



Touchstone

Part of Places for People

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The Charter Management Plan | Planning Condition 31



The Charter – Bank Street, Gravesend

September 2025



RICS



The National
Approved
Letting
Scheme





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The Charter Management Plan

1. Purpose & Scope

This Management Plan has been prepared to satisfy Planning Condition 31, setting out management, maintenance, and cleansing regimes for all public realm, communal, and amenity areas. It covers the following elements: (a) hard & soft landscaping; (b) surface water drainage; (c) public car parking & external lighting; (d) cleansing of public areas; and (e) internal & external communal spaces.

The plan demonstrates how these areas will be managed, maintained, and resourced to ensure a safe, attractive, and sustainable environment for residents and visitors.

2. Resourcing & Governance

Touchstone, as the appointed property manager, will allocate an annual budget to cover all maintenance activities, based on lifecycle costing and inflation-adjusted forecasting. A reserve fund will be identified for capital expenditure. Oversight will be provided by the Community Manager and audited to ensure compliance with long-term management commitments.

The obligations outlined in this plan are secured through long-term management company agreements, in line with any Section 106 commitments, to ensure appropriate resourcing and accountability.

The management plan will be reviewed annually to ensure service levels remain appropriate and responsive to resident and community needs, and to reflect any operational learnings or changes in regulations.

3. Compliance & Statutory Testing

All statutory inspections, risk assessments and compliance checks will be undertaken in accordance with UK regulations. This includes, but is not limited to, fire systems, lifts, HVAC, electrical testing, and water safety (Legionella). Records will be maintained and made available to the Local Planning Authority upon request.

4. Monitoring & Review

Performance will be monitored through quarterly KPI dashboards and annual reviews of service levels. Five-year strategic reviews will also be undertaken to assess landscape cycles, drainage performance, and infrastructure condition. Resident satisfaction surveys will be conducted quarterly, with results reviewed to ensure continuous improvement.

5. Enhancements & Future Development

While this plan provides a strong framework, several additional measures will be considered to ensure it remains resilient and future-proof. These include climate resilience and sustainability initiatives such as shaded areas, reflective surfaces, pollinator-friendly planting, and alignment with wider carbon reduction and water efficiency goals.



Accessibility and inclusivity will be strengthened by ensuring the public realm is usable for all, with features such as tactile paving, ramps, clear signage, and spaces that support diverse age groups, cultural needs, and community use. Community engagement will also play a role, through resident surveys, events, and opportunities for volunteering in activities such as gardening days.

Innovation and preparedness will be supported by digital integration (e.g. sensors for lighting, waste, and drainage performance) and expanded risk and contingency planning to address extreme weather, vandalism, or other disruptions. Staff and contractors will receive ongoing training to maintain high standards, particularly for compliance and specialist tasks. The plan will align with the wider long-term vision for placemaking, supporting community well-being, environmental stewardship, and economic vitality. .

6. Hard & Soft Landscaping

Includes routine inspections, litter and leaf clearance, sweeping, jet-washing, seasonal planting, pruning, mowing, irrigation, mulching, pest control, and tree/shrub maintenance.

Element	Task	Frequency	Timing	Years
Hard Landscape	Litter & debris removal; sweeping; bin emptying	Daily / Weekly	All year round	Years 1–5
Hard Landscape	Wash & clean bins with disinfectant	Monthly	All year round	Years 1–5
Hard Landscape	Leaf fall clearance	Weekly (seasonal)	Autumn/Winter	Years 1–5
Soft Landscape	Prune shrubs, remove damaged shoots	Annually or as required	Spring & Autumn	Years 1–5
Soft Landscape	Maintain mulch (75mm depth)	Annual / as required	All year round	Years 1–5
Soft Landscape	Irrigation / watering until established	As required	All year round	Years 1–5
Soft Landscape	Weed control in shrub beds	Monthly (Apr–Oct); herbicide 3x/year	Growing season	Years 1–5
Soft Landscape	Fertiliser in beds	Annually	March–April	Years 2–5
Trees	Specimen tree inspection & pruning	Twice a year	March & October	Years 1–5
Trees	Tree replacement (dead/damaged)	Annually	November	Years 1–5
Grasslands	Meadow sowing/annual cuts	Annual	Autumn / post flowering	Years 1–5
Hedges & Scrub	Maintenance pruning ($\leq 1.5\text{m}$)	3-year cycle + checks	Summer	Years 1–5



7. Surface Water Drainage Systems

Maintenance of Surface Water Drainage System and drainage infrastructure to ensure operational efficiency.

Task	Frequency	Notes
Inspect gullies, channels, permeable paving	Quarterly + post-storm	
Vacuum sweep permeable paving	2–3 times/year	
Test flow controls	Quarterly	
Inspect attenuation tanks	Annual	

8. Public Car Parking Areas & External Lighting

Maintenance of car parking areas and external lighting in compliance with BS 5489.

Task	Frequency	Notes
Car park litter/defect checks	Daily	
Car park inspection	Monthly	Surface, drainage, defects
Line marking refresh	Biennial	
Lighting lamp test	Monthly	
Lighting night audit	Quarterly	
Lighting safety test	Annual	

9. Cleansing of Public Areas

Cleansing regime includes litter removal, graffiti removal, and deep cleaning.

Task	Frequency	Response Time
Litter collection, bin emptying, pathway sweep	Daily	
Graffiti removal (offensive)	As required	Within 4 hours
Graffiti removal (non-offensive)	As required	Within 24–48 hours
Deep cleanse / jet wash/ clean external signage/ safety check	Monthly	
Window Cleaning	Biannual	
Full Deep clean	Annual	



10. Internal & External Communal Spaces - Cleaning

The following cleaning regime applies to all internal and external communal areas, ensuring hygiene, safety, and presentation standards are consistently met. Tasks are specified with defined frequencies for compliance and operational delivery.

