



Touchstone

Part of Places for People

2 Crescent Office Park
Clarks Way
Bath BA2 2AF

T 01225 838 490
E info@touchstoneresi.co.uk
W www.touchstoneresi.co.uk

The Charter Servicing Strategy | Planning Condition 33



The Charter – Bank Street, Gravesend

September 2025





Touchstone

Part of Places for People

Contents

Heading	Page Number
1. Purpose & Scope	1
2. Site Overview & Phasing	1
3. Servicing Strategy	1
4. Residential Deliveries and Concierge Management	2
5. Communal & Estate Services	2
6. Car Park Servicing	2
7. Servicing During Construction	3
8. Servicing of Surrounding Properties	3
9. Sustainability & Mode Shift	3
10. Monitoring & Review	3
11. Governance & Co-ordination	4
12. Interim & Emergency Protocols	4
13. Drawings & Appendices	4
Appendix 1: Site Servicing Layout Plan	
Appendix 2: Swept Path Analysis	
Appendix 3: Bin Store / Refuse Strategy	
Appendix 4: Planning Stage Service & Delivery Management Plan	



The Charter Servicing Strategy

This Delivery & Servicing Plan (DSP) has been prepared to satisfy Planning Condition 33. It sets out the strategy for managing deliveries and servicing operations at The Charter. The plan ensures efficient and safe movement of goods and services both during phased delivery and in full operation, while minimising disruption to neighbours and ensuring compliance with local authority requirements.

1. Purpose & Scope

The DSP has the following key objectives:

- Minimise traffic and noise impact on New Swan Yard and surrounding streets.
- Maintain secure and efficient delivery operations during phased occupation.
- Encourage consolidation of deliveries and use of low-emission vehicles.
- Ensure resident and staff safety through controlled access procedures.
- Provide clear servicing arrangements for residential apartments, communal areas, and the multi-storey car park.

2. Site Overview & Phasing

The Charter comprises 242 apartments delivered across two main phases, with associated communal areas and a multi-storey car park.

When construction of the development is complete, a loading bay on Bank Street will be utilised for servicing and deliveries for each building. The strategy for organizing and controlling these deliveries are detailed in the following section.

During construction, temporary servicing and delivery access will be managed by the Contractor. Traffic marshals and contractor operatives will ensure that vehicle movements will be controlled to avoid disruption to the local highway network and the amenity of neighbouring properties. This will be done by utilising Bank Street and the multi-storey car park which are contractor-controlled site areas until completion of the development.

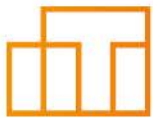
Existing surrounding properties will have access from Queen Street, Market Alley and New Swan Yard/Horn Yard throughout construction of the development and post-completion.

Refer to plans in appendix 1.

3. Servicing Strategy

Servicing and delivery activity will be managed through a combination of infrastructure provision, concierge-led controls, and supplier/contractor due diligence. A designated loading bay will be located on Bank Street with all larger deliveries and removals scheduled through the concierge booking system. Restricted servicing hours (Monday–Saturday, 9 am–6 pm) will reduce noise and traffic impacts, while emergency vehicle access will remain available 24/7.

The concierge team will act as the first line of control, overseeing vehicle access, contractor accreditation, and



resident communications. Prior to granting access, contractors will be required to submit Risk Assessments and Method Statements (RAMS), evidence of insurance, and confirmation of compliance with site safety procedures. Where appropriate, DBS checks will also be requested for contractors working within residential areas. All contractors will receive a site induction and temporary access pass linked to specific time slots. These due diligence measures will ensure only vetted and compliant contractors enter the site, maintaining safety and reducing risk. Oversized deliveries and removals will be subject to pre-booking, lift protection procedures, and concierge supervision. Secure parcel lockers and a concierge receipt service will minimise repeat trips and improve efficiency, while resident communication channels (app, newsletters, noticeboards) will provide real-time updates.

These arrangements will be supported by formal interim and emergency protocols, detailed later in this Plan, to ensure resilience during phased occupation, construction interface, or unplanned disruption.

4. Residential Deliveries and Concierge Management

Residential deliveries will be managed through a combination of parcel lockers, concierge receipt, and controlled access. Oversized deliveries and removals will be pre-booked via the concierge to ensure loading bay availability and lift protection. Grocery and supermarket deliveries will be permitted during servicing hours and directed to designated drop-off bays.

Resident Communication will be expanded through regular updates provided via newsletters, resident apps, and notice boards. A dedicated helpline and contact point will also be made available for residents to report servicing issues, particularly during interim arrangements.

5. Communal & Estate Services

Regular servicing of communal and estate functions will include:

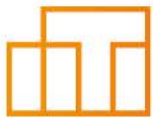
- Waste collection – storage within secure bin stores, collected by refuse vehicles from collection points on Queen Street, New Swan Yard and Crooked Lane.
- Cleaning and maintenance – access for FM and contractor vans.
- Plant and equipment – access for HVAC, lift engineers, and statutory inspection contractors.

All contractor access will be coordinated through the concierge booking system.

6. Car Parking Servicing

The multi-storey car park will be serviced to ensure safe operation and maintenance:

- Regular cleaning and waste removal.
- Lighting and line marking maintained on a planned schedule.
- FM contractor access coordinated via booking system.



7. Servicing During Construction

During construction, temporary servicing access will be managed with the support of on-site traffic marshals. Clear signage will direct delivery drivers, and temporary drop-off/loading zones will be created where required. Communication will be sent to residents regarding any changes to access arrangements.

Emergency Preparedness measures will also be in place, including temporary access routes for emergency vehicles if construction impacts the servicing yard, and defined coordination procedures with contractors to minimise risks.

8. Servicing of Surrounding Properties

During construction, surrounding properties will continue to be serviced from the adjacent streets which will remain open and accessible. If any partial closures or restrictions of these streets are required then the Contractor will liaise with the relevant neighbours to ensure that servicing provision is maintained and disruption is minimised. This includes the following key neighbours:

- Market Hall – Market Alley will remain open and accessible for servicing and deliveries
- Medical Centre – Access to the medical centre will be maintained from Queen Street, along Bank Street and New Swan Yard.
- Commercial properties along High Street – Access to servicing/loading points along New Swan Yard and Horn Yard will be maintained as per their pre-development arrangements.

When the development is complete, the above-mentioned arrangements will be maintained with the following amendments:

- Access to New Swan Yard/Horn Yard will be provided from Bank Street which will re-open as public highway while Market Alley will become pedestrianized with drop-bollards at each end.
- The Market Hall will be able to control servicing and deliveries on Market Alley by having control of the drop-bollards and allowing access as required.

9. Sustainability & Mode Shift

The DSP will encourage sustainable delivery practices, including:

- Promotion of low- and zero-emission delivery vehicles.
- Consolidation of deliveries where possible to reduce vehicle movements.
- Accommodation of cycle couriers and last-mile delivery operators.

Sustainability Goals will also be established, with measurable targets such as reducing delivery trips by a set percentage within three years, achieving a defined percentage of suppliers using electric vehicles, and offering incentives for sustainable suppliers.

10. Monitoring & Review

The DSP will be reviewed six months after first occupation and annually thereafter. Data will be collected on delivery volumes, vehicle types, and servicing issues via the concierge team. Breaches of servicing arrangements will be logged, with quarterly reviews conducted. Annual resident feedback surveys will be used to inform service improvements.

Resident engagement will also be expanded to include focus groups and workshops for more detailed input.



11. Governance & Coordination

The DSP Coordinator will be the on-site Building Manager/Community Manager, responsible for overseeing the booking system, liaising with service providers, and ensuring compliance. Contact information will be made available to residents and suppliers. The DSP is secured via management agreements to ensure resourcing and accountability.

Coordination with Local Authorities will also be strengthened through regular liaison meetings with highways and planning officers, ensuring compliance with evolving regulations and addressing any unforeseen issues during phased delivery.

12. Interim & Emergency Protocols

Although referenced throughout, interim and emergency protocols are set out explicitly here:

Interim Protocols (Phase 1):

- Temporary loading bays and signage directing deliveries.
- Concierge coordination of delivery slots to prevent vehicle conflicts.
- Daily monitoring of site conditions to adapt to evolving construction activities.
- Resident communication on any changes to access or delivery arrangements.

Emergency Protocols:

- 24/7 access for emergency services with override controls on gates.
- Clear evacuation routes are maintained at all times, even during construction.
- Concierge training in emergency procedures and communication.
- Temporary access routes established if primary entrances are obstructed.
- Post-incident review and update of emergency measures.

13. Drawings & Appendices

To support this DSP and satisfy Planning Condition 33, the following drawings and plans are provided as appendices:

- Appendix 1: Site Servicing Layout Plan (showing bays, access, turning areas)
- Appendix 2: Swept Path Analysis for service vehicles
- Appendix 3: Bin Store / Refuse Strategy Drawing (locations, Eurobin provision).
- Appendix 4: Planning stage Service & Delivery Management Plan

