

St Ann's New Neighbourhood

Planning Condition 34 - Operational Hours

Additional Information

Q1 - Map showing where each of these buildings are on site

Please refer to the Phasing Plan which captures this information

Q2 - Confirm size and use of the buildings

Please refer to the accommodation schedule which captures this information

Q3 - Rationale for certain buildings being open later than others

- **6am – 11pm: Convenience Store**
 - Peabody is being supported by our two commercial agent partners, Avison Young and MC Retail Consulting Ltd who have specified the expected business opening hours
 - Further commercial advice suggests the opening times for Sundays and Bank Holidays may vary from 7am – 10pm
 - The preferred opening hours will service residents who live within the St Ann's New Neighbourhood, together with the local community and members of the general public
 - Our agents continue to explore the market and will be seeking to secure operator bids/offers
 - Ahead of lease execution with the preferred bidder, Peabody will obtain reassurance and comfort that the operator's opening hours will fall within the 6am – 11pm business hours
- **7am – 8pm: Mayfield House (Nursery)**
 - Peabody is being supported by our commercial agent partner, Avison Young who is actively working to secure an operator
 - The operational hours are inclusive of nursery staff undertaking administrative and other duties at the start and at the end of the day
- **7am – 9pm: i. East Gate Lodge (Café)**
 - ii. **Mulberry House (Tuition)**
 - iii. **New Unit 1 (Gym/Café)**
 - iv. **West Gate Lodge (Dental)**
 - In advance of Peabody's commercial agent partner Avison Young exploring the market seeking an operator for each of the four commercial spaces, a general assumption has been given for operational hours of similar establishment uses
 - The opening hours will support residents who live within the St Ann's New Neighbourhood, together with the local community and members of the general public who will use the services
 - Ahead of lease execution with each future operator, Peabody will obtain reassurance and comfort that the operational hours for the four commercial spaces will fall within the 7am – 9pm business hours
- **7am – 11pm: i. Admin Building (Workspace)**

ii. Peace Building (Workspace)

iii. Water Tower (Workspace)

- Peabody has actively worked with our preferred workspace operator, Affordable Workspace Partnership to identify the opening times for all three commercial spaces
 - The extended operational hours will support target client groups - fine artists and micro creative businesses such as fashion / textile designers, photographers and film makers
 - Offering flexible working hours is important to artists and micro creative businesses as many will have second jobs to supplement their income to survive economically
 - Working during the evenings and weekends will fit around other paid employment or to meet client deadlines
- **7am – 9pm: Admin Building (Concierge)**
- Staffed Concierge provides essential services to residents and is used for daily management of the estate.

Q4 - Any other conditions that are relevant to adjacent residential amenity i.e. restrictions on amplified music

Our workspace operator, Affordable Workspace Partnership is considerate of perceived sub-tenant noise and nuisance to residential neighbours. To address, workspaces will be occupied with only quiet creative practices. Noise and nuisance clauses will be incorporated within sub-tenancy agreements, together with restricted access for loading.

To reduce noise sensitivity, external condenser units and/or air source heat pumps servicing the buildings will be commissioned with a low noise mode setting activated, which will further meet the Borough's plant noise guidance.

London Borough of Haringey guidance requirements that noise from new items of plant shall be designed to 10dBA below prevailing background level at 1m outside windows of the nearest affected noise sensitive properties, Acoustic consultant, AF Acoustics Ltd carried out a Plant Noise Assessment in accordance with BS4142, to assess the likely effects of sound on people who might be inside or outside a residential dwelling.

The commercial units below were assessed:

- R1 – Admin Building
- R2 – Mayfield House
- R3 – Peace Building
- R7 – Water Tower

To calculate noise levels, eight noise sensitive receptors were placed on site at locations closest to residential windows:

- Receptor 1 Block H2/H3 (admin Building)
- Receptor 2 Office (Admin Building)
- Receptor 3 Block M2 (Mayfield House)
- Receptor 4 Nursery (Mayfield House)
- Receptor 5 Block D3 (Peace Building)

- Receptor 6 Plot E (Water Tower)
- Receptor 7 Plot B (Water Tower)
- Receptor 8 29 Warwick Gardens (Water Tower)

The below table extracted from the Plant Noise Assessment represents the maximum noise rating level which must not be exceeded at the nearest noise sensitive receptor.

Location	Measurement Period	Assessed Background Noise Level dB L_{A90}	Noise Level Design Criteria	Plant Noise Level Limit dB $L_{Aeq,T}$
Residential receptor	Day (07:00 – 23:00)	50	10 dB below the typical background noise level	40
	Night-time (23:00 – 07:00)	39		29
Office receptor	Day (07:00 – 23:00)	50	Equal to the typical background noise level	50

Target Background Noise Level

In conclusion, the report issued by AF Acoustics Ltd dated 27 October 2025 highlighted the following:

The results of the assessment indicate that the atmospheric noise emissions from the proposed plant installation will achieve the requirements of the London Borough of Haringey's criteria, providing suitable mitigation measures are employed.

On that basis, and as per the semantics of BS4142:2014, the assessment indicates little likelihood of adverse impact.

The results are demonstrated by the below data extracted from the Assessment which evidences the calculated plant sound levels fall below Council requirements to achieve 10dBA below prevailing background levels.

Location	Assessment Period	Target Plant Noise Level dB $L_{Aeq,T}$	Calculated Plant Sound Level dB $L_{Aeq,T}$ (at nearest receptor)
Receptor 1	Daytime (07:00 – 23:00)	40	35
Receptor 2	Daytime (07:00 – 23:00)	50	45
Receptor 3	Night-time (23:00 – 07:00)	29	16
Receptor 4	Daytime (07:00 – 23:00)	50	43
Receptor 5	Night-time (23:00 – 07:00)	29	26
Receptor 6	Night-time (23:00 – 07:00)	29	8
Receptor 7	Night-time (23:00 – 07:00)	29	24
Receptor 8	Night-time (23:00 – 07:00)	29	18

Predicted Noise at the Nearest Receptors

Q5 - Whether the buildings be customer focused or just for employees

The commercial buildings will be let to a mix of operators whose focus is to deliver an assortment of services to customers including sub-tenants and members of the general public.

A number of units will require operational staff/employees to ensure service delivery is sufficiently managed and resourced.

Q6 - Any other considerations that you think help justify this more flexible approach to hours of operation

The advantage of a more flexible approach will support the demand for workspace use within the St Ann's New Neighbourhood which will enable our workspace operator, Affordable Workspace Partnership to secure sub-tenants who will be receptive to a flexible work arrangement.

Flexibility will reduce the challenges of unoccupied and void units and subsequently improve financial cashflow through the receipt of income.

A flexible approach to hours of operation will be both invaluable and important to SME client groups such as fine artists and micro creative businesses, as many will have second jobs to supplement their income to survive economically; in addition to the available option to work evenings and weekends to fit around other paid employment.

