



22-24 Tolworth Broadway, Tolworth, KT6 7HL

## DELIVERY AND SERVICING MANAGEMENT PLAN

Mixed-Use Redevelopment  
on behalf of Jessona Investments Ltd

24/7712/DSMP03

February 2024

## DOCUMENT CONTROL

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## 1 INTRODUCTION

### 1.1 Background

1.1.1 This outline Delivery and Servicing Management Plan (DSMP) has been prepared in support of the proposed redevelopment of 20-24 Tolworth Broadway ("the site"). The site is located within the Royal Borough of Kingston upon Thames (RBKT).

1.1.2 The existing site comprises a three-storey building containing 1,214m<sup>2</sup> of commercial space (Class E commercial use) at ground floor and first floor levels. The second floor is occupied by one existing residential apartment.

1.1.3 The development proposals comprise a second and third floor extension to the existing building and a conversion of the first floor ancillary commercial space to provide a total of nine residential apartments. The existing commercial floorspace would be retained at ground floor level, with a reduced area of 461m<sup>2</sup>. A copy of the proposed floorplans is attached at **Appendix A**.

1.1.4 This DSMP has been prepared to confirm the access and servicing arrangements in place to safely accommodate goods deliveries and waste collections at the site.

1.1.5 This document has been prepared in accordance with the requirements of RBKT in its 'Sustainable Transport' Supplementary Planning Guidance (SPD), published in May 2013. The SPD confirms that:

*...“Applicants are required to submit a Delivery Servicing Plan where the development involves significant or disruptive servicing activities, and where a full Travel Plan is required to be submitted with an application for a non-residential development”...*

1.1.6 In this instance, whilst it is not expected that the proposal would generate significant servicing activities, an 'Outline' DSP has been prepared to ensure that deliveries do not have an impact on the operations of the local highway network. It is expected that the existing Class E retail units will be serviced as existing without any intensification. However, this DSMP provides further clarification of deliveries for the residential units.

1.1.7 In line with the procedures of RBKT, this DSMP has been prepared as an 'Outline' document to support a planning application for the development, and in the absence of confirmed operators for the retail units. The Outline DSMP sets out the key principles/practices for deliveries and servicing for the site to ensure that these are secured from an early stage. Following confirmation of an operator and prior to occupation, a 'full' DSMP shall be submitted to and approved by RBKT and implemented on site.

1.1.8 It should also be noted that a Transport Statement (Ref: 24/7712/TS01) has been prepared as a separate document which sets out key transport related matters pertaining to the future site operation, including trip generation potential and parking arrangements. The submitted Transport Statement should be read in conjunction with this DSMP to provide further context relating to the proposed transport arrangements for the site post-development.

## 1.2 Objectives of this DSMP

- 1.2.1 The general purpose of this document is to ensure the safe handling of goods and waste is upheld at the site by staff members, freight operators and waste contractors, as per the strategy defined within this DSMP.
- 1.2.2 A DSMP is prepared for the use of the sites' management teams and relevant information would be communicated to suppliers, waste collection companies and RBKT where necessary. A DSMP serves as a practical guide to be used by these parties involved to ensure that safe delivery activity is undertaken at the site and waste generated by the commercial/residential properties is efficiently and appropriately managed as per the following defined strategy.
- 1.2.3 A DSMP is a framework identifying the requirements to manage the transport impacts associated with the delivery of goods, the removal of waste and the servicing of equipment generated by an organisation. The defined strategy needs to be bespoke to both the organisation and the site it is developed for. It should aim to improve the efficiency of activities such as deliveries, waste collections, servicing trips and maintenance operations, as appropriate to the organisation's activities.
- 1.2.4 A DSMP can provide improvements to procurement practices, supplier management, environmental management procedures, facilities management and safe and legal loading arrangements.
- 1.2.5 Once in place a DSMP will:
- i) Ensure that goods and services can be delivered, and waste removed, in a safe, efficient and environmentally-friendly way;
  - ii) Identify deliveries that could be reduced, re-timed or even consolidated, particularly during busy periods;
  - iii) Help cut congestion on town centre roads and ease pressure on the environment;
  - iv) Improve the reliability of deliveries to the site concerned;
  - v) Reduce the operating costs of building occupants and freight companies;
  - vi) Reduce the impact of freight activity on local residents and workplaces; and
  - vii) Ensure that waste is disposed of and collected in a safe manner.
- 1.2.6 A DSMP is therefore capable of providing benefits not just to the site occupier, but also to the local community and freight operator.

## 2 SITE LOCATION & LOCAL HIGHWAY NETWORK

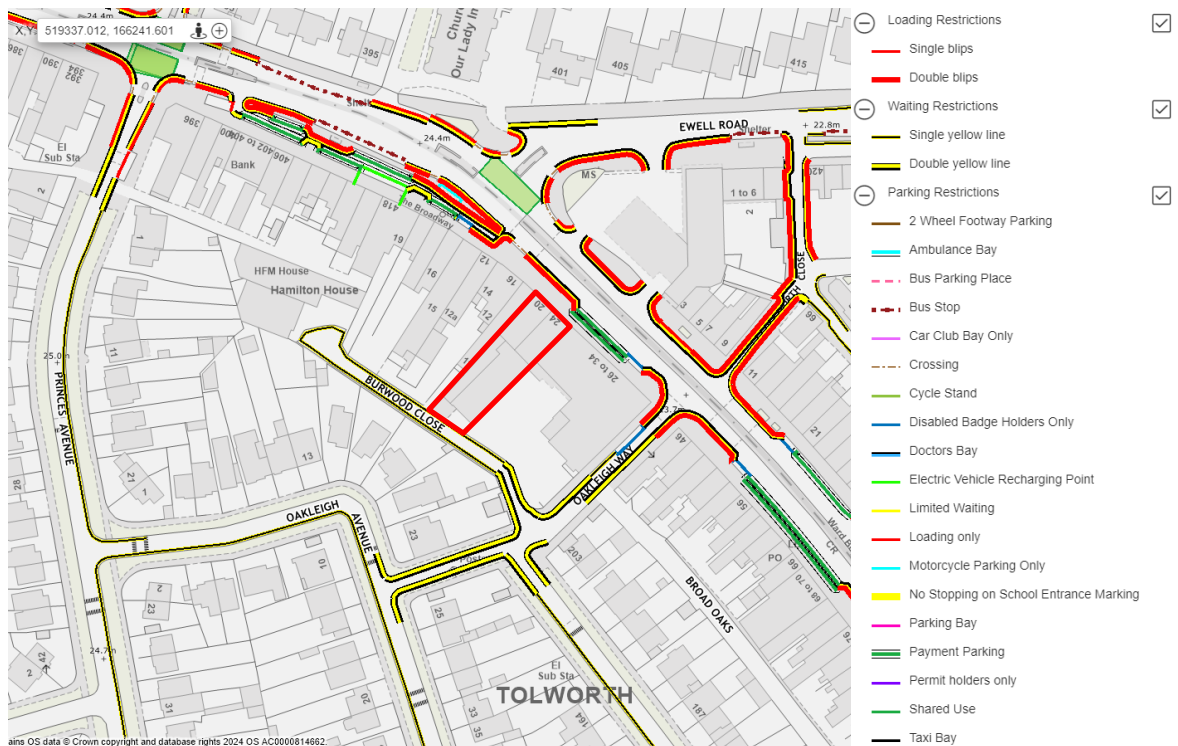
- 2.1.1 The site comprises a three storey building, occupying 20-24 (even) Tolworth Broadway. The building fronts Tolworth Broadway and extends to the rear to Burwood Close.
- 2.1.2 The site is situated on the south side of Tolworth Broadway to the northwest of the A3 Tolworth Roundabout and opposite the Tolworth Broadway/Ewell Road junction (see **Figure 1**).



**Figure 1** Site Location Plan

- 2.1.3 The majority of the ground floor of the building is divided between two vacant retail units, which were most recently occupied by a 'Cash Converters' pawnbrokers and a furniture shop which have since ceased trading. A separate entrance leads from Tolworth Broadway to a single residential unit (20a Tolworth Broadway) at second floor level via an internal staircase. The first floor of the building currently comprises ancillary floorspace associated with the retail unit at 20 Tolworth Broadway.
- 2.1.4 Pedestrian access to the site is primarily provided from Tolworth Broadway, although a secondary service entrance is provided to the rear of the building from Burwood Close. An area of hardstanding is located adjacent to Burwood Close, which accommodates informal servicing and storage for waste and deliveries for the site and a number of commercial units along Tolworth Broadway.

- 2.1.5 Tolworth Broadway comprises a dual-carriageway in the vicinity of the site and is subject to a 20mph speed limit. To the south, Tolworth Broadway joins the Tolworth Roundabout junction, providing a major interchange with the A3 Kingston Bypass and A240 Kingston Road. To the north, Tolworth Broadway forms a signalised junction with Ewell Road before continuing north west towards Surbiton and Kingston.
- 2.1.6 Oakleigh Way provides a route from Tolworth Broadway onto Burwood Close (adjacent to the site's south-western boundary), which comprises a service road to the rear of the commercial properties fronting Tolworth Broadway. Burwood Close forms a cul-de-sac to the west of the site with no through-route onto the local road network, and as such, traffic volumes are very low with only occasional vehicle movements generated along Burwood Close associated with delivery / servicing vehicles and access to off-street parking.
- 2.1.7 Both sides of Burwood Close are marked by single yellow line carriageway restrictions. A sign-plated restriction stipulating no waiting between the hours of 08:00 and 18:30, Monday to Saturday, is located on the southern side of the carriageway (opposite the site). No waiting by vehicles with a weight of greater than 5 tonnes is permitted on this section of the carriageway overnight. All short-stay loading activity is permitted on Burwood Close.
- 2.1.8 The site and local area are not situated in any Controlled Parking Zone. Parking is therefore permitted on surrounding streets in accordance with existing carriageway restrictions in place on the local road network.
- 2.1.9 **Figure 2** provides an extract of the existing loading restrictions (extracted from RBKT mapping). Further details are provided on drawing **2024/7712/001** attached hereto.



**Figure 2 Existing Parking & Loading Restrictions**

### 3 PROPOSED DELIVERY ARRANGEMENTS

#### 3.1 Overview

- 3.1.1 The existing commercial units benefits from an existing area for servicing and delivery off the main traffic routes, which accommodates all scheduled deliveries. These deliveries can be effectively managed through the measures in this DSMP.
- 3.1.2 It is noted that all commercial units have some 'communal' deliveries (postal courier services, for example) of an ad hoc nature that will visit all commercial units along the frontage of Tolworth Broadway and may utilise the existing loading restriction in this location. This arrangement continues to be effective and doesn't cause any concerns with safety and capacity.
- 3.1.3 As is also the nature of residential dwellings, deliveries are often adhoc and generated without schedule. The main entrance to the residential block will be to the rear of the site from Burwood Close, and so it is expected that all activity will take place from this location.

#### 3.2 Pedestrian Access

- 3.2.1 All customers of the commercial units must access the units from Tolworth Broadway. No access for customers is permitted at the rear of the site. Pedestrian access for staff is permitted from the front and rear of the site via Burwood Close. No parking is permitted for staff in any location.
- 3.2.2 A separate pedestrian access for the residential dwellings is provided from the rear of the site. A further fire escape is provided at the front of the site from Burwood Close, to be used in the event of an emergency. This access and internal staircase must be kept clear of obstruction at all times.

#### 3.3 Goods Loading/Unloading

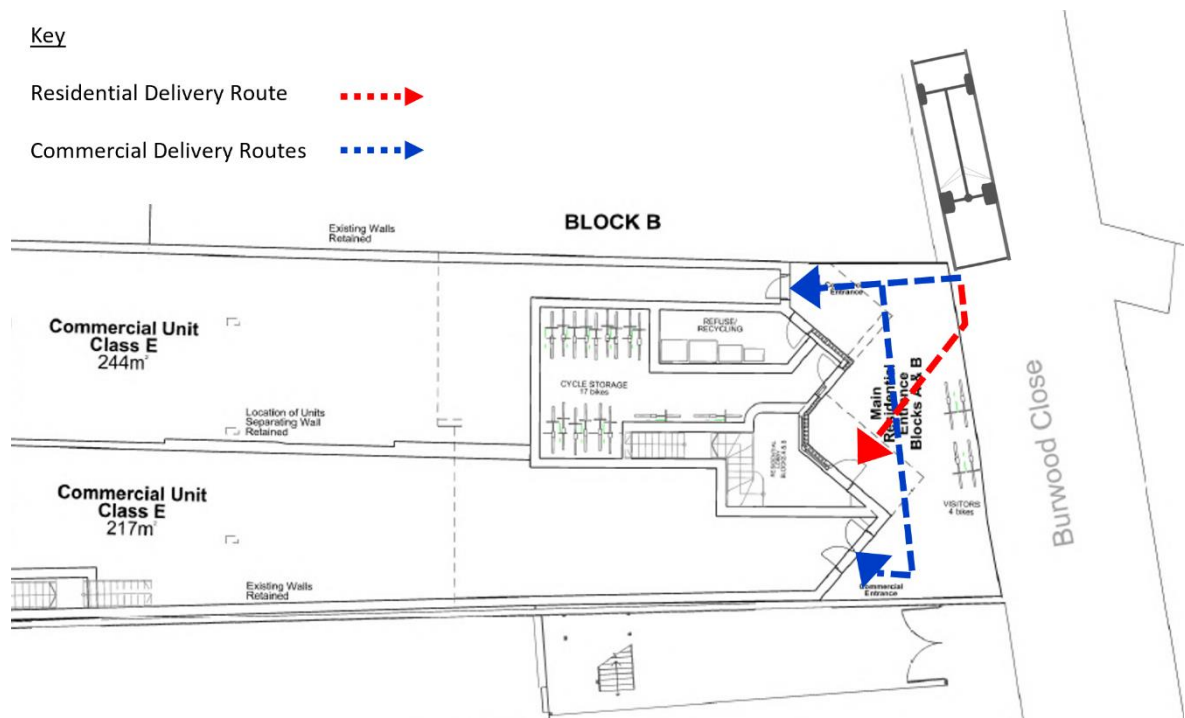
- 3.3.1 All goods delivered to the site will be offloaded from the edge of the carriageway on Burwood Close, as per the established arrangements for the site. Currently, delivery vans stop on the nearside edge of the carriageway adjacent to the site, which is subject to single yellow line carriageway restrictions, which permit loading during operating hours.



