



42A Windsor Street, Uxbridge

Proposed Apart-hotel Development

Operational Management Framework (OMF)

2 March 2026

Introduction

This Operational Management Framework (OMF) has been prepared to detail the operational management of the proposed apart-hotel at 42A Windsor Street, Uxbridge, London UB8 1AB.

Its purpose is to set out the guiding principles for the operation and to demonstrate the management philosophy to be adopted by the operator. It outlines the policies that would be employed by an operator to ensure the hotel use protects the amenity of local residents.

The OMF has been prepared having regard to industry good practice, similar statements submitted with other recent planning applications for new hotels elsewhere in the London metropolitan area. It should be read alongside the other submission documents submitted in support of this planning application.

It is envisaged that the OMF will provide a basis for discussion with Hillingdon Council's Planning Services in respect of any operational conditions that may be applied should permission be granted, as well as a more detailed Operational Management Plan (including details on opening hours, capacities, entrance and exit arrangements) which will be adopted by the operator.

Hotel Layout

This hotel would comprise of 8 no. of apart-hotel units. Check-in to the apart-hotel will be done at reception located on ground floor. The apart-hotel rooms are to be located on the first and second floors of the application building. There would be a front entrance access to the apart-hotel (i.e. existing access) and emergency access to the rear (also as existing).

The schedule of accommodation of the application building is shown below:

Floor.	Unit.	Floorspace (GIA)	Persons
Ground	Services	25.1 sqm	N/A
Ground	Circulation	27.8 sqm	N/A
First	1	39.7 sqm	2
First	2	41.6 sqm	2
First	3	38.3 sqm	2
First	4	48.7 sqm	2
First	Circulation	19.2 sqm	
Second	5	38.1 sqm	2
Second	6	38.7 sqm	2
Second	7	36.4 sqm	2
Second	8	43.9 sqm	2
Second	Circulation	18.9 sqm	

Whilst the hotel would be open to guests 24 hours a day, seven days a week, the hotel general operating hours will vary and would be strictly in accordance with any Planning and Licensing consents.

General Hotel Operation

The apart-hotel will be under single management.

The hotel operator would be responsible for operational management to ensure compliance with statutory regulations and ensure public safety.

The hotel entrance to the front of the application building will be monitored at all times of day and night and access controlled from the reception on ground floor. The hotel operator will work with neighbouring residents and businesses to minimise any impacts on their amenity.

Laundry cleaning requests from guests of the apart-hotel will be serviced by a specialist garment cleaning service.

Guests' Length of Stay

The length of stay for any guest at the apart-hotel will be for no more than 90 consecutive days per calendar year.

Hotel Booking Method

Booking of the apart-hotel will be via online using Booking.com

Hotel Security & Health and Safety

Senior management staff, along with security staff, would be on hand 24 hours a day, seven days a week to handle any matters arising. The operator would reserve the right to refuse entry and to remove persons from the premises for whatever reason, at any time. Notices would be placed requesting that patrons leave quietly and staff will take active and courteous steps to ensure that guests exit the premises in an orderly and quiet manner.

The staff will also link into existing networks in the locality such as the Safer Neighbourhood Team of the Metropolitan Police.

It is proposed that a dedicated 24-hour telephone number would be established to enable local residents to contact hotel management to discuss any areas of concern. A log of telephone calls with the response given would be kept ensuring follow up.

The apart-hotel will have 24-hour monitored CCTV coverage (CCTV cameras will be mounted onto walls with no-drill adhesives only and battery operated) and to be strategically positioned throughout the building internally.

The management company will take action to minimise the disturbance to neighbouring properties when emergency arrangements are in place. The management will liaise with Hillingdon Council and the Metropolitan Police with regard to planning for managing emergency situations.

In the event of a fire, the operator will agree the designated meeting point location. Full fire evacuation tests will take place during day time hours.

Hotel Staff

The operator will work with Hillingdon Council to maximise opportunities for local employment. As service excellence is key, the operator will place emphasis on the implementation of high standard staff training programmes for all employees.

The use of mobile phones and smoking by staff outside the building will be controlled so that neighbours and hotel guests are not disturbed. Staff would be discouraged by management from smoking in the locality of the hotel.

The operator will seek to ensure that all maintenance issues are attended to and resolved as quickly as possible.

Maintenance and Housekeeping duties will be carried out by staff at reception.

Hotel Delivery Arrangements

A loading area is provided within the existing parking / service yard to the rear of the building. It is anticipated that the majority of deliveries will be made by small and medium sized vans (<3.5t).

Within the parking / service yard, vehicle movements will be observed and managed to ensure that loading/ unloading and maneuvering safely into and out of these areas to mitigate any potential vehicle or vehicle and pedestrian conflicts.

It is proposed that the majority of deliveries/ servicing would take place during the hours of 0700 to 1900hrs. The hotel operator will make every reasonable endeavor to ensure that the arrival and departure profile is spread throughout the day to limit the level of trips in any given hour. Suppliers will be provided with a 2-hour delivery window and will be contracted to adhere to this.

Drivers will be requested to switch off engines when loading and unloading. Furthermore, the hotel operator will make all reasonable endeavors to reduce the level of delivery and service

vehicle trips to ensure deliveries are made as efficiently as possible.

Access for emergency vehicles will be maintained at all times.

All post for guests of the apart-hotel will be delivered to reception and distributed by staff to the visitors.

Hotel Taxi Drop Off and Pick Up Arrangements

Visitors arriving by taxi will likely use the existing parking / service yard to the rear of the building.

Hotel staff at reception will be on hand to assist with luggage and transport arrangements.

Arrangements for Storage and Collection of Waste

Waste and recycling facilities comply with Hillingdon Council's guidance for provision of commercial waste service and storage and will be reviewed once a waste contractor is selected. The waste contractor will be provided with a two-hour time slot for collection of waste, and as per deliveries; a schedule of refuse and recycling collection will be prepared and enforced by the hotel management through a contract with the supplier.

Waste storage to the rear of the application building is to be provided for general waste, co-mingled recycles, such as glass and paper, and food waste.

Conclusion

The submitted OMF confirms the development will operate as short-stay visitor accommodation, secure access controls, and refuse collection arrangements consistent with town centre servicing patterns.