Task	Frequency	Location / Notes
Vacuum, sweep, and mop floors	Daily	All internal communal areas
Clean touchpoints (door handles, lift buttons, handrails, intercoms)	Daily	All internal communal areas
Wipe down furniture and surfaces	Daily	Lounges, coworking, gyms
Empty bins, replace liners, disinfect bins	Daily	Internal communal areas
Clean entrance doors and glazing	Daily	Entrances, lobbies
Dust high-level surfaces (vents, ledges, lights)	Weekly	All internal communal areas
Polish glass and mirrors	Weekly	Lobbies, gyms, communal washrooms
Deep clean lifts	Weekly	All lifts
Spot-clean carpets/upholstery	Weekly	Lounges, coworking spaces
Deep clean floors (carpet shampoo, hard floor scrub)	Monthly	All internal communal areas
Clean internal glazing	Monthly	Communal corridors, lobbies
Clean ventilation grilles and fans	Monthly	All internal communal areas
Power wash bin store floors and disinfect	Monthly	Bin stores
Deep clean gym equipment	Quarterly	Gym / fitness rooms
Steam-clean upholstery/soft furnishings	Quarterly	Lounges, coworking spaces
High-level cleaning (ceilings, bulkheads)	Annual	All communal areas
Redecoration of high-traffic zones	Annual	Corridors, lobbies
Litter pick and empty bins	Daily	Courtyards, gardens, terraces
Clean and check external furniture	Daily	Benches, tables, pergolas
Remove animal waste	Daily	External communal areas
Sweep / jet wash hard surfaces	Weekly	Paths, terraces, courtyards
Clean bike storage areas	Weekly	Cycle stores
Jet wash bin stores / refuse points	Monthly	External bin collection points
Remove algae/moss build-up	Monthly	External paved areas



11. Safety and maintenance regimes for all internal and external communal spaces

Task	Frequency	Notes
Internal general cleaning	Daily	
Internal deep clean (floors, bin stores etc..)	Weekly / Monthly	
Redecoration (high traffic areas)	Annual	
External litter pick & safety check	Daily / Weekly	
External drainage outlet inspection	Monthly	
Fire Doors	Monthly	
Emergency Lighting	Monthly/ Annually	
Fire systems	Weekly/ Monthly	
Water Safety, flushing	As required	
Lift inspection	Bi Annually	

12. Emergency & Incident Response

The following response times will be applied to all emergencies and incidents within the development.

Task	Response Time	Notes
Make safe hazards	Within 2 hours	
Permanent remediation	Within 24–48 hours	

13. KPI & SLA Framework

To ensure delivery of this management plan to a consistent and high standard, the following Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) will be monitored quarterly. Results will be shared with the property owner, operator, and, where required, the Local Planning Authority.

Area	KPI / SLA	Target / Standard
Hard Landscaping	Defects rectified within 10 working days (urgent hazards made safe)	≥ 95% compliance
Soft Landscaping	Tree health inspections carried out annually	100%
Soft Landscaping	Grass cutting to specification during growing season	≥ 95% compliance
Surface Water Drainage System	Permeable paving swept 2–3 times per year	100%
Surface Water Drainage System	Zero uncontrolled surface flooding from design storm	100%
Car Parking	Line markings refreshed every 2 years	100%



Car Parking	Car park surfaces free from major defects	≥ 95% compliance
External Lighting	Lighting assets operational	≥ 98% uptime
External Lighting	Faults rectified within 24 hours of report	≥ 95% compliance
Public Areas	Daily litter removal completed	100%
Public Areas	Offensive graffiti removal within 4 hours	100%
Public Areas	Non-offensive graffiti removal within 24–48 hours	≥ 95% compliance
Communal Spaces	Daily cleaning completed in all internal communal areas	100%
Communal Spaces	High-traffic areas redecorated annually	100%
Emergency Response	Hazards made safe within 2 hours	100%
Emergency Response	Full remediation within 24–48 hours	≥ 95% compliance
Resident Satisfaction	Quarterly survey satisfaction with cleanliness & public realm	≥ 85% positive

14. Drawings & Appendices

The following drawings and plans will be included as appendices to this Management Plan to demonstrate compliance with Planning Condition 31:

- Appendix 1: Estate masterplan illustrating public, semi-public, and resident-only zones
- Appendix 2: Landscape general arrangement drawings (hardscape & softscape)
- Appendix 3: Planting schedules and species layouts
- Appendix 4: Surface Water Drainage System layout plan (permeable paving, swales, tanks, flow controls)
- Appendix 5: Car park layout and bay markings
- Appendix 6: External lighting strategy/illumination plan
- Appendix 7: Refuse & recycling strategy drawings (bin stores & collection points)
- Appendix 8: Wayfinding plans
- Appendix 9: Internal communal floor plans (highlighting amenity areas)

Spaces designated for these drawings are reserved as appendices to this document.



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Appendix 1 Estate Masterplan





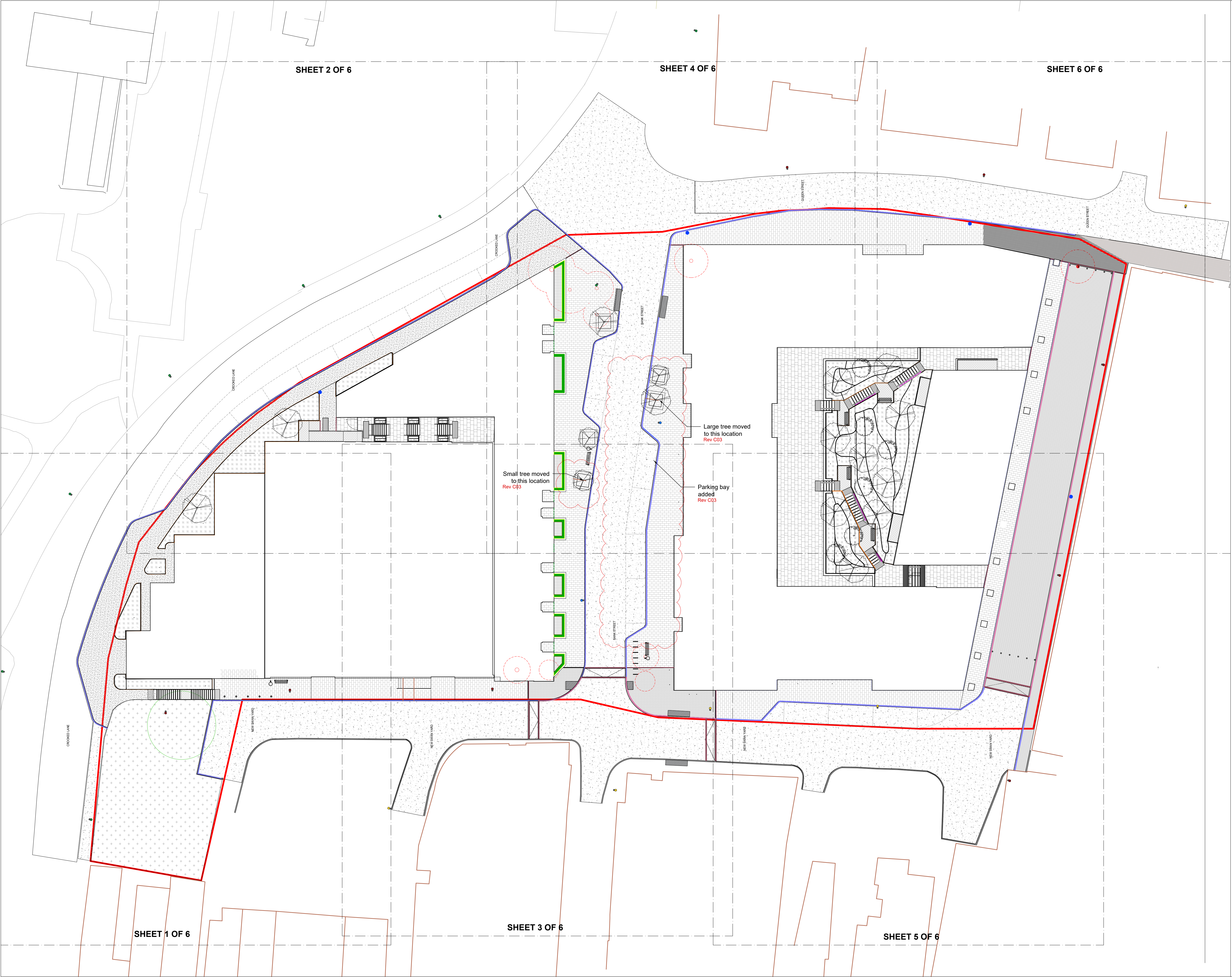
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Appendix 2

