

Eunice Huang
Haringey Borough Council
River Park House
225 High Road
Wood Green
London
N22 8HQ

Email ugne.staskauskaite@cushwake.com
Direct 0121 697 7324

Your Ref HGY/2023/1854

27th October 2023

Dear Eunice,

PLANNING APPLICATION REF: HGY/2023/1854 – REDEVELOPMENT OF EXISTING FIRST AND SECOND FLOOR OF FRONT BLOCK AND FIRST FLOOR OF REAR BLOCK, INCLUDING DEMOLITION. CHANGE OF USE OF FRONT BLOCK FIRST AND SECOND FLOOR AND PORTION OF REAR BLOCK FIRST FLOOR OF EXISTING BUILDING TO RESIDENTIAL USE, TO PROVIDE 7 FLATS ABOVE THE COMMERCIAL UNIT AT 412 MUSWELL HILL BROADWAY, HORNSEY, LONDON, N10 1DJ.

Cushman & Wakefield is instructed by the Royal Mail Group Limited (RMG hereafter) to submit representations to the above planning application (ref: HGY/2023/1854)

Background

RMG is the freehold owner of 420 Muswell Hill Broadway, London, N10 1DW, which is used as a Delivery Office, which lies adjacent to the northern side of the application site.

RMG is the UK's designated Universal Postal Service Provider, supporting customers, businesses and communities across the country. This means it is the only company to have a statutory duty to collect and deliver letters six days a week at an affordable and geographically uniform price to every address in the UK.

The Delivery Office ('DO') is an important asset for Royal Mail and serves postcode areas across N10. The Office delivers up to approximately 10500 addresses and is an important contributor to the local economy, employing 33 people, increasing during peak periods such as Christmas.

Operationally, the site is run from 0:00 – 14:00 Monday to Saturday and from 8:00 – 14:00 on Sundays and generates a significant amount of noise and high numbers of two-way vehicular movements per day. There are specific peak periods when the Office is busiest. The busiest peak periods are at 8:00 – 14:00 where mail is received from 7.5 tonne vehicles. Outside of these times, there remains a steady stream of vehicular movements throughout the day to and from the site.

The introduction of residential development in such close proximity to the DO is of significant concern to RMG as this use potentially gives rise to future amenity issues and challenges, which could restrict or ultimately prevent operations at that site. Furthermore, it is crucial to RMG's operation that access along Muswell Mews to the Delivery Office is maintained.

Residential Amenity

Whilst RMG is a responsible operator and operates effectively from within the communities it serves, across its national estate, RMG is concerned about potential noise complaints from new residents who have moved into residential developments adjoining their operational sites where the developer has failed to adequately take into account and mitigate for RMG's operations in the design and construction of the housing.

It is essential for RMG to monitor and respond to any planning application that could detrimentally impact its operational sites and prejudice its ability to meet its statutory duty to collect and deliver letters six days a week to every address in the UK.

RMGI Delivery Offices operate in the early hours of the morning when the mail arrives from the mail centre for onward delivery to local residents and businesses. Heavy Goods Vehicles (7.5 tonne HGVs) bring the mail to the site before the mail is loaded into individual red vans for local deliveries. These activities can be a source of noise and disturbance. The hours of operation, volume of mail and traffic, naturally increase at various points in the year (e.g. Christmas), which coincides with holiday periods.

Noise Issues

New residential neighbours would be located next to and overlooking the current RMG Delivery Yard as a result of the proposed development. The plans submitted show that the proposed building with open terraces, bedrooms, and windows of habitable rooms facing the direction of the RMG Yard. Regular vehicle traffic in the yard and the noise caused by the loading and unloading of mail during the late-night and early-morning hours are likely to have a negative impact on future occupants' pleasure and residential amenity.

No noise impact assessment has been submitted along with the application. As such we request that an appropriate noise impact assessment is provided, monitoring noise from the RMG Delivery Office, and with recommendations for any noise mitigation to reach satisfactory internal noise levels.

Construction Management Plan

We highlight the importance of maintaining free access to the Delivery Office off Muswell Mews, which is likely to be affected by the proposed development. Maintaining access, particularly during peak times, should be referenced in a Construction Management Plan to ensure it is robust, manages risk, and that RMG use is not adversely affected.