Existing Parking & Loading Restrictions on Burwood Close



- 3.3.2 Given that the volume of goods delivered to the site would not materially change post-development, it is considered appropriate to retain this delivery strategy to avoid vehicles attempting to deliver goods to the commercial units from Tolworth Broadway.
- 3.3.3 Burwood close comprises a two-way carriageway, affording sufficient space for vans to briefly stop on the nearside edge of the carriageway to carry out loading activity. The flowing extract demonstrates the delivery strategy to be retained for future site occupants.



- 3.3.4 As shown above, goods and parcels will be unloaded from the delivery van and transferred to the residential and commercial properties via the Burwood Close entrances into the building.
- 3.3.5 Both residential and commercial occupants will typically generate deliveries carried out by light 3.5t vans and 4.6t transit type vans, with occasional 7.5t box/panel vans completing trips to the site. The nature of these delivery vehicles is to make quick stops to drop off small volumes of commercial supplies and household goods.
- 3.3.6 The use of Light Goods Vehicles (LGVs) such as these is commonplace by retailers and courier services, including royal mail and Amazon, for example. The larger 7.5t panel / box vans will be utilised less frequently for bulky goods or some supermarket deliveries, for example. These represent the largest vehicles required to make regular deliveries to the site. The profile / dimensions of these vehicles are illustrated below:

<b>7.5t Panel Van</b>	<b>7.5t Box Van</b>		
Overall Length	7.210m	Overall Length	8.010m
Overall Width	2.192m	Overall Width	2.100m
Overall Body Height	2.544m	Overall Body Height	3.556m
Min Body Ground Clearance	0.316m	Min Body Ground Clearance	0.351m
Track Width	1.865m	Track Width	2.064m
Lock to lock time	4.00s	Lock to lock time	4.00s
Kerb to Kerb Turning Radius	7.400m	Kerb to Kerb Turning Radius	7.400m

3.3.7 There is sufficient space provided on Burwood Close to accommodate these vans without obstructing the carriageway. Vans will turn in the cul-de-sac on Burwood Close prior to approaching the site to drop-off goods. The vehicle manoeuvring required by a 7.5t box van is illustrated by **Figure 4**, below.



**Figure 4 Delivery Vehicle Access (7.5t Box Van)**

3.3.8 Following the completion of deliveries, delivery vehicles would safely depart from the site safely and conveniently in a forward gear along Burwood Close onto Oakleigh Way.

3.3.9 In the rare event that a larger goods vehicle, such as a 10m rigid lorry is needed to carry out removals associated with a change of tenancy, these vehicles would also arrive at the site on Burwood Close, as per the existing access procedures detailed above.

### 3.4 Frequency and Duration

3.4.1 To understand the typical daily operation of the site, it is important to establish the frequency of goods deliveries generated by the proposed residential and commercial uses.

#### **Residential Deliveries**

3.4.2 In terms of deliveries made to the residential units, reference is made to RGP's *Study of Household Deliveries* for residential developments in London. The study was carried out during 2022 and comprises detailed delivery/servicing data obtained from two large-scale residential developments in Outer London, collected independently for the purposes of the study. This data is then combined with 16 survey sites held on the Trip Rate Information Computer System (TRICS) to validate RGP's survey data and provide a better understanding of delivery vehicle trip consolidation to multiple households within a given development. These TRICS surveys were conducted from 2017, which thereafter detailed servicing counts are included as a mandatory requirement under the TRICS methodology.

3.4.3 The study results indicate a range of key aspects pertaining to the delivery of household goods, including the frequency, duration of loading, size of delivery vehicle, the type of goods/trip purpose and the timings of deliveries. This methodology therefore provides a more considered approach when compared to the traditional application of TRICS data alone, as TRICS surveys offer only the observed frequency of arrivals and departures.

3.4.4 The detailed results were subsequently used to develop a delivery calculator tool, a practical means to determine the frequency of household deliveries and the duration of stay required to complete loading activity. The calculator outputs and a summary of the study parameters are attached to this DSMP at **Appendix B**, whilst further detailed study data can be provided by RGP upon request.

3.4.5 A summary of the expected number of deliveries from the application of this data for the nine proposed residential dwellings are summarised in **Figure 5**.

Number of Households	Typical Daily Deliveries	Typical Peak Hour Deliveries (Observed between 10:00 & 11:00 hours)
9	1-2	0-1

**Figure 5 Summary of Delivery Frequencies (Residential Properties)**

3.4.6 As summarised above, the combined residential units across the two sites would generate between 1-2 deliveries per day (specifically averaging 1.2 daily deliveries). Based on the wealth of survey data applied to this assessment, it is confirmed that none of these deliveries would be undertaken using HGVs. Approximately 25% of these deliveries would be completed using large LGVs, such as a box or panel van, with the remaining 75% of deliveries carried out using small LGVs (light vans) and cars.

3.4.7 As detailed above, a number of these deliveries would be general postal and courier services that would already be visiting the local area (including the existing flat on the site) and would not represent a new trip to/from the site.

**Commercial Deliveries**

- 3.4.8 The above study data does not capture delivery trips associated with commercial premises. However, given that the operation of the retained commercial properties will remain largely unchanged post-development, the existing delivery frequency is not expected to significantly alter. As the first floor ancillary storage space would be removed as part of the proposed conversion, the commercial units may ultimately generate fewer deliveries per week.
- 3.4.9 Based on RGP's experience with other comparable small-scale high street shops, each of the ground floor premises will typically receive a single scheduled goods delivery in the morning, comprising general stock. The properties may also generate a secondary postal delivery carried out to the site by courier services such as Royal Mail as part of a pre-planned postal route through Tolworth. These postal deliveries would likely be consolidated to a multitude of properties along Tolworth Broadway, with parcels and mail dropped off to all on-site properties as part of a single visit. General courier services to the commercial units would not necessarily represent new delivery trips generated to the site.
- 3.4.10 It is therefore envisaged that the commercial units would each generate a single scheduled delivery per day, in addition to a shared courier visit, resulting in 3 deliveries per day (as summarised below). The commercial tenants are encouraged to schedule their deliveries outside of the convention peak hour period and is expected that the delivery will take place before trading hours (i.e. 07:00 – 08:00 hours).

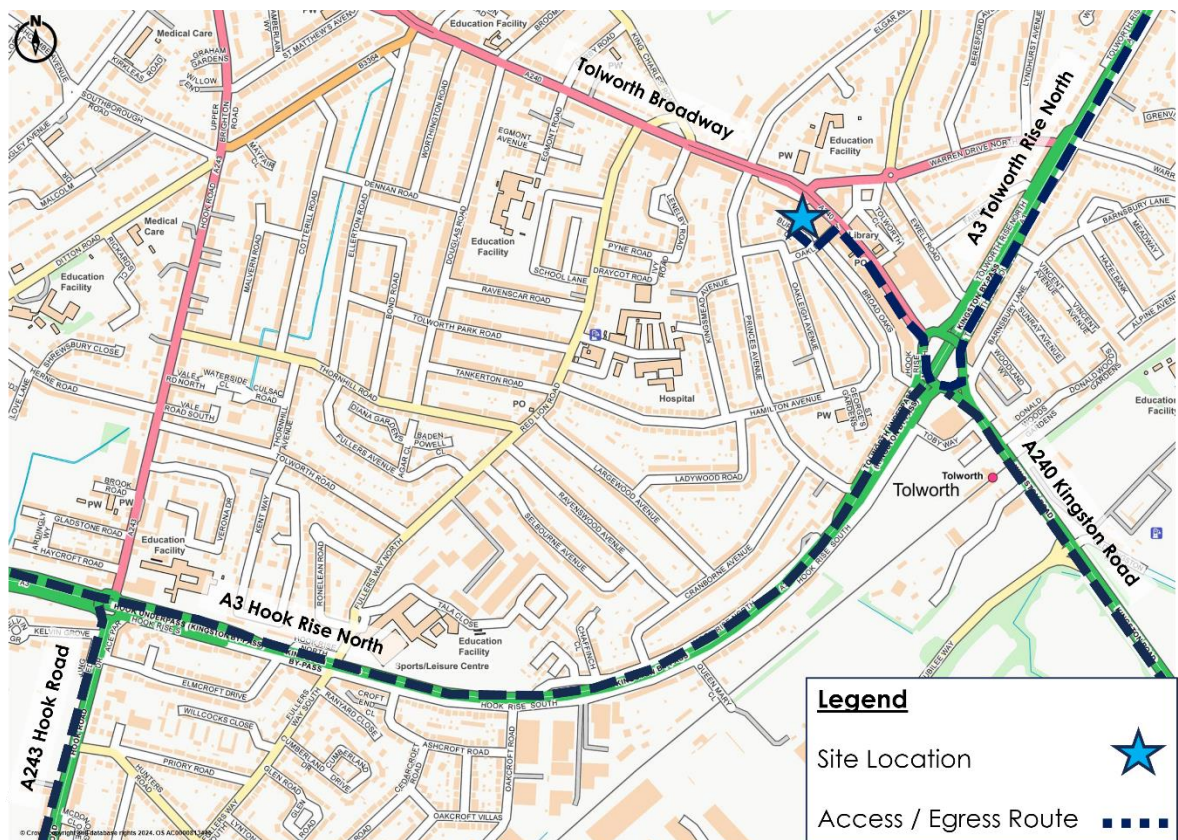
Commercial Floorspace	Typical Daily Deliveries	Typical Peak Hour Deliveries (07:00-08:00)
461m <sup>2</sup>	3	0-1

**Figure 6 Summary of Delivery Frequencies (Commercial Properties)**

- 3.4.11 The retained commercial uses would typically generate on average 1 daily delivery, per unit (although some deliveries would be consolidated). The TRICS data applied to this assessment indicates that these deliveries would be carried out using LGVs. The observed peak in deliveries was recorded at 12:00 hours, which does not coincide with the observed peak period associated with residential deliveries, or other activity on the highway network.
- 3.4.12 The assessment outputs identify that an average duration of approximately 6 minutes is required per residential delivery to complete all associated activity from the point of arrival to departure from the site. This figure represents an average, including occasional larger supermarket deliveries which may take longer to unload. The majority of deliveries, however, comprise smaller courier services which generally require only a few minutes to complete.
- 3.4.13 Depending on the volumes of commercial goods to be offloaded at the site, it is expected that between 10-20 minutes would be required for large commercial deliveries and less than 5 minutes for general courier services visiting the commercial properties.

## 4 VEHICLE ROUTING STRATEGY

- 4.1.1 All deliveries and waste collections will take place from the rear of the site via Burwood Close, as per the existing arrangements established for the current site occupants. Vehicles would arrive on Burwood Close from Tolworth Broadway (via Oakleigh Way).
- 4.1.2 To reach Tolworth Broadway initially, it is envisaged that the majority of goods vehicles arrive via the A3 / A240 grade-separated junction to the east of the site. The close proximity of this major interchange minimises any need to deviate away from the strategic highway network and thereby limits any potential disturbance to surrounding residential areas.
- 4.1.3 Waste operatives and general postal services call at local residencies as part of an existing pre-determined route through Tolworth. The logistical planning of these services will ensure that as many properties are visited as possible, on the shortest route available. Postal services and residential waste operatives will not be managed by the site's occupants and as such, the following routing plan does not apply to these associated vehicles. Occasional postal drop-offs may therefore occur from Tolworth Broadway, as existing.
- 4.1.4 **Figure 7** below shall be used by the retained commercial tenants when scheduling regular deliveries from a contracted supplier of retail goods, for example. The partnership held between the commercial tenants and their suppliers enables greater control over the allocated delivery route.



**Figure 7 Construction Vehicle Routing Plan**

- 4.1.5 Following the completion of deliveries at the site, vehicles would egress in a forward gear towards Tolworth Broadway. Vehicles would then depart the local area via the major highway links illustrated above, where feasible.

## 5 WASTE STORAGE AND COLLECTIONS

### 5.1 Storage Capacity Requirements

5.1.1 To confirm the waste storage capacity provided within each site relative to the projected weekly waste arisings, the waste storage guidance contained within RBKT's 'Recycling & Waste Technical planning Guidance' has been considered.

5.1.2 The following calculations have been undertaken to calculate the waste storage requirements for the residential units:

*Total Waste Capacity Required = 30L per unit and 70L per bedroom.*

*The split between the four waste streams is set out below:*

- *Residual Waste – 40%*
- *Dry Mixed Recycling – 30%*
- *Paper and Card – 20%*
- *Food Waste – 10%*

5.1.3 The proposed mix of dwellings within the site therefore generates a requirement to provide a minimum total waste capacity of 1,600L for the shared use of residents, with bins allocated to the storage of the above waste streams.

5.1.4 As such, the site has been designed to incorporate a communal residential bin store containing the following provisions:

- 2 x 660L Eurobins for the storage of mixed dry recyclables and residual waste.
- 1 x 240L wheeled bin for the storage of paper and card recycling
- 1 x 180L / 240L container for food waste.

5.1.5 These waste containers will be securely held within the residential bin store, located at ground floor level of the site, accessible from Burwood Close.

5.1.6 In terms of commercial waste provisions, RBKT's waste guidance document offers indicative waste capacity guidelines for retail developments, stating that approximately 5,000L of waste storage should be provided for every 1,000m<sup>2</sup> of gross floor space.

5.1.7 As 461m<sup>2</sup> of commercial floorspace will be retained at ground floor level of the site, in the region of 2,300L of waste storage capacity should be provided, with 50% of this capacity reserved for recycling. Further space will therefore be reserved in the 'back-of-house' areas of the commercial units to accommodate 2 x 660L Eurobins for each respective commercial unit for the storage of mixed recyclables and residual waste.

5.1.8 The bins storage provided for both the residential and commercial units will be provided with step-free access to ensure the safe and convenient transfer of bins to the collection vehicle stationed on Burwood Close.

## **5.2 Collection Arrangements**

5.2.1 Residential waste collections will be undertaken by RBKT as part of an established collection route through the local area to the existing flat within the site. Collection of all waste and recyclables are currently scheduled on a weekly basis for the flat at 20A Tolworth Broadway, taking place on Tuesdays. The Council's refuse collection team will be granted unfettered access to the residential bin store, accessed from Burwood Close.

5.2.2 The commercial uses would schedule private waste collections and are envisaged to coordinate a shared collection strategy between the two ground floor properties. It is expected that the commercial waste strategy would be largely retained as per the existing site arrangements, with a reduction in collection frequency likely required due to the reduced commercial floorspace. The proposed commercial waste storage capacity would facilitate the scheduling of weekly waste / recycling collections.

