

## Design, Access and Heritage Statement

Internal service space remodeling for 73 High St, Watford, WD17 2DS, HSBC UK  
December 2020

Contact Details:

### Applicant

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### Agent

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(Please direct all correspondence to the specified agent as requested on the application form)

### Description of Development:

This application is for the remodelling of an existing customer service space with new partition to rear of counter screen and new marketing to front of counter screen. Replacement of loose furniture.

**Listed Status of Building:** Grade II

### Philosophy and approach:

Following a review of the customer's service space across many of HSBC UK's branches it has been considered necessary to replace some of the existing furniture to improve functionality and service.

### Key issues of the design:

- **Approach** - no alternation to existing approach
- **Entrance** - The existing entrance to the building will be unchanged.
- **External Appearance** - The character and external appearance will retain unchanged
- **Signage** - The existing signage will be unchanged
- **Internal Appearance** - there will be minor work in creating a partition for the new marketing to sit against. Some loose furniture will be replaced.
- **Additional material information** - the new customer area will provide an improved service experience.

### This statement is to accompany drawings:

20086 087 PA 00 Location and Block Plan  
20086 087 PA 01 Existing Ground Floor  
20086 087 PA 02 Proposed Ground Floor