



Hackbridge & Beddington Corner
Neighbourhood Development Group
www.hackbridgendg.wordpress.com

Below are comments relating to the detailed design for Phase 1 of the Felnex development. This should be read with our letter dated 14 May 2014.

	Comments about existing proposals for detailed design stage of Phase 1	Suggestions for improvement or further questions	Response from Savills - 15/5/14	Response from NDG - 17/6/15
HEIGHT AND MASSING				
1	<p>We note that a number of major changes have been made to the configuration of the supermarket and associated buildings from that shown in the Outline Planning Application, which received permission. These are significant changes and we are concerned that the amenity of the adjacent Victorian terraced houses and the communal and residential spaces, of the proposed scheme have been compromised by these changes.</p> <p><u>Building Form & Scale:</u> The three urban blocks shown in the Outline Planning Application separated by a public street have effectively been combined into a single mega-block. On the London Road frontage, what had been free-standing residential blocks sitting above the podium have been replaced by a continuous</p>	<p>To the London Road elevation - reduce the height of the middle residential blocks that are stepped back. This will open up the space between the main residential blocks.</p> <p>This will be more in keeping with the Outline Application.</p> <p>In addition this will provide more dual aspect flats and improve ventilation.</p> <p>Creating a more varied massing will reduce the dominance of the proposed scheme on the approach to Hackbridge Corner.</p> <p>Set back the top floor of all residential blocks in order to reduce the perceived building</p>	<p>We believe that the 'phase 1 site' is the right location for a taller building. It is the gateway to Hackbridge as it is located on the main road into (and through) the town and adjacent to the railway station. The building is fronted on both sides by open space (to the east is the proposed Hackbridge square, which will come forward at a later stage of the development) and to the west is the station forecourt. Both these open spaces provide the setting and context for the proposed building. There are no existing residential properties immediately adjacent to the site.</p> <p>Our approach is supported by the Council's tall building study, which informed the outline planning consent. It should be noted that in negotiations on the outline planning consent, the maximum height parameter was reduced by a storey.</p> <p>The heights of the proposal accord with the outline consent. The outline consent parameter plans incorporated a six storey building, one</p>	<p>We accept that this location is appropriate for taller buildings. We note that you refer to this an urban setting, however we do not agree with this and that the outline planning design and access statement refers to a suburban setting.</p> <p>Typically the buildings in our area are 2 to 3 storeys. Your proposed design is at the upper limits of what is considered a midrise building particularly with two levels being retail. This will have a great impact on the suburban context.</p> <p>Jonathan explained that the design approach was to create simple building forms like a Georgian building to enable the building to remain in the background. However a building of this scale will never be in the background and we believe that the simplicity of the building form further emphasises its mass.</p> <p>We do acknowledge that the linking blocks are stepped back but we believe that this does not</p>

<p>residential block along the entire frontage. While this block steps back from the street line in a number of places, it now presents an unbroken elevation to London Road and the railway bridge, which is of a measurable and qualitative difference to the Outline Application. It dominates the approach to Hackbridge Corner in a way that is manifestly out of scale with the 2-storey houses and shops adjacent, as clearly demonstrated in the artist's renderings.</p> <p><u>Building Height:</u> The Revised Massing drawing dated May 2011 shows the London Road frontage at 6 and 5 storeys, including a single storey podium of shopping. The current scheme effectively proposes 7 and 6 storeys including a retail podium noted as being 2 storeys but equates to 3 residential storeys approximately.</p> <p><u>Building Access:</u> The loss of the public street located between blocks means that vehicular access to the car park and servicing bays is drawn deeper into the scheme and now necessarily circulates along residential streets. In particular, the design and configuration of the car park and service bay entrances side-by-side impact very negatively on the quality of the street, active frontage, and pedestrian experience.</p>	<p>height and massing.</p> <p>Reconfigure vehicular access to the carpark and service bay to reduce impact on the surrounding residential streets.</p> <p>Consider thorough redesign of the part of the scheme in the vicinity of the railway. Currently this appears to be designed with the primary aim of ensuring pedestrian continuity with the bridge underpass, however this underpass does not provide a high-quality walking route and should not be determinant. Given that it is adjacent to the railway, this would suggest it as a preferable location for car parking and/or servicing entrances.</p>	<p>floor of which would be a foodstore. It was always understood that the floor to ceiling height of the foodstore would be greater than the residential floors (so the six storeys consented by the outline permission acknowledged that one of those floors would be a taller foodstore floor).</p> <p>We do not believe that the setting back of the top floor would improve the design of the building. Whilst this is a simple technique that can be appropriate in some circumstances, it is not considered to accord with the design approach for this proposal. Given the different uses in the building (particularly where the foodstore frontage has an alternative design approach), setting back the top floor would result in a multi-layered design which would not, we believe, provide any benefit in reducing the building height and massing (particularly given the long range views of the building from either side of the London Road). Instead it would provide a more confused and complex structure. We do not believe there is any need to reconfigure the vehicular access to the supermarket. We accept that the residential units adjacent to the foodstore and service yard will experience more traffic than other parts of the site (although traffic levels within the site will be nowhere near as high as the London Road or even the Hackbridge Road). This part of the scheme will retain a 'district centre' feel due to its proximity to the main centre of Hackbridge. Mixed use development means just that – there will always be areas where commercial servicing and residential development come within close proximity. Our acoustic report demonstrates that a satisfactory residential environment can be created. There will be a range of houses, including many streets with a more 'suburban' feel across the entire redevelopment.</p> <p>We do not agree with the phrase 'megablock' but we do consider that the proposed design approach of 'wrapping' residential development around the foodstore and service yard is an entirