed.
- Waste container housings may need to be lit so as to be safe for residents and collectors to use and service during darkness hours.
- All doors and pathways need to be 200mm wider than any bins that are required to pass through or over them.
- If access through security gates/doors is required for household waste collection, codes, keys, transponders or any other type of access equipment must be provided to the council. No charges will be accepted by the council for equipment required to gain access.
- Adequate waste storage arrangements must be made so that waste does not need to be placed on the public highway other than immediately before it is due to be collected.

Residents will be requested to segregate and store their refuse and recycling through the use of internal waste storage in their kitchens. This would promote the separation of refuse and recyclable materials at source. Residents would then be responsible for manually transporting and depositing their refuse and recycling in the appropriate containers.

The facilities are located at ground level and are easily accessible for the residents of the flats including residents with disabilities or mobility difficulties. The two refuse and recycling stores are positioned so that disturbance to residents or neighbours is kept to a minimum. Signage will be provided to the stores. All material will be contained within the dedicated containers to avoid amenity issues associated with litter and vermin.

The houses will have refuse and recycling bin storage incorporated into their frontages.

Table 3.1 below outlines the bin provision that will be provided:

Residential Type – 12 Flats	Haringey Requirement	Provided
General refuse 1,100 litre euro bin	2	2
Dry recycling 1,100 litre euro bin	2	2
Organic waste 140 litre wheelie bin	2	2

Residential Type – 6 Houses	Haringey Requirement	Provided
240 litre recycling wheelie bin	6	6
240 litre general refuse wheelie bin	6	6
Food waste box 25 litre	6	6

Table 3.1: Size and Number of Bins Provided.