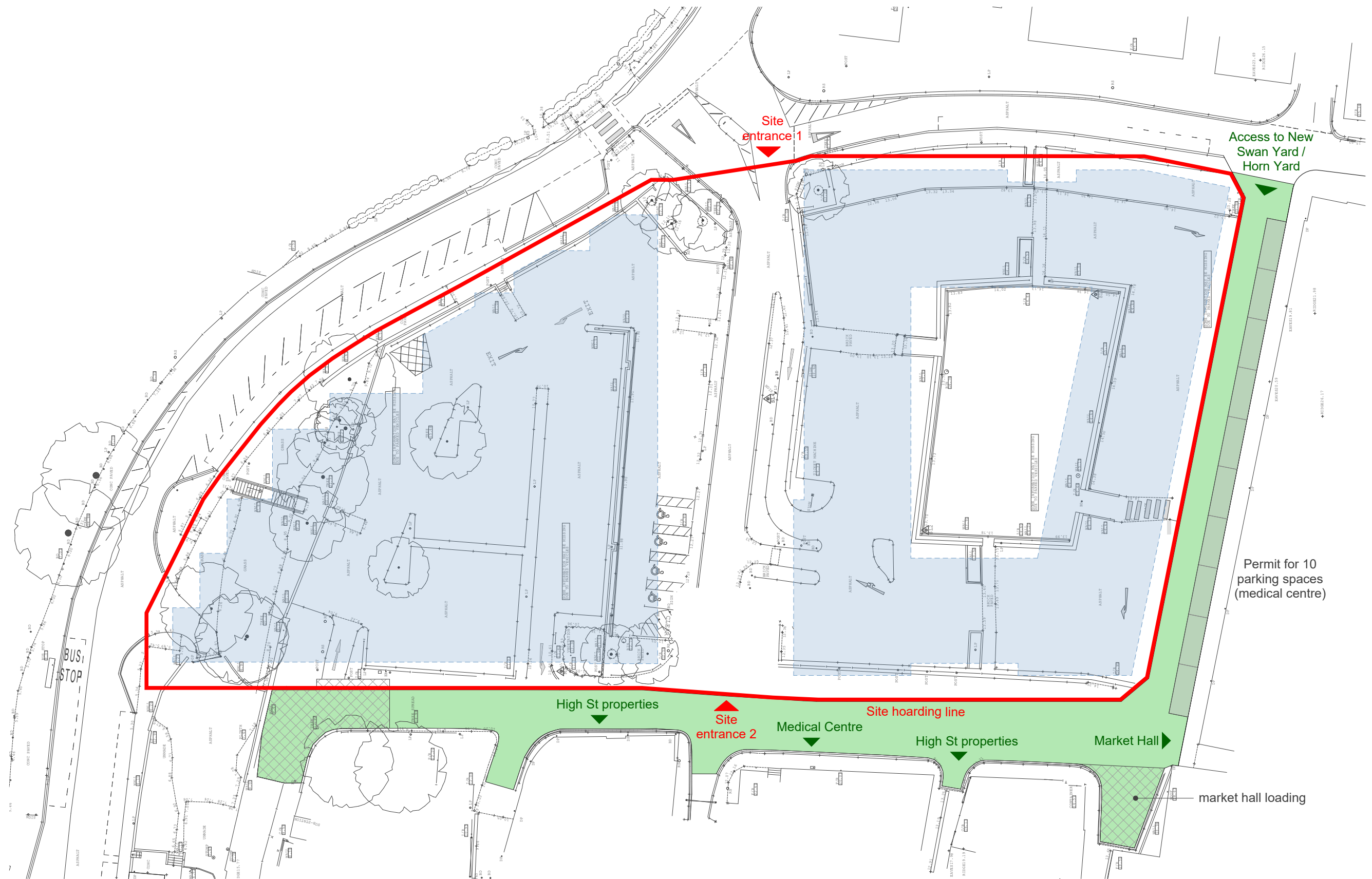


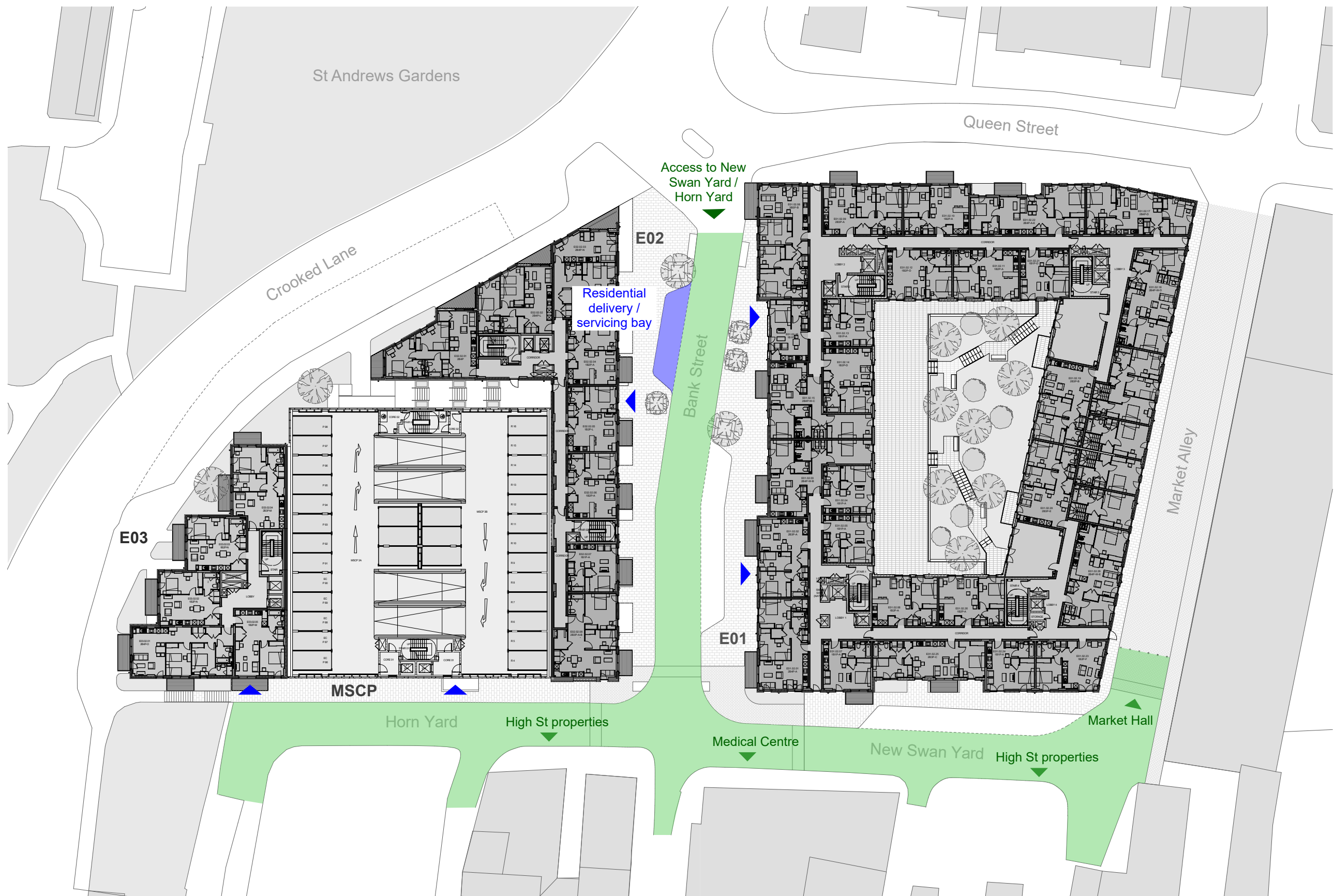
Touchstone

Part of Places for People

Appendix 1

Site Servicing Layout Plan





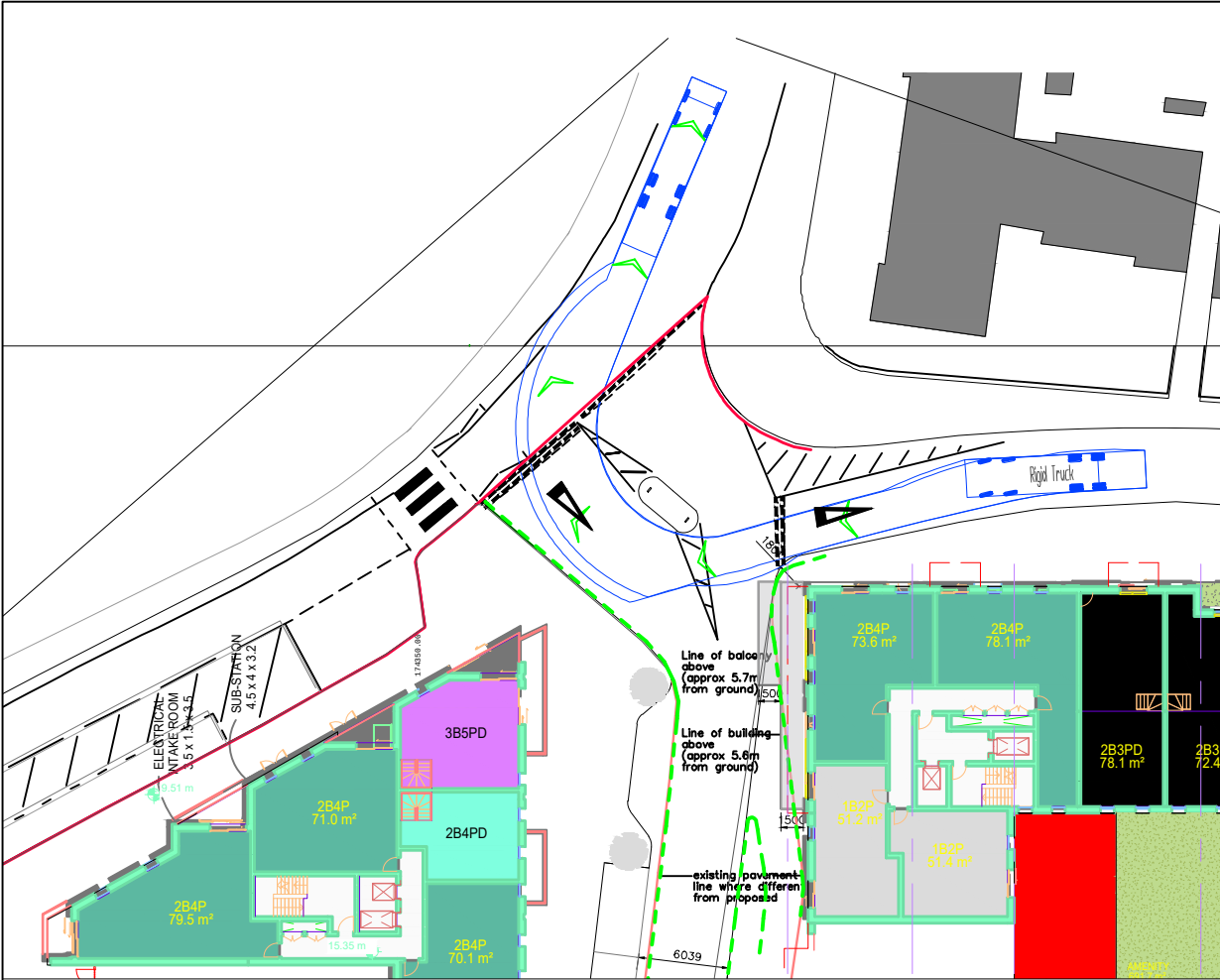


Touchstone

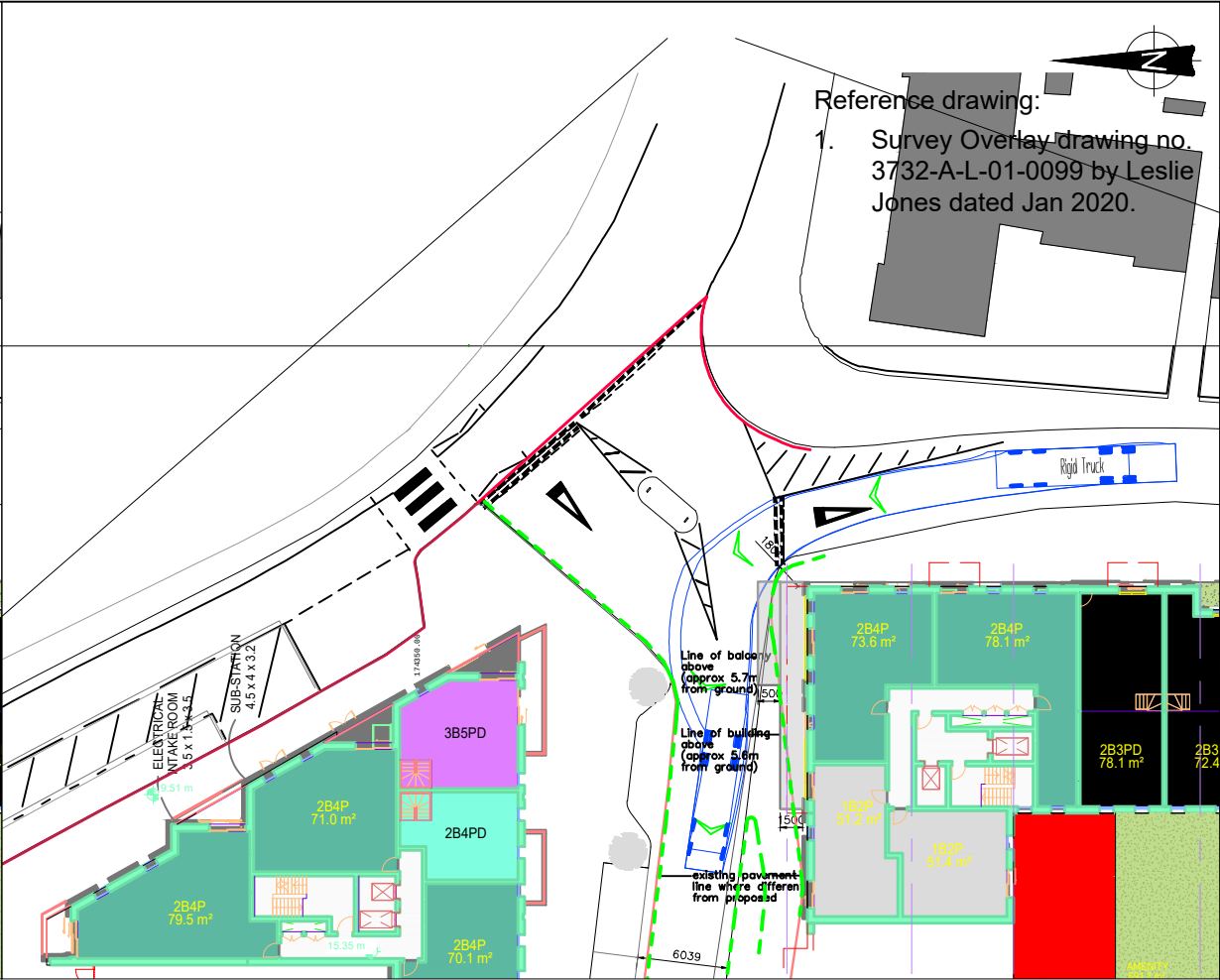
Part of Places for People

Appendix 2

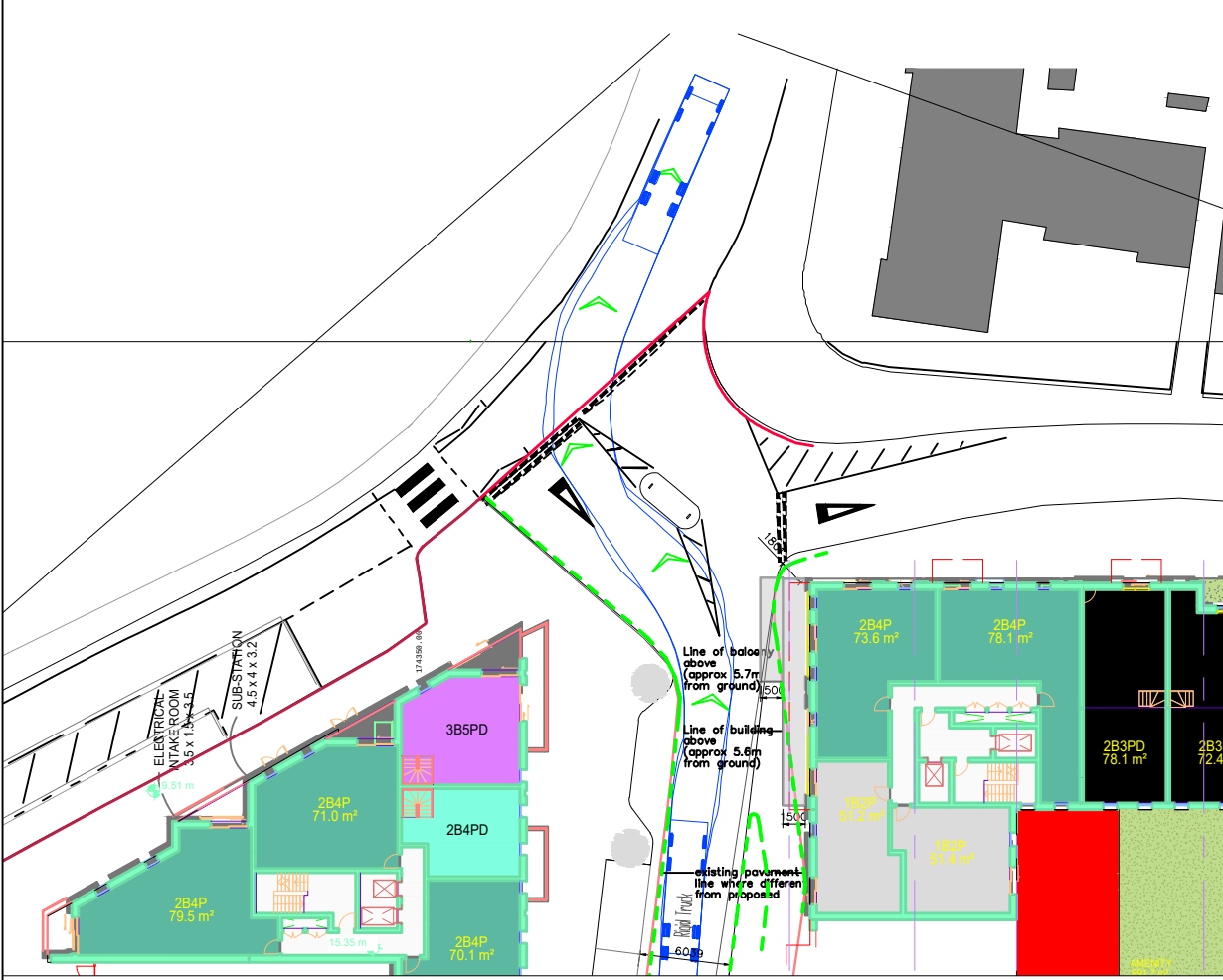
Swept Path Analysis



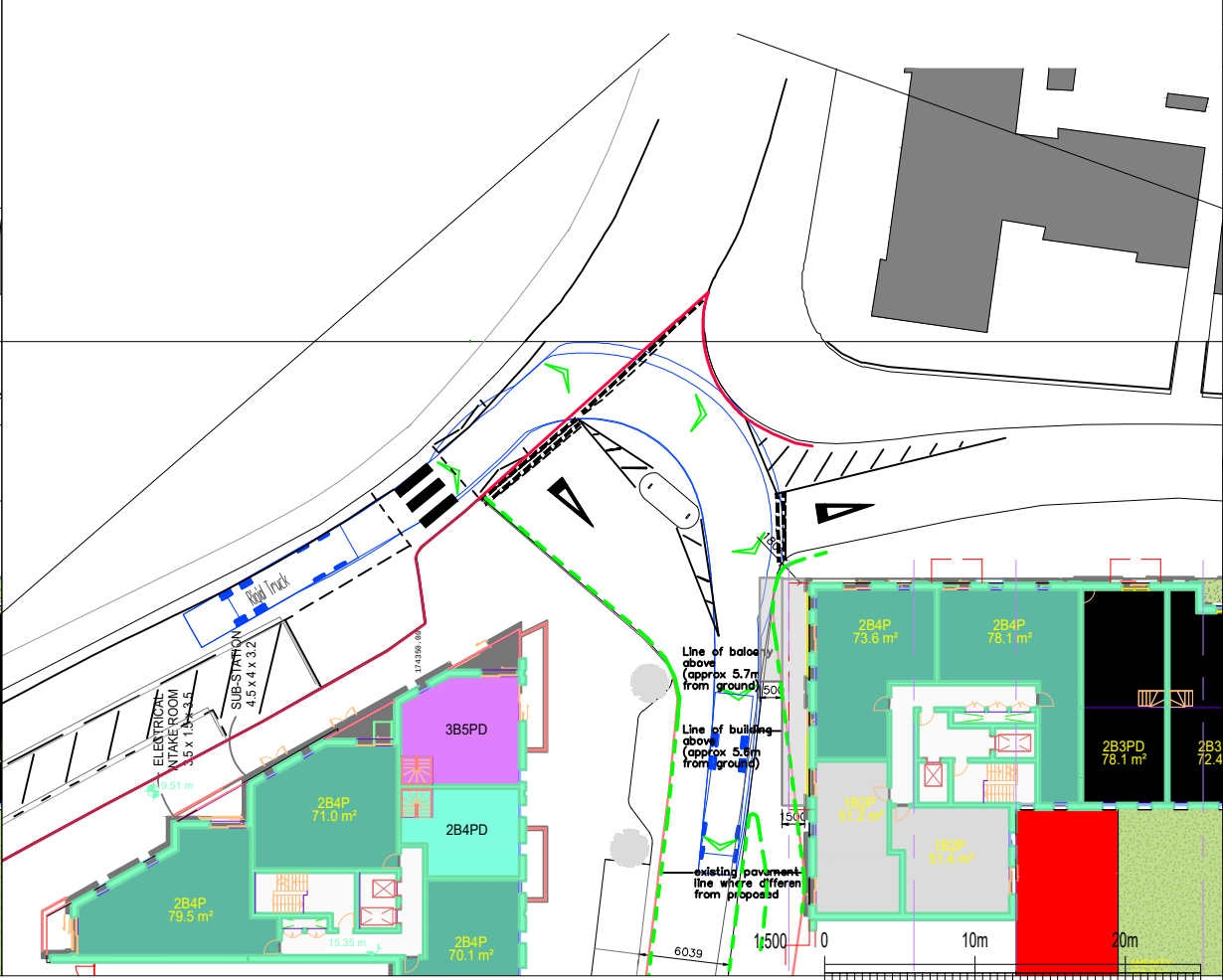
12m RIGID VEHICLE



12m RIGID VEHICLE



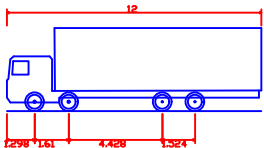
12m RIGID VEHICLE



12m RIGID VEHICLE

Reference drawing:
1. Survey Overlay drawing no.
3732-A-L-01-0099 by Leslie
Jones dated Jan 2020.

