



Columbia Threadneedle

HYDE PARK HAYES

**Framework Delivery & Servicing
Management Plan**

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Appendix A - Indicative Masterplan

1 INTRODUCTION

Overview

1.1 TTP Consulting has been commissioned by Columbia Threadneedle (the Landlord) to prepare a Delivery & Servicing Management Plan (DSMP) for their Site at Hyde Park which is located in the London Borough of Hillingdon. The document cover the Site plus Building HPH 1.

Figure 1.1: Local Context Plan



Site Context

1.2 The Site which has an irregular shape is bound by North Hyde Road to the north and Millington Road to the south and west, and an ASDA supermarket and Premier Inn to the east; it is located in a commercial zone with predominantly residential beyond. It is part of a wider office zone that is in the process of being converted to residential, with HPH 3 to the north-west recently converted and the HPH 4 plot benefiting from consent for the construction of 140 apartments.

1.3 The proposed development seeks to provide up to 675 residential dwellings across eight new buildings, ranging in height from 3 to 11 storeys, with approximately 200sqm of commercial floorspace in Blocks A and B; the indicative masterplan shows 650 units. Car parking will be provided at a maximum ratio of 0.2 space per dwelling, plus the re-provided spaces for the retained commercial uses within the wider Hyde Park Hayes Estate. An extract of the Indicative Masterplan is provided at **Figure 1.2**.

Figure 1.2: Indicative Ground Floor Layout



Objectives

1.4 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.

