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OPERATIONAL STATEMENT

SITE: Unit 11, High Cross Centre, Fountayne Road, N15 4QL

PROPOSAL: Intensification of employment use through the addition of a first-floor height extension and a new second-floor level to enable the creation of a multi-unit business hub with communal amenity space.

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PURPOSE: To provide evidence that the multi-unit operation is managed effectively, protects local amenity, and complies with London Plan and Local Plan policies regarding waste, safety, and commercial use.

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1. WASTE AND RECYCLING MANAGEMENT STRATEGY

1.1 Capacity and Provision (London Plan Policies SI 7 & SI 8)

The development implements a sophisticated, centralised waste strategy designed to manage the intensified and varied output of 14 independent business units. In strict accordance with Haringey's Waste Management Requirements and the circular economy principles of the London Plan, the strategy focuses on maximum resource recovery.

- **Dedicated Refuse Store:** A high-capacity, secure, and ventilated bin store is strategically located on the ground floor. The store is designed with fire-rated partitions and easy-clean non-slip flooring to ensure health and safety standards are maintained.
- **Integrated Separation at Source:** To achieve the borough's recycling targets, the refuse store is demarcated into specific zones to prevent cross-contamination:
 - **Dry Mixed Recyclables (DMR):** Dedicated 1100L Eurobins for paper, cardboard, plastics, and metals.
 - **General Waste:** Separate containers for non-recyclable residual commercial waste.
 - **Specialised Waste Streams:** Recognising the "Maker Economy" nature of the tenants, a dedicated area is provided for WEEE (Waste Electrical and Electronic Equipment) and a battery recycling point, ensuring hazardous materials are diverted from the general waste stream.

1.2 Collection and Logistical Protocol

The management of waste is a key component of the site's "Car-Lite" and Sustainable Transport strategy.

- **Unified Commercial Contract:** To ensure operational efficiency, the Building Management will hold a single, site-wide waste management contract. To prevent highway congestion and uncontrolled HGV movements within the High Cross Centre, individual tenants are strictly prohibited from appointing independent contractors.
- **Collection Frequency and Monitoring:** Collections are scheduled for a minimum of twice weekly. The Building Manager will monitor bin fill levels via a "Smart Waste" approach to adjust collection frequency during peak business periods, ensuring no overflow or detriment to the visual amenity of the estate.
- **The "Managed Transfer" System:** Tenants are responsible for transporting their waste from their units to the ground-floor refuse store. For units on the first and second floors, the high-specification goods/passenger lift ensures this process is effortless and inclusive, maintaining clear and hazard-free communal corridors.

1.3 Hygiene and Estate Integration

- **Odour and Pest Control:** The refuse store is fitted with mechanical ventilation and an integrated wash-down point (connected to the foul sewer) to allow for regular deep-cleaning by the facilities team.
- **Neighbourhood Amenity:** By internalising the waste storage and strictly controlling the timing of collections, the development ensures that there is no negative impact on the local air quality or the "Healthy Streets" environment of the Fountayne Road area.

2. COMMUNAL GARDEN & AMENITY MANAGEMENT

2.1 Strategic Value (London Plan Policies D6, G1 & G5)

The provision of 241sqm of high-quality communal gardens (123sqm on the 1st Floor and 118sqm on the 2nd Floor) is a cornerstone of the site's intensification strategy. These spaces are not merely decorative; they are functional infrastructure designed to achieve a 0.3 Urban Greening Factor (UGF) and support the "Healthy Streets" indicators by providing essential breakout space for the 14-unit workforce.

2.2 Operational Use and Conduct

To ensure the gardens remain a restorative environment and do not impact the operational efficiency of neighbouring industrial units, the following protocols apply:

- **Operating Hours:** Access is strictly limited to standard business hours: 08:00 – 19:00, Monday to Friday. The gardens will be secured outside of these times to ensure site security and prevent unauthorised access.
- **Prohibited Activities:** To maintain the primary function of the gardens as spaces for rest and breakout meetings, no amplified music, smoking, or noisy industrial activity (e.g., sanding or spray-painting) is permitted.
- **Capacity Management:** The Building Manager will monitor usage to ensure that the gardens do not exceed safe occupancy levels, maintaining a calm and professional atmosphere for all tenants.

2.3 Professional Maintenance and Biodiversity (Policy G6)

The long-term viability of the "Blue/Green" roof system is secured through a comprehensive Landscape Management Plan:

- **Specialist Contractors:** A qualified landscape contractor will be appointed to undertake monthly site visits. Their remit includes the health monitoring of the drought-tolerant planting palette, debris removal from drainage outlets (the "Blue" layer), and seasonal pruning.
- **Irrigation and Sustainability:** In line with the EEABS Water Management Strategy, the planters utilise sustainable irrigation techniques to minimise mains water consumption, relying on the attenuation layers within the roof structure.
- **Biodiversity Monitoring:** The management team will ensure that the biodiversity benefits—specifically supporting local pollinators in the Tottenham area—are sustained through the avoidance of chemical pesticides and the inclusion of diverse floral species.

2.4 Furniture and Infrastructure Upkeep

- **Inclusive Access:** As detailed in the Inclusive Access Statement, all garden furniture (benches and breakout tables) will be maintained in positions that preserve 1500mm wheelchair turning circles.
- **Safety Inspections:** Monthly checks will be conducted on the slip-resistance of the decking/paving and the integrity of the safety balustrades to ensure a 100% safe environment for staff and visitors.