Landscape General Arrangement Drawings

filename: w:\1344 grovesend\hed\cad\landscape\workspaces 5\general arrangement plans\hed-1344-zz-ex-dr-l-100 landscape general arrangement plan.dwg, printed on 2025-05-01 on iso full bleed at 1 (841.00 x 594.00 mm) @ 100% of original scale



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- KEY
- Proposed Site Boundary
 - P1 Marshall's Modal X - Silver Grey Granite Textured PCC paving units with contrasting tactile paving 600 x 200
 - P1.1 Marshall's Modal X Mid Grey Granite Textured Paving units 200 x 100
 - P2 Marshall's Priora Light Granite Textured Permeable PCC flag paving
 - P4 Tarmac road surface
 - P5 Tactile paving
 - P6 Tarmac Pavement surface
 - Proposed planting Groundcover and shrubs
 - Proposed planting Lawn
 - Conservation Kerb 100mm height
 - Conservation Kerb 50mm height
 - Kerb edging - flush finish
 - Metal edging
 - Drainage channel
 - Proposed planting Trees
 - Existing Trees Retained
 - Existing Trees Removed
 - Retained Tree
 - Lighting column location
 - Fire Hydrant location

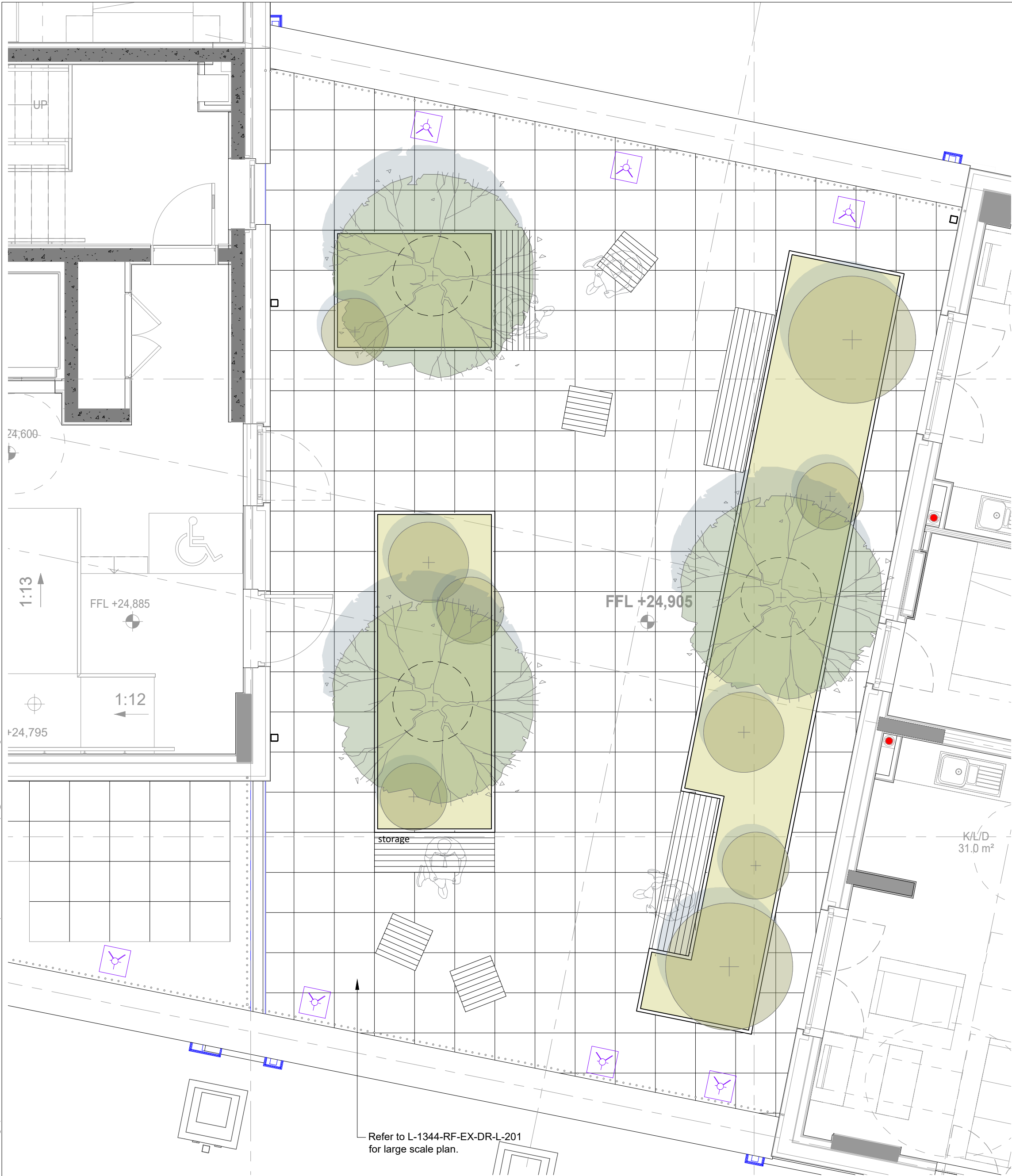
REVISIONS		
P01	Stage 4 Issue	18/03/2021 JSW
P02	Updates to E02 & E03 & lighting columns	06/10/2021 JSW
P03	Updated to kerb layout and RSA response	01/03/2022 AW
C01	Issued for information /approval	11/03/2022 AW
C02	Fire Hydrant locations added	16/03/2023 AW
C03	Additional parking bay along Bank St	21/02/2025 AW
C04	HED titleblock updated, key plan added	28/04/2025 RKC
C05	Surface at end of Bank Street changed	01/05/2025 RKC