We therefore request a Construction Management Plan is submitted with the application, or required through planning condition in order to safeguard access to RMG facilities during construction.

Planning Policy Framework

Part d) from Paragraph 112 of the NPPF (2021) states that applications for development should *"allow for the efficient delivery of goods, and access by service and emergency vehicles."*

Paragraph 187 of the NPPF (2021) states that *"existing businesses and facilities should not have unreasonable restrictions placed on them as a result of development permitted after they were established... Where the operation of an existing business or community facility could have a significant adverse effect on new development (including changes of use) in its vicinity, the applicant (or 'agent of change') should be required to provide suitable mitigation before the development has been completed."*

Where new noise-sensitive land uses are proposed in proximity to existing noise-generating uses, developers should robustly demonstrate how conflict with existing uses will be avoided, through appropriate mitigation.

Haringey Development Management Plan DPD (2017)

Policy DM1: Delivering High Quality Design states regarding noise and amenity:

“Privacy and amenity

D Development proposals must ensure a high standard of privacy and amenity for the development’s users and neighbours.

The Council will support proposals that:

- a. Address issues of vibration, noise, fumes, odour, light pollution and microclimatic conditions likely to arise from the use and activities of the development”*

Policy DM23 Environmental Protection

Noise and Vibration

D The Council will seek to ensure that new noise sensitive development is located away from existing or planned sources of noise pollution. Proposals for potentially noisy development must suitably demonstrate that measures will be implemented to mitigate its impact.

E A noise assessment will be required to be submitted if the proposed development is a noise sensitive development, or an activity with the potential to generate noise

The London Plan (2021)

Policy D13: Agent of Change states:

“A The Agent of Change principle places the responsibility for mitigating impacts from existing noise and other nuisance-generating activities or uses on the proposed new noise-sensitive development. Boroughs should ensure that Development Plans and planning decisions reflect the Agent of Change principle and take account of existing noise and other nuisance-generating uses in a sensitive manner when new development is proposed nearby.

B Development should be designed to ensure that established noise and other nuisance-generating uses remain viable and can continue or grow without unreasonable restrictions being placed on them.

E Boroughs should not normally permit development proposals that have not clearly demonstrated how noise and other nuisances will be mitigated and managed.”

Consistent with the NPPF, Haringey DPD Policy DM23 and the London Plan Policy D13 confirm that future occupiers’ amenity should not be affected, this includes and noise or disturbance to existing occupants.

Conclusions

Our representations set out RMG’s significant concerns relating to the redevelopment, change of use and demolition to provide 7 flats above the commercial unit at 412 Muswell Hill Broadway. These concerns particularly relate to the introduction of residential units in close proximity to existing Royal Mail operations



which are likely to be impacted by noise, in addition to construction and traffic access to the Delivery Office via Muswell Hill Mews.

Necessary mitigation measures need to be understood from a robust Noise Impact Assessment to ensure acceptable noise levels are achieved within the habitable rooms of the proposed development (bedrooms in this instance).

It is crucial that access to the RMG Delivery Office is maintained without disruption, throughout the construction phase and when the site is operational. This is necessary for RMG's statutory and business requirements to be met, as well as in the interest of safety. We therefore ask that an appropriate Construction Management Plan is submitted with the application, or required through planning condition.

This mitigation should ensure the existing RMG businesses do not have unreasonable restrictions placed as a result of development permitted after they were established, consistent with the NPPF (2021), London Plan (2021), and Haringey Development Management DPD (2017).

We ask that RMG, via Cushman & Wakefield, is made aware of any further information submitted by the applicant with adequate time provided for further review and comment ahead of any decision being made by the Council.

The established site is an important asset for RMG and provides an essential postal service to local businesses and residents. Any risk to the established use would impact RMG's ability to provide this service and meet statutory obligations.

I would be grateful if you could confirm receipt of this representation and keep me informed of any changes to the application or additional assessment submitted. If you have any queries or need to organise a site visit, please do not hesitate to contact me.

I trust that the above letter of representation is clear and comprehensive, however please do not hesitate to contact me should you have any queries you wish to discuss.

Yours sincerely,

Ugne Staskauskaite MRTPI

Planner, Planning, Development & Strategic Advisory

For Cushman & Wakefield on behalf of Royal Mail Group Limited