5.2.3 Kerbside collections for each property within the site will continue to take place from Burwood Close, as per the arrangements adopted by the existing site occupants.

## **6 MANAGEMENT MEASURES**

### **6.1 Delivery Management**

- 6.1.1 As household deliveries generated by the residential units cannot be centrally controlled, the range of delivery management measures principally applies to the commercial tenants within the site.
- 6.1.2 The respective occupiers of each commercial unit are encouraged to ensure that their principal suppliers are signed up to Transport for London's Fleet Operator Recognition Scheme (FORS) where applicable, to reduce the impact of freight activity at the site.
- 6.1.3 FORS is a voluntary industry-led membership scheme which aims to raise the standard of the fleet and freight industry by improving operators' performance with regards to safety, fuel efficiency, economical operation and vehicle emissions. It seeks to provide a quality and performance benchmark for the freight industry.
- 6.1.4 The number and level of deliveries should be constantly reviewed by the occupiers, with the frequency and size of vehicles monitored as part of the delivery schedule to ensure that the minimum number of deliveries are generated by the future commercial occupants. Consolidating deliveries where possible and optimised route planning are an example of the variety of measures that can be implemented to reduce the number of miles travelled and reduce CO<sub>2</sub> emissions from delivery vehicles.
- 6.1.5 The occupiers of the commercial units will prepare delivery schedules, in order to ensure deliveries do not overlap and hence ensure as few delivery vehicles as reasonably possible are present within the loading bays at any given time. The schedules will be shared with the neighbouring commercial properties to assist with the coordination of deliveries.
- 6.1.6 The delivery schedules will ensure as far as reasonably possible that delivery vehicle arrivals do not coincide on Burwood Close.
- 6.1.7 In any event, all deliveries are to also be scheduled outside of the traditional highway peak hour periods (08:00 to 09:00 and 17:00 to 18:00 hours), in order to limit congestion on local residential roads and Tolworth Broadway, as well as to reduce the impact on residential properties within the site. Under no circumstances will deliveries to the commercial units be scheduled to commence overnight.
- 6.1.8 To further limit any potential impact on residents within the site and surrounding areas, drivers of scheduled delivery vehicles will be instructed to turn off engines whilst stationary outside the building. Further measures should be considered to prevent noise disturbances to residents, including 'silent night' functions on vehicle reversing alarms to be activated for any early morning or evening deliveries.
- 6.1.9 Goods or pallets should not be dropped from the vehicle when unloading at the site and hydraulic goods platforms on vehicles should be fitted with rubber feet to prevent noise when transferring goods from the back of the delivery vehicle. Staff shall also be advised to keep noise to a minimum when servicing activity is taking place.
- 6.1.10 The occupiers of the commercial units are encouraged to adopt a range of other sustainable delivery measures where possible, including (but not limited) to the following:



- (i) Schedule deliveries from local suppliers (within Tolworth) to reduce transportation distances and subsequent emissions.
- (ii) Consolidate deliveries into fewer trips;
- (iii) Use suppliers with electric vans or cargo bikes within their delivery vehicle fleet;
- (iv) Appoint suppliers with subscription to FORS;
- (v) Delivery route planning to shorten distances travelled;
- (vi) Reduce unnecessary packaging to save space and materials; and
- (vii) Provide in-house equipment maintenance training to eliminate need for external contractors;

## 6.2 Waste Management Measures

- 6.2.1 All residents will be informed of the waste storage and collection arrangements when moving into the building. Should the residential units be sold/let as managed apartments, discussions should be held periodically between the residential management and their appointed maintenance teams to ensure that the condition of the refuse store is maintained to an appropriate standard and to identify any potential issues with upkeep of communal bins on-site. A point of contact between the property management and residents should be established so that any issues regarding the use of the bin stores can be reported and subsequently addressed by the appointed maintenance team.
- 6.2.2 Signage will be placed where necessary to advise residents not to obstruct the entrance to the refuse store. Specific signage requesting that parcels / deliveries are not left in the lobby area should also be considered.
- 6.2.3 The freeholder will ensure that all signage and information stickers on, and within, the refuse store are clear. Replacement signage will be ordered when necessary. This includes labelling on bins to assist with the correct sorting of waste and recycling.
- 6.2.4 Any anti-social behaviour observed within the refuse stores, including fly-tipping, should be promptly recorded by the freeholder, and where necessary, reported to the relevant authority such as RBKT or the local police service.
- 6.2.5 The freeholder should also request the services of a cleaning company in the unlikely occurrence that large spillages occur within the refuse stores or should any issues be identified regarding the condition of bins on-site. Owing to the design of the refuse stores and their location away from the public highway, spillages within the stores would not adversely affect the operation of Burwood Close.
- 6.2.6 The commercial bin stores will be monitored and maintained by staff with inspections regularly undertaken to ensure that all waste management procedures are carried out in compliance with this document.
- 6.2.7 The freeholder (potentially through the employment of a management team) will be responsible for ensuring that access to their respective service entrances is kept clear at all times, with obstacles removed if present. The freeholder will also be tasked with ensuring that bins do not obstruct the main entrances to the building.

- 6.2.8 All refuse collections will be scheduled outside of the conventional highway peak hour periods (08:00-09:00 and 17:00-18:00 hours) to reduce any impact of servicing activity on the local highway network. Additionally, collection contractors will be instructed to not carry out overnight collections where possible to prevent any disturbance to the residential properties on-site. The delivery schedule also aims to reduce any potential conflict with neighbouring properties as far as reasonably possible.
- 6.2.9 All refuse collections will be appropriately monitored/recorded to maximise efficiency of waste removals from the sites. Over the course of the tenancy, the commercial occupants will inform the Council of any significant alterations made to the refuse collection schedule (i.e. any required increase in frequency of collections). Receipts for commercial waste removals will be obtained from the waste contractor for monitoring purposes, to accompany a checklist that would be presented to RBKT if required.
- 6.2.10 The occupier of each commercial unit should periodically review the content of this DSMP to ensure that all procedures remain relevant and up-to-date. Such reviews should account for and address the waste management strategy and its interaction with other site functions, such as parking, fire safety procedures, impact on neighbours, the local highway network and visitor access, for example.
- 6.2.11 It is expected that the commercial occupants would establish a code of conduct with any appointed waste contractors, detailing the site-specific requirements to be met, as defined within this DSMP. Any breaches of the agreed code of conduct should be reported by staff immediately to the commercial management, whereby the waste partnership will be reviewed and if necessary, terminated, giving notice to RBKT as part of the process.



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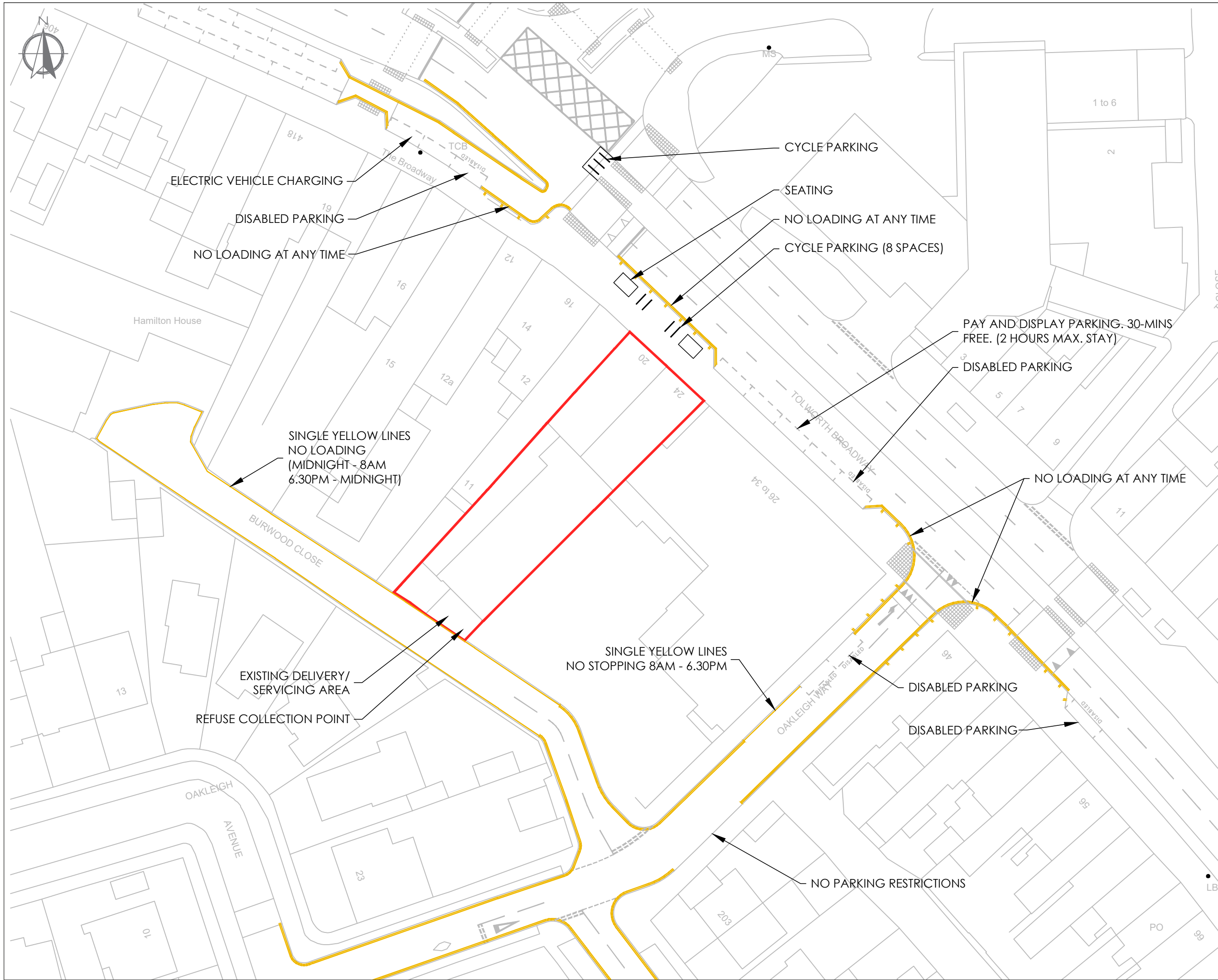
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[www.rgp.co.uk](http://www.rgp.co.uk)





# DRAWINGS



**NOTES**

This drawing has been prepared for the purpose of planning discussions and does not constitute a detailed design drawing, or construction drawing. A Design Hazard Inventory has been prepared by RGP setting out the hazards which have been designed out. This is available upon request.

**SITE BOUNDARY**

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**RESIDUAL HAZARDS**

In addition to the hazards/risks normally associated with the type of work detailed on this drawing, please note the following residual hazards:

It is assumed that all works will be carried out by a competent contractor working, where appropriate, to an approved risk assessment and method statement.

Rev.	Drawn	Comments	Date
P1	SJ	FIRST ISSUE	08/02/24

**RGP**  
 Transport Planning and Infrastructure Design Consultants  
 Shackelford Suite, Mill Pool House, Mill Lane, Godalming, GU7 1EY  
 1-2 Paris Garden, London, SE1 8ND  
 Tel: 01483 861681 / 020 7078 9662 www.rgp.co.uk

Client: **Jessona Investments Limited**

Project: **20-24 Tolworth Broadway, Tolworth, KT6 7HL**

Drawing Title: **Existing Access & Servicing Arrangements**

Drawing No: **2025/7712/001** Rev. **P1**

Scale: **1:500** Drawn By: **SJ** Checked By: **CB** **A3**

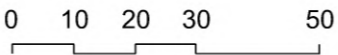


## **APPENDIX A**



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01. Location Plan  
Scale 1:1250



20-24 TOLWORTH BROADWAY KT6 7HL

Location Plan / OS Map

**G M L Architects**

UNIT 3,1-4 Christina Street, London, EC2A 4PA  
Tel: 020 7729 9595 Fax: 020 7729 1801 info@gmlarchitects.co.uk  
SCALE: 1:100@A11:1250@A3  
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5062/PA/01



01. Existing Site Plan  
Scale 1:500

20-24 TOLWORTH BROADWAY KT6 7HL

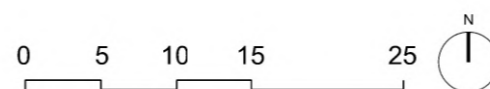
Existing Site Plan

**G M L Architects**

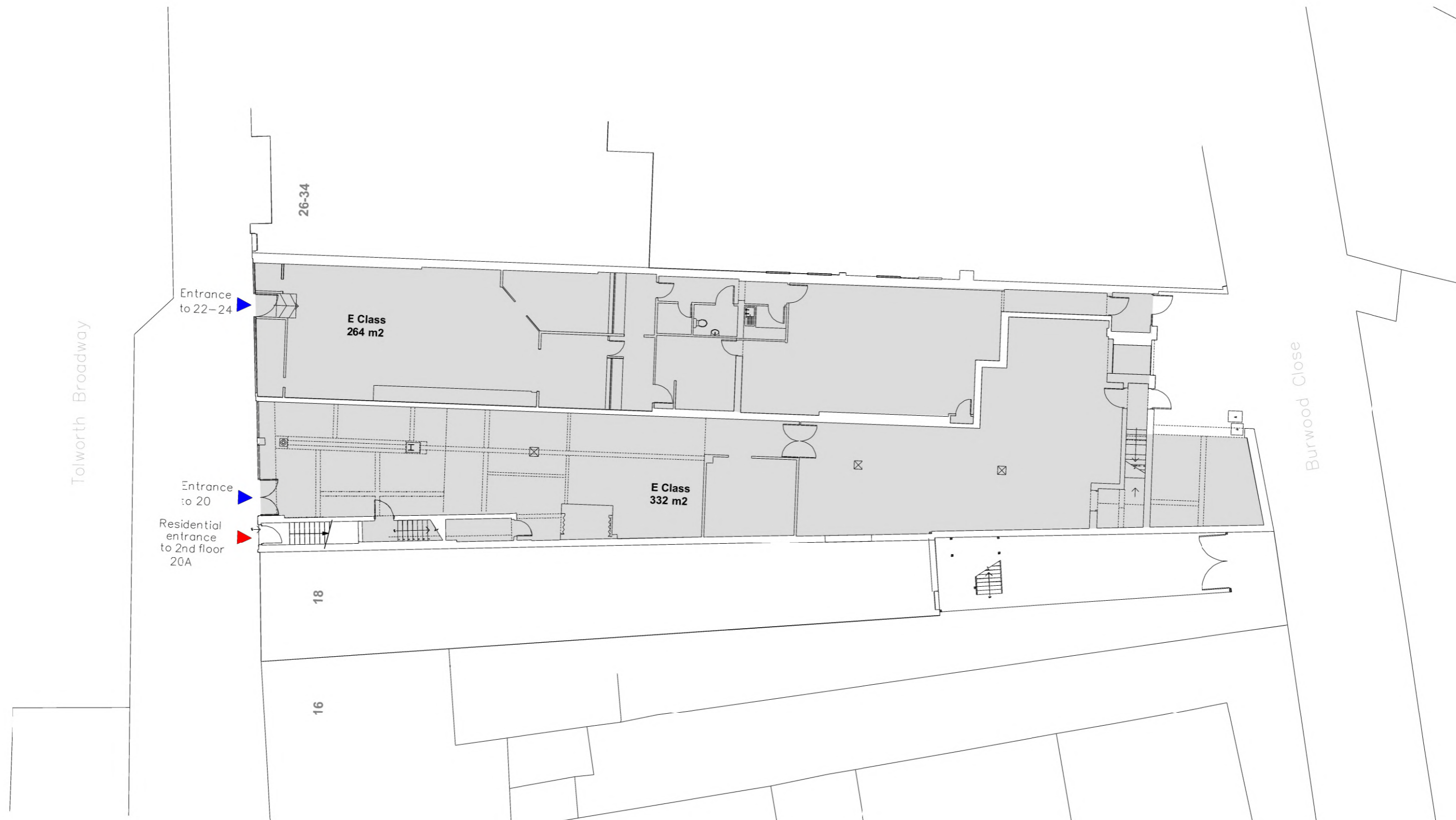
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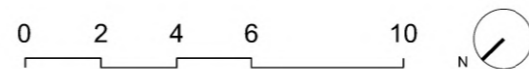






