

Responses to questions from the Twickenham Riverside consultation online event

London Borough of Richmond

23 January 2021

Responses to questions from the Twickenham Riverside consultation Zoom event held on the 23rd January 2021.

The below provides responses to all the unanswered questions in the chat function. If you believe your question has been missed please email: ProgrammeTeam@richmond.gov.uk

Can you comment on using deliberately misleading and outdated imagery in your consultation documentation which does not represent the true traffic arrangement on the embankment?

It is unclear what images are being referred to. All images in the consultation documents are either photos of the current site or computer-generated images of the new proposals.

Question re. Boat storage space

Unsure what the question was, however, the Council is suggesting movable boat storage along the flood defence wall in the SW corner of the site. It has not yet been decided who will manage this, but we are keen to activate this corner. There is a feasibility study being undertaken as to whether the Thames Eyot Boathouse can be brought back into active use and the Council will look to complement any proposal that comes forward.

Question: Levels and service road

Unsure of the question, however, the Council were hoping that we could connect the service road to Water Lane, however the difference in levels from Water Lane to the service road is such that the ramp required would be too steep (similar to one you might find in a multi storey car park) and there would be safety concerns. It was explored whether a gentler ramp could be constructed however that would require changing the level on the service road and that would not be possible given the other buildings on this road (back of King Street buildings not in Council ownership). Flood defence was also a key consideration, as punching the service road through would create a break in the flood defence on Water Lane.

Q: page 14. Why large vehicles along the embankment at all? Have the shops (Iceland) send smaller delivery vehicles!

There is a requirement at this stage for there to be large vehicles allowed to cross the Embankment, but this would be carefully managed and limited (early morning). We will continue to engage with businesses to try and reduce movements and are exploring options to service from King Street.

Question - about the building on top of what is currently a playground.

Unsure what the question was, this will be a pub / restaurant and office at ground floor level and residential on the upper floors. The playground is being replaced as part of the re-provided Diamond Jubilee Gardens (please see site plan in the consultation boards).

Question - about parking.

Unsure what the question was, please read other questions and responses concerning parking.

Will the Farmers Market relocate to the Riverside?

Discussions have been held with the operator of the farmer's market at Holly Road, which is happy with its existing arrangements for what is a successful and well-established market. However, the Council is considering different types of regular markets that could be a good fit for the site (e.g. freshly prepared food markets).

Question - size of the event space.

The event space is approx. 570sqm. This does not include other parts of the Embankment or the Gardens that could be utilised for events.

Will there be more cycle parking than car parking?

We are unclear on the exact number of cycle parking at the moment, but yes, there will be more cycle parking than car parking on the site.

Question: Green space

Unsure on the question, there are details in the consultation boards on the open space. Exact details on the landscaping will be worked through at the next stage.

Will there be ebike charging facilities

We will take this away to consider.

Question: Provisions for Youth

The public open space, playground, and potential for riverside activities are the main attractions for young people. The Council has been engaging with local schools and speaking to young people about their views of the new proposals, their comments will be considered during the next stage of design.

Question on housing?

Unsure what the question was, housing will be part of the scheme (upper floors of both buildings) some will be for private sale and some affordable homes.

QUESTION re: public toilets

The provision of public toilets will be explored. The Council runs a community toilet scheme and we would expect the food and beverage units on the scheme to participate in this so that their toilets are not limited to paying customers.

Question re: energy performance standards

The Twickenham Riverside scheme has been designed with an emphasis on energy performance and carbon reduction. The energy strategy has been based on a 'lean, clean, green' hierarchical approach, which is outlined below, in order of priority:

- Lean - reduce energy demand as far as practicable; this is achieved by a high performing building fabric with very low heat loss, resulting in a fabric energy efficiency 12% better than a comparable building regulations scheme, and achieving a carbon reduction of 16%
- Clean - use clean energy sources and connect to district heating systems where available. The Twickenham Riverside will utilise heat pumps as the heat source, which have no local emissions. There are, no district heating networks in the Twickenham Riverside area,

however, the site will implement future proofing measures such that the buildings may be connected to a district heating system, should one be installed in future.

- Green – implement renewable and low or zero carbon (LZC) technologies, where feasible. The Twickenham Riverside development will utilise air source heat pumps and solar photovoltaic panels as renewable / LZC technologies.