GENERAL NOTES



Rigid Truck
Overall Length 12.000m
Overall Width 4.200m
Overall Body Height 2.500m
Min Body Ground Clearance 0.412m
Track Width 2.471m
Lock to lock time 6.005s
Kerb to Kerb Turning Radius 11.900m

Rev	Date	Description	By
P03	13.02.20	FURTHER AMENDMENT TO LAYOUT AND TRACKS	DM
P02	03.02.20	LAYOUT AND TRACKS AMENDED.	AKL
P01	27.01.20	FIRST ISSUE	AKL

Amendments	
Project	Charter House & Horn Yard Residential Development

Title	PROPOSED DEVELOPMENT SWEEP PATH ANALYSIS
-------	---

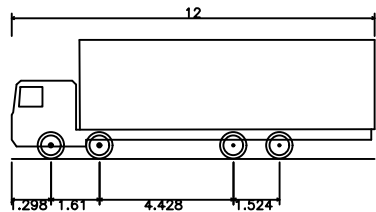
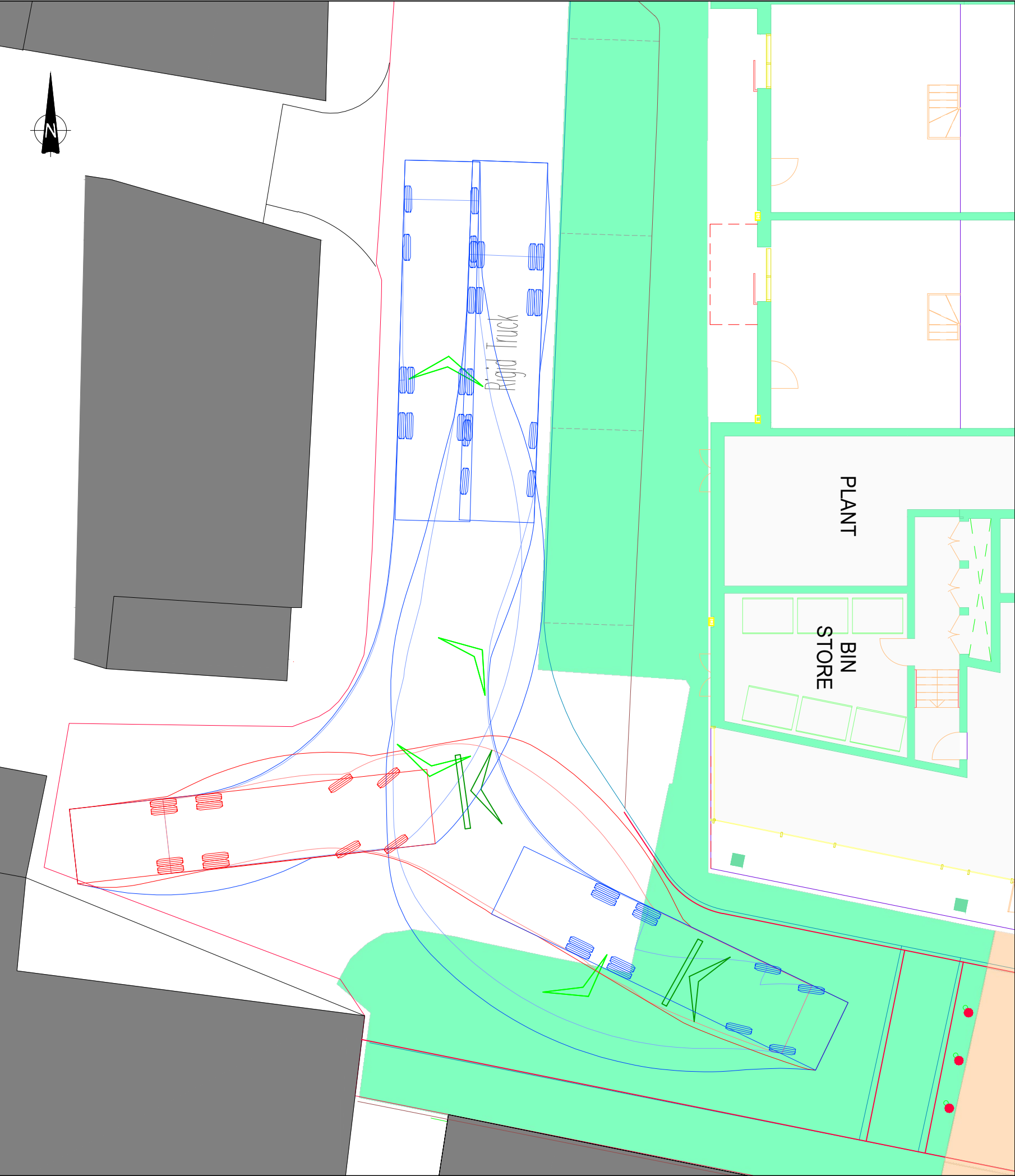
Client	REEF ESTATES
--------	--------------



Pickfords Wharf Clink Street London SE1 9DG t 020 7928 7888 mail@watermangroup.com www.watermangroup.com	
--	--

PRELIMINARY			
Designed By	Checked By	PCH	Waterman Ref WIE14364
Drawn By	Date	Jan 2020	Scales @ A3 1:500

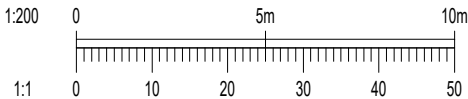
Project - Originator - Volume - Level - Type - Role - Number			Revision
14364-WIE-ZZ-ZZ-DR-D-05016-P04			P04



Rigid Truck
Overall Length
Overall Width
Overall Body Height
Min Body Ground Clearance
Track Width
Lock to lock time
Kerb to Kerb Turning Radius

12.000m
2.500m
3.928m
0.412m
2.471m
6.00s
11.900m

VEHICLE DETAILS



This drawing should not be scaled. Dimensions to be verified on site.
Any discrepancies should be referred to the Engineer prior to work being put in hand.

This drawing is the property of Waterman Infrastructure & Environment Limited, and the drawing is issued on the condition that it is not copied reproduced, retained or disclosed to any unauthorised person, either wholly or in part without the consent in writing of Waterman Infrastructure & Environment Limited
Pickfords Wharf, Clink Street, London SE1 9DG t 020 7928 7888 f 03333 444 501

GENERAL NOTES

Reference drawing:

- Drawing no. 3732-LEJ-E01-01-A-DR-04001 revision E by Leslie Jones Architects dated 10th December 2019.

Rev	Date	Description	By
P03	21.02.20	REVISED TO COMPLY WITH COMMENTS RECIEVED	LS
P02	20.02.20	KERBLINE REVISED AND ADOPTABLE FOOTWAY LINK ADDED	LS
P01	18.02.20	PRELIMINARY ISSUE	LS

Amendments	
Project	Charter House & Horn Yard Residential Development

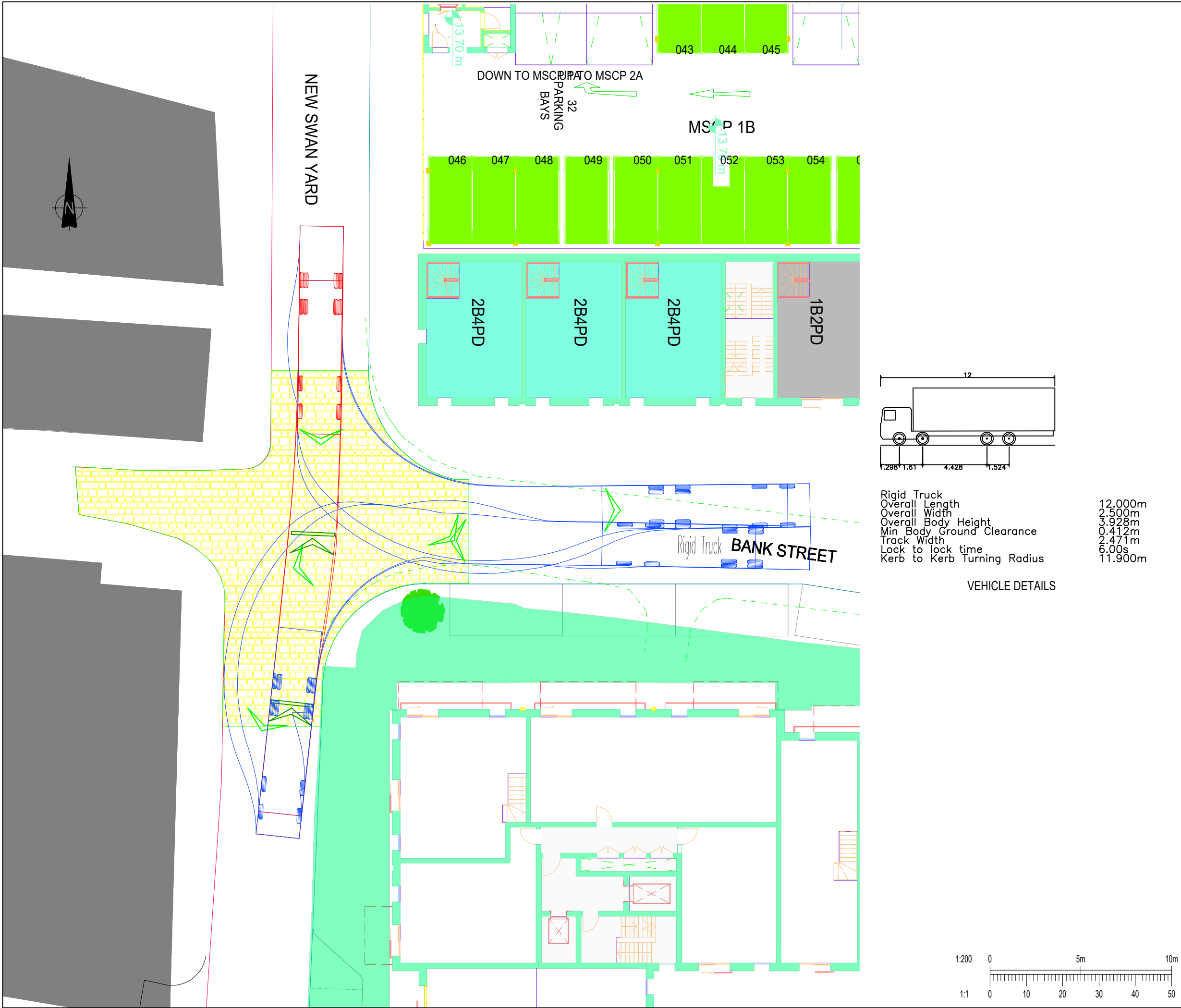
Title	TURNING MANOEUVRE OF 12m RIGID TRUCK AT NEW SWAN YARD
-------	---

Client	REEF ESTATES
--------	--------------



Pickfords Wharf Clink Street London SE1 9DG
t 020 7928 7888
mail@watermangroup.com www.watermangroup.com