20-24 TOLWORTH BROADWAY KT6 7HL

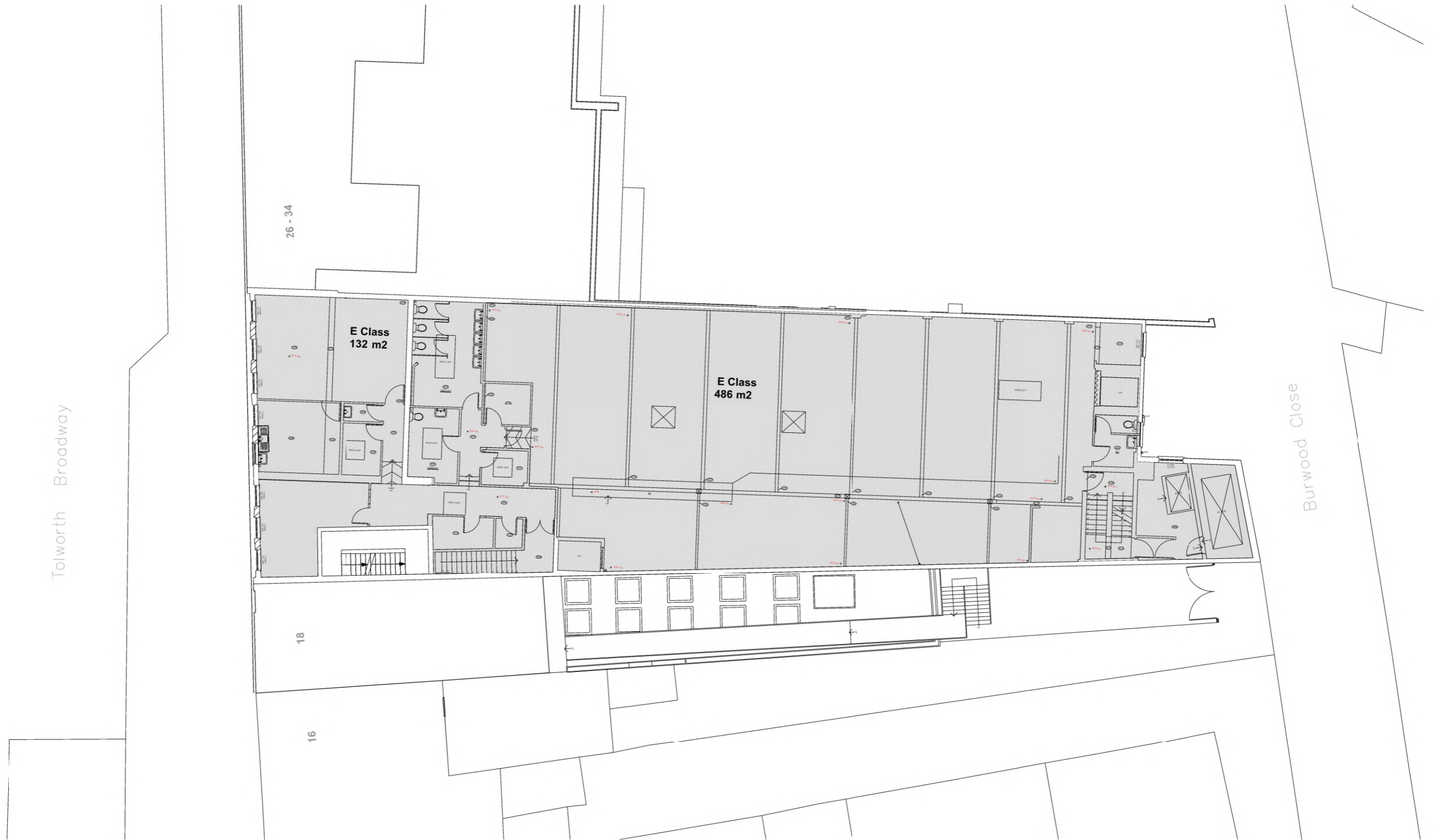
Existing Ground Floor Plan



**G M L Architects**

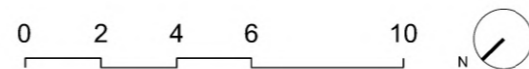
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5062/PA/03.0



20-24 TOLWORTH BROADWAY KT6 7HL

Existing First Floor Plan

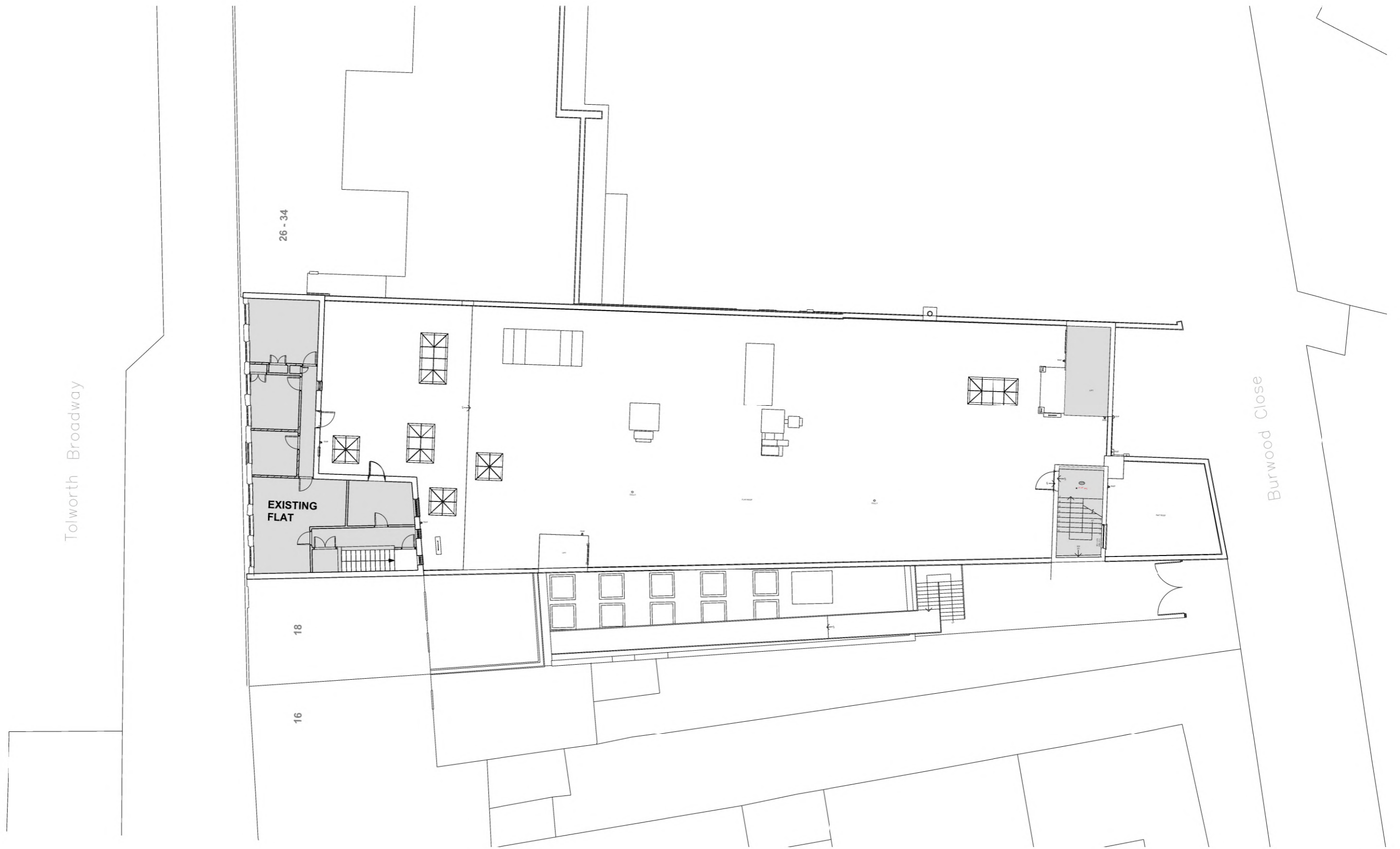


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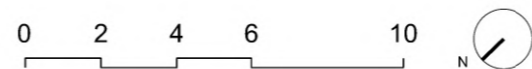
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5062/PA/03.1



20-24 TOLWORTH BROADWAY KT6 7HL

Existing Second Floor Plan



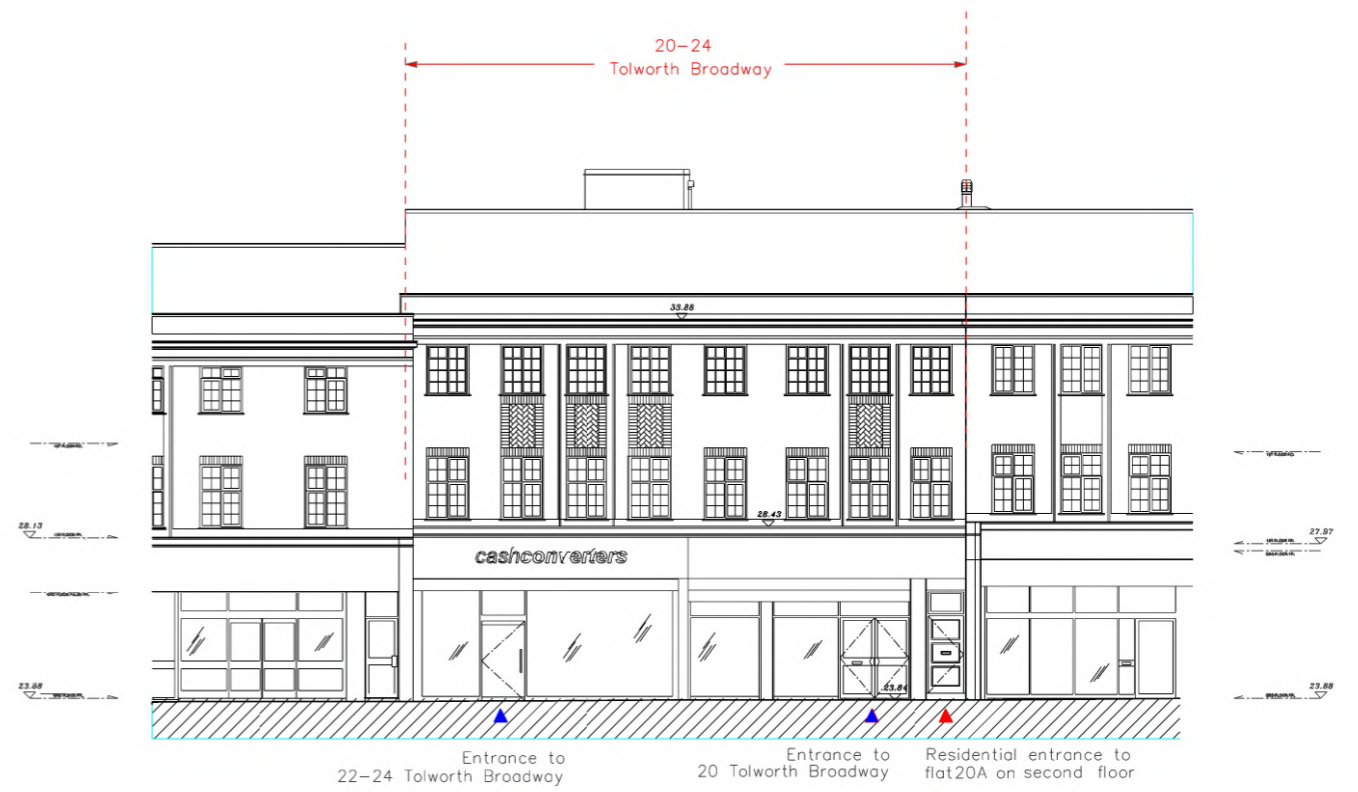
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5062/PA/03.2