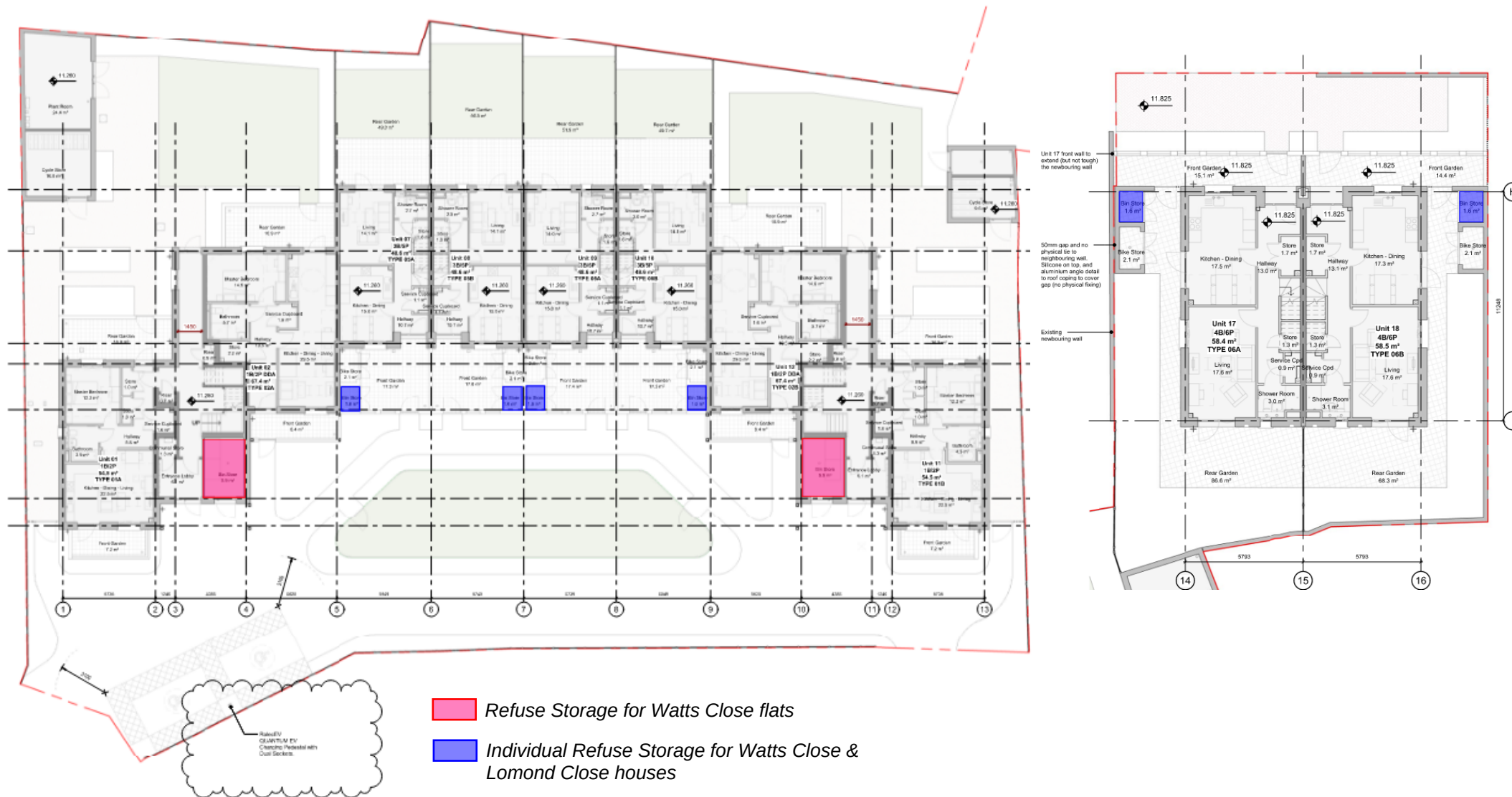


Figure 3.1: Ground Floor Plans – bin store locations highlighted in Blue [also included as Appendix 2].

4 CONCLUSION

NRG has been commissioned to undertake a Delivery and Service Plan for the Watts Close development. The objective of this DSP is to manage deliveries and servicing to the premises in order to ensure the successful operation of the servicing (including refuse storage and collection) for all elements of the scheme. The Council's Housing and Property Services will implement the DSP including allocating a neighbourhood manager for the new development prior to occupation to ensure the efficient management and maintenance of the council's stock and related assets.

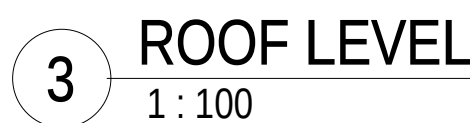
The Housing Services will manage the first occupation of new residents and within that the Tenancy Management Team will provide tenancy management services. Property Services will manage day to day repairs and long term planned major works.

The above document demonstrates that deliveries, servicing and refuse collection will be effectively managed without any detrimental impact on the local area.

Appendix 1



All dimensions to be checked on site before work commences.
Figured dimensions to be taken in preference to scaled dimensions.
If in doubt please ask.



C4	Revised as clouded	16/02/20
C3	Garden fences, communal stairs and roofs updated	30/01/20
C2	Issued For Construction / General update	21/11/19
C1	Issued For Construction	14/10/19

For Construction

Watts Close

Lomond Close Proposed GF, 1st Floor and Roof GA Plans

DRAWN BY RC	CHECKED BY CB	DATE August'22
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SCALE (@ A1)	PROJECT NUMBER
1 : 100	22015