PRELIMINARY			
Designed By	PCH	Checked By	PCH
Drawn By	LS	Date	FEBRUARY 2020
Project - Originator - Volume - Level - Type - Role - Number			Revision
14364-WIE-ZZ-ZZ-DR-D-05022-P02			P03



This drawing should not be scaled. Dimensions to be verified on site.
Any discrepancies should be referred to the Engineer prior to work being put in hand.

This drawing is the property of Waterman Infrastructure & Environment Limited, and the drawing is issued on the condition that it is not copied reproduced, retained or disclosed to any unauthorised person, either wholly or in part without the consent in writing of Waterman Infrastructure & Environment Limited
Pickfords Wharf, Clink Street, London SE1 9DG t 020 7928 7888 f 03333 444 501

GENERAL NOTES

- Reference drawing:
- Drawing no. 3732-LEJ-E01-01-A-DR-04001 revision E by Leslie Jones Architects dated 10th December 2019.
 - Drawing no. 3732-LEJ-E01-00-A-DR-00011 revision M by Leslie Jones Architects dated 17th December 2019.

P01	18.02.20	PRELIMINARY ISSUE	LS
Rev	Date	Description	By

Amendments	
Project	Charter House & Horn Yard Residential Development

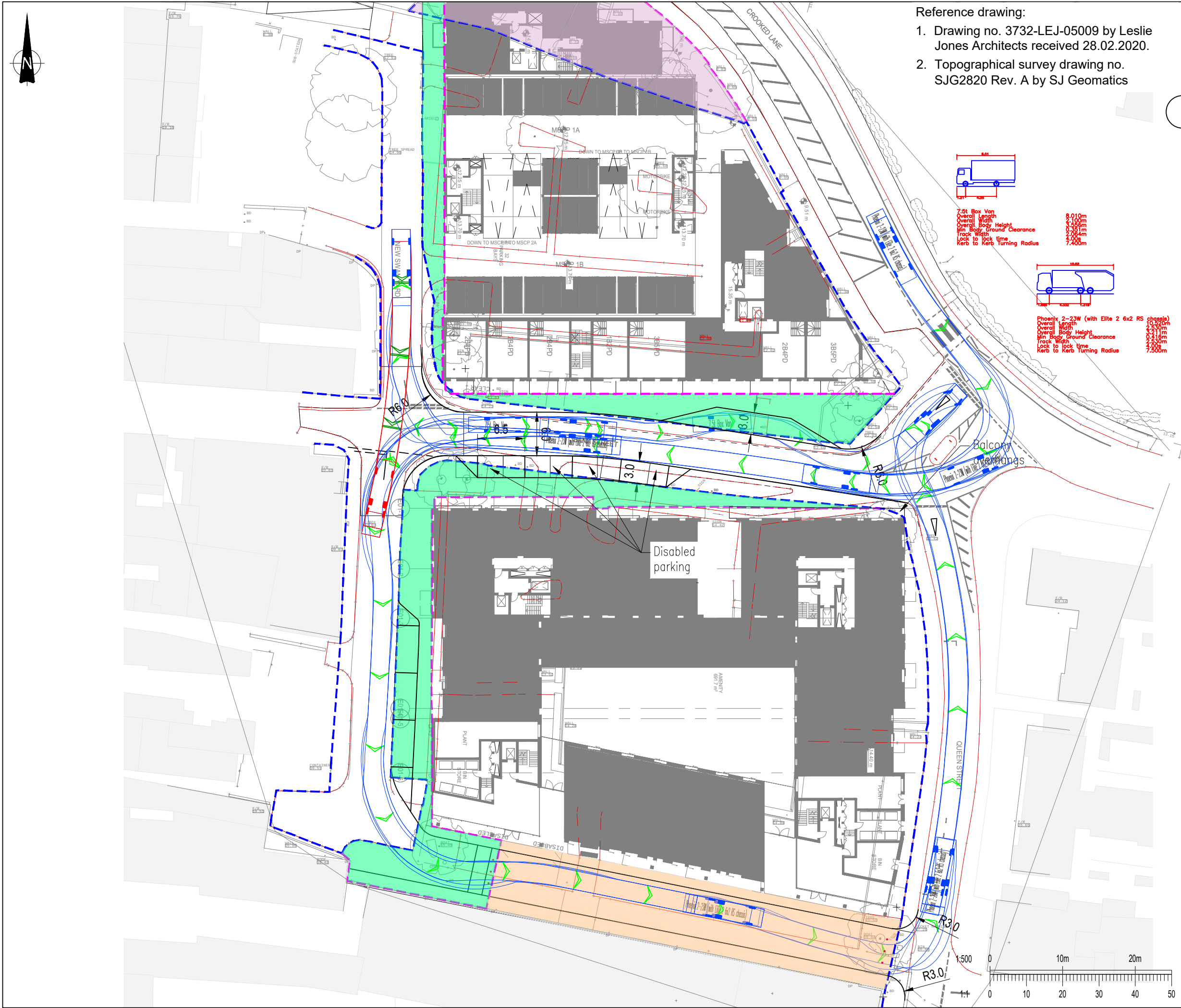
Title	TURNING MANOEUVRE OF 12m RIGID TRUCK AT BANK STREET / NEW SWAN YARD
-------	---

Client	REEF ESTATES
--------	--------------



Pickfords Wharf Clink Street London SE1 9DG
t 020 7928 7888
mail@watermangroup.com www.watermangroup.com

PRELIMINARY			
Designed By	Checked By	Waterman Ref	WIE14364
Drawn By	Date	Scales @ A3	1:200
Project - Originator - Volume - Level - Type - Role - Number			Revision
14364-WIE-ZZ-ZZ-DR-D-05023-P02			P01



- Reference drawing:
- 1. Drawing no. 3732-LEJ-05009 by Leslie Jones Architects received 28.02.2020.
 - 2. Topographical survey drawing no. SJG2820 Rev. A by SJ Geomatics

This drawing should not be scaled. Dimensions to be verified on site. Any discrepancies should be referred to the Engineer prior to work being put in hand.

This drawing is the property of Waterman Infrastructure & Environment Limited, and the drawing is issued on the condition that it is not copied reproduced, retained or disclosed to any unauthorised person, either wholly or in part without the consent in writing of Waterman Infrastructure & Environment Limited

Pickfords Wharf, Clink Street, London SE1 9DG t 020 7928 7888 f 03333 444 501

GENERAL NOTES

- Key:
- Existing highway boundary
 - Proposed highway boundary
 - Proposed highway alterations
 - Existing kerb - Topographical survey
 - Market Alley
 - Highway land to be stopped up
 - Land to be adopted

P01	05.03.20	PRELIMINARY ISSUE	JW
Rev	Date	Description	By

Amendments
Project
Charter House & Horn Yard Residential Development

Title
REFUSE VEHICLE & BOX VAN TRACKING

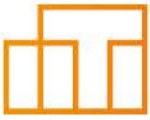
Client
REEF ESTATES



Pickfords Wharf Clink Street London SE1 9DG
t 020 7928 7888
mail@watermangroup.com www.watermangroup.com

Status			
PRELIMINARY			
Designed By		Checked By	
PCH		PCH	
Waterman Ref		WIE14364	
Drawn By		Date	
JW		MARCH 2020	
Scales @ A3		1:500	

Project - Originator - Volume - Level - Type - Role - Number	Revision
14364-WIE-ZZ-ZZ-DR-D-05027	P01



Touchstone

Part of Places for People

Appendix 3
Refuse Strategy



Cumulative Street-Level Plan

The Charter Gravesend

REFUSE STRATEGY & SERVICING STRATEGY

The refuse strategy is based around bin stores located at street level that are easily accessed from residential cores for residents as well as from street for collection.

Each of the 6 main access cores across block E01, E02 and E03 have their own dedicated refuse stores that are capable of accommodating a number of bins for segregation of recyclable waste. The capacity has been calculated using Gravesham refuse standards.

Relevant Local Policy:

Planning Guidance on Waste Collection Requirements Gravesham, September 2019

3. Service Provision – Flats (page 4)

- 3.1. *Flats are generally serviced by communal bin stores. Bin stores should be large enough to accommodate and manoeuvre sufficient 1,100 litre refuse and recycling Eurobins for the number of dwellings in each block.*
- 3.2. *The following provision is required*
 - 3.2.1.1. *Refuse - 1 x 1,100ltr bin per 6 flats*
 - 3.2.1.2. *Recycling – 1 x 1,100ltr bin per 6 flats with special recycling lid*
 - 3.2.1.3. *Food Waste – 1 x 140ltr bin per 10 flats with an individual 5ltr caddy per flat*
- 3.3. *The immediate area outside the bin store should be level with the road, should not include an incline and the installation of a drop kerb where necessary is mandatory. Car parking spaces should not be allocated immediately in front of the access to the bin store.*
- 3.4. *The maximum distance bins will be moved by collection crews should be no more than 15 metres.*
- 3.5. *It is recommended that bin stores are fitted with a lock which is accessed via a key or a key code pad.*
- 3.6. *Where there is a building of mixed use (ie flat above shop), then separate waste provision must be made for the domestic and commercial premises.*

The following calculations are based on twice weekly collections for all Refuse, Recycling and Food Waste as agreed with the local authority.