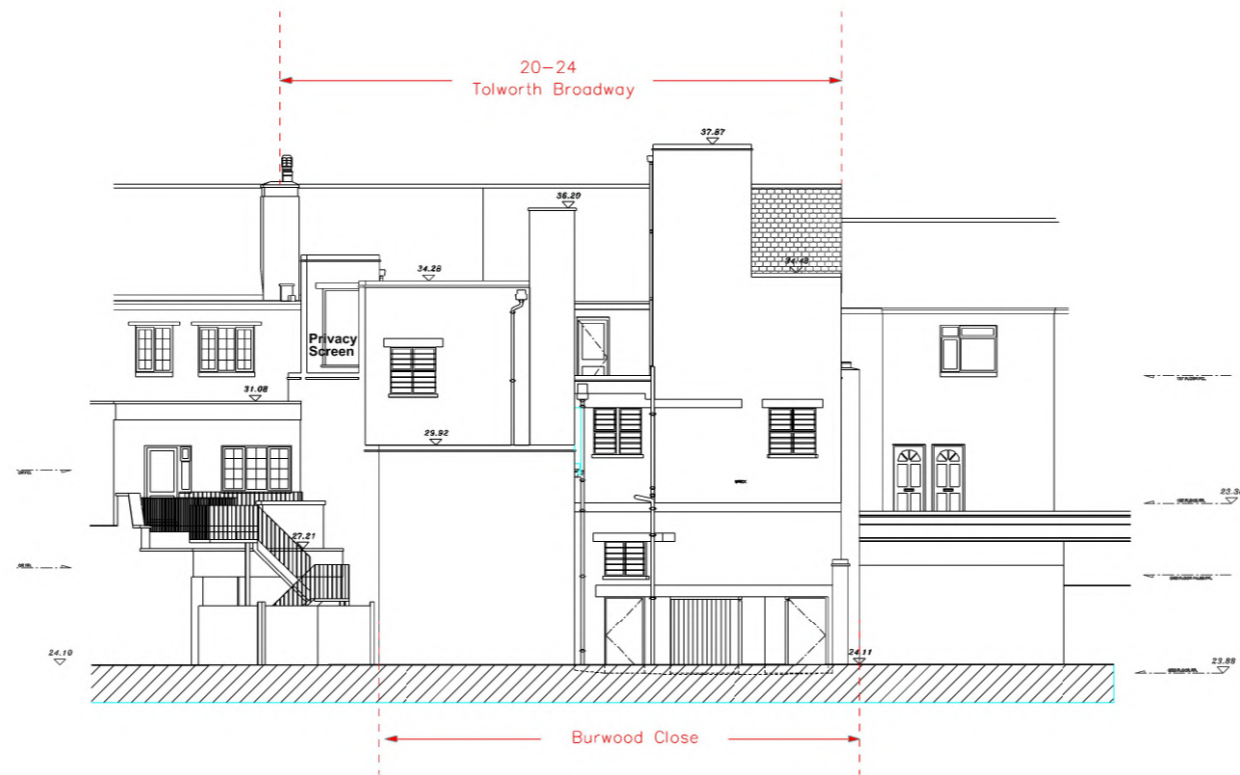
01. Existing Front Elevation (North)  
Scale 1:200



SECOND

FIRST

GROUND



02. Existing Rear Elevation (South)  
Scale 1:200

20-24 TOLWORTH BROADWAY KT6 7HL

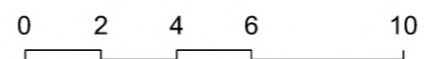
Existing Elevations

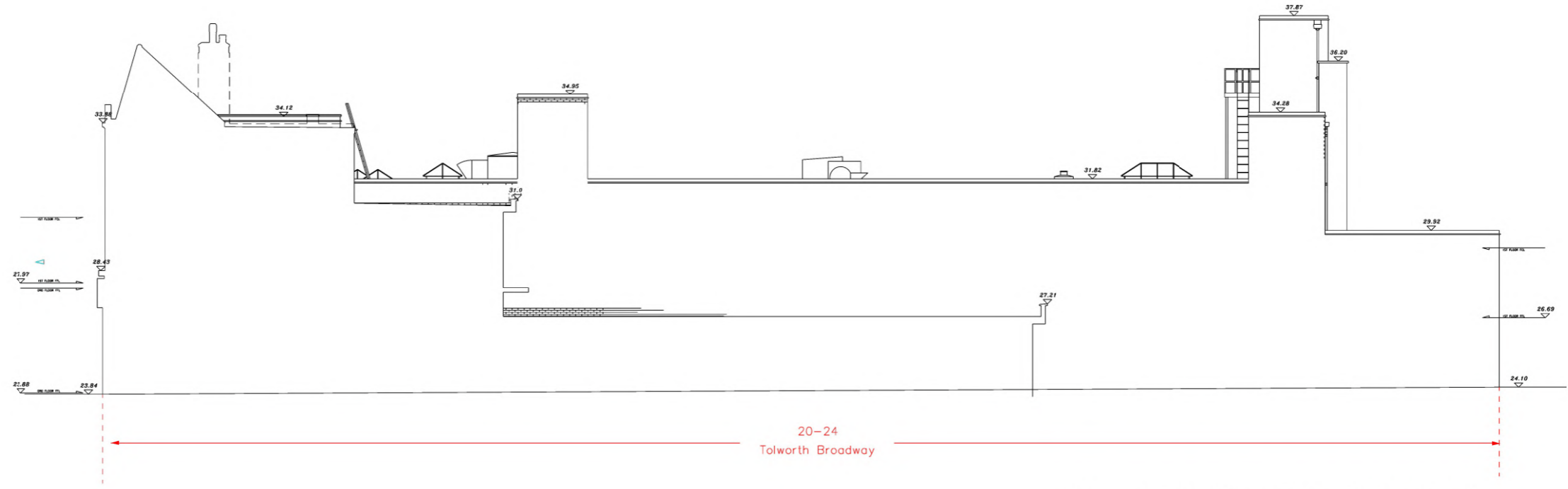
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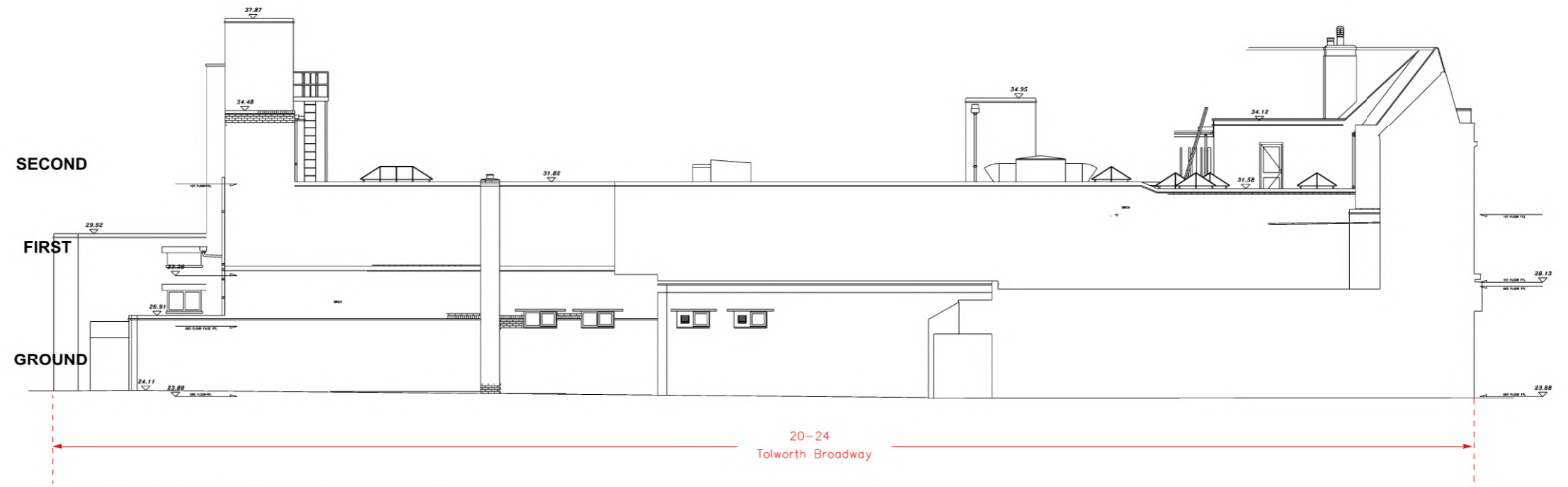
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5062/PA/04





01. Existing Side Elevation (West)  
Scale 1:200



02. Existing Side Elevation (East)  
Scale 1:200

20-24 TOLWORTH BROADWAY KT6 7HL

Existing Elevations



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5062/PA/05



01. Birds Eye View from West



01. Birds Eye View from East

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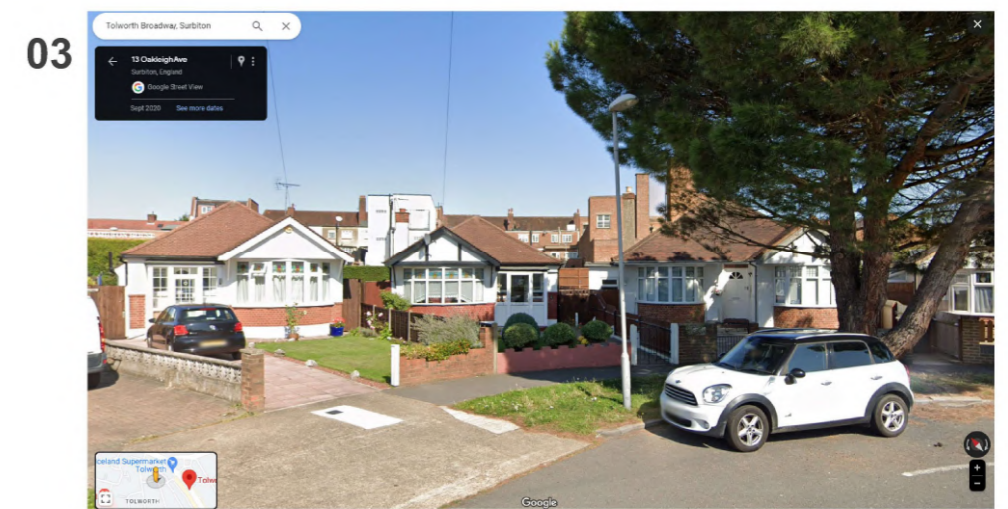
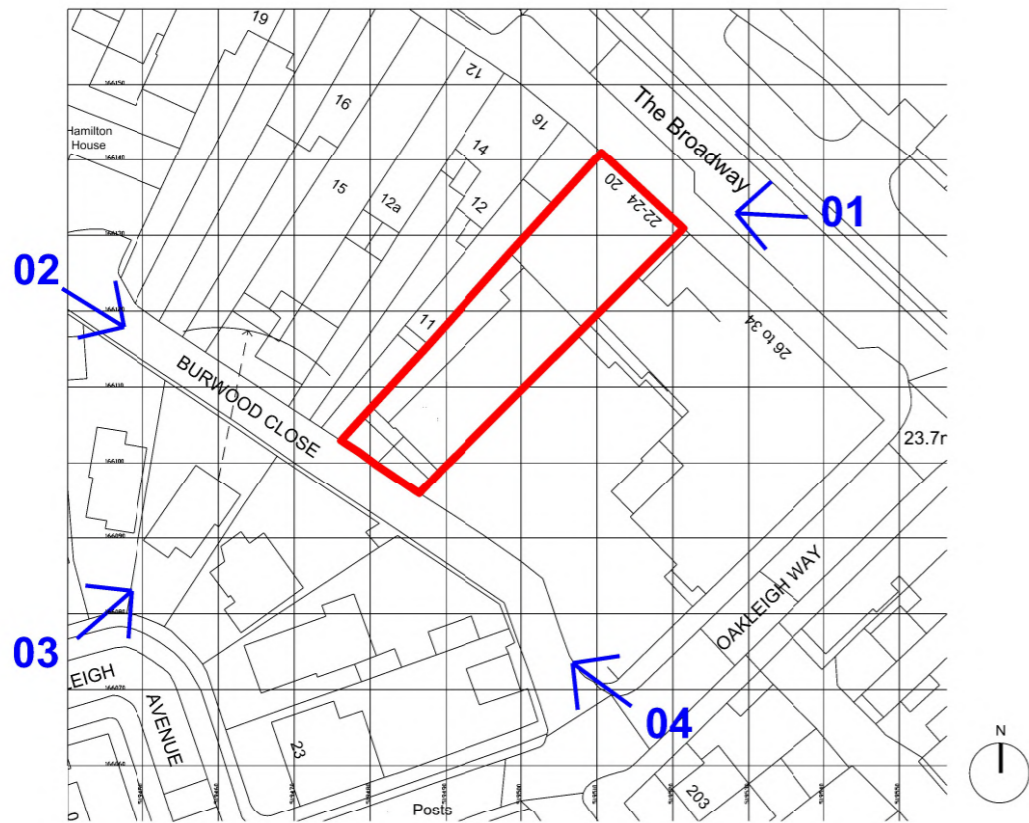
Existing Site Photos

