

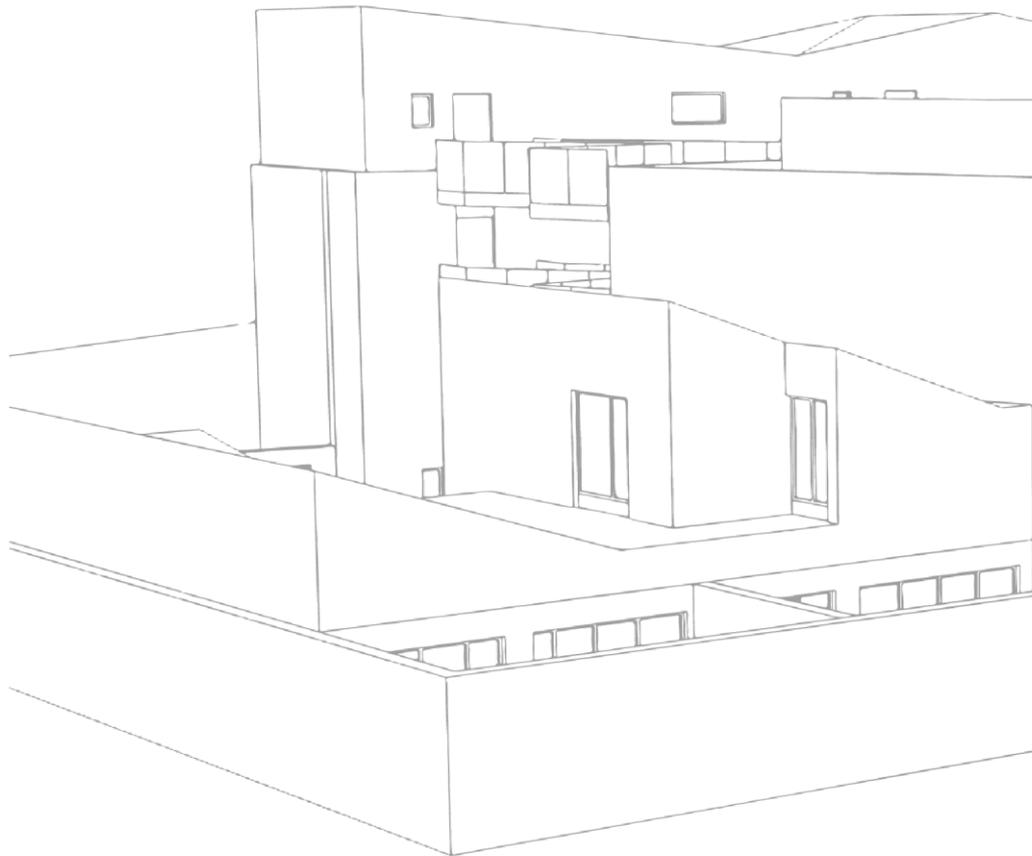
# Servicing Strategy

Development management procedures

Conversion of existing office building to 34 residential flats (Use class C3)

Salamander Quay  
Uxbridge  
London

Date: July 2025



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Salamander Quay , Uxbridge, London

## 1. INTRODUCTION

This Servicing Strategy supports the proposed conversion of the existing office building at Salamander Quay, Uxbridge into 34 residential apartments and the retention of 3 small commercial office suites. It provides details on refuse collection, deliveries, emergency access, and other essential servicing arrangements in accordance with:

- London Borough of Hillingdon's Local Plan (Part 2 Development Management Policies)
- Refuse and Recycling Storage Guidance for Residential and Commercial Developments (2021)
- London Plan (2021) Policies D5, T7 and SI 7
- Manual for Streets (DfT)
- BS 5906:2005 – Waste Management in Buildings

## 2. SITE ACCESS & GENERAL SERVICING

The site is accessed from a private internal road leading from Park Lane. The layout as shown in the submitted Proposed Site Plan (JW1216-105) provides:

- Clear access routes for refuse vehicles, emergency vehicles, and delivery vans.
- Turning heads and radii suitable for standard 10.5m long refuse vehicles and delivery vans (up to 7.5 tonnes).
- Designated visitor and disabled parking bays, which remain unobstructed by servicing operations.

All servicing operations will occur within the site boundary, avoiding disruption to the public highway.