H | E | D Hyland Edgar Driver
Landscape Architects & Urban Designers
London & Winchester

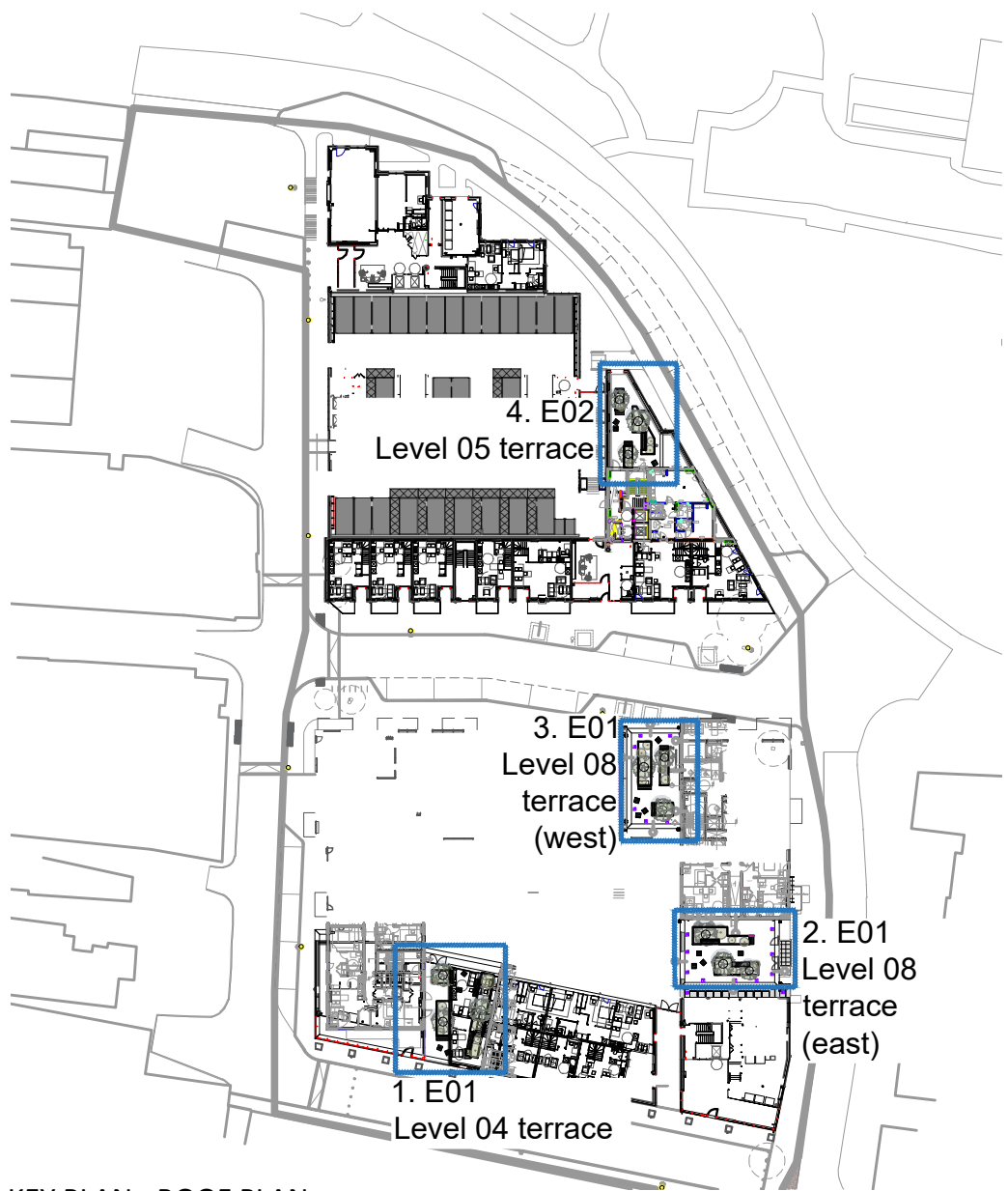
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Waterloo Court, 10 Theed Street, London, SE1 8ST

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1:020 7803 9636

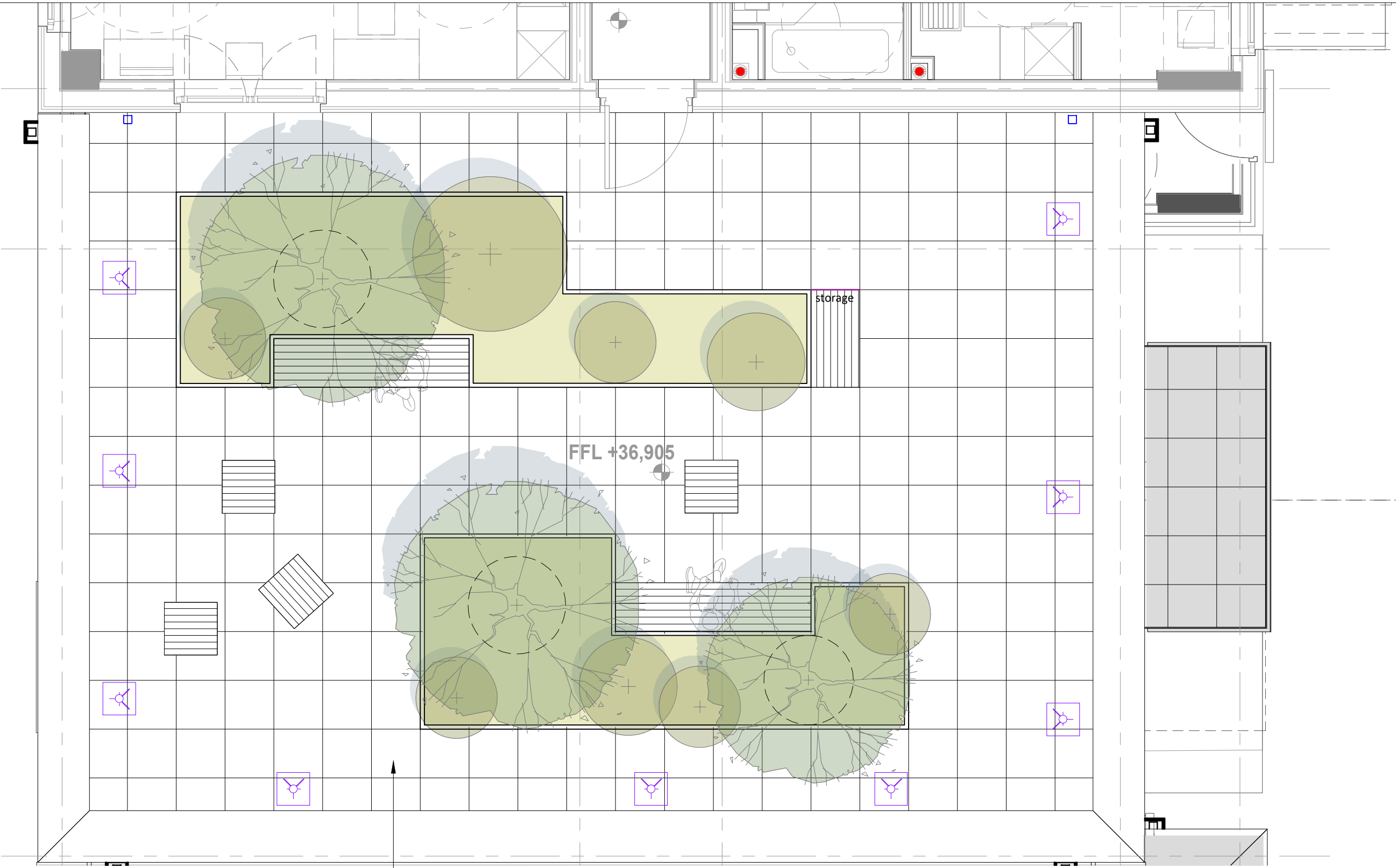
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STAGE 5	1:250@A1	
PROJECT		
THE CHARTER HORN YARD AND MARKET SQUARE		
DRAWING TITLE		
GENERAL ARRANGEMENT KEY PLAN		
DRAWING NUMBER	REVISION	
L-1344-HED-ZZ-EX-DR-L-100	C05	