**G M L Architects**

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5062/PA/06



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Existing Site Photos

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5062/PA/07



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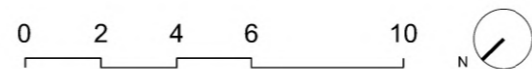
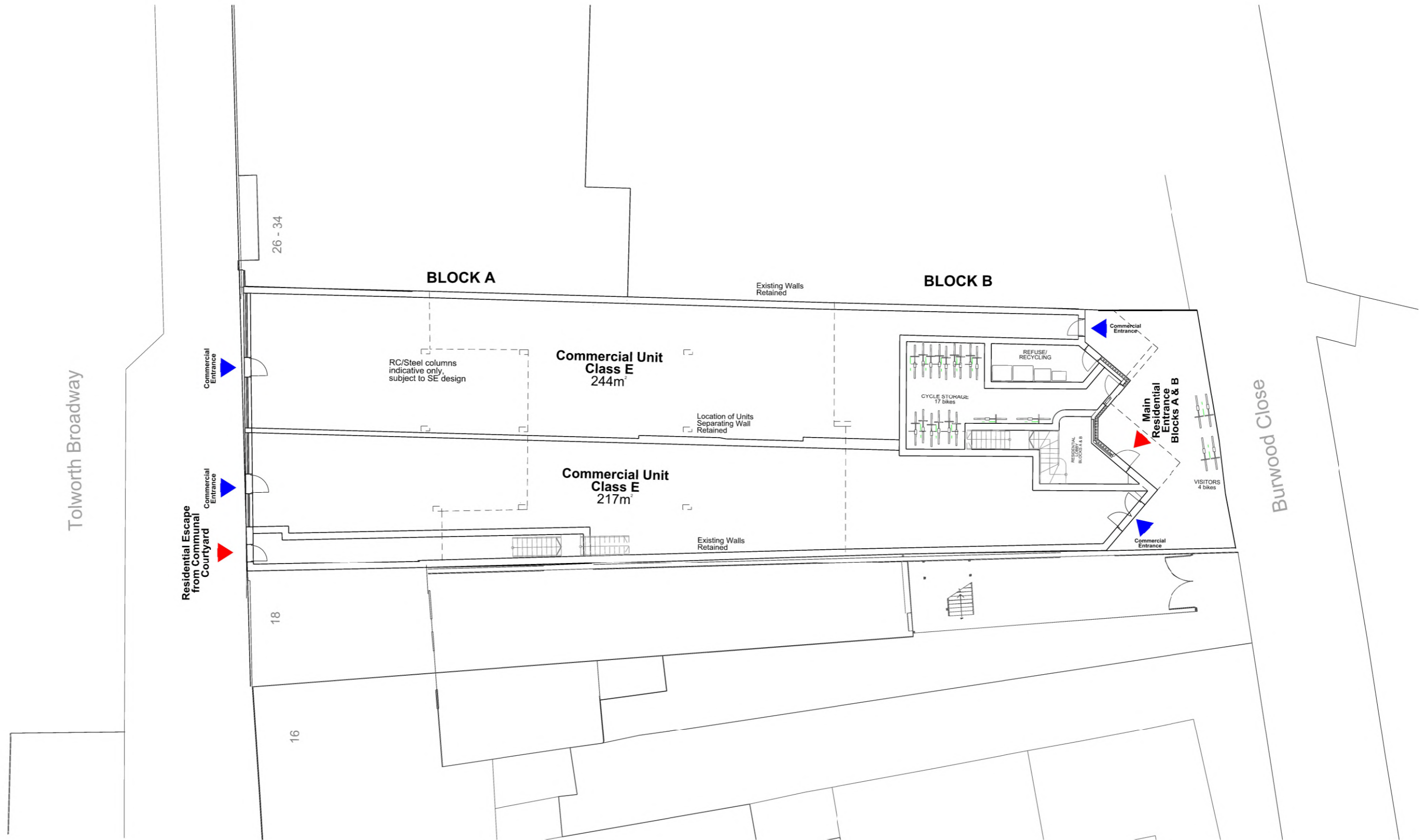
Proposed Site Plan

**G M L Architects**

UNIT 3,1-4 Christina Street, London, EC2A 4PA  
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5062/PA/09



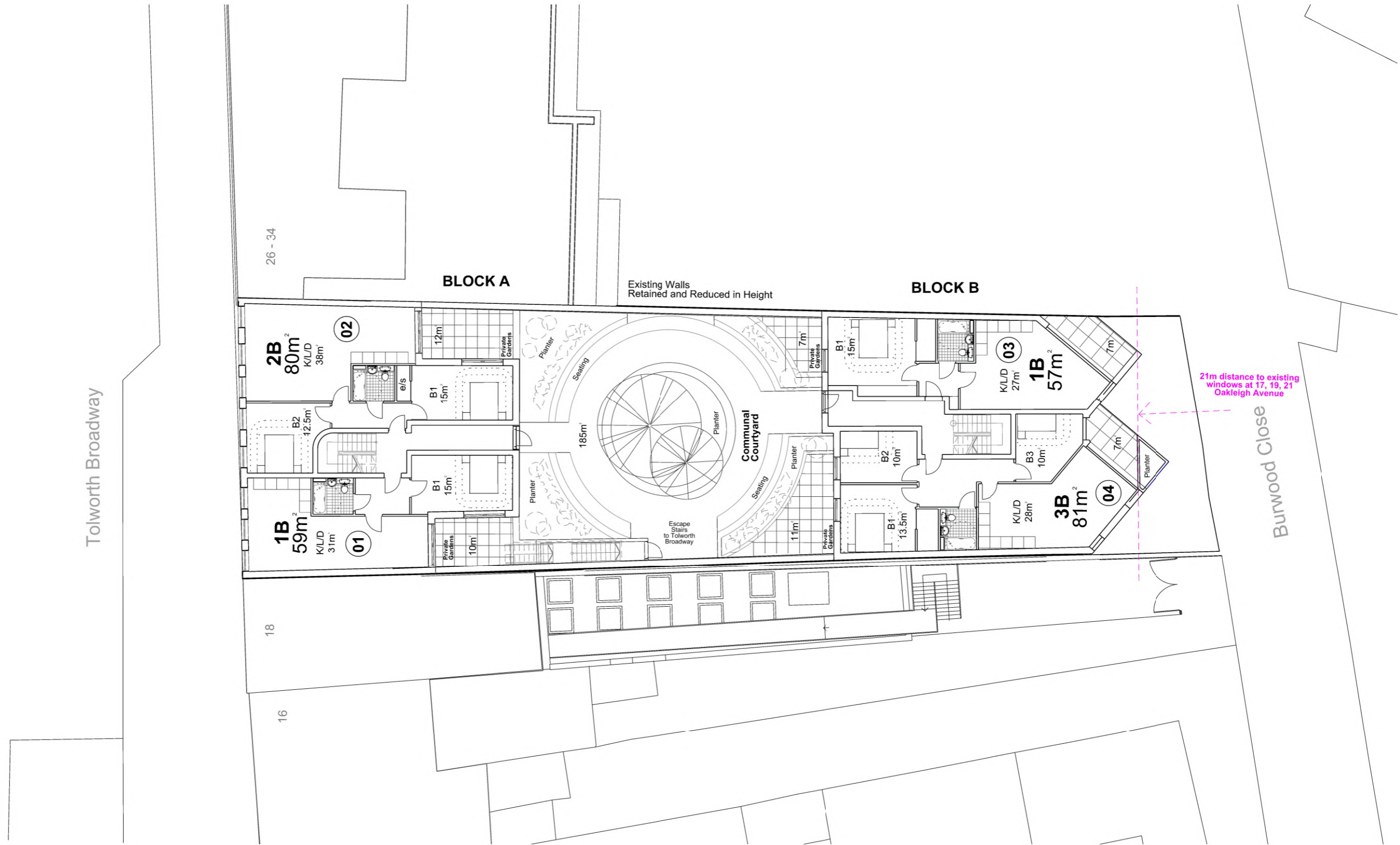


20-24 TOLWORTH BROADWAY KT6 7HL  
**Proposed Ground Floor Plan**

**G M L Architects**

UNIT 3,1-4 Christina Street, London, EC2A 4PA  
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 SCALE: 1:100@A1 1:200@A3  
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**5062/PA/10**