1.5 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

1.6

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

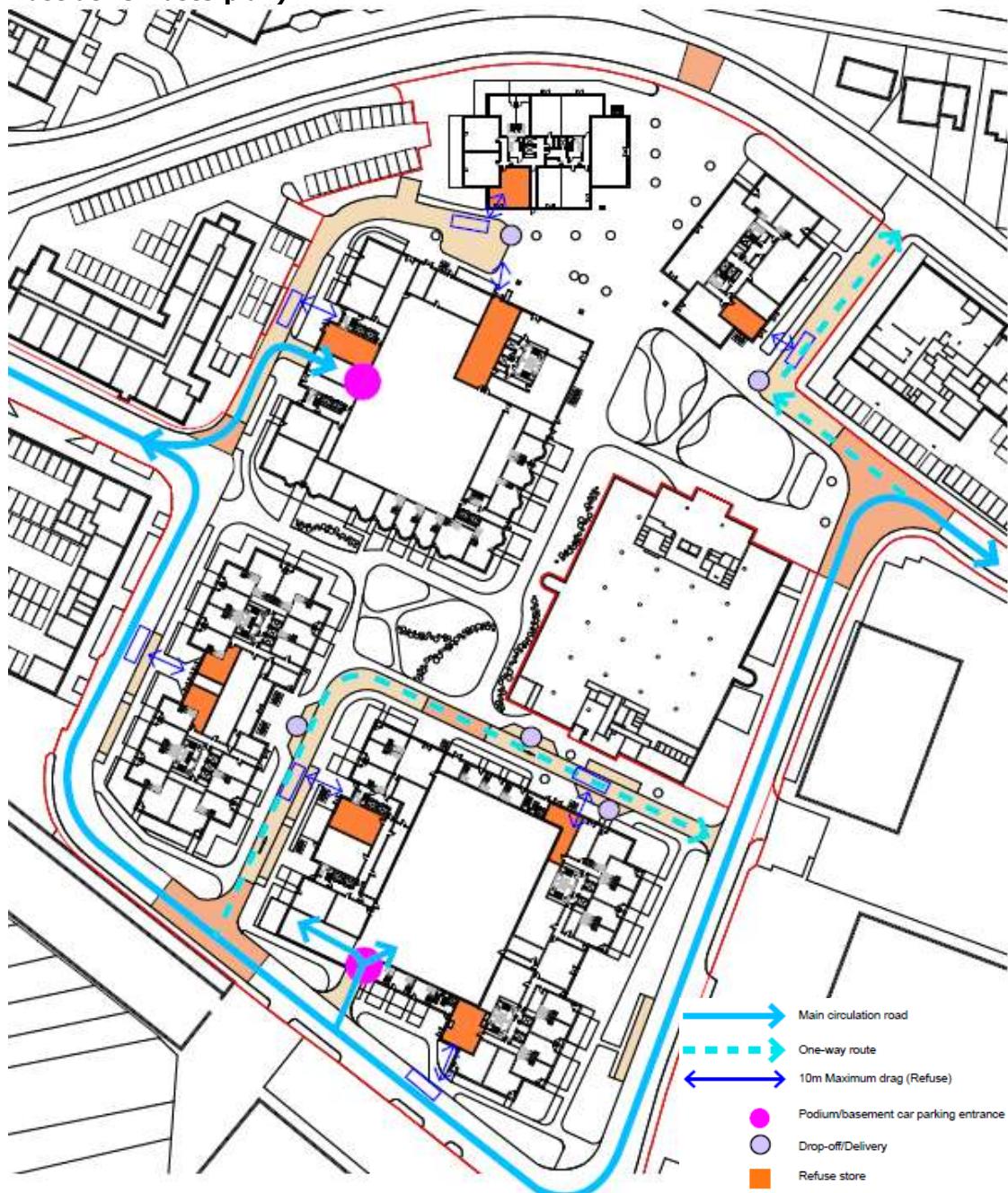
DELIVERY AND SERVICING ARRANGEMENTS

Loading Opportunities

2.1

The majority of deliveries and servicing will take place from Millington Road and other new roads within the Site all of which are private. **Figure 2.1** illustrates the proposed vehicular accesses to the various car parks along with delivery and emergency vehicles.

Figure 2.1: Proposed Vehicular Access Arrangements and Circulation (as shown in Illustrative Masterplan)



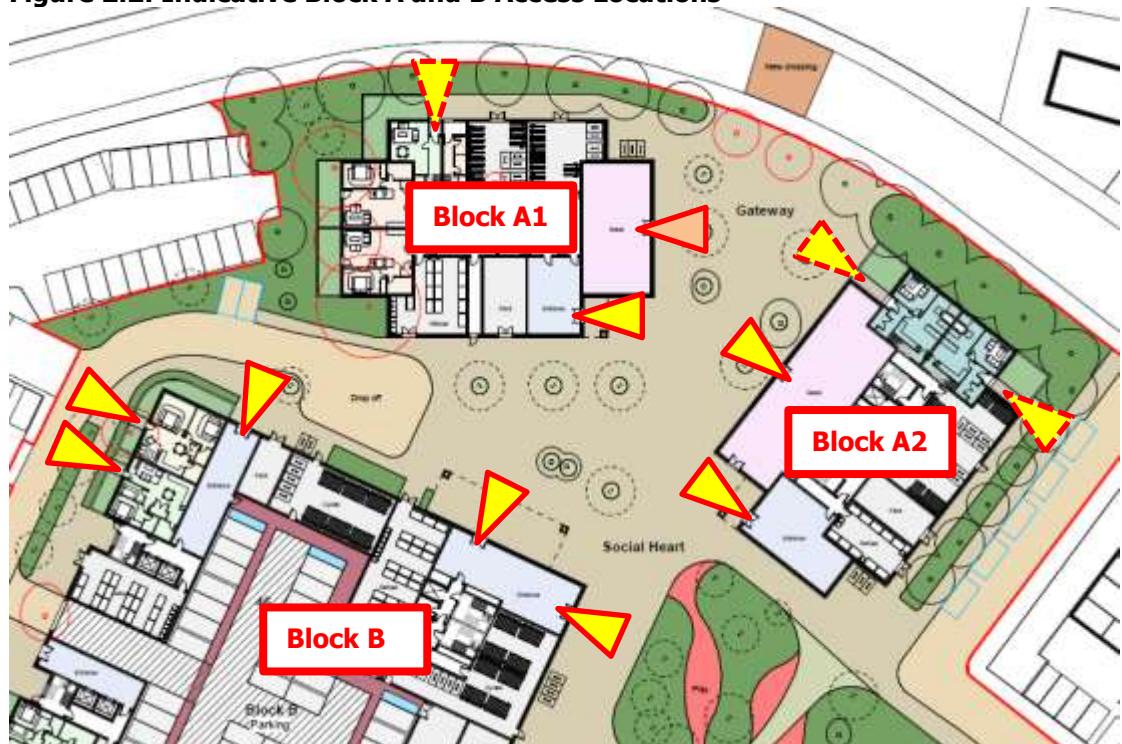
Blocks A and B

2.2

Blocks A and B are located at the northern part of the Site with the primary entrances to the flexible residential / retail annotated on **Figure 2.2**.