3. CANTEEN AND WORKSHOP OPERATIONS

3.1 The Social Hub (Canteen Facility)

Recognising that the intensification to 14 units requires high-quality internal amenities, the 22sqm Ground Floor Canteen serves as the building's primary social and networking hub.

- **Operational Intent:** This space is designed to foster "agglomeration benefits" where tenants from different sectors can collaborate. It is equipped with essential kitchen facilities, breakout seating, and high-speed data points.
- **Management Oversight:** The Building Manager will oversee a daily cleaning schedule and ensure that the facility remains a professional environment. To maintain the amenity of the workspace, the use of the canteen for loud events or external hire is prohibited.
- **Inclusivity:** The layout is strictly maintained to allow for wheelchair manoeuvrability, ensuring the social "heart" of the building is accessible to all staff members.

3.2 The Ground Floor Workshop & Maker Space

A dedicated workshop area is provided on the ground floor to support the "Industrial" nature of the LSIS designation.

- **Functional Use:** This is a "dirty" workspace intended for light repairs, prototyping, and bicycle maintenance. By providing this dedicated area, the development prevents tenants from performing high-impact maintenance in the communal corridors or upper-floor office-style units.
- **Health and Safety:** Access is restricted to authorised tenants via the fob system. All users must undergo a brief site induction. The workshop is fitted with appropriate ventilation and non-slip surfaces to mitigate risks associated with light industrial activity.

4. SECURITY AND ACCESS CONTROL

4.1 Site Integrity and Safety Protocols

To manage the increased footfall associated with a 14-unit hub, a robust security strategy is implemented to protect tenant assets and intellectual property.

- **Electronic Fob Access:** The primary entrance from the High Cross Centre courtyard, as well as all 14 individual business units, will be controlled via an encrypted electronic fob system. This provides a "digital audit trail," allowing Management to monitor site occupancy and enhance the safety of staff working during late-afternoon hours.
- **Integrated CCTV Coverage:** High-definition CCTV will be operational 24/7. Coverage is prioritised for high-risk areas including the Internal Cycle Store (20 spaces), the Refuse Store, and the Upper-Floor Communal Gardens. All data is handled in compliance with GDPR and used to deter anti-social behaviour.
- **On-Site Management:** A Building Manager will be present during core business hours (09:00 – 17:00). Their role is pivotal to the success of the intensification, with responsibilities including:
 - Supervising the Delivery Booking System to prevent courtyard congestion.
 - Ensuring the communal gardens are vacated and secured by 19:00.
 - Acting as the primary point of contact for the High Cross Centre estate management to ensure Unit 11 operates in harmony with its neighbours.

5. POLICY ANALYSIS & MATERIALITY

5.1 London Plan Policies E4 & E7:

Strategic Industrial Intensification

The proposal represents a direct delivery of the Mayor's London Plan (2021) objectives regarding the protection and optimisation of industrial land.

- **Policy E4 (Stock of Industrial Land):** The development ensures that there is no "net loss" of industrial capacity within the South Tottenham Locally Significant Industrial Site (LSIS). Instead, it radically improves the utility of the site by replacing a single-occupancy warehouse with a high-density, 14-unit hub.
- **Policy E7 (Intensification):** This policy explicitly encourages the "intensification of industrial uses" through multi-storey schemes and the introduction of smaller units. By utilising a vertical design with a high-specification passenger/goods lift, the proposal demonstrates how the LSIS can support a significantly higher worker density per square metre while maintaining its industrial integrity.
- **Superior Quality:** Unlike the existing building, which offers a static, low-quality environment, the proposal provides modern, energy-efficient workspaces that meet 21st-century standards for ventilation, natural light, and employee well-being.

5.2 Haringey Local Plan Policy DM38:

Supporting the SME Ecosystem The development is tailored to the specific economic needs of the borough as outlined in Policy DM38.

- **Targeted Unit Sizes:** Haringey's evidence base identifies a chronic shortage of flexible "start-up" and "incubator" spaces. The 14-unit layout is a material response to this demand, lowering the barrier to entry for local Tottenham entrepreneurs who require smaller, professionalised spaces that are not available in traditional large-scale warehouses.
- **Mitigating "Estate Disorder":** A common concern with industrial intensification is the potential for operational friction (parking disputes, waste overflow, and noise). This proposal addresses these concerns through a Managed Operational Environment. By having a dedicated Building Manager and a unified waste/security contract, the development ensures that these 14 businesses can coexist harmoniously, presenting a professional face for the High Cross Centre.

5.3 Materiality and Site Character

- **Contextual Integration:** The materiality of the proposal—utilising high-quality industrial finishes—respects the character of the South Tottenham LSIS while signalling the "Blue/Green" regeneration of the area.
- **The "Healthy Streets" Approach:** By adopting a "Car-Lite" strategy and internalising all delivery and waste functions, the development contributes to the materiality of the public realm, ensuring that the intensification does not lead to an over-saturation of HGVs on Fountayne Road.

6. FINAL SUMMARY

6.1 The proposal for Unit 11 is a high-quality, policy-led response to the need for industrial intensification in Haringey. By aligning with the NPPF, the London Plan, and the Haringey Local Plan, the development transforms a legacy warehouse into a vibrant, 14-unit employment hub.

6.2 With its focus on Inclusive Access, Economic Multipliers, and Managed Operations, the scheme ensures that the High Cross Centre becomes a more productive, sustainable, and inclusive part of the Tottenham economy.