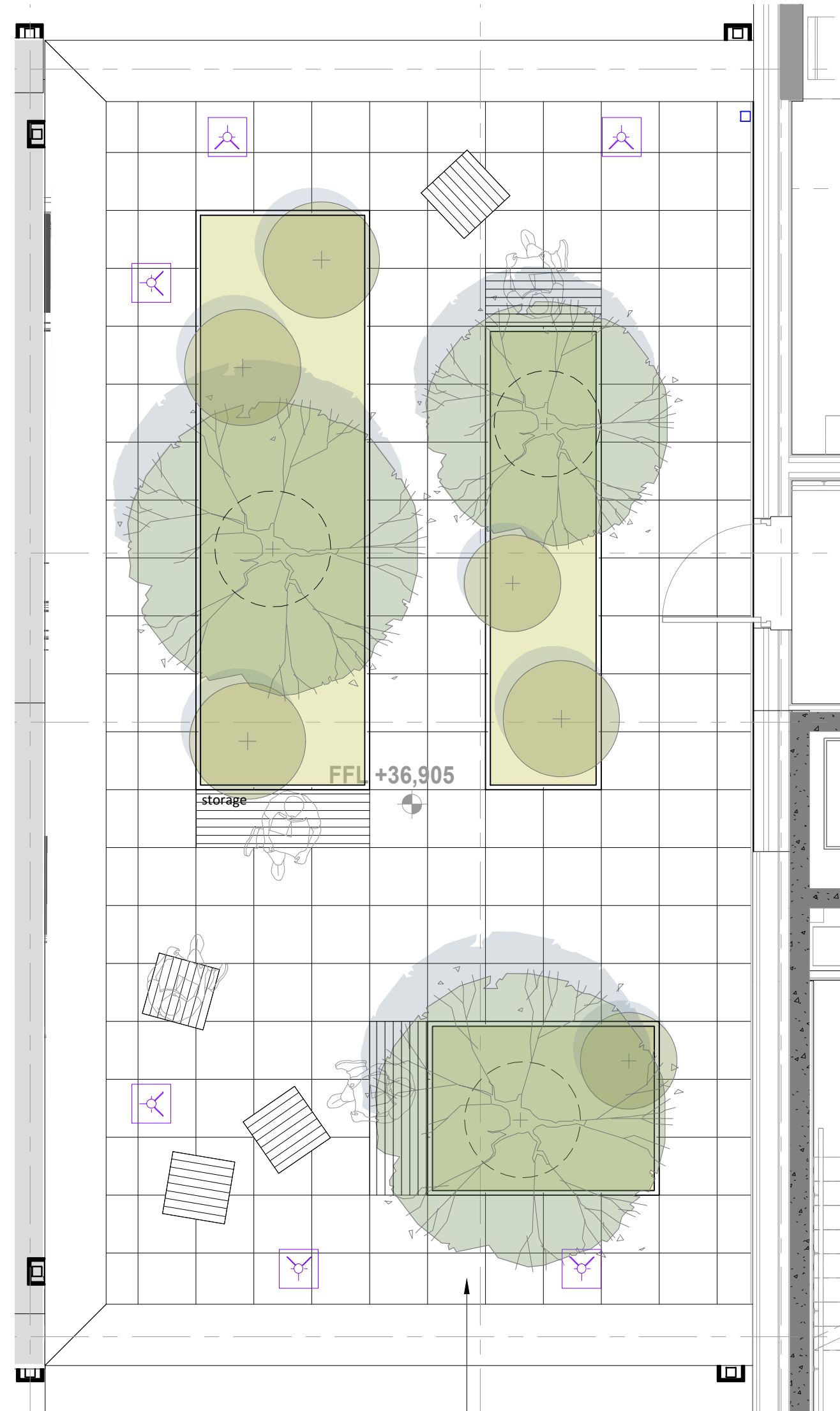
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1:50