- Vehicles undertaking deliveries to the upper floors of Block A1 and B would stop in the turning area between the two buildings to gain access to the cores.
- Vehicles undertaking deliveries to the upper floors of Block A2 would either stop in the turning area between Blocks A1 and B or most likely to the east of the building on Millington Road.
- Vehicles undertaking deliveries to the ground floor units in Blocks A1 and A2 fronting North Hyde Road will take place from North Hyde Road as per existing to residential properties along the northern side of the street.
- Deliveries to the retail unit in Block A1 will either take place from North Hyde Road or the zone between Blocks A1 and B.
- Delivery drivers would need to make contact with the resident via telephone or intercom system who will arrange to meet the driver in the reception or front door as appropriate.

Figure 2.2: Indicative Block A and B Access Locations



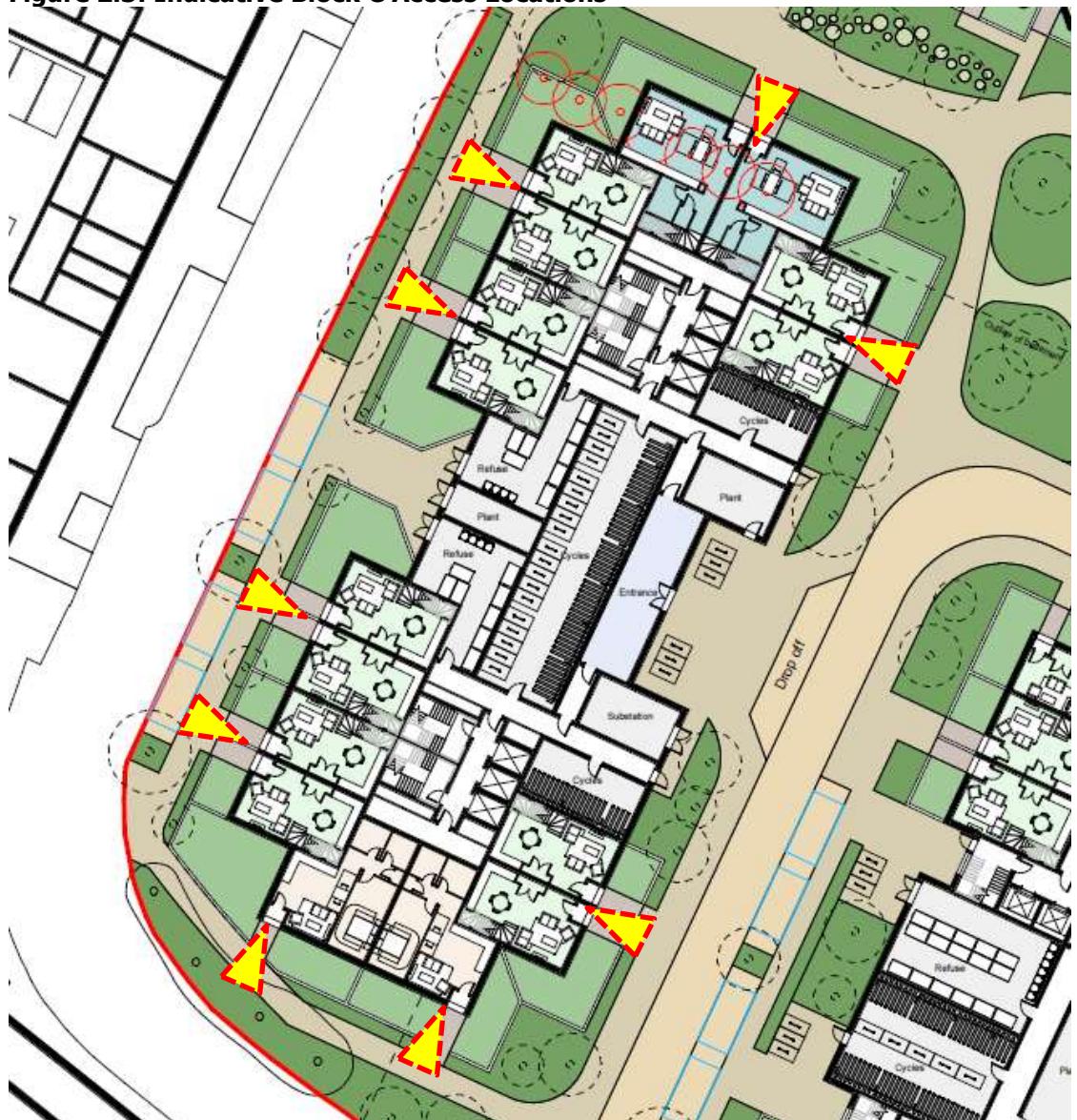
Block C

2.3

Block C which is located to the south of Block B and east of Block D has the access to the upper floors located on the eastern flank of the building with access to the ground floor units on each side.

- Vehicles undertaking a delivery to the upper floors will be able to use the loading bay adjacent to the access.
- Vehicles undertaking deliveries to the ground floor units will take place from Millington Road.
- Delivery drivers would need to make contact with the resident via telephone or intercom system who will arrange to meet the driver in the reception or front door as appropriate.

Figure 2.3: Indicative Block C Access Locations



Block D

2.4

Block D is located to the east of Block C with access to the upper floors on the northern flank along with access to ground floor units on each side.

- Vehicles undertaking a delivery to the upper floors will be able to use the loading bays adjacent to the accesses.
- Vehicles undertaking deliveries to the ground floor units will take place from Millington Road or the new route through the Site.
- Delivery drivers would need to make contact with the resident via telephone or intercom system who will arrange to meet the driver in the reception or front door as appropriate.

Figure 2.4: Indicative Block D Access Locations



3 DELIVERY STRATEGY

Type of Deliveries

3.1 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 Take-aways and Meals

3.2 There would be a number of deliveries across a typical day, and week associated with the purchase of small household / personnel goods along with supermarket deliveries and meals to consume; these would typically take place using a moped / scooter for a meal through to a transit or Luton Box Van for supermarket deliveries.

