



ttp consulting
transport planning specialists

Spectre (Hayes) Limited

**THE RECORD STORE,
PRESSING LANE, HAYES,
UB3 1DH**

**Delivery & Servicing Management
Plan**

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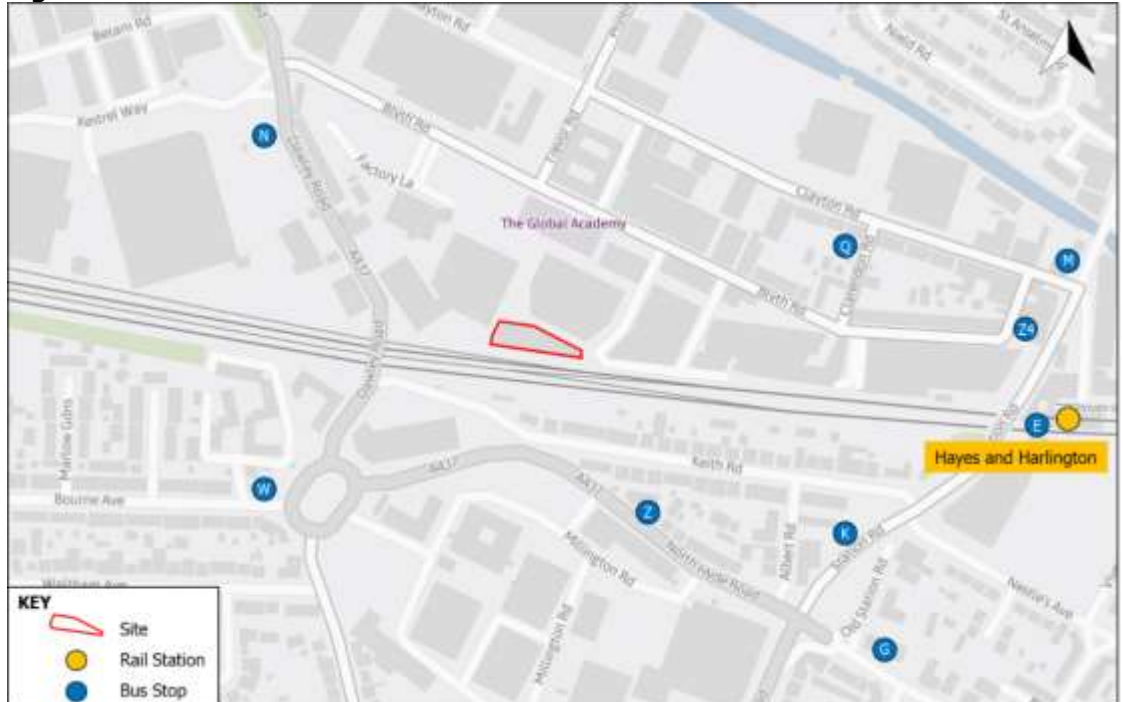
Appendix A - Ground Floor Layout

1 INTRODUCTION

Overview

- 1.1 TTP Consulting has been commissioned by Spectre (Hayes) Limited (the Landlord) to prepare an Operational Waste Management Plan for the Record Store which is located on Pressing Lane in the London Borough of Hillingdon.

Figure 1.1: Location Plan



Site Context

- 1.2 The Site provides 121 homes with a mix of one, two and three bedroom apartments across 9 floors with residential amenities at ground floor; no car parking is provided other than 6 Blue Badge spaces to the west of the building, with pedestrian access from Pressing Lane to the north. Parking is provided for 108 bicycles within the secure cycle store in the building. There are 5 bin stores catering for general waste and recycling along with food waste and bulky goods. The surrounding area which is the process of being redeveloped includes a mix of commercial and residential. The Old Vinyl Factory which is largely derelict and the Shipping Building are located to the west, with the plots to the north and east now redeveloped primarily for residential. The London to Cardiff mainline railway station runs in an east-west orientation to the south of the Site, with the Hayes Town Centre and Hayes & Harlington Railway Station to the north-east and east respectively. The Hayes Town Centre includes a number of day-to-day facilities such as banks and supermarkets, with the station served by trains that operate between London and Reading, with Elizabeth Line services running through to Stratford.