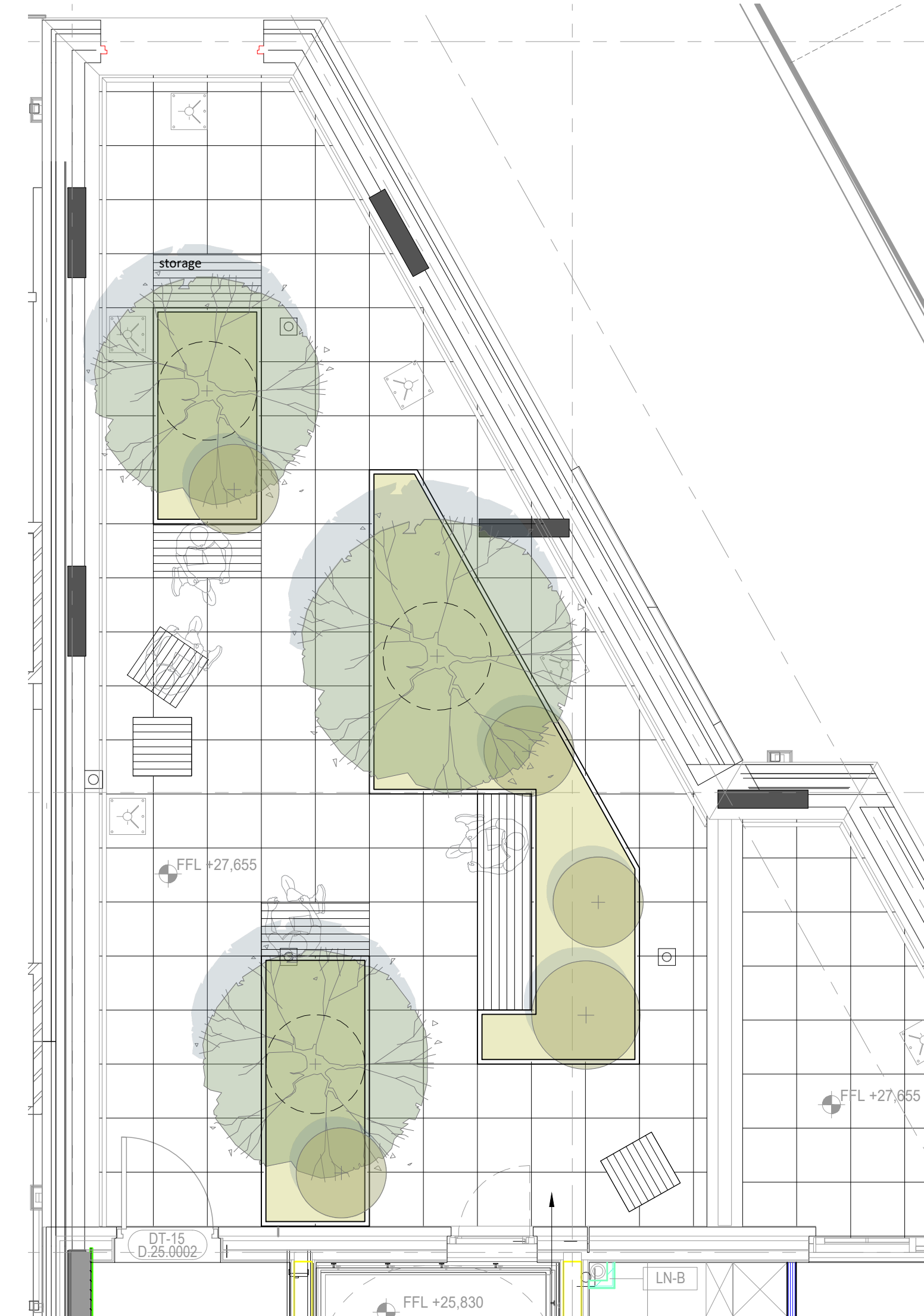
KEY PLAN - ROOF PLAN



2 GA PLAN: BLOCK E01 LEVEL 08 (EAST)
1:50



3 GA PLAN: BLOCK E01 - LEVEL 08 (WEST)
1:50



4 GA PLAN: BLOCK E02 - LEVEL 05
1:50

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- NOTES
- PORCELAIN TILE SIZES & LAYING PATTERN TO LJA DETAILS.
 - FINAL PLANTER SIZES SUBJECT TO MANUFACTURER FABRICATION DRAWINGS FOR COMMENT/ APPROVAL BY LANDSCAPE ARCHITECT

Landscape Furniture:

- F7.1 Integrated Timber bench (1380mm long)
F7.2 Integrated Timber seat (2400mm long)
F7.3 Integrated Timber bench (2400mm long)
F8.1 Timber bench (1200mm long)
F8.2 Timber seat (1800mm long)
F8.3 Timber bench (2400mm long)
F8.4 Timber bench (2750mm long)
F9 - Timber podium bench (2135 x 1480mm)
F10 Storage box with hose point / bib tap

All Planters 450mm high from adjacent paving

- KEY
- Proposed Multi-stem Trees
Refer to L-HED-1344-RF-EX-DR-L-303 for details and specifications
 - Proposed Specimen Shrubs
Refer to L-HED-1344-RF-EX-DR-L-303 for details and specifications
 - Perennial Planting
Refer to L-HED-1344-RF-EX-DR-L-303 for details and specifications
 - Porcelain tiles to LJA details
 - Timber Seating
Final decking to be aligned with LJA proposals
 - Free-standing Seating
Specified and provided by operator



CR01	Final Construction Issue - For Record	05/09/2025	AW
C4	Changes to match LJA paving layout	06/03/2025	DW
C1	Updates as per LJA changes	28/02/2025	DW
C2	Issue for construction	21/03/2023	DM
C3	Issue for information / approval	11/03/2022	AW
P03	Roof layout updated, benches and metal edge revised	12/07/2021	AW
P02	Landscape updated to latest architectural base	28/06/2021	RKC
P01	Stage 4 Issue	18/03/2021	JSW

REVISIONS

H | E | D
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One Wessex Way, Colson Common, Winchester, Hampshire, SO21 1WG
Telephone 01962 711600 Facsimile 01962 713945

PROJECT
THE CHARTER
HORN YARD AND MARKET SQUARE
SUBJECT
GENERAL ARRANGEMENT PLAN
Amenity Roof

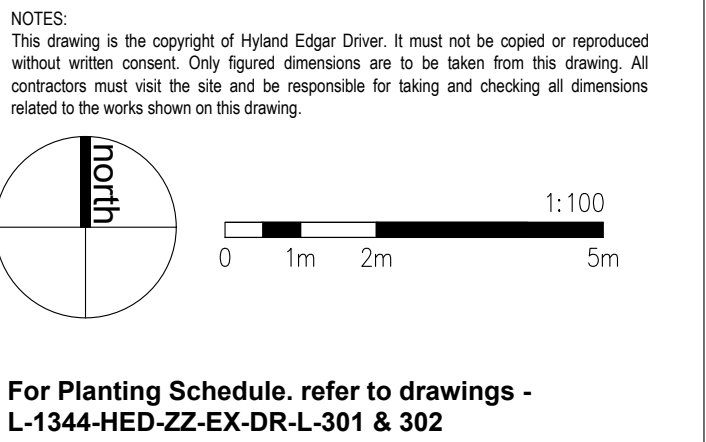
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A - PRELIMINARY	B - ISSUED FOR PLANNING	C - ISSUED FOR DESIGN	D - ISSUED FOR TENDER
E - ISSUED FOR APPROVAL	F - ISSUED FOR CONSTRUCTION	G - AS BUILT	