E01: 173 units

Refuse: 14no - 1,100ltr bin

Recycling: 14no - 1,100ltr bin

Food Waste: 9no – 140ltr bin

E02: 42 units

Refuse: 4no - 1,100ltr bin

Recycling: 4no - 1,100ltr bin

Food Waste: 3no – 140ltr bin

E03: 29 units

Refuse: 3no - 1,100ltr bin

Recycling: 3no - 1,100ltr bin

Food Waste: 2no – 140ltr bin

In Total:

Refuse: 21no - 1,100ltr bin

Recycling: 21no - 1,100ltr bin

Food Waste: 14no – 140ltr bin



Touchstone

Part of Places for People

Appendix 4

Planning stage Service & Delivery Management Plan



Service and Delivery Management Plan

Charter House and Horn Yard Residential Development

March 2020

Waterman Infrastructure & Environment Limited

Pickfords Wharf, Clink Street, London, SE1 9DG
www.watermangroup.com

Client Name: Reef Group
Document Reference: WIE14364-103-R-1-1-2-SDP
Project Number: WIE14264

Quality Assurance – Approval Status

This document has been prepared and checked in accordance with
Waterman Group's IMS (BS EN ISO 9001: 2015, BS EN ISO 14001: 2015 and BS EN ISO 45001:2018)

Issue	Date	Prepared by	Checked by	Approved by
1.1.1	Mar 2020	Peter Hawke Technical Director	Bryan Evans Principal Consultant	Peter Hawke Technical Director 
1.1.2	Mar 2020	Peter Hawke Technical Director	Bryan Evans Principal Consultant	Peter Hawke Technical Director 

Comments

ISSUE

Disclaimer

This report has been prepared by Waterman Infrastructure & Environment Limited, with all reasonable skill, care and diligence within the terms of the Contract with the client, incorporation of our General Terms and Condition of Business and taking account of the resources devoted to us by agreement with the client.

We disclaim any responsibility to the client and others in respect of any matters outside the scope of the above.

This report is confidential to the client and we accept no responsibility of whatsoever nature to third parties to whom this report, or any part thereof, is made known. Any such party relies on the report at its own risk.

Contents

1. Introduction.....	2
2. Existing Site	3
3. Local Transport Facilities	5
Walking	5
Cycling	6
Bus Services	7
Rail Services	7
Ferry	8
4. Current Servicing Arrangements	9
5. With-Development Servicing Arrangements	10
6. Summary and Conclusions	11

Figures

Figure 1: Site Location and Wider Context	4
Figure 2: Site Boundary and Local Context	4
Figure 3: Walking Catchment Plan.....	5
Figure 4: Cycling Catchment Plan	6
Figure 5: National Cycle Network Route 1 near the Site	7

Appendices

- A. Architect's Drawing

1. Introduction

- 1.1. Waterman Infrastructure & Environment Limited ('Waterman') has been instructed by Reef Group to advise on highways and transport matters in relation to the proposed re-development of the Horn Yard and Market Square car parks ('the Site') at Gravesend, Kent and to prepare a Service and Delivery Management Plan to support a planning application for the Charter House and Horn Yard residential development.
- 1.2. The planning authority for the Site is Gravesend Borough Council and the highway authority is Kent County Council.
- 1.3. The Site is in Gravesend town centre and is close to commercial uses, leisure facilities and transport facilities.
- 1.4. The Site comprises the Market Square public car park, the Horn Yard public car park and adjacent highway and land. Both existing car parks are surface car parks; the Market Square car park has approximately 123 spaces and the Horn Yard car park has approximately 88 spaces.
- 1.5. The proposed development comprises:
"Erection of 242no. residential units (C3 Use Class) and associated ancillary accommodation, within three blocks ranging from 3 to 10 storeys, together with multi-storey car park, access, landscaping, parking, and other works".
- 1.6. The main elements of the proposed development are:
 - 242 residential flats which would be made available on a Private Residential Sector (PRS) basis
 - a multi-storey car park providing 75 spaces dedicated to the proposed flats, 9 dedicated to the Gravesend Medical Centre and 102 spaces for use by the general public
 - several covered secure cycle parking stores for the flats
 - refuse stores
 - public realm enhancements including on Market Alley
- 1.7. Facilities management staff will manage key servicing tasks such as refuse collection.

2. Existing Site

Location

- 2.1. The Site is located within Gravesend Town Centre; to the north and east of the Primary Shopping Area.
- 2.2. The Site is located at National Grid Reference (NGR) TQ 64854, 74338 and wholly falls within the administrative area of Gravesham Borough Council (GBC).
- 2.3. The Site location is shown below in **Figure 1** and the Site boundary is shown below in **Figure 2**.
- 2.4. At ground level, the Site covers an area of approximately 0.9 hectares.
- 2.5. The Site is occupied by two surface public car parks with combined capacity of 211 spaces. These are the Horn Yard car park which has 88 spaces and the Market Square car park which has 123 spaces. Bank Street lies on an east-west axis and passes between the two car parks.
- 2.6. Broadly, the Site is bound by the following:
 - Crooked Lane at the northern Site boundary;
 - Properties to the east of Queen Street on the eastern boundary;
 - Gravesend Borough Market and the Gravesham Museum to the south;
 - The High Street and adjacent properties to the west.
- 2.7. The following public highways are adjacent to or within the Site:
 - Crooked Lane is to the immediate north and east of the site;
 - Queen Street is to its east;
 - New Swan Yard is to its west.
 - Bank Street is within the Site
- 2.8. Bank Street connects New Swan Yard, Crooked Lane and Queen Street. An unnamed access road lies to the west of the Horn Yard car park.
- 2.9. Three pedestrianised or vehicle-restricted routes provide pedestrian routes between the Site and Gravesend High Street.
- 2.10. Bus routes pass along Crooked Lane.
- 2.11. National Cycle Network Route 1 passes to the north of the site next to Crooked Lane.
- 2.12. The Gravesend - Tilbury river ferry route docks at Gravesend Pier approximately 300 metres from the site.

Figure 1: Site Location and Wider Context

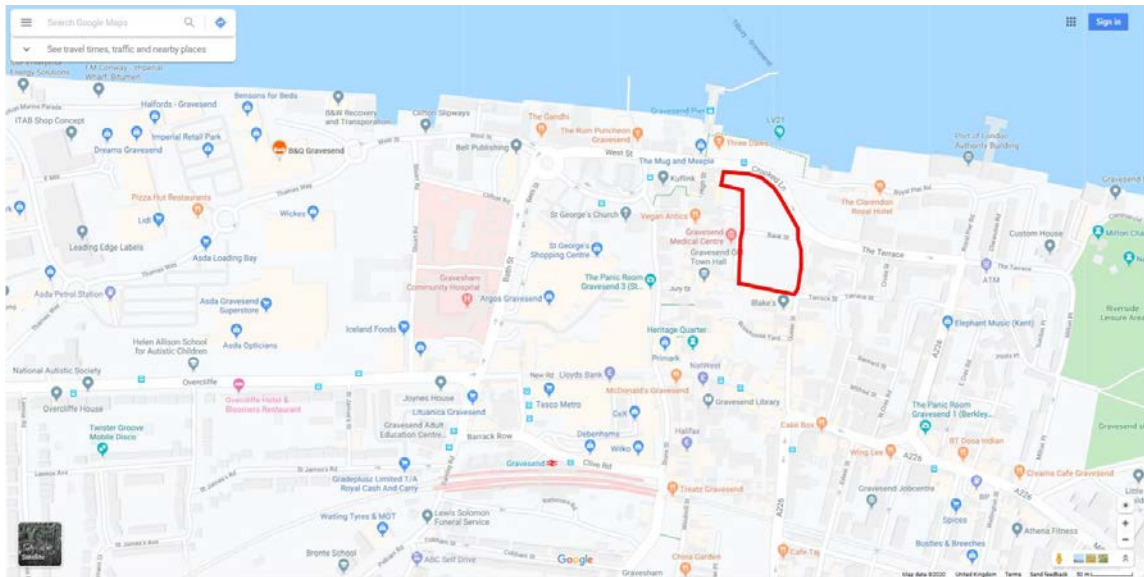


Figure 2: Site Boundary and Local Context



Planning History

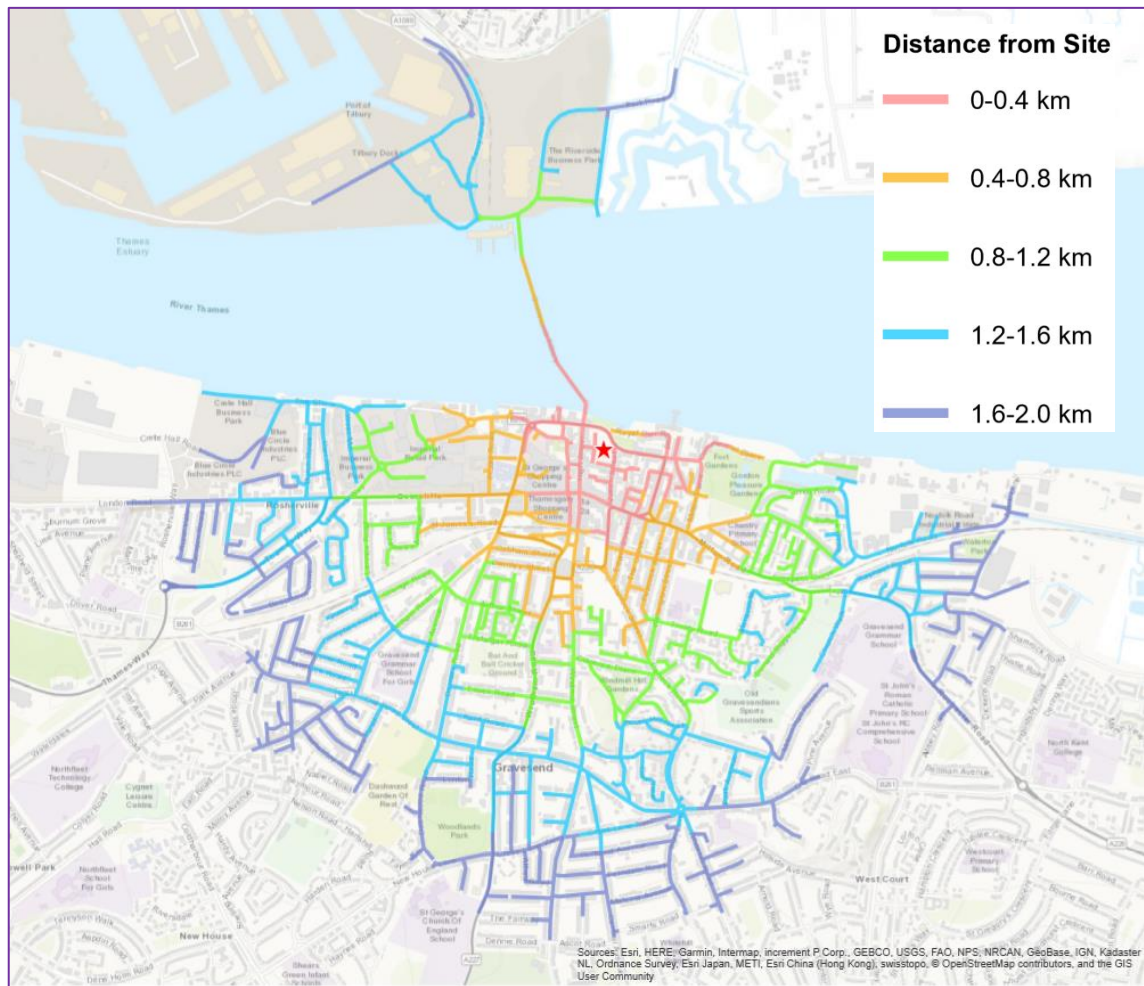
- 2.13. Planning permission was granted for the redevelopment of the Site in 2014 (ref: 20120931). This permission was implemented prior to expiry.
- 2.14. The approved 2012 scheme is for a mixed use and included 141 residential units, 1,294sqm restaurant/café use, a 2,048 sqm hotel (50 keys) and a 193 space car park.

