

Twickenham Riverside Framework Estate Management Strategy



Design Team

Applicant	London Borough of Richmond upon Thames
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Accessibility Consultant	Lord Consultants
Fire Consultant	FDS Consult UK
Ecology Consultant	BSG Ecology
Arboricultural Consultant	Thomson Environmental Consultants
Daylight & Sunlight Consultant	GIA Chartered Surveyors
Acoustic Consultant	TetraTech
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Archaeological Consultant	AOC Archaeology Group
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Introduction

- 1.1 This Framework Estate Management Strategy is submitted in support of an application for full planning permission made by London Borough of Richmond upon Thames ('the Applicant') in regard to 2-4 Water Lane, The Embankment and the Diamond Jubilee Gardens, Twickenham, London, TW1 3SD ('the Site').
- 1.2 This statement provides a high level overview of the approach to the management of the Twickenham Riverside site, post redevelopment. The statement is intended to support the planning application process and further detail around the estate management strategy will be confirmed in the next stage of design. The statement is set out under the following headings:
- Current site ownership
 - Proposed site management
 - Traffic and parking
 - Day to day management
 - Flood risk management
 - Utilities, energy, billing and metering
- 1.3 Full planning permission is sought for the following development at the Site, hereafter known as 'the Proposed Development':
- "Demolition of existing buildings and structures and redevelopment of the site comprising residential (Use Class C3), ground floor commercial/retail/cafe (Use Class E), and public house (Sui Generis) with associated landscaping, restoration of Diamond Jubilee Gardens and other relevant works."*
- 1.4 The Proposed Development seeks to provide 45 residential units in the Site with four buildings ranging from 1 to 5 storeys and 1,387 sqm of non-residential floorspace comprising retail, office, retail, café and a restaurant/public house. The Site is situated within the administrative boundary of the London Borough of Richmond upon Thames ('LBRuT').

Current Site Ownership

- 1.5 The Applicant is the freeholder of the Site, apart from the Embankment to the south of the Site and Water and Wharf Lanes, which are all unregistered land. The Embankment section of the Site belongs to the Port of London Authority ('PLA'), and the Applicant has agreed the Heads of Terms for the purchase of the Embankment from the PLA. These Terms are expected to be signed and verified and the land will be subsequently exchanged when the process of registering the land to the PLA concludes. Water Lane and Wharf Lane are public highway and will remain so going forward,
- 1.6 The Twickenham Riverside Trust has a lease of the Diamond Jubilee Gardens, and the Applicant is currently negotiating the surrender of this lease and have prepared a draft of the Heads of Terms with the leaseholder. The compulsory acquisition of the land has been considered to be necessary in order to secure the delivery of the Proposed Development should a negotiated route not be achieved, which is the Council's preferred option. The Applicant has received an approval from the LBRuT Committee in June 2021 for this acquisition should a negotiation not be agreed by the end of September 2021.
- 1.7 The units at 1a-1c King Street are owned by the Applicant and currently leased to various tenants. One of those units is on a short-term lease, while the other two are Protected Leases. Notices have been served on these two long-term leases to align with the current construction programme.
- 1.8 The Café Sunshine at The Embankment is run by the Applicant, and the future of this unit is being considered by Adults Social Services. In addition, there is a substation on the Site, with a lease in place with UK Power Networks ('UKNP').

Proposed Site Management

- 1.9 The Applicant will lease the commercial units through one of their agents. The public toilets in the Wharf Lane building will be maintained by the leaseholder of the pub / restaurant unit within the building. The arrangements for how this unit might be managed outside of the operating hours of this unit are to be decided and agreed with the leaseholder, though it is unlikely this will be frequent.
- 1.10 The affordable housing units within the Water Lane building will be sold to a Registered Provider, and the Applicant is reaching the conclusion of a procurement process for these units. In addition, the Registered Provider is also likely to manage the common areas associated with the residential aspects of the Wharf Lane building, units of which are to be sold privately.
- 1.11 The new re-provided Diamond Jubilee Gardens and event space as a result of the Proposed Development forms part of the new footprint that is being negotiated as part of the agreement for a new lease for Twickenham Riverside Trust who will then manage the space.
- 1.12 It is the Applicant's aim that the boat storage and area outside this boat is also leased to the Twickenham Riverside Trust, providing they meet certain criteria. Should it not, the Applicant will seek to bring in an operator to manage the boat storage.
- 1.13 Management of the floating pontoon is to be reviewed, alongside the arrangements for the boat storage. Detailed strategies for the management and maintenance of the floating pontoon and the floating ecosystems will be developed in liaison with the PLA.
- 1.14 The relocated substation will be leased back to the UKPN.

Traffic, parking and servicing

- 1.15 The Proposed Development will be car-free, though the scheme will provide the number of bays required for Blue Badge holders.
- 1.16 Water Lane and Wharf Lane will be made two way.
- 1.17 The access along The Embankment will be limited to large vehicles only and only in the morning. A system will be put in place limiting vehicle movements across The Embankment at certain times of the day will be managed by the Council.
- 1.18 The gate to the upper garden area from the service road will also have a system in place so that it remains close and only opens when larger vehicles need to reverse or access to the Gardens is needed for maintenance or events. The arrangements for this will be developed by the Council in liaison with the Twickenham Riverside Trust.
- 1.19 There are a number of planned servicing bays/areas across the site which are explained in the transport documents. These will be on public highway and so management and monitoring will fall to the Council.

Day-to-day estate management

- 2.1 With respect to the maintenance of open space, the Applicant will work with the Council's Parks service who will be responsible for the maintenance of the open space across the Site. They will keep the space maintained to a high standard.
- 2.2 The refuse/recycling collection of the residential units will be carried out by the Council as will any collection in relation to the open space. The leaseholders of the commercial units will be responsible for arranging their own collections.
- 2.3 In terms of security and CCTV surveillance, the CCTV will be managed by the Council.

- 2.4 Regarding events, the event space, it is being negotiated that this will fall under the new lease footprint of the Twickenham Riverside Trust who will then manage events within this space and seek appropriate licences for such events. An agreement will be in place between the Trust and the Council, who will also have the ability to run a certain number of events annually as part of the current draft of the terms being negotiated with the Trust. In addition, an appropriate insurance cover for events within the space will be in place.

Flood risk management

- 2.5 A range of flood risk management measures are embedded in the scheme to manage the risk of flooding. In addition, a Flood Emergency Plan has been prepared, in line with Local Plan Policy LP 21. The Plan identifies a safe route from the site to land that is wholly outside Flood Zone 3.



Figure 1: Flood evacuation routes and safe zone

Utilities, energy, billing and metering

- 3.1 In terms of heating, each individual apartment and commercial space will be provided with heating via the communal heating network on the Site. Energy meters will be provided on each supply so that the resident or occupier pays for the energy they consume.
- 3.2 Each individual apartment and commercial unit will be provided with a metered water supply to manage water consumption. The consumption will be billed directly by the utility company for payment by the resident or occupier.
- 3.3 With regard to electricity, each individual apartment and commercial will be provided with a metered electricity supply. The consumption will be billed directly by the utility company for payment by the resident or occupier.