Through a combination of the above measures, the development is currently set to achieve a carbon reduction of over 40% when compared with a standard building regulations compliant scheme. This is in excess of the 35% reduction required by the Greater London Authority (GLA).

The commercial aspects of the development are aiming to achieve a BREEAM Excellent standard.

Question on scale?

Unsure what the question was, but the Water Lane building is three storeys (third storey in roof) and the Wharf Lane building is mixed, including one / four / five storeys (fourth / fifth storey in roof). The King Street / Water Lane building is in keeping with heights on King Street and is set back from buildings on the other side of the road. The Wharf Lane building frames the site on the western end and varies in height. Scale is something that Planners will consider.

Have solar panels been considered for new buildings?

We will be considering a range of renewable sources of energy.

Drop off for private boats?

We don't yet have any detail on the pontoon or how it will be managed.

How about bringing the Eel Pie Museum to the Riverside?

The concept design presented in the competition had suggested a potential end use of one of the units could be the EPI museum. We have met with the museum to discuss their ambitions and will continue to engage with them as the design is finalised. It is noted that the building footprint of the design since the competition has reduced by around a third (related to public comments and Environment Agency requirements regarding flood storage and the flood defence) and this has resulted in less lettable space, but we would certainly want the uses of the site to reflect the history and heritage of the local area.

Will there be spaces for shared bike/ebike/escooters parking?

There will be cycle parking on the site.

The square near the Barmy Arms is currently Zone D and used for parking. Is this parking threatened?

There is no intention to remove any parking spaces at this location. The current parking proposals involve the re-designation of the existing shared-use spaces near to the Barmy Arms Public House to "Resident Permit Holder" spaces.

Question retail units

Unsure on the question, but the retail units along Water Lane are small units and we aim to continue to the successes of Church Street.

Has the fall of shade on the space definitely been computed?

Shadow studies have been conducted and these will be further explored in the next design stage.

How will deliveries to residents of Wharf Lane be catered for?

We are currently looking at a range of options to see what will work best in ensuring that all properties can be serviced. We expect to finalise the proposals during March for further consultation.

Question re car clubs?

We will be exploring car club spaces.

Question re closure of access to Water Lane

Water Lane is not being closed, it is being made two way.

Question: how do you propose we reschedule deliveries such as Amazon?

There will be servicing arrangement for the site and Eel Pie Island, so there will be no need to reschedule deliveries.

Changes to the openness of Public Open Space is a key planning consideration. Building heights will impact openness negatively. How does the council justify this?

If Planners have concerns with this these issues will be worked through.

Due to Covid everyone is doing a lot of shopping online - are you saying that we cannot get Amazon and grocery deliveries throughout the day, and access is only at pre-defined times - how can that possibly work?

We are currently looking at a range of options to see what will work best in ensuring that all properties can be serviced. We expect to finalise the proposals during March for further consultation.

It appears that the plans haven't yet been audited for safety. Why are the developer and Council presenting plans which haven't yet been audited for pedestrian safety?

The plans have not yet been finalised. Once this work has been completed, appropriate safety audits will be undertaken.

Why haven't plans for vehicle circulation for the current businesses, unless to drive them away

We are currently looking at a range of options to see what will work best in ensuring that all properties can be serviced. We expect to finalise the proposals during March for further consultation.

Question can you provide the survey evidence & dates for the public to see

All traffic and parking survey data is available to view on the Council website via this link:
https://haveyoursay.citizenspace.com/environment/twicksrside20/consult_view/

Wider impact/ ripple of effects of this development.

It is hoped that this development will have a regenerative impact on Twickenham and act as a destination point. This in turn will help local businesses.

Richmond Riverside holds music, dance and theatre events. Will this be possible here because of noise complaints from residential properties.

It is anticipated that there will be events on the site, they will be subject to the same permissions and approvals as other events.

Question: Has lighting been considered as yet and the impact on Eel Pie?

Lighting has been considered but will be further explored in the next stage of design development.

As a Blue Badge holder, it looks like I will be unable to enjoy Twickenham Riverside anymore!? Where is nearest disabled parking bay or on road parking?

This is currently being reviewed. Provision will be available for blue badge holders at this location.

Can you give more time to a public response to your Public Consultation?

Residents have had four weeks to respond to the consultation. The Council does not intend to extend this.

And what about policing the area, at present we get a lot of drug taking and drinking and loud partying on Friday and Saturday nights. Are these areas going to be policed more regularly?

