

February 2024

10348

Tavistock Gardens

This document captures the responses to Hillingdon's Council email sent to Avison Young in October 2023, the document provides evidence and reasoning for each of the points raised, it is in line with the updated Refuse Strategy Rev 10.

In all areas where the Council's comments could be accommodated, (such as providing food waste bins to each refuse store), this document indicates it has been done.

It is suggested to read this document in conjunction with the Refuse Strategy Rev 10.

NOTE: The following observations in **Green** were issued by Hillingdon Council in October 2023, and were based on the Refuse Strategy_Revision 9 draft proposal emailed for review in April 2023 by Avison Young.

These observations and Redrow's responses were taken into account to develop our updated proposal, which is **Refuse Strategy Revision 10** proposal. (Please refer to this document separately)

| COUNCIL OBSERVATION | Hillingdon Council Observations on Refuse Strategy issue April 2023 | Redrow Homes Responses captured on Refuse Strategy_Revision 10 |
|------------------------|--|---|
| 1 | Residents should always have access to deposit recycling and waste and any rotation/storage of bulk bins should take this into consideration. | Confirmed; all refuse stores in Refuse Strategy_Revision 10 , provide access to at least 3No. of bins at the same time; so residents can always make use of a waste and recycling option. |
| 2 | There should be a 50/50 split of general waste and recycling containers available per block, and space should be provided to accommodate at least 1 x 140L food waste unit per block. Please contact recycling@hillingdon.gov.uk for preferred supplier. | Refuse Strategy_Revision 10 has a 50/50 split has been provided to all stores where there is an even number of bins. Is the number is un-even, we ha prioritised the general waste over recycling. The 140L food waste was not mentioned before, but we have run an analysis and provided 1no. of 140L bins to each refuse store. |
| 3 | Bulk bins should be rotated more often than once per week as collection will take place on a weekly basis. This is to avoid residents dumping waste in front of any full container and contaminating recycling bins with other waste. | Confirmed; Refuse Strategy_Revision 10 indicate that the Estate Management is responsible of rotating the bins to guarantee access, and good order. Where required, they are responsible for rotating the bins between stores. |
| 4 | It is noted that a caretaking team will be used to pull the bins out of 2 x bin stores using a tug. Please provide a contingency plan for if this is not working as the pull distances are too great for collection crews as per Health and Safety. | In the event the tug is out of service, the Estate Manager will do the rotations manually until the Tug comes back on service. If required, manual handling of bins will be accommodated until the Tug is restored. |
| 5 | Developers should consider additional storage for additional waste streams and exterior land with a minimum size of 3 x 3 metres to temporarily store reuse items including bulky waste, small WEEE and electrical items. | The site counts with hard standing areas that can be used to this purpose, and hold bins temporarily, until collected. These areas re distributed along the central courtyard |
| 6 | The enclosure or chamber should be large enough to allow clearance of 150mm between each bin and the walls, with a minimum of 2 metres in height. There should be space in front of the bins to allow residents to easily access the bins when depositing waste. Space in front of the bins should be considered to allow the collectors space to pull the bins out of the storage unit. If multiple bins are used, then there should be sufficient space to rotate the bins in between collections. | Refuse Strategy_Revision 10 shows the number of bins as per Planning Drawing 10348-EPR-00-GF-TP-A-0200_Rev13. The Store heights are in excess of 2 m, (except a small area within Core 4 Fitzroy Roy, which is properly delineated and does not affect the waste capacity of the Core), and there is enough space to access the bins. The clearance between bins and walls are in excess of 100 mm and the Estate Manager is to monitor the stores ensuring this is achieved and maintained. |



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The two hard-standing areas on this side of the road will be reduce to 60% of their size to avoid protruding over the lawn, in line with the Residents Consultation in early 2023. The revised area can still be used for temporary placing of bins on collection date.

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| 7 | If a gate or door is added to the enclosure or chamber it should be metal, hardwood or softwood clad with metal. Ideally it should have a fire resistance of 30 minutes when tested to BS 476-22. The door frame should allow a clearance of 150mm either side of the bin when it is being pulled out for collection. The door frame should be rebated into the reveals of the opening. There should be a latch or clasp to hold the gate/door open for safety and damage prevention during collection. All doors should open outwards and should not block access or highways. | Confirmed, the doors open outwards and don't obstruct access or highway. They self lock in position when opened 90 degrees. They are of aluminium metal construction and have louvred panels. |
| 8 | Suitable locks, keys or security number pad can be added where necessary to prevent non-resident access. With codes or a minimum of 3 keys or fobs per bin store provided to Hillingdon Waste Services to allow access for collection. | The refuse doors have "code-operated" access control locks, with codes unique to each Core. The Estate Manager is responsible for moving the bins in preparation of collection date, and for leaving all stores open on these days. |
| 9 | Roads providing access to the building should have foundations and a hard-wearing surface capable of withstanding a fully laden refuse vehicle of 32 tonnes Gross Vehicle Weight. | The main access roads, (from and up to the main gates), and the internal road for the refuse truck, are suitable for the loads. |
| 10 | Roads should have a minimum width of 5m and be designed so that the collection vehicle can continue mainly in a forward direction. For safety reasons, we would encourage developers to make use of turning circles or separate entrances and exits to minimise the need for vehicles to reverse. | Tavistock and Bentinck roads access to site are in excess of 5 metres wide. And the internal refuse truck road within the site, is a 4.2 metres wide, one-way system road which is accessed from Tavistock and exit from Bentinck. Being a one way system, it enhances safe operation of the refuse team and residents. |
| 11 | Dropped kerbs are needed outside each bin store entrance to allow for the safe manoeuvre of bins by the collection crews. These should be 2 kerb lengths minimum (a kerb length is 900 mm). A dropped kerb should be sited within 10m of the facilities and the pulling area should be free from obstructions and have a sound surface. | The site counts with level access throughout; so bins management and manouvering is not affected by kerbs as these don't exist on site. |
| 12 | The driver's line of sight to the storage must not be obstructed. | Confirmed; the line of sight is not obstructed. The cycle stores present in the central courtyard are built with see-through materials which allow a continuous view; similarly and as pointed in Item 10, this road is a one-way-system to ensure safe operation of the refuse team and residents. |
| 13 | Where access to the storage may become blocked, developers may need to request the Council to implement parking restrictions. | [Not applicable] |
| 14 | Where collection may take place on a public road, existing road markings, traffic restrictions and to allow free flow of traffic. | [Not applicable] |
| 15 | Barriers to be in place where bins will closely pass parked cars. | [Not applicable] |
| 16 | Bins should not cross parking bays, whether designated or otherwise. | [Not applicable] |



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