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Appendix 3
Planting Schedules



TREES: SPECIMENS						
Abbreviation	Botanical Name	Common Name	Height	Specification	Girth	Number
Al	Amelanchier lamarckii	Juneberry	1.8m	Multi-Stemmed: Umbrella form 1.5m spread :3 Stems		7
Bpe	Betula pendula	Common Silver Birch	5.0-5.5m	Semi-Mature :Standard :2.5m spread :Clear Stem min. 200	20-30cm	8
Ph	Platanus x hispanica	London Plane	5.0-5.5m	Semi-Mature :Standard :2.5m spread :Clear Stem min. 200	30-35cm	4
PcC	Pyrus calleryana 'Chanticleer'	Flowering Pear 'Chanticleer'	4.0-4.5m	Semi-Mature :Standard :1.5m spread :Clear Stem min. 200	25-30cm	3

HEDGES						
Abbreviation	Botanical Name	Common Name	Height	Specification	Density	Number
CARBETP	Carpinus betulus 'Purpurea'	Purple Hornbeam	60-80cm	Hedging; Feather: BR	5/m	245

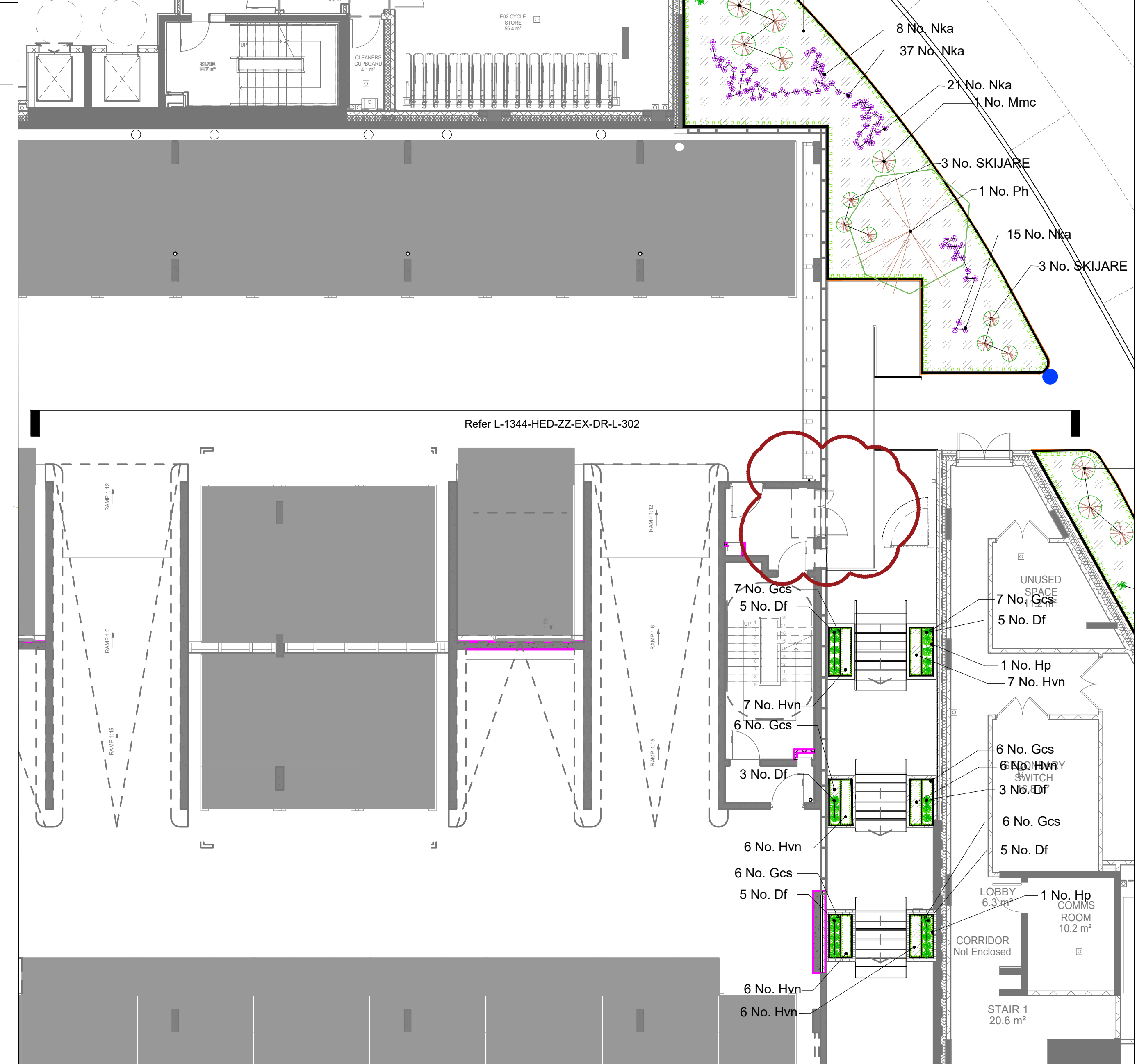
SHRUBS							
Abbreviation	Botanical Name	Common Name	Height	Specification	Pot Size	Density	Number
DAPODUA	Daphne odora 'Aureomarginata'	Gold-edged Winter Daphne	40-60cm	Potted :Bushy :45cm high	15L	Counted	3
Fj	Fatsia japonica	Japanese Aralia	80-100cm	Potted :Bushy :90cm high	25L	Counted	6
HaA	Hydrangea arborescens 'Annabelle'	Sevenbark 'Annabelle'	80-100cm	Potted :Bushy :90cm high	10L	Counted	8
ILECR	Ilex crenata	Japanese Holly		Clipped ball 45cm diameter :Potted		Counted	2
Mmc	Mahonia x media 'Charity'	Oregon grape	80-100cm	Potted :Bushy :90cm high	10L	Counted	16
Plo	Prunus laurocerasus 'Otto Luyken'	Cherry Laurel 'Otto Luyken'	60-80cm	Bushy:C	10L	3/m ²	59
SARHOHU	Sarcococca hookerana humilis		40-60cm	Bushy :C	5L	Counted	12
SKIJARE	Skimmia japonica reevesiana	Self-fertile Skimmee	40-60cm	Potted :Bushy	5L	Counted	12
ScHa	Symphoricarpos chenaultii 'Hancock'	Snowberry 'Hancock'		Bushy :Potted :25cm high	3L	5/m ²	165
Vi da	Viburnum davidii	David Viburnum		Potted :Bushy :30cm high	5L	1/m ²	46
Vd	Viburnum davidii	David Viburnum		Potted :Bushy :30cm high	5L	Counted	2