3. Local Transport Facilities

Walking

- 3.1. Pedestrian access is currently well catered for with footways provided along all roads on and surrounding the Site. Three pedestrianised / vehicle restricted routes connect the western side of the Site with Gravesend High Street to the west.
- 3.2. The walking catchment for the Site is shown below in Figure 3.

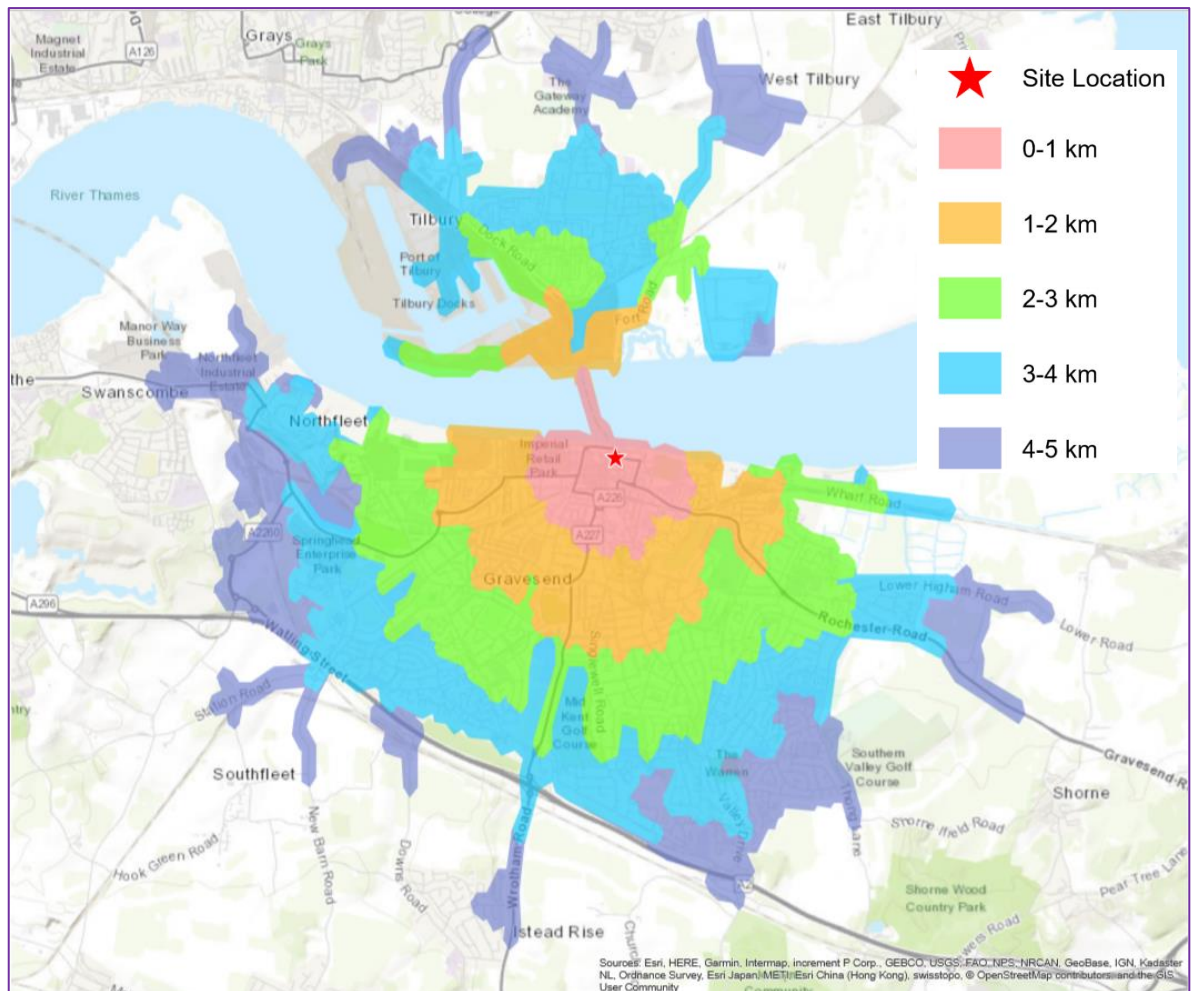
Figure 3: Walking Catchment Plan



Cycling

- 3.3. The cycling catchment for the Site is shown below in Figure 4 below and shows that almost all of Gravesend as well as some areas beyond are within 5 km cycling distance of the Site.

Figure 4: Cycling Catchment Plan



- 3.4. National Cycle Network Route 1 passes next to Crooked Lane by the northern boundary of the Site as shown in Figure 5 overleaf. Within Kent this route connects Dover to Gravesend via Canterbury and Rochester. West of Gravesend it continues to London, Dartford, Erith and via the south bank of the River Thames to Greenwich.

Figure 5: National Cycle Network Route 1 near the Site



Bus Services

- 3.5. The Site is within a short walk of frequent and wide-ranging public transport options as would be expected for a town centre location.
- 3.6. The Site is close to the centre of the Gravesend bus network.
- 3.7. The nearest bus stops to the Site are to its north on Crooked Lane. This is served by the intercity service 735 and by the local services 190, 416, 417, 455, 480, 481, 483, 489, 490, G1, MEOPHAM1, NAG1 and VIGO1. These serve routes within Kent to Cliffe, Meopham and Brompton Dockside (University of Greenwich Maritime Campus).
- 3.8. Other bus stops close to the site are by St George's Centre. These are approximately 100 metres west of the Site and used by bus services 1, 3, G1 and NAG1
- 3.9. Bus services serving Gravesend town centre include Fastrack buses which provide fast services at 10 minute intervals between Gravesend Town Centre, Ebbsfleet Station, Bluewater Darenth Valley Hospital and Dartford Town Centre. Most other services are run by Arriva and connect with nearby towns.
- 3.10. Further details about bus services in Gravesend are in the transport assessment (TA) accompanying this application.

Rail Services

- 3.11. Gravesend railway station is around 530 metres walk south from the Site. It provides direct train services between Gravesend and London St Pancras International with other services to destinations across Kent and London including Victoria, Charing Cross and London Bridge. The services include stopping services as well as the High Speed 1 service to Stratford International and St Pancras.
- 3.12. Further details of the rail services are given in the TA accompanying this application.

Ferry

- 3.13. A half hourly passenger ferry service, departing from Gravesend 5.40am to 7pm and from Tilbury 5.50am to 7.10pm, runs between Gravesend Town Pier and Tilbury Riverside, with bus and rail connections to Grays Railway Station, East London, the City and Southend. The ferry operates from Monday to Saturday except Bank Holidays. It accepts foot passengers and cyclists.

4. Current Servicing Arrangements

- 4.1. Servicing is an important function for any development. Essentially it involves the delivery/removal of goods and services to a building including removal of refuse. Generally the main mode for this is by van or other commercial vehicle with the vehicles be unloaded/loaded manually.
- 4.2. The servicing needs of town centre residential buildings are principally refuse, home deliveries and, for a PRS scheme such as this, the relatively frequent movement of household goods in and out of the building as tenants change.
- 4.3. The scheme will, when completed, have a small effect on the existing servicing vehicle traffic using Bank Street and New Swan Yard.
- 4.4. Both these streets are used for servicing vehicle traffic serving the surrounding buildings, principally the Gravesend Market, the Gravesend Medical Centre and the properties on New Swan Yard/the High Street.
- 4.5. Gravesend Market is currently principally serviced from the existing turning head near the western end of the Market building at the southern end of New Swan Yard and by manual trolley transfer for vehicles parked in the existing Market Square car park.
- 4.6. The Medical Centre is serviced from the New Swan Yard turning head and by vehicles parking on street in New Swan Yard. Loading is permitted on the single and double yellow line waiting restrictions.
- 4.7. Other properties with access on New Swan Yard are serviced in a similar manner to the Medical Centre.
- 4.8. New Swan Yard also acts as a delivery facility for some of the properties on the High Street.
- 4.9. Other deliveries on the High Street take place when it is open to traffic between 6 pm and 10 am. However, deliveries take place outside these hours on New Swan Yard with goods manually handled or transferred by roller cages/hand trolleys along the western portion of Bank Street to their final destination.

