

Delivery and Servicing Plan

Wellington House
4 – 10 Cowley Road
Uxbridge
UB8 2XW

3rd July 2025

Wellington House, 4-10 Cowley Road, Uxbridge, UB8 2XW

Project Team

Role	Company	Contact
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Planning Authority London	Borough of Hillingdon	01895 25011

1. Introduction and Scope of Report

This Delivery and Servicing Plan (DSP) has been prepared to support the discharge of planning conditions for the permitted development at Wellington House under:

- Class MA: Conversion of office space to 35 residential units
- Class AA: Upward extension to provide 18 additional units
- This plan addresses planning conditions imposed under both decisions and aligns with Transport for London's CLP Guidance (July 2017), British Standard BS5288:2009, and Hillingdon Local Plan policies.

2. Site Description and Proposed Development

The site comprises an existing 4-storey office building located at 4-10 Cowley Road, Uxbridge. Works will involve:

- Conversion of internal space (Class MA)
- Two-storey vertical extension (Class AA)
- Total resulting dwellings: 53 residential units.

2.1 Future Delivery and Servicing Plan (DSP)

In addition to construction-stage delivery management, which is covered in the separately submitted CMP/CLP, this document outlines the long-term Delivery and Servicing Plan (DSP) that will be implemented post-occupation for the ongoing operation of the development at Wellington House, Uxbridge.

This plan is designed to comply with the planning conditions under references **21755/APP/2024/2414** and **21755/APP/2024/3295**, and follows Transport for London DSP best practice guidance.

Key Elements:

- **Delivery Hours:** All delivery and servicing activities will be restricted to the hours of **Monday to Friday, 09:30 to 16:00**, to avoid peak traffic periods and minimise disruption to neighbouring properties.
- **Access and Egress:** All servicing will occur via the existing rear access route. Delivery vehicles will not be permitted to idle on Cowley Road or other public roads. Adequate turning and unloading space is available within the service yard
- **Refuse Collection:** Waste and recycling will be stored in designated bins in the car park area. Collections will be undertaken by the council's waste services or a contracted private company, in accordance with agreed collection days.

- **Servicing Arrangements:** All bulky or specialist deliveries (e.g., furniture, white goods) will require advance booking with the managing agent to coordinate access and minimise congestion or clashing with other residents.
 - **Resident Move-Ins/Move-Outs:** A move-in protocol will be established to ensure lift access is available and scheduled with minimal impact on other occupants. Any delivery vehicles will utilise the rear car park area for loading/unloading and access the building via the rear car park side doors.
 - **Signage and Notices:** Clear signage will be installed at vehicle entry points to guide drivers to designated servicing areas, reinforce access restrictions, and prevent unauthorised parking.
 - **Monitoring and Management:** The appointed building management team will oversee delivery scheduling, respond to complaints, and review servicing arrangements annually. Contact details for the management team will be visibly displayed.
- Sustainability Commitment:** Residents will be encouraged to use online delivery consolidation services where possible. EV charging points will be provided, and delivery drivers will be encouraged to use low-emission vehicles in line with the GLA's Air Quality guidance.

3. Planning Condition Cross-Reference