HERBACEOUS						
Abbreviation	Botanical Name	Common Name	Specification	Pot Size	Density	Number
Amo	Alchemilla mollis	Lady's Mantle	Full Pot	2L	9/m ²	370
AHS	Anemone hybrida 'Honorine Jobert'	Windflower 'Honorine Jobert'	Full Pot	2L	9/m ²	39
GeAT	Geranium 'Anne Thompson'	Geranium 'Anne Thompson'	Bushy :Full Pot	2L	11/m ²	46
GERBLUA	Geranium 'Johnson's Blue'	Cranesbill 'Johnson's Blue'	Full Pot	2L	9/m ²	30
Gcs	Geranium cantabrigiense 'Saint Ola'	Cranesbill 'St. Ola'	Potted :Bushy	2L	11/m ²	38
Hvn	Heuchera 'Velvet Night'	Alum Root 'Velvet Night'	Potted :Bushy :Full Pot	2L	11/m ²	38
Pdp	Penstemon digitalis 'Purpurea'	Foxglove beard-tongue	Potted :20 cm high (leaves)	2L	Counted	13
Ssv	Sisyrinchium striatum 'Variegatum'	Pale yellow-eyed grass	Potted :Bushy :30cm high (leaves)	3L	Counted	34
Sisc	Stachys lanata 'Silver Carpet'	Lamb's Ear 'Silver carpet'	Potted :Bushy :Full Pot	2L	11/m ²	266
THYSE	Thymus serpyllum	Creeping Thyme	Full Pot	2L	9/m ²	88
Vbe	Verbena bonariensis	Argentinian Vervain	Potted :60cm high (leaves)	3L	Counted	18

BULBS	Botanical Name	Common Name	Specification	Pot Size	Density	Number
Abbreviation	Narcissus 'King Alfred'	'King Alfred' Daffodil			Counted	246

GRASSES						
Abbreviation	Botanical Name	Common Name	Specification	Pot Size	Density	Number
St	<i>Stipa tenuissima</i>	Mexican Feather Grass	Potted :40cm high :Full pot	10L	0.6Ctr	84

GRASSED AREAS			
Seed Mix Name	Seed Mix Supplier	Density	Weight
EL1 Flowering Lawn	Emorsgate Seeds	4g/m ²	50 g
WFG6 Wildflower Mix	Germinal	5g/m ²	1988 g

[illegible]

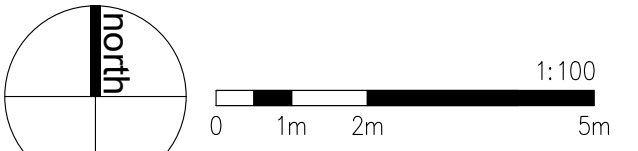
PARTIAL PLANTING SCHEDULE (REFER L-1344-HED-ZZ-EX-DR-L-301 FOR INITIAL SECTION)

CLIMBERS						
Abbreviation	Botanical Name	Common Name	Specification	Pot Size	Density	Number
Hp	Hydrangea petiolaris	Climbing Hydrangea	Potted :7.5L pot : 45cm high		Counted	2
FERNS						
Abbreviation	Botanical Name	Common Name	Specification		Density	Number
Df	Dryopteris filix-mas	Common Male Fern	Potted :Bushy :30cm high (leaves)		Counted	26
Mas	Matteuccia struthiopteris	Ostrich Fern	Potted :Bushy :45cm high		Counted	43
POLVU	Polypodium vulgare	Common Polypody	Full Pot		9/m²	30
						Total :99
GC Mix						
Abbreviation	Botanical Name	Common Name	Specification		Density	Number
Gcs	Geranium cantabrigiense 'Saint Ola'	Cranesbill 'St. Ola'	Potted :Bushy		11/m²	331
Pt	Pachysandra terminalis	Japanese Spurge	Branched		11/m²	331
						Total :662
ST Mix						
Abbreviation	Botanical Name	Common Name	Specification		Density	Number
AllhP	Allium hollandicum 'Purple Sensation'	Dutch Garlic	Potted :2L pot 'in the green'		11/m²	257
Ca la	Camassia leichtlinii 'Alba'	White Indian Lily	Potted :3L pot 'in the green'		11/m²	215
SILDI	Silene dioica	Red Campion	Full pot: C		11/m²	385
						Total :857
Climber groundcovers						
Abbreviation	Botanical Name	Common Name	Specification		Density	Number
EFSQ	Euonymus fortunei 'Silver Queen'	Bushy 'C	Bushy :C		6/m²	254
GERMA	Geranium macrorrhizum	Balkan Cranesbill	Full Pot		6/m²	254
HEDHEGR	Hedera helix 'Green Ripple'	Ivy 'Green Ripple'	Several Shoots: Full pot		6/m²	86
PACTER	Pachysandra terminalis	Japanese Spurge	Full Pot		6/m²	254
						Total :848

This schedule is a combined plant schedule for drawings
L-HED-1344-ZZ-EX-DR-L-301
L-HED-1344-ZZ-EX-DR-L-302
L-HED-1344-ZZ-EX-DR-L-303 &
L-HED-1344-ZZ-EX-DR-L-304

Refer L-1344-HED-ZZ-EX-DR-L-303

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For Planting Schedule, refer to drawings -
L-1344-HED-ZZ-EX-DR-L-301 & 302

REVISIONS		
P01	Stage 4 issue	25/03/2021 JSW
C01	Issue for information / approval	11/03/2022 AW
C02	Amendments to planting layout	27/03/2025 RKC
C03	Railing adjusted as per LJA comments 15/05/25	RKC

HED Hyland Edgar Driver
Landscape Architects
& Urban Designers

One Westex Way, Colson Common, Winchester SO21 1WG 1 01962 711 600

CLIENT		
CURO		
DATE	DRAWN BY	CHECKED BY
23.03.21	JSW	AW
DRAWING STATUS		SCALE @ A1
STAGE 5		1:200@A1
PROJECT		
THE CHARTER HORN YARD AND MARKET SQUARE		
DRAWING TITLE		
PLANTING PLAN HORN YARD 2 OF 2		
DRAWING NUMBER		REVISION
L-1344-HED-ZZ-EX-DR-L-302		C03