3.3 It is expected that delivery drivers will be provided with the post code of the relevant apartment block along with a delivery slot. Delivery drivers would be expected to inform the resident of their arrival and meet the resident at reception.

Postal Deliveries

3.4 Postal deliveries will be undertaken by Royal Mail. It is expected that the postman would be responsible for placing post and parcels in dedicated post-boxes located in the reception of each building. The driver will need to stop on Millington Road adjacent to the reception entrance for each building.

Household Goods

3.5 It is expected that there could be a number of deliveries of larger household items (such as a fridge, bed or sofa etc.) across a typical week which would typically be undertaken using an 8m or sometimes larger vehicle.

3.6 The delivery driver would need to use one of the proposed loading bays within the Site and / or pull up in the proximity of the building reception, with the resident meeting the delivery driver at the reception or vehicle.

Moving IN / OUT

3.7 The process could involve a person or couple / family moving IN / OUT of a room or entire apartment with the size of vehicle and duration of the process depending on the number of goods being moved.

3.8 The driver of the vehicle used for the moving IN / OUT process will need to park as close as possible to the building entrance without blocking the passage of other road users including pedestrians, cyclists and other motorists.

Ancillary Repairs

3.9 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. Maintenance drivers will be able to use one of the operational bays located in the car park which will need to be reserved by the resident.

Number of Deliveries

3.10 **Table 3.1** provides a breakdown of the estimated number of residential deliveries by motorised vehicles per day, per Block, which includes 39 deliveries by motorcycle, 55 by car / LGV and 4 by HGV (all vehicles with a gross weight of more than 3.5t).

Block	No. by Vehicle Type					
	Car	LGV	MC	OGV1	OGV2	Total
Block A1	1	6	5	0	0	13
Block A2	1	5	4	0	0	10
Block B	3	12	11	1	0	27
Block C	2	8	7	1	0	18
Block D	3	14	12	1	0	30
Total	10	45	39	3	1	98

Emergency Access

3.11 Emergency vehicles will be able to access all elevations of the residential cores and risers for each buildings either through using the streets within the Site or through the landscaping.