Objectives

- 1.3 The primary objectives of the DSMP will be to manage deliveries and servicing to, from and within the premises in order to ensure that servicing activity is undertaken successfully and without conflict between vehicles and/or pedestrians.
- 1.4 The DSMP will manage deliveries and servicing to the premises in order to ensure that where possible residents:
- are made aware of the closest Amazon (or similar) locker facilities are in order to reduce the number of goods vehicles delivering to the Site;
 - are aware of the benefits and opportunities to use zero emission vehicles and e-cargo bikes.
 - meet the delivery driver on arrival to reduce the dwell time of vehicles thereby increasing the efficiency of the delivery;
 - arrange a delivery for a time when they know they will be home to receive it i.e. reducing the risk of a missed collection and hence reducing the impact on the highway network; and
 - advise the delivery company where loading opportunities are located.

Benefits

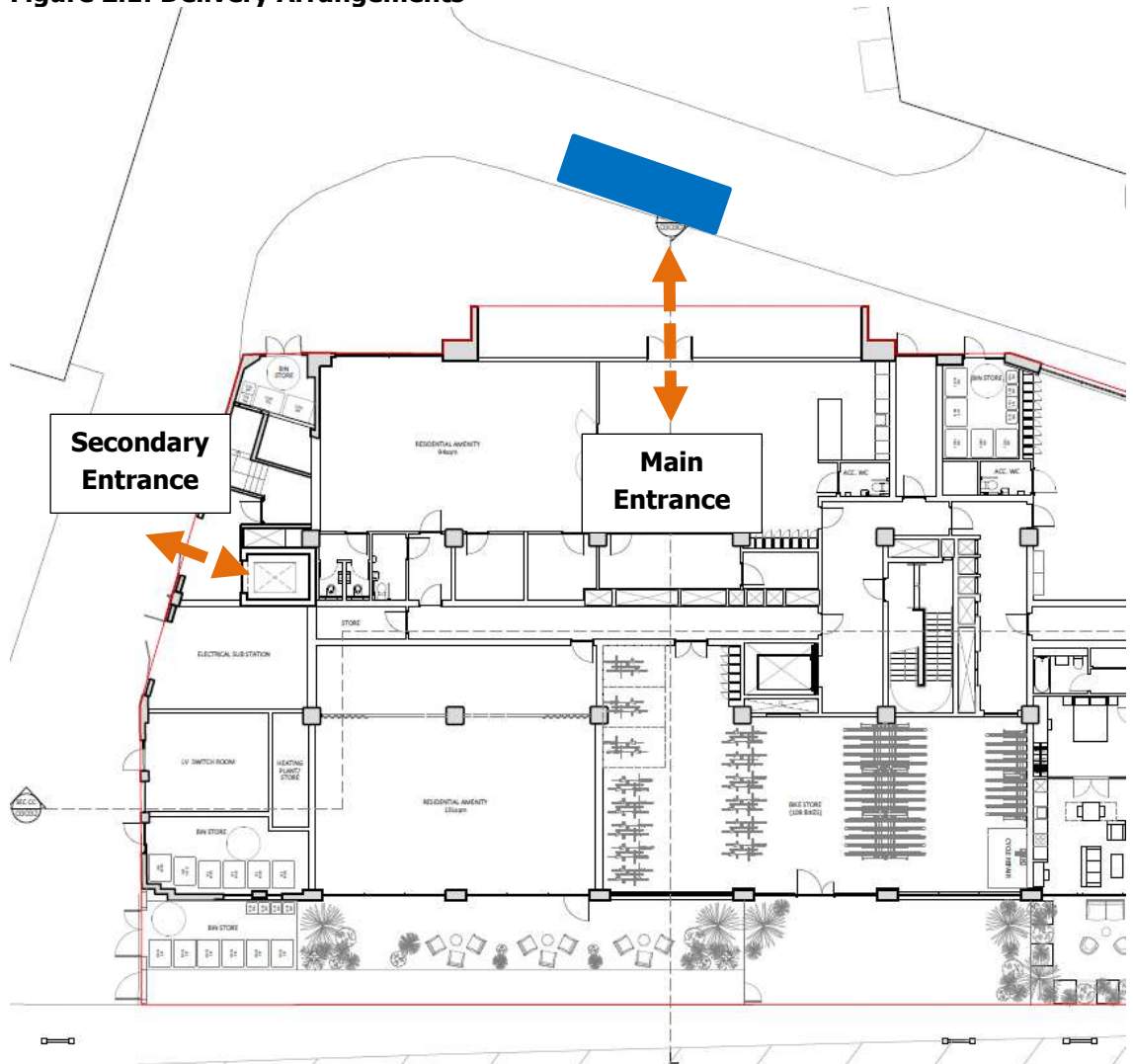
- 1.5 Benefits to be gained through the implementation of a DSMP include the following:
- Minimise Impact on the Public Highway: Active management of deliveries at the Site.
 - Save Time and Money: Lower operating costs resulting from consolidation of deliveries and free up time spent on receiving goods.
 - Improved Safety: Lower number of deliveries reduces the potential for accidents.
 - Lower Carbon Footprint: Consolidated deliveries result in a lower carbon footprint at the Site.
 - Reduced Congestion on Surrounding Roads: Lower delivery numbers can reduce congestion on local roads, improve air quality, and reduce noise impact.
 - Support the Environmental Credentials of the Organisation: Highlight a commitment to reducing carbon emissions.