DRAWING NUMBER	REV
WAT - DAR - LC - XX - DR - A - 0120	C4

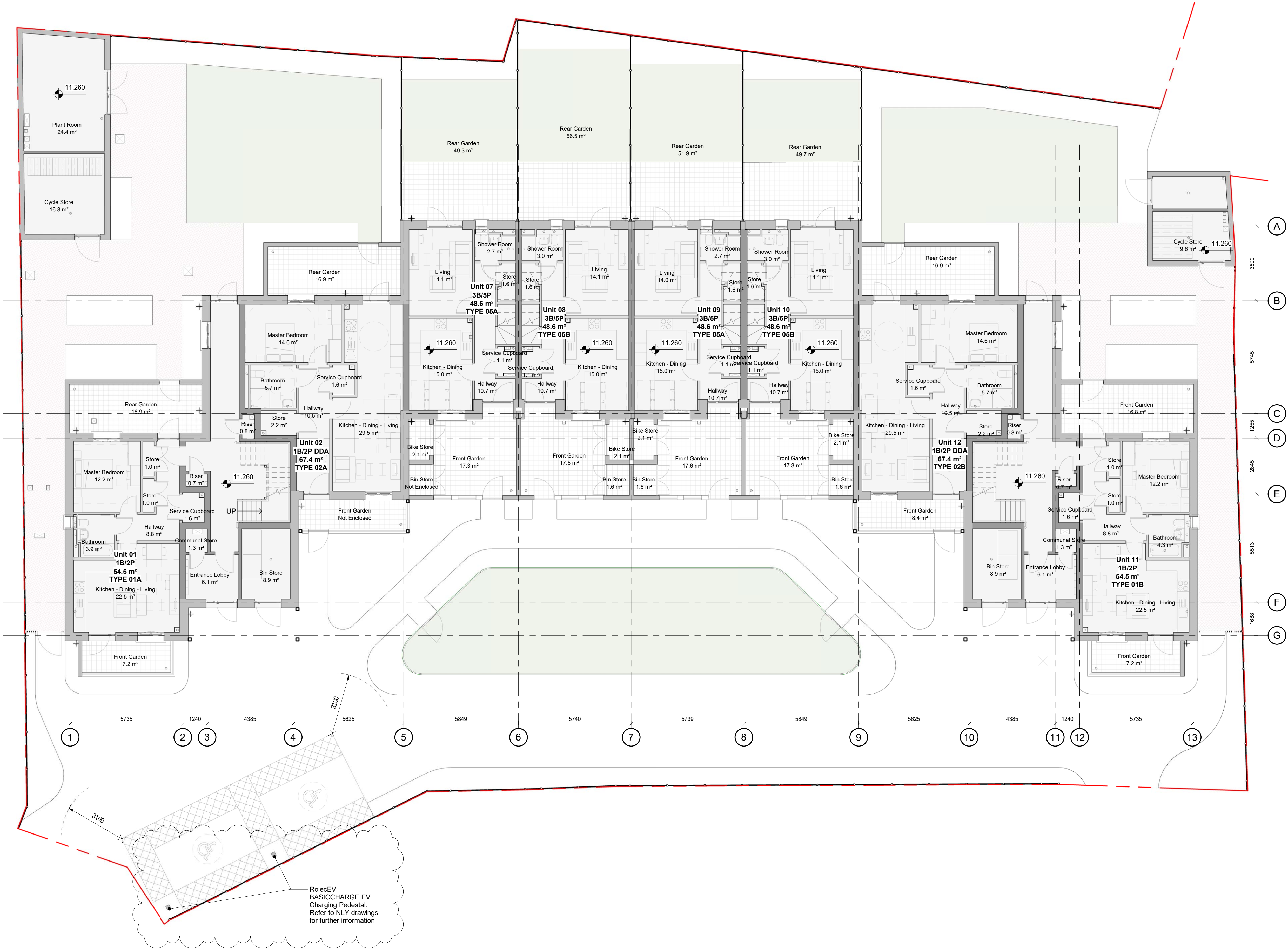
Project Identifier	Originator	Zone	Level	Type	Discipline	Number	Revision
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Delta Architects
1 Batemans Row
London
EC2A 3HH

T 020 7613 5702

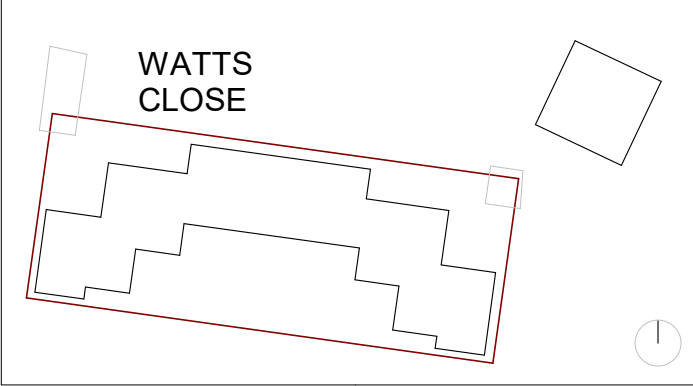
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All dimensions to be checked on site before work commences.
Figured dimensions to be taken in preference to scaled dimensions.
If in doubt please ask.

KEY PLAN



C9	Revised as clouded	30/05/23
C8	Revised as clouded	27/02/23
C7	Revised as clouded	16/02/23
C6	Garden fences, communal stairs and roofs updated	30/01/23
C5	Revised as clouded	18/01/23
C4	General revision of brick dims	17/01/23
C3	Revised as clouded	03/01/23
C2	Revised as clouded	12/12/12
C1	Issued For Construction / General update	21/11/22

STATUS

For Construction

PROJECT

Watts Close

DRAWING

Watts Close Proposed GF GA Plan

DRAWN BY	CHECKED BY	DATE
RC	CB	August'22
SCALE (@ A1)	PROJECT NUMBER	REV
1 : 100	22015	C9
DRAWING NUMBER	WAT - DAR - WC - 00 - DR - A - 0110	REV
Project Identifier	Originator	Zone
Level	Type	Discipline
Number	Revision	