Tolworth Broadway

Burwood Close

26 - 34

18

16

**BLOCK A**

**BLOCK B**

Existing Walls Retained and Reduced in Height

21m distance to existing windows at 17, 19, 21 Oakleigh Avenue

20-24 TOLWORTH BROADWAY KT6 7HL

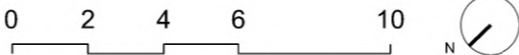
Proposed 1st Floor Plan

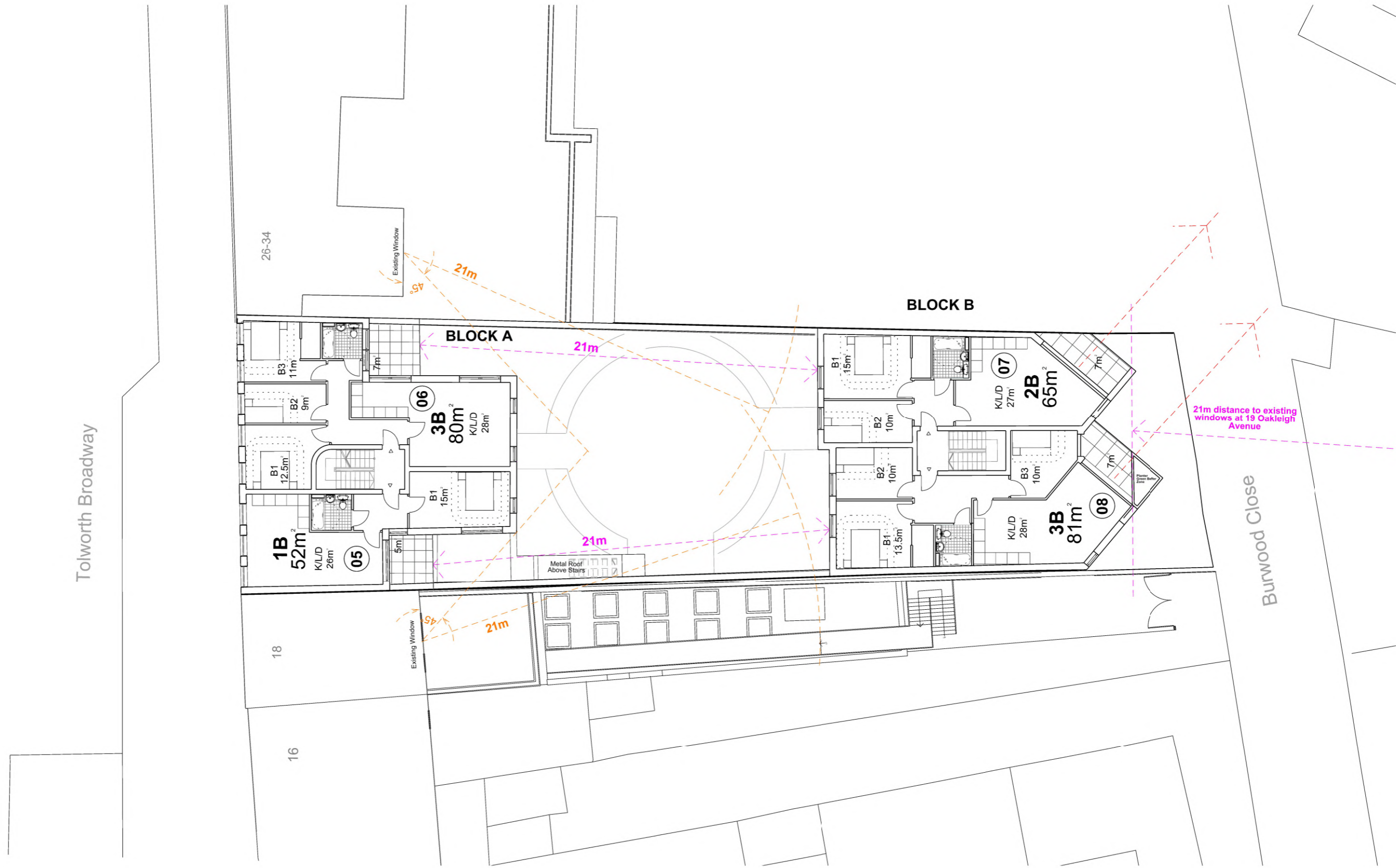
**G M L Architects**

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5062/PA/11



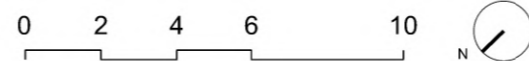


Tolworth Broadway

Burwood Close

20-24 TOLWORTH BROADWAY KT6 7HL

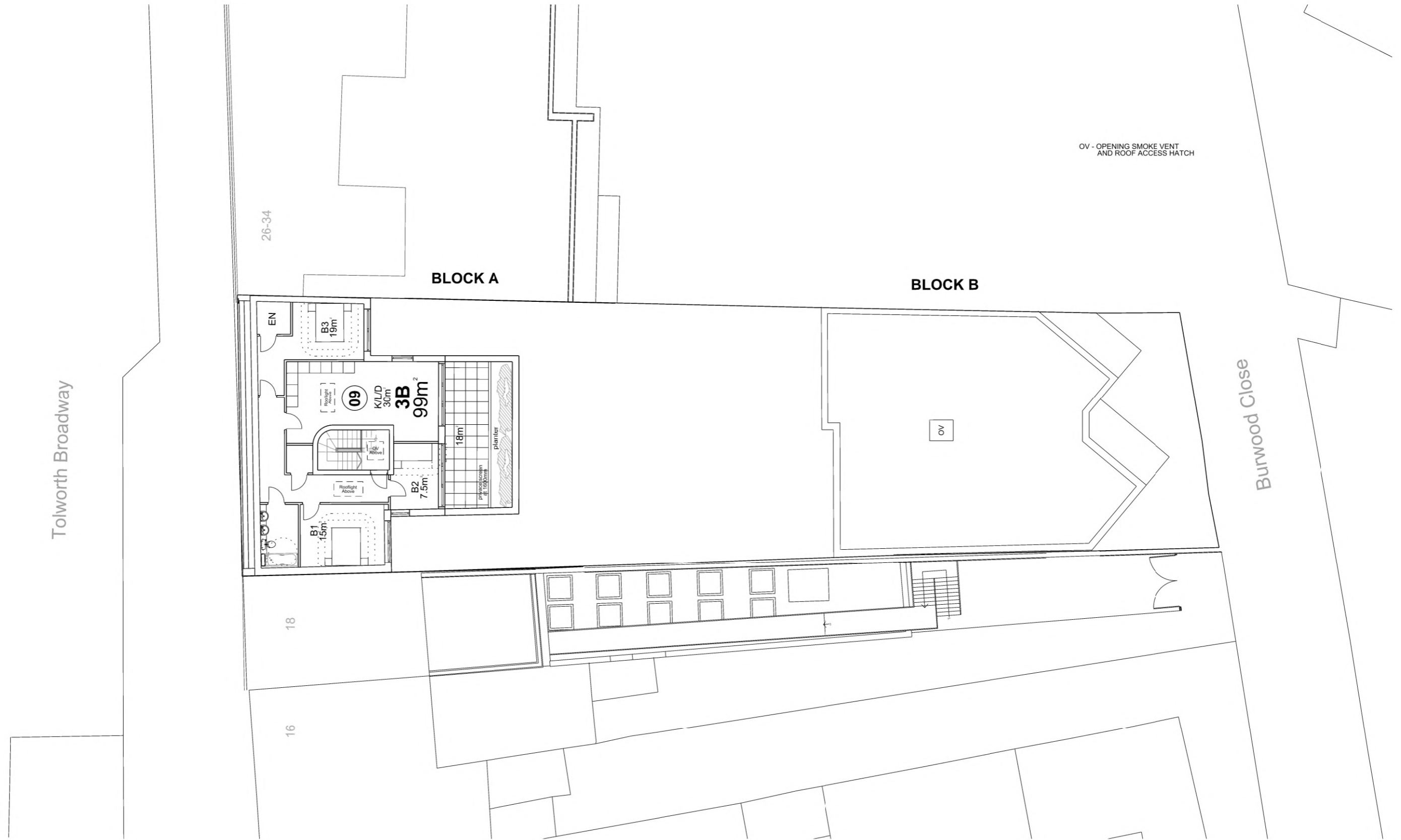
Proposed 2nd Floor Plan



**G M L Architects**

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5062/PA/12



OV - OPENING SMOKE VENT  
AND ROOF ACCESS HATCH

Tolworth Broadway

BLOCK A

BLOCK B

Burwood Close

26-34

EN

B3

19m

09

K/L/D

30m

3B

99m<sup>2</sup>

planter

18m

OV Above

Rooflight Above

B2

7.5m

18

16

20-24 TOLWORTH BROADWAY KT6 7HL

Proposed 3rd Floor Plan

G M L Architects

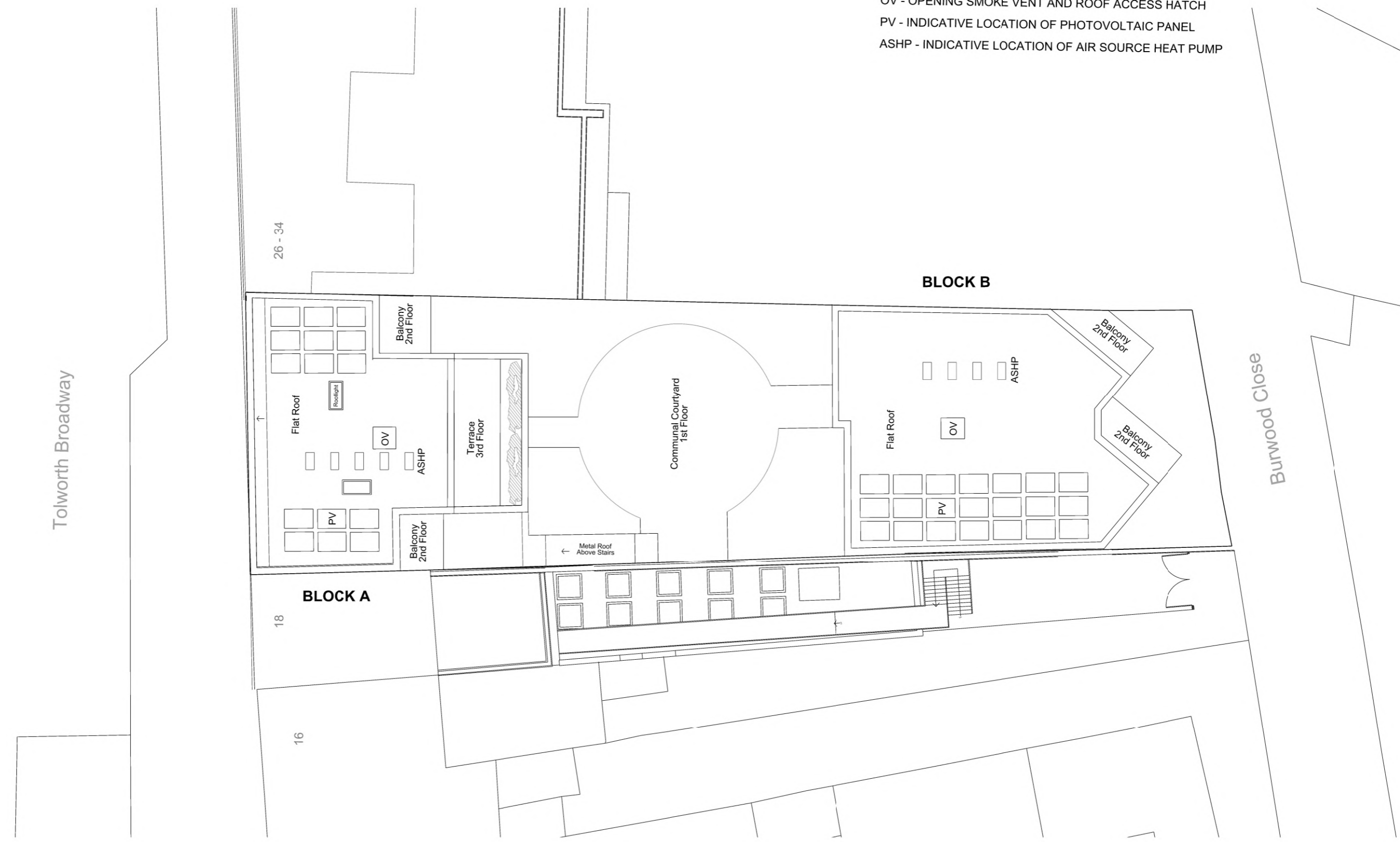
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5062/PA/13

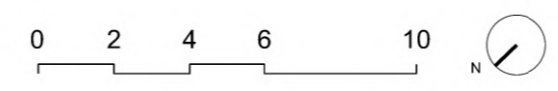


OV - OPENING SMOKE VENT AND ROOF ACCESS HATCH  
 PV - INDICATIVE LOCATION OF PHOTOVOLTAIC PANEL  
 ASHP - INDICATIVE LOCATION OF AIR SOURCE HEAT PUMP



20-24 TOLWORTH BROADWAY KT6 7HL

Proposed Roof Plan

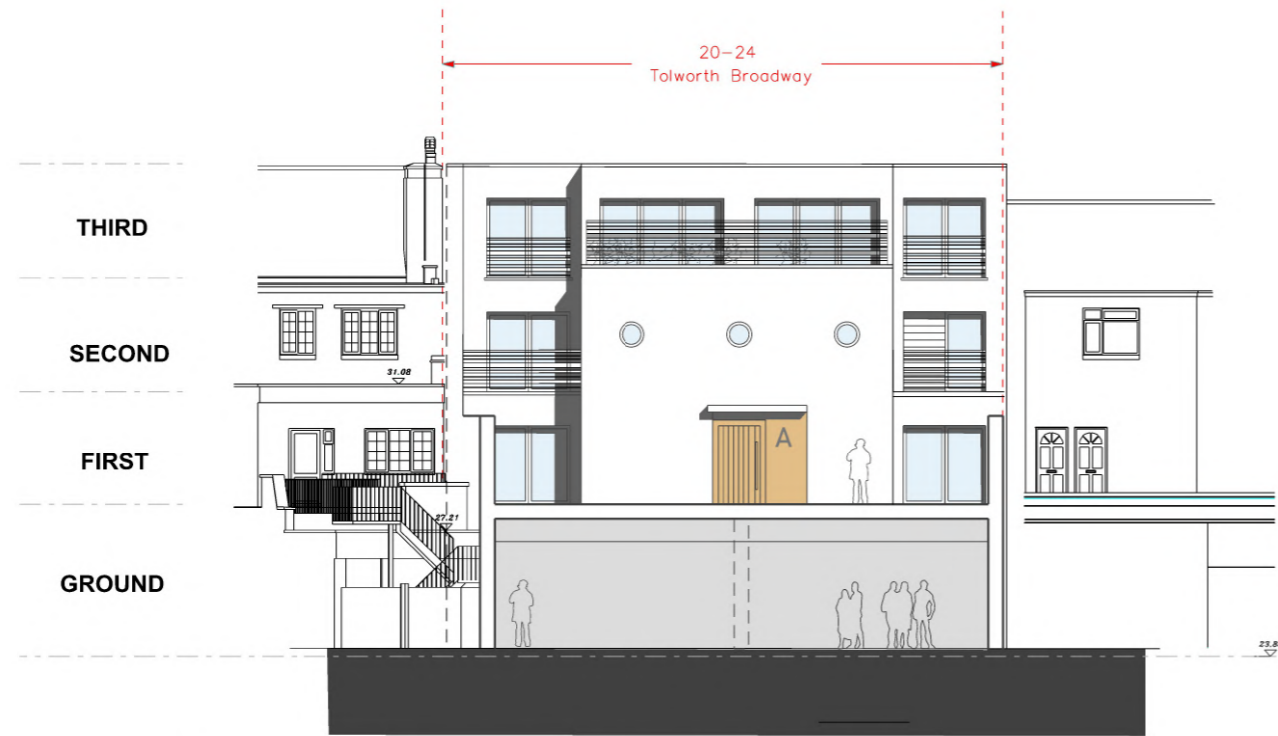


**G M L Architects**

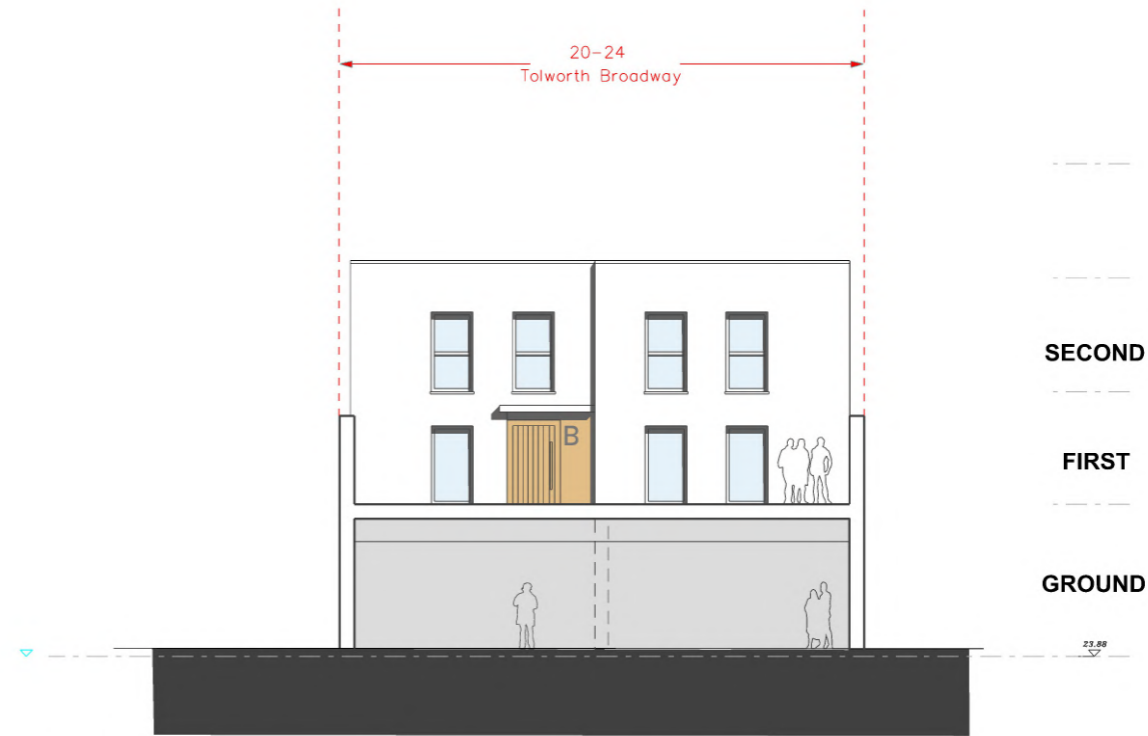
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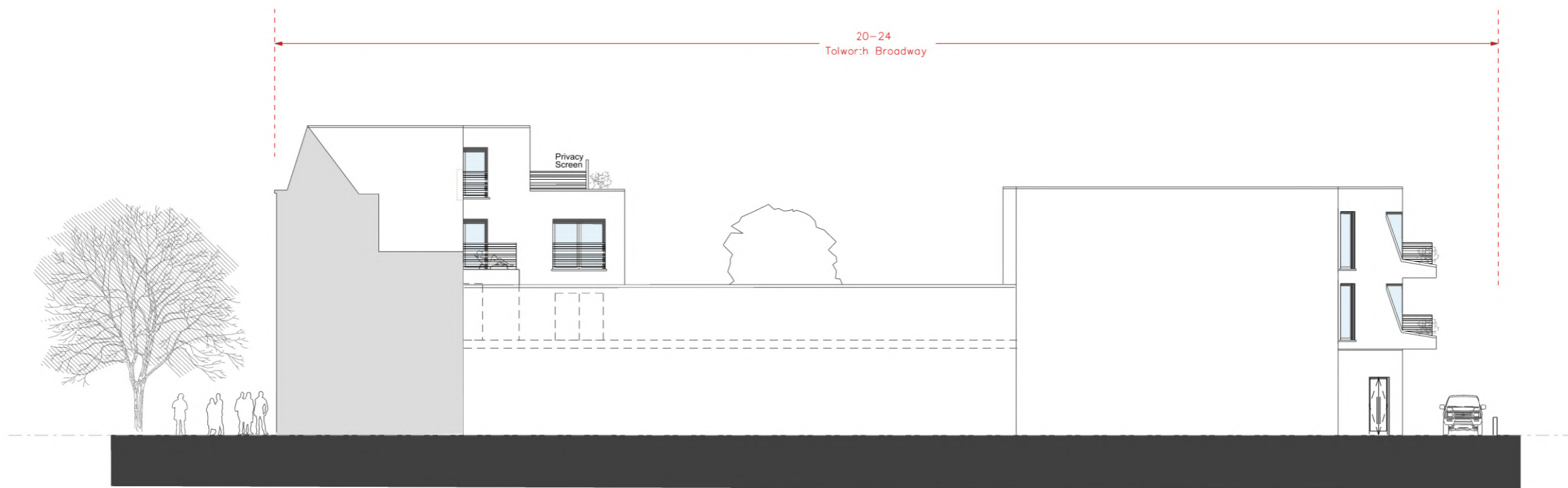
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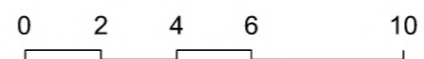
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Scale 1:200