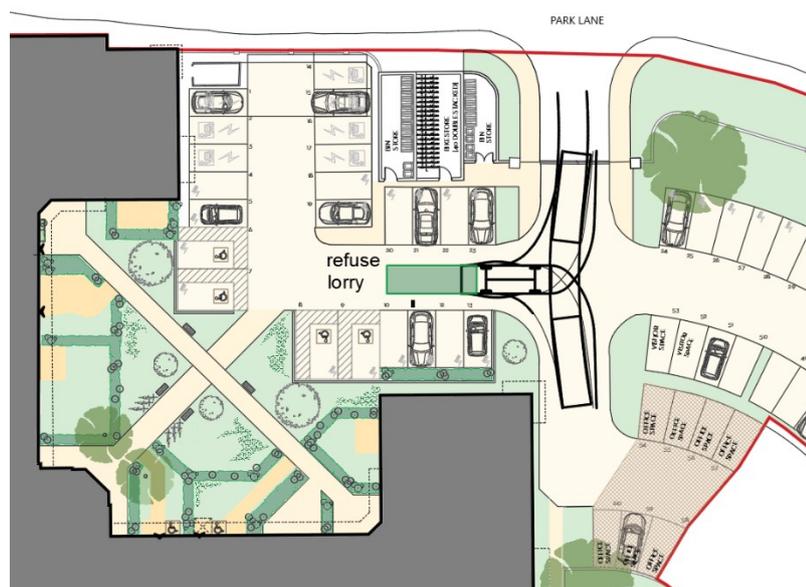


Figure 1 - Refuse lorry tracking

### **3. REFUSE COLLECTION ARRANGEMENTS**

As set out in the separate Bin Management Strategy, the development includes:

- A dedicated residential bin store accessible from the internal road for local authority kerbside collection.
- A separate commercial bin store for retained office suites, located to the east side of the building.

Residential Refuse Volume (per LB Hillingdon standards):

- 5 x 1100L residual bins
- 5 x 1100L recycling bins
- 2 x 360L food waste bins

These stores are within 10–20m of the service road, ensuring compliance with BS 5906 and Building Regulations Part H requirements.

Collections will be undertaken by LB Hillingdon Waste Services on designated days, with the management company responsible for bin presentation and rotation.

### **4. DELIVERIES & DROP-OFFS**

The development will accommodate short-term deliveries and drop-offs (e.g. couriers, food deliveries, home services) using:

- The allocated visitor parking bays
- The internal road which allows for temporary drop-off without obstructing access.

Signage and resident communications will advise delivery operators of designated stopping points to avoid conflicts or obstruction of communal paths and access points.

For the office suites, small-scale deliveries will be made in accordance with typical light commercial servicing standards and will use the existing commercial entrance and parking allocation.

## 5. EMERGENCY VEHICLE ACCESS

The development layout has been reviewed to ensure:

- Clear and level vehicular access to building entrances and fire-fighting stair cores.
- No turning or headroom restrictions that would prevent the access of fire appliances (up to 26 tonnes).
- Routes meet the required 45m hose length from vehicle stopping point to dwelling entrances (per ADB Volume 1 and B5 requirements).

The private access road is wide and clear of obstruction, allowing fire and ambulance access in accordance with Approved Document B and Manual for Streets guidance.



Figure 2 Fire tender

## **6. CYCLE STORAGE & ACCESS**

A secure cycle store for 40 double-stacked cycles is provided adjacent to the building, accessible from the main footpath and internal parking court. This encourages sustainable transport use and complies with London Plan Policy T5 and Hillingdon's Cycle Parking Standards.

## **7. MANAGEMENT & OPERATION**

The site will be operated by a building management company who will:

- Oversee refuse handling and presentation
- Coordinate access for service providers and utility contractors
- Maintain bin store hygiene and cycle storage areas
- Monitor deliveries and prevent parking abuse of service areas

## **8. CONCLUSION**

This Servicing Strategy demonstrates that the conversion of Salamander Quay has been designed with a robust approach to access, refuse, deliveries, and emergency response.

The layout and operation are fully compliant with:

- Hillingdon's Local Plan and Refuse Design Standards
- London Plan servicing and sustainability policies
- Manual for Streets and BS 5906
- Building Regulations Part H and Part B access requirements

The strategy ensures the development will function efficiently, with minimal disruption to residents, commercial tenants, and the local environment.