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Appendix 2

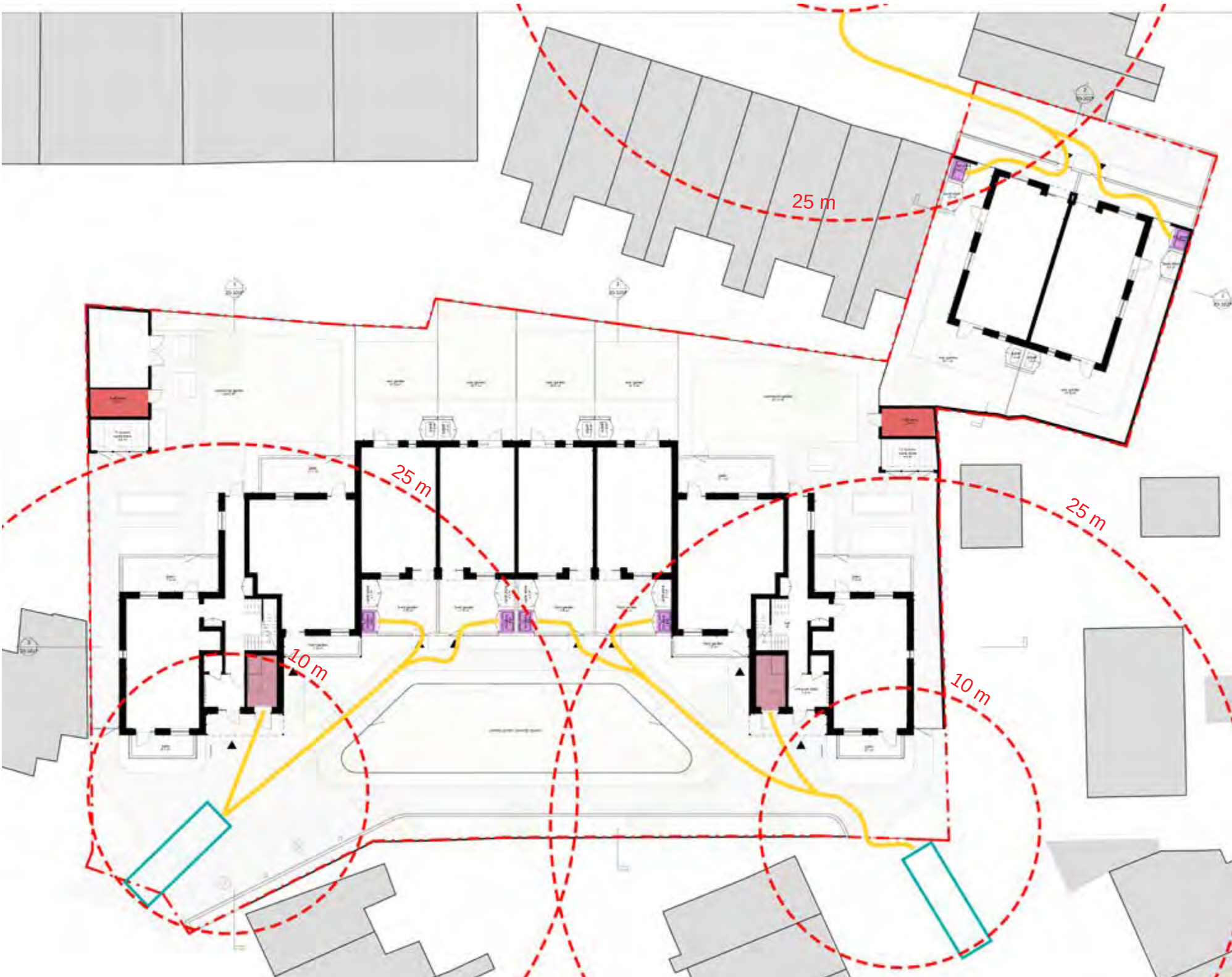


6.3 Refuse and recycling

The two flat blocks each have a communal refuse store to accommodate two communal 1100-litre Euro bins. The refuse stores are located conveniently close to the main entrance with secure access from the street for residents and the local authority's refuse collection crew. The two bulk stores are located in respective communal gardens and accessible through a secure side gate off Watts Close.

The four houses on Watts Close have a bin enclosure each in their front gardens. The bin enclosures for the two houses off Lomond Close will be behind a secure gate. The bins will be moved by the residents to the front area on collection day.

The provision for waste and recycling storage meets the local authority's requirements. The exact split of waste and recycling will be agreed with the local authority refuse department. The refuse storage arrangements to date have been reviewed by the relevant council officers and are considered to be acceptable in principle.



- KEY**
- Collection radius
 - Collection route
 - Refuse vehicle
 - Bulk store
 - Flats' bin store
 - Houses' bin store

Refuse and cycle store location diagram



1100-litre Euro bins for the block of flats



240-litre wheelie bins for houses



Food waste box for houses