Part of the current problem is there is not much night-time activity on the site and parts of the site are secluded / not overlooked. The new scheme will bring evening activity and the new buildings, and residents, will bring a natural level of surveillance.

Will the diving board structure be relocated on site?

We had not considered relocating the diving board. This will be in the location of the new children's play area. It is something that could be explored if it can be moved.

What is cost of this project and how is it to be funded?

There will be a Committee paper detailing the finances of the scheme later in the year, before the award of a construction contract. It is unclear at this stage how much of this the Council will be able to include in a public report, given the commercial sensitivities surrounding the award of a construction contract, and it may be likely there will be a confidential paper only available to Committee members. The Council will endeavour, where possible, to make financial information publicly available.

Do we need another pub?

We have suggested this could also be a restaurant, it has yet to be decided. The unit does lend itself to food and beverage uses given the terrace outside and river views.

What does Richmond Council consider affordable?

The affordable housing element of the scheme will include units for rent and shared ownership. Council policies related to affordable housing can be found here:

[Policy LP36 of the Local Plan](#)

[The Affordable Housing Supplementary Planning Document](#)

[The Intermediate Housing Policy Statement \(as amended\)](#)

Is the playground enclosed?

The full details of the playground are to follow, but the design team have been made aware that ensuring the play area is safe and secure is important. They are exploring different areas for different ages, so it may be that only parts are secure. They will also be being looking at including incidental play throughout the site

Trees are fundamental - are the large trees at the back of the current Diamond Jubilee Gardens remaining?

It is the intention to retain the Hornbeams at the back of the site. A full survey as to their health will be assessed. New trees are proposed throughout the site, though exact species have yet to be decided.

This morning I watched a huge lorry on the site - how would this work with the current planned access?

Depending on the site of the lorry, they would either come down Water Lane and go back up it, exiting left on to King Street, or if it is a large articulated lorry they will drive along the Embankment and up Wharf Lane. These movements on the Embankment will be limited, and there will be specific time slots (likely early morning). There will be bollards, or similar, in place the rest of the day to ensure the Embankment is vehicle free.

£35million investment on a proposal that doesn't benefit the wider twickenham community but essentially limits it. Assessment of this amount of money needs to be better considered and balanced, particularly in the covid times where taxpayers money will need to be better spent on healthcare, education and jobs. Do we not need to re-consider plans and investment now in a new normal?

This is not a figure the Council have said and is incorrect in terms of the Council's investment. There will be significant construction costs, but it is important to remember that the Council will also be getting revenue back (sale of private residential, income from commercial etc). There will be a gap, but the Council is looking to take a long-term view on this scheme. The Council does not feel that COVID should halt proceeding, the scheme creates much needed new homes, will help to regenerate and draw more people to Twickenham.

Will this affect council tax?

No, the scheme will not affect Council tax.

Has any thought been given to creating a riverside walk to link Twickenham Riverside to Radnor Gardens?

This has not been explored, in part because some of the riverside between Twickenham Riverside and Radnor Gardens is in private ownership. We could explore improving signage.

Would suggest you publish the shade analysis you have commissioned as part of the consultation documentation

We will not be publishing any new information as part of the consultation documentation. We can look to make documents available later in the process when they are finalised, and they will form part of the planning documentation.

My question is about Queens Hall, which is a historic gem. Does this scheme render impossible any future resurrection of this important building?

Queen's Hall is not in the Council's ownership, but no, this scheme does not stop any future proposals for that building.

Is the pub in or out?

We are suggesting the Wharf Lane unit is a food or beverage unit, it has not been decided exactly what it will be.

Funding question: 1. estimated total costs, 2. is funding for the project currently ring fenced, 3. what risk that reprioritised budgets (post covid for example) will compromise available funding & so compromise the aspirations of this project

We are unable to give any financial information at this stage. There will be a Committee paper detailing the finances of the scheme later in the year, before the award of a construction contract. The finances/funding are being carefully considered and planned for.

We are doomed to suffer this inappropriate plan which is just going to line whose pockets?

This scheme will not line anyone's pockets, as mentioned there is a gap that the Council will be looking to fill as a long-term investment.

I'd like to understand more about how the River Activity Space will be managed in particular the pontoon which by the way I don't think it's big enough.