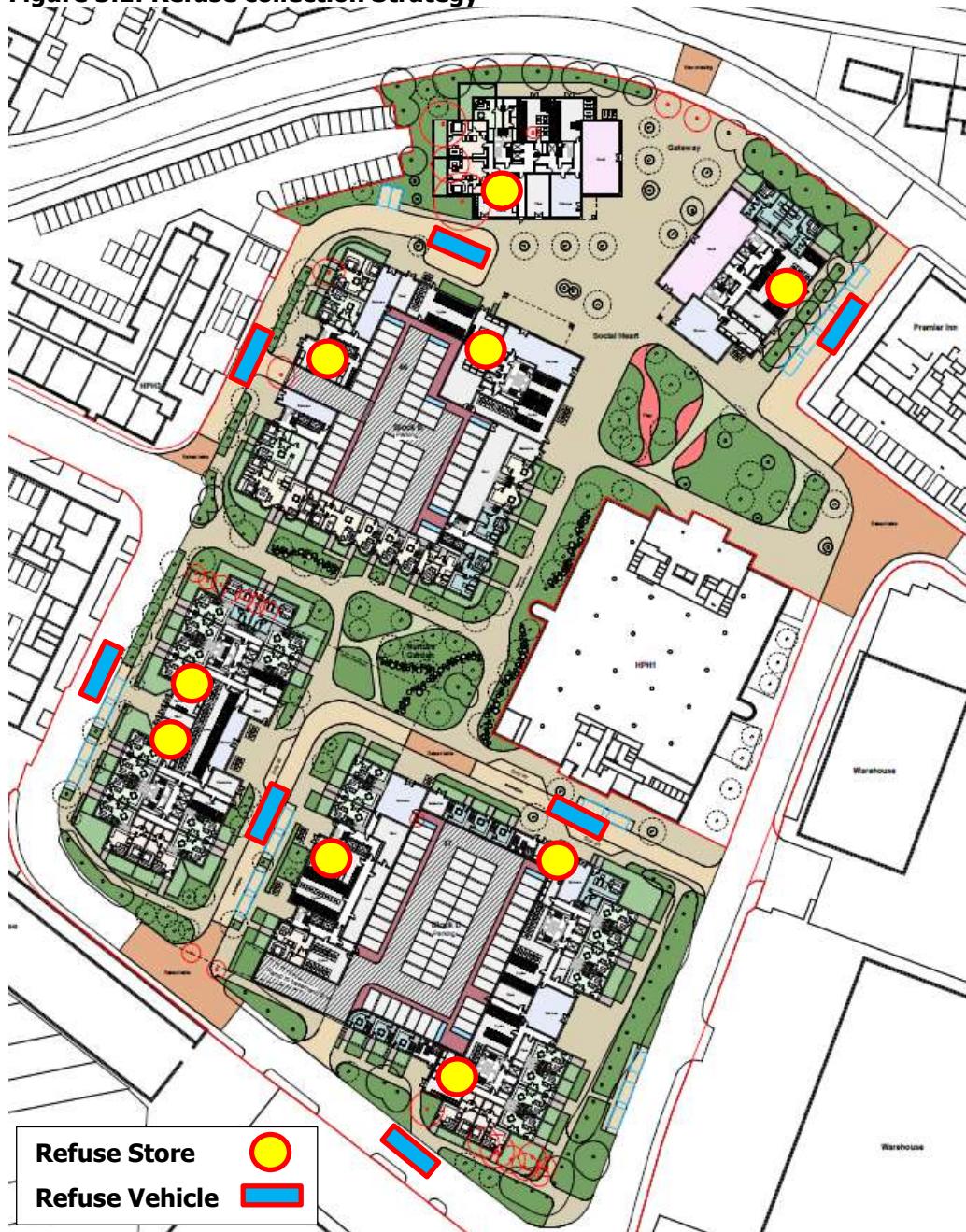
Refuse Storage and Collection

3.12

Each building is provided with a dedicated refuse store which is located in close proximity to the street frontage.

- Residents will be responsible for placing waste and recycling into the appropriate bin.
- Building Management will be responsible for maintenance of the bin store; and
- Refuse operatives will be responsible for transferring bins between the store and vehicle.

Figure 3.1: Refuse collection Strategy



Initiative of the Plan

3.13 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.

3.14 This commitment to a well-considered Delivery and Servicing Management Plan for the Site will contribute to the Mayor's Transport Strategy of achieving a 10% reduction in freight during the morning peak.

Review

3.15 The review arrangements for the Delivery Management Plan will be confirmed at Reserved Matters Application Stage, once a site developer / development partner has been identified.

Appendix A

(Indicative Masterplan)

