

ELDER

GREYFRIARS HOUSE

20 - 30 GREYFRIARS ROAD , READING

DELIVERY & SERVICING PLAN

TTP CONSULTING





ttp consulting
transport planning specialists

Elder

**20 – 30 Greyfriars Road,
Reading**

Draft Delivery and Servicing Plan

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TTP Consulting Ltd
27 Beak Street
London W1F 9RU
Tel: 020 7100 0753

www.ttp-consulting.co.uk

Registered in England: 09931399

Introduction

- 1 This Delivery and Servicing Plan (DSP) has been prepared by TTP Consulting on behalf of Elder (the Landlord) for 20 - 30 Greyfriars Road in Reading. This DSP outlines the measures that will be implemented with the aim of minimising the potential impacts on the surrounding highway and sets out the way in which goods delivered to the Site will be managed and monitored. It should be read in conjunction with the Operational Management Plan prepared by Vervlife.

The Site

- 2 The Site currently comprises of a 7-storey office building which has parking for up to 36 cars on the ground floor accessed from Station Hill.
- 3 The proposals include redeveloping the Site to provide 266 co-living units along with associated shared community facilities; it is proposed that the site is car free due to its proximity to Reading Station and town centre. The Site location is shown at **Figure 1**.

Figure 1: Location Plan



- 4 Deliveries and refuse collection will take place from Greyfriars Road and Garrad Street with the majority of day-to-day deliveries expected to comprise small items and be undertaken by small to medium sized vehicles.

Number and Type of Movements

- 5 The Site will generate deliveries associated with the running of the building along with personnel deliveries to residents with a summary of anticipated deliveries below. Overall, it is expected that there could be between 20 and 25 deliveries per day the majority of which would be associated with on-line purchases by residents.

Residential Deliveries

- 6 Residential dwellings receive the following deliveries:
- Postal deliveries;
 - On-line orders for take-away / meals;
 - Purchase of on-line goods; and
 - Moving IN / OUT.

Online Purchases including Take-aways and Meals

- 7 It is estimated that there could be in the region of 18 – 20 deliveries per day by motorised vehicles, the majority of which would be by a transit sized vehicle, with further deliveries by bicycle / moped. Residents will be required to meet delivery drivers in the reception.

Postal Deliveries

- 8 Postal deliveries will be undertaken by Royal Mail who will make a single delivery to the reception who will be responsible for distributing to residents.

Moving IN / OUT

- 9 Rooms are let fully furnished and as such residents are only required to bring moving in and out will typically entail residents bringing personnel and small items rather than larger household goods.

Management Deliveries

Office Deliveries

10 The Management Team will receive the following deliveries across the week:

- Cleaning products
- Stationery
- Water
- Post
- Confectionary

Ancillary Repairs

11 There will be occasions when it will be necessary to undertake small scale repairs requiring for example a plumber or electrician, through to tiling and bathroom / kitchen repairs and replacement.

Refuse and Recycling

Storage

12 Residents typically generate the following waste streams:

- Food waste
- Dry recycling; and
- Non-recyclable goods.

13 Each Unit has provision for daily waste and recycling within the kitchen.

14 The bin store on the ground floor includes capacity for weekly collections with separate bins for food waste, dry recycling and general waste. Residents are responsible for placing waste and recycling into the correct bins. The Management Team will be responsible for cleaning and maintaining the bin store.

Collection

15 The bin store which is located on the upper ground (first) floor towards the southern end of the building with direct access to Greyfriars Road can accommodate up to 10 by 1,100ltr Eurobins (Waste and Recycling) and 6 by 240ltr bins (Food Waste). The Management Team will be responsible for transferring bins between the various bin store ready for collection.

Initiatives of the Plan

- 16 The following initiatives will be adopted in order to minimise the impact of delivery and servicing activity:
- 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.
 - A member of staff will be appointed to oversee deliveries and refuse activity. The appointed member of staff will issue instructions to all suppliers who book deliveries setting out the delivery procedures to be adopted by them.
 - 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.

Obligations

Management

- 17 The Management Team will
- Advise residents of the Delivery Strategy
 - Plan and consolidate deliveries (where possible) so as to minimise the potential for deliveries coinciding, therefore reducing any wait time;
 - Be aware of the benefits and opportunities to use zero emission vehicles and e-cargo bikes; and
 - Ensure that where possible, deliveries are undertaken by small to medium sized vehicles.

Residents

- 18 Residents will
- 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.

- 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 on-line retailer / delivery company where the loading bays are located.

Delivery Drivers / Riders

19 Delivery Drivers / Riders will be asked to:

- Switch off their engines (where applicable)
- Park in a considerate location
- Keep noise to a minimum, particularly for early morning or late evening deliveries.

Monitoring and Review

20 The Plan will be monitored annually for a five-year period to ensure that it is up to date with best practice.

21 Any comments received from tenants/residents and/or third parties regarding servicing activity will be considered and addressed where necessary.

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