The detail of how this pontoon will be managed has not yet been worked through, nor has its exact dimensions. We would welcome comments in the consultation questionnaire on this space.

Is there any need to build the Wharf Lane building and relocate the DJG at huge cost and disruption?

The previous scheme only looked to develop Water Lane and there were comments that it lacked ambition and that the whole site should be considered. This led the Council to negotiate the inclusion of the Diamond Jubilee Gardens (subject to their replacement). We feel that the whole site offers a more exciting proposal and will help to make the riverside a destination point.

Why isn't the council committing to undertake a full Environmental Impact Assessment, it could opt to do one?

The site does not require an EIA to be carried out, we will of course carefully consider environmental considerations.

Has the vehicle survey been re-done since COVID as a lot more deliveries etc. now take place?

No, but further surveys will be arranged if considered necessary.

Are there any interesting design/artistic elements that the drawings omit including public art/sculpture?

We have not yet considered public art / sculpture but it is something that has been mentioned and we will explore going forward.

Is not the most environmentally friendly option not to build on existing public open space?

There is a fine balance between several different ambitions for the site including regeneration, housing and sustainability. We will be providing a significant amount of public open space on the site and will be considering how we make the buildings as sustainable as we can.

You expect the people who buy these flats not to have cars?

The residential units will be car free, with the exception of the accessible units. The site is well connected to public transport links.

Question how much will Richmond rate payers be paying for this scheme or the Council will borrow to fund this scheme?

As mentioned in response to other questions, we are unable to give details on the finances at this stage. How the scheme will be funded is being carefully considered.

With all the concern about climate change and shading how about a water feature such as a fountain in the plaza area?

This is something we can consider and would encourage suggestions like this in the questionnaire. Water features do tend to have significant ongoing costs (both in terms of maintenance and costs associated with checking water quality).

The common theme of this presentation is that nothing has been finalised. Why is this consultation being held so soon before the details are finalised?

We wanted to consult before the design was finalised. There are elements such as the site plan that are now largely fixed, but there are other elements that we would like residents' opinions on to help inform design development before a planning application is submitted.

Do the council realise how many retail units there are and some have been empty for years

Yes, the Council are aware of empty retail units in Twickenham. The units in this scheme are smaller and therefore appeal to a different tenant. We have been taking advice from consultants on the retail and commercial elements of the proposal.

What about this scheme makes it a 'Destination' and what about it improves and adds to people's enjoyment of the riverside and river activities?

There are a number of things that would attract people to the new site, but it is probably the new open space along the riverside and the range of activities that can now take place (both on and off the water) that will be its biggest attraction.

Could the proposed retail units on Water Lane perhaps be artisanal workshops instead so the public can both watch them make their wares and purchase finished products, This would provide an extra dimension of interest for this site. We are in an area with many artistic people and this should be encouraged.

This is something we can consider. The Council is retaining freehold and so will have some sway in the types of businesses that take the units. The units have been designed to be flexible.

Is there parking at the civic centre and can it be released for residents?

To be useful for residents there would need to be 24-hour availability to this car park. However, it was built to provide parking for Council staff who have an essential need for a vehicle to undertake their work, including those on emergency call and so 24-hour use for residents is not possible.

To attract visitors and alleviate parking issues will a direct bus route be considered from Kingston to Twickenham?

This is a matter for Transport for London to assess and consider as they hold the responsibility for bus service provision.

If the world is successful in reducing car use ... how many bike locking /parking spaces will there be... only three locations identified. The new residents, the pub visitors, the island workers and residents, and the visiting public will all be wanting to lock up their bikes including tandems, cargo bikes etc ... and need charging. How many spaces will there be?

The number of cycle parking spacing has yet to be determined. However, once established further provision can and will be provided to meet any demand monitored on site going forward.

Most aspects of this proposal seem to be under consideration, possibly, being looked at etc. So will we be consulted again when the proposal is 'firmed up'?

The architectural style and site plan are now largely fixed, but there are other elements that we would like residents' opinions on to help inform design development before a planning application is submitted. The next planned consultation will be as part of the planning process.

How about re-providing parking for Eel Pie residents below large building in Wharf Lane?

That would require a basement level car park which is too expensive. There is also the significant issue of site levels and flooding (given proximity to the river), particularly the flood defence. The inclusion of a podium level car park was an issue for the Environment Agency in the previous scheme. The Council have developed a strategy to accommodate the loss of parking spaces on the Embankment.