5. With-Development Servicing Arrangements

- 5.1. In the with-development case refuse servicing will take place on street. Refuse stores are incorporated in the development all of which have appropriate waste transfer distances with appropriate management to the refuse vehicle access points as shown in the architect's drawing at Appendix A. A new turning head at the southern end of New Swan Yard to be constructed as part of the scheme is larger than the existing turning head and can accommodate GBC's refuse collection vehicles and delivery vehicles up to 12 metres long. In the town centre GBC operate a residential weekly collection service.
- 5.2. It is anticipated that there would be a tenant changeover at the development around two or three times a week. These would generally involve making use of the loading bay on Bank Street, on street loading in New Swan Yard or using yellow line loading exemption on Bank Street / New Swan Yard to move household goods and possessions to and from the development. The loading bay can accommodate box vans, vehicles that are frequently used for tenant moves.
- 5.3. In the initial occupation phase it is likely that time slots will be allocated by the facilities management staff at the development for the tenants' initial occupation to ease unloading congestion when the development fills up.
- 5.4. The other primarily delivery generator for the residential units will be home deliveries for internet ordered goods and food. It is anticipated that this 242 unit scheme would generate around 24 delivery trips per day, (excluding multiple deliveries such as mail deliveries by Royal Mail) primarily by small vans. The developer / site operator will investigate the practicality of front desk delivery storage arrangements for deliveries to the tenants but some items such as food will likely involve direct delivery to individual flats.
- 5.5. These servicing deliveries would primarily use the loading bay and New Swan Yard including the turning head for drop off but could also use the provision for on-street loading on yellow line restrictions.
- 5.6. Both Bank Street and New Swan Yard will continue to be used for servicing vehicle traffic to/from the surrounding buildings. These are principally Gravesend Market, Gravesend Medical Centre and the adjacent properties.
- 5.7. Gravesend Market will be serviced from the enlarged turning head near the western end of the Market building at the southern end of New Swan Yard.
- 5.8. The Medical Centre will continue to be serviced from the New Swan Yard turning head and by vehicles parking on street in New Swan Yard where loading is permitted on single and double yellow line waiting restrictions.
- 5.9. The other properties with access to New Swan Yard will continue to be serviced in a similar manner to the Medical Centre.
- 5.10. New Swan Yard will continue to act a delivery facility for some of the properties on the High Street including when the High Street is closed to vehicular traffic with deliveries being manually transferred to the High Street properties.

6. Summary and Conclusions

- 6.1. The servicing needs of the proposed 242 residential private residential sector units are principally refuse, home deliveries and, for a PRS scheme such as this, the relatively frequent movement of household goods in and out of the buildings as tenants change.
- 6.2. The scheme will, when completed, have a minimal effect on the existing servicing vehicle traffic using Bank Street and New Swan Yard as outlined below. Both these streets are used by vehicle traffic servicing the surrounding buildings, principally the Gravesend Market, the Gravesend Medical Centre and the properties on the High Street.
- 6.3. In the with-development case refuse servicing will take place on street from the refuse stores incorporated in the development. The enlarged turning head at the southern end of New Swan Yard can accommodate Gravesham refuse waste collection vehicles and delivery vehicles up to 12 metres long.
- 6.4. It is anticipated that there would be a tenant changeover around two or three times a week and that that this would involve making use of the loading bay on Bank Street or using the other loading facilities to move household possessions. Use of the loading facilities would be actively managed in the initial occupation phase due to the number of new occupants at the development.
- 6.5. It is anticipated that this 242 unit scheme would generate around 24 delivery trips per day, (excluding multiple deliveries such as Royal Mail) primarily using the loading bay and New Swan Yard including the turning head for drop off.
- 6.6. The development will result in no significant changes to the existing delivery arrangements apart for the loss of parking/delivery from the Market Car Park.
- 6.7. Bank Street and New Swan Yard will continue to be used by vehicle traffic servicing the surrounding buildings, principally Gravesend Market, the Gravesend Medical Centre and the adjacent properties. The Market will be serviced from the enlarged turning head near the western end of the Market building at the southern end of New Swan Yard while the Medical Centre will be serviced from New Swan Yard.
- 6.8. The Medical Centre will continue to be serviced from the New Swan Yard turning head and by on street deliveries.
- 6.9. New Swan Yard will continue to provide a secondary delivery facility for some of the properties on the High Street when the High Street is closed to vehicular traffic.



APPENDICES

Appendices

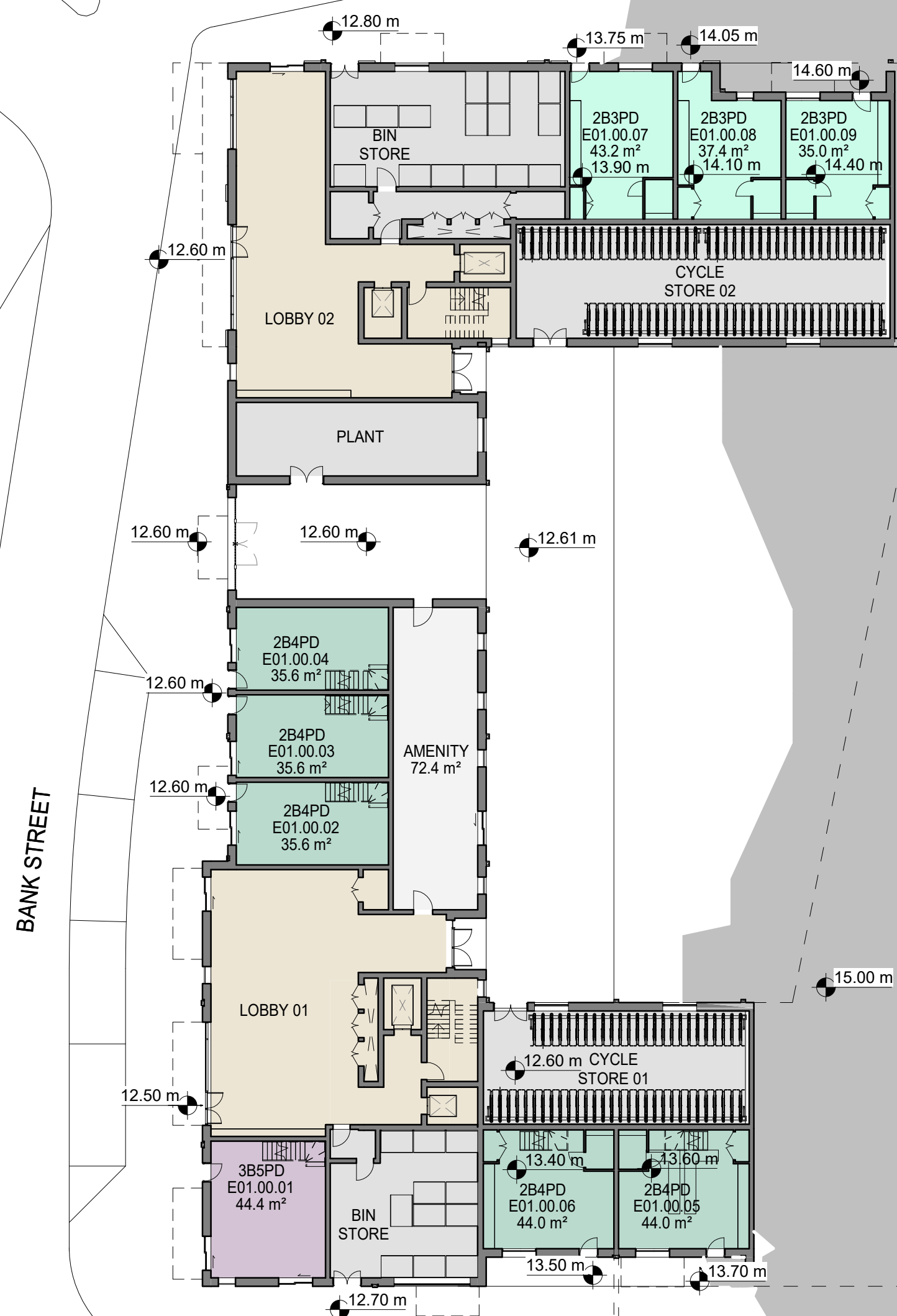
Service and Delivery Management Plan
Document Reference: WIE14364-103-R-1-1-2-SDP



A. Architect's Drawing

Appendices

Service and Delivery Management Plan
Document Reference: WIE14364-103-R-1-1-2-SDP



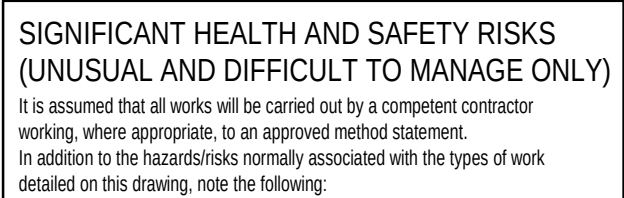
BANK STREET

ON STREET
PARKING
07 BAYS

Figure 1 shows a horizontal beam with a coordinate system. The beam is divided into segments of 5m, 10m, 15m, and 20m. A vertical line is drawn at 12.5m from the left end. The total length of the beam is 25m.

KEY

— APPLICATION BOUNDARY



WORK IN PROGRESS

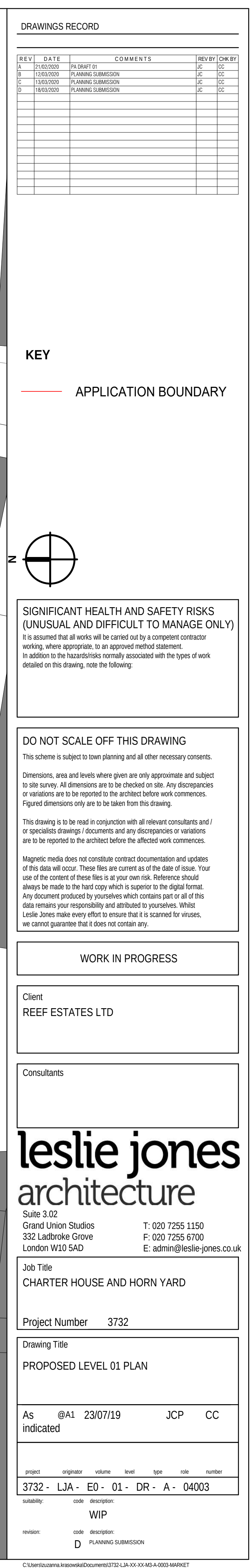
Consultants

Suite 3.02
Grand Union Studios T: 020 7255 1150
332 Ladbroke Grove F: 020 7255 6700
London W10 5AD E: admin@leslie-jones.co.uk

Project Number 3732

As	@A1	23/07/19	JCP	CC
indicated				

revision: code description:
D PLANNING SUBMISSION



UK and Ireland Office Locations