2 DELIVERY AND SERVICING ARRANGEMENTS

Loading Opportunities

- 2.1 The Site is car-free, and as such all delivery activity needs to take place on-street from Pressing Lane. The primary entrance to the building is located on Pressing Lane towards the western end of the building, with secondary entrances to the east and west.

Figure 2.1: Delivery Arrangements



Number and Type of Movements

2.2 Residential typically receive the following deliveries:

- Postal deliveries;
- On-line orders for take-away / meals;
- Purchase of on-line goods;
- Household goods; and
- Moving IN / OUT.

Online Purchases including Takeaways and Meals

2.3 The bulk of the residential deliveries are expected be associated with the purchase of on-line goods such as small household or personal items along with takeaways and food. The Estate Management Team will receive small / handheld non-food items on behalf of residents, with residents required to meet the delivery driver at the entrance to the building for supermarket or takeaway purchases.

Postal Deliveries

2.4 Postal deliveries will be undertaken by Royal Mail who will be responsible to put letters and smaller items in post boxes in the Lobby, with larger parcels handed to the Estate Management Team who will be responsible for passing post on to residents. The driver will need to stop on Pressing Lane as per existing with the delivery typically taking a couple of minutes.

Household Goods

2.5 Residents will on occasions receive large household goods such as a fridge, television or bed / sofa which will typically be delivered using a 8m or similar sized vehicle. The delivery driver will be directed to the secondary access where they will be required to be met by the resident.

Moving IN / OUT

2.6 The moving IN / OUT could entail a person or people moving out of a room or entire apartment, either involving a couple of suitcases or the entire contents of an apartment. The Estate Management Team will assist residents, if required, when moving (IN or OUT) to ensure that the process is as smooth as possible.

Ancillary Repairs

- 2.7 There will be occasions when craftsmen and handymen will need to work within an apartment to include for example a plumber or an electrician to undertake a repair, through to tiling and bathroom / kitchen repairs and replacement.
- 2.8 The Estate Management Team will advise drivers to use available kerb space on Pressing Lane or within the car park subject to availability.

Initiative of the Plan

- 2.9 The following initiatives will be adopted in order to minimise the impact of delivery and servicing activity:
- Residents will be made aware of waste collection days and will be asked to not book deliveries of goods which can be 'timetabled' such as, home food shopping deliveries during this period.
 - Residents will be advised that whilst home delivery / online shopping is generally a sustainable choice, there can be unwanted consequences of inconsiderate actions as missed deliveries result in additional journeys being made. Products should not be ordered for delivery at a time when it is likely that no-one will be home to receive them.
 - Residents will be made aware of the benefits of using off-site delivery lockers, such as Amazon Lockers or collectPlus / Yodel points.
 - Drivers will be advised that the vehicle engines must be switched off whilst goods are being loaded/unloaded (i.e., when their vehicle is stationary).
 - Bin storage will be regularly maintained and inspected.
 - Encouraging residents to order the maximum range of products from the minimum number of suppliers.
 - Encourage residents not to order a delivery during traditional morning and afternoon commuter peaks.
- 2.10 This commitment to a well-considered Delivery and Servicing Management Plan for the Site will contribute to the Mayor's Transport Strategy.

3 MONITORING AND REVIEW

Monitoring

- 3.1 The Estate Management Team will be responsible for overseeing delivery and servicing activity and will record the number of deliveries each day / week.

Review

- 3.2 The DSMP will be reviewed annually each year in January.

Appendix A
(Ground Floor Layout)