Has a wider Twickenham parking and circulation survey been conducted recently and been factored in to these plans?? So far we understand the surveys have only been carried out in the riverside area, not wider, therefore is not realistic for the wider twickenham community to understand the true scale of the impact it will have on twickenham

No as the focus has rightly been on the Twickenham Riverside development, not the whole of Twickenham. Impacts on parking and parking provision have been looked for the whole current CPZ and the scale of any parking impact can comfortably be accommodated within a few hundred metres of the site. In addition, we are presently reviewing the parking proposals in response to the feedback we have received. We will be looking at how the proposals will affect whole Central Twickenham controlled parking zone and what can be done to mitigate this as part of this.

So plan is to issue many more parking permits than there are spaces?

This is not the plan and officers did not say this in the meeting. What officers clearly said was that there was clear inefficiency in the use of certain bays and therefore more shared bays and multi-use of bays would aid parking displacement concerns. Occupiers of the new development will not be eligible to apply for a parking permit so no extra permits will be issued.

Isn't underground parking being considered any longer?

Please see above response. No, it is too costly and there are issues with levels and flooding.

Why can't the council underground car park be utilised?

Please see above answer. It is required by Council staff.

How long will the development project take? When is it projected to start / end?

The scheme will take around two years to construct, with the anticipated start on site early 2022.

In what ways do the plans take into consideration the river being tidal and the twice daily flooding of a substantial area of the riverside? Please could there also be urgent consideration for more substantial replacement parking on a like by like basis (i.e. if 100 spaces will be lost through the redevelopment, 100 spaces will need to be repurposed or replaced in the immediate area and to provide secure parking for overnight residential parking)?

Currently we are reviewing the parking proposals in response to the feedback we have received. We will be looking at how the proposals will affect the whole of Central Twickenham controlled parking zone and what can be done to mitigate this. The proposals have included re-designation of existing spaces (for example, more shared-use spaces) to improve the use of these spaces. In terms of the servicing of all properties, we are also looking at a range of options to see what will work best in meeting this need.

Why not provide at least the range of options instead of waiting for a proposal?

Unsure on the exact meaning of the question. A design competition with five shortlisted architect led teams was held in 2019 and Hopkins were winners. They have been developing their winning concept design.

Where is the transparency?

The Council ran an open design competition to find the right architect led team and concept design for the site. The Council has been open in its intentions and have been engaging throughout the design development. There are only a few aspects of the project we can't make public at this stage (finances).

Access is also needed for the high street shops and the new retail and pub you are proposing, not just limited as a huge challenge for the boatyard. It's a huge issue for everyone - parking and access needs to have a proper workable solution otherwise this development will kill off businesses and where will the 'experience' be then?

The boatyard was given as one example of why there is a need to consider larger vehicles using Wharf and Water Lane. As mentioned at the meeting, officers have been in detailed discussions with residents and businesses ensuring all needs are being listened to and addressed.

Is the council still fully committed to developing this site regardless of the limitations and public concern at introducing a huge white elephant in Twickenham

The Council is committed to developing Twickenham Riverside. This consultation period is an opportunity to hear comments and concerns and these will be used to inform design development.

What happens when the retail units remain empty?

The Council have been seeking advice on the retail units and does not expect them to remain empty. We will shortly be carrying out a soft marketing exercise.

What consideration has been given to the impact of turning vehicles on the DJGs in terms of both visual impact and of air pollution. An earlier question mentioned the position of the ice cream van but this wasn't answered as it is in the area of the turning vehicles. What is the overall square meterage of the gardens compared to the existing and, of that, how much is within the flood plain as determined by the EA? The plans are not accurate as they are not consistent and show no vehicles - why? What consideration has been given to the impact of the new supermarket if that is given permission?

The existing servicing proposals include additional and accessible loading areas. The ice cream bay is to be relocated away from this area to allow for servicing of larger vehicles adjacent to the Eel Pie footbridge. The servicing arrangements are being reviewed as well as the implications for vehicles when the area is liable to flooding.

How am I going to continue to enjoy visiting the Riverside site now that the parking bays are to be removed? With my limited mobility I have to park using my Blue Badge, either on the embankment or Water Lane or Wharf Lane, as the main Twickenham car parks are too far away for me. Will there be disabled parking bays around the site?

This is currently being reviewed. Provision will be available for blue badge holders at this location.