02. Proposed Courtyard Elevation (Block B)  
Scale 1:200



03. Proposed Side Elevation  
Scale 1:200



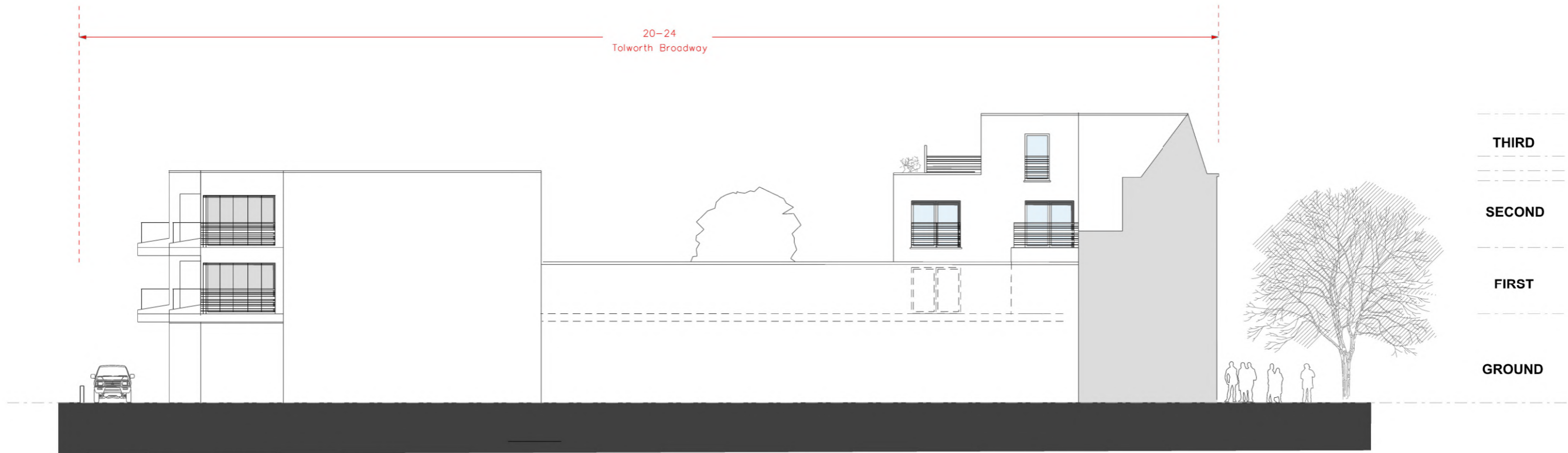
20-24 TOLWORTH BROADWAY KT6 7HL

Proposed Elevations

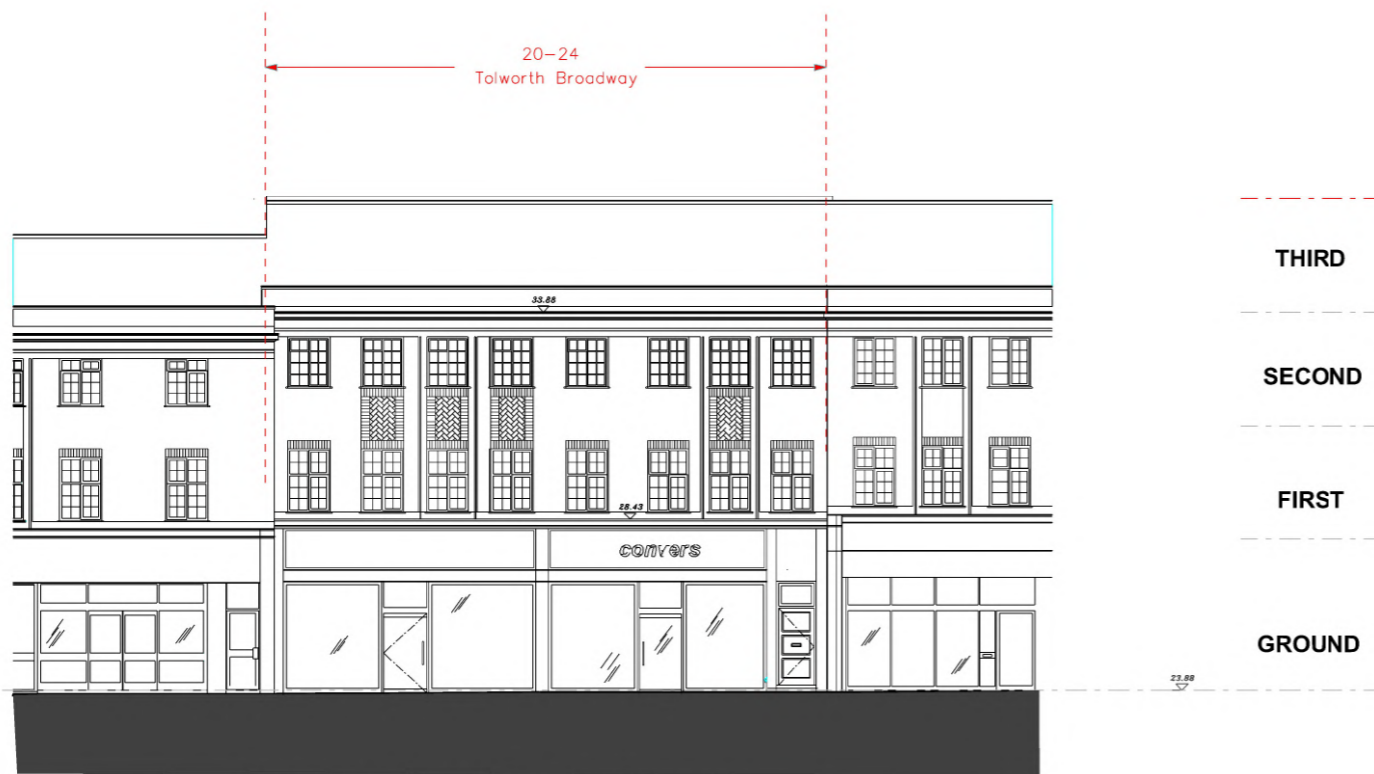
**G M L Architects**

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5062/PA/15



01. Proposed Side Elevation  
Scale 1:200



02. Proposed Front Elevation  
Scale 1:200



03. Proposed Rear Elevation  
Scale 1:200



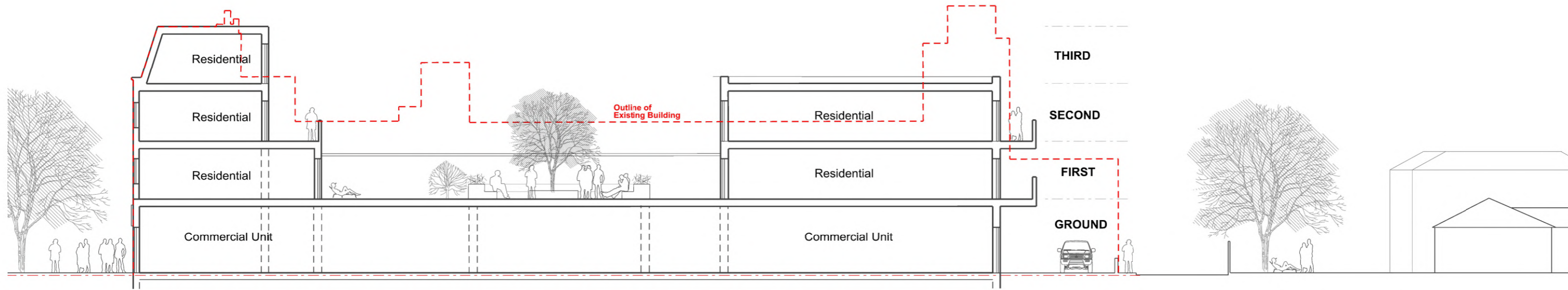
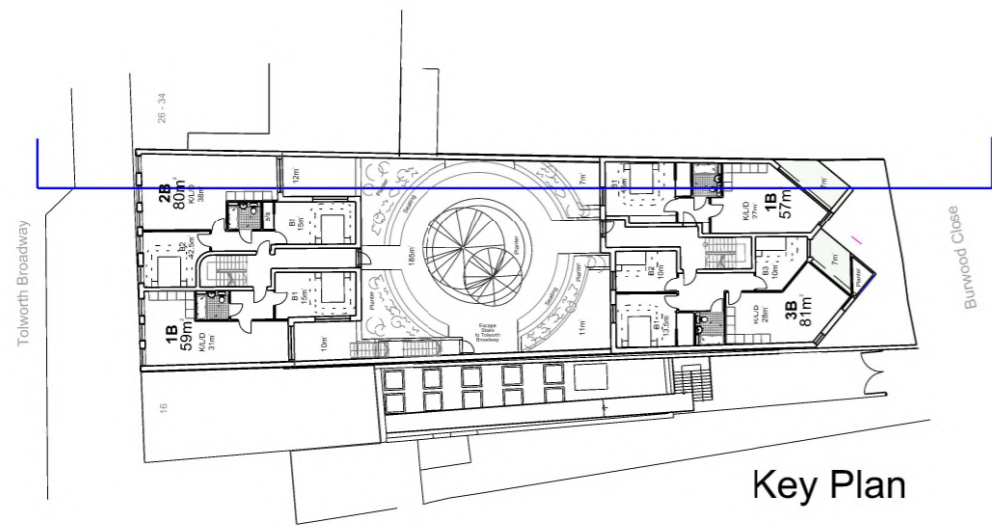
20-24 TOLWORTH BROADWAY KT6 7HL

Proposed Elevations

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UNIT 3,1-4 Christina Street, London, EC2A 4PA  
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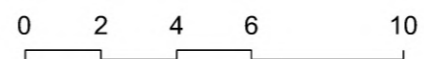


20-24 TOLWORTH BROADWAY KT6 7HL  
Proposed Section

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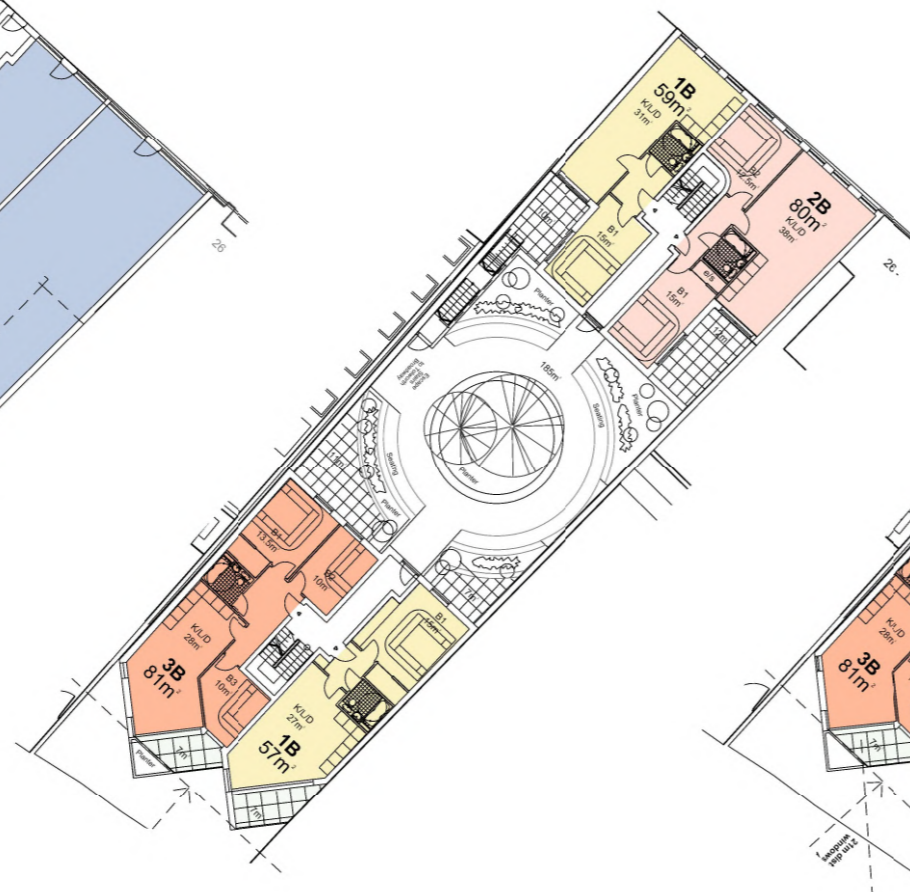
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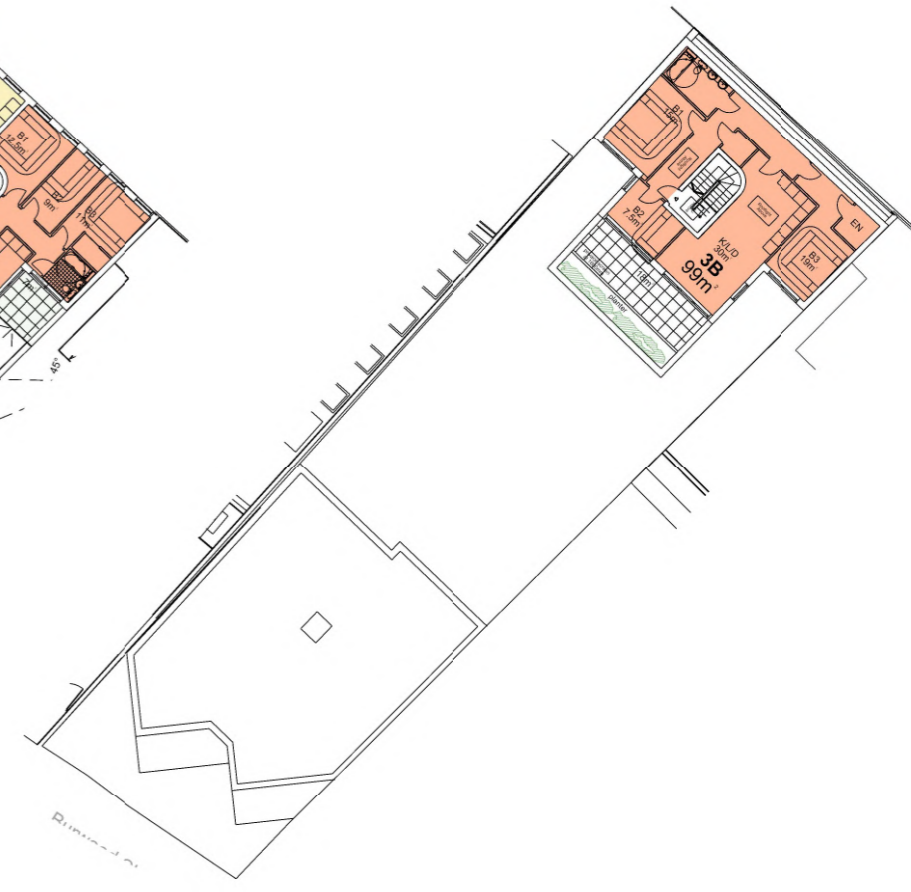
Proposed  
Ground Floor Plan  
Scale 1:400



Proposed  
First Floor Plan  
Scale 1:400



Proposed  
Second Floor Plan  
Scale 1:400



Proposed  
Third Floor Plan  
Scale 1:400

Commercial Unit Class E	1 Bed Apartment	2 Bed Apartment	3Bed Apartment
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20-24 TOLWORTH BROADWAY KT6 7HL

Proposed Combined Plans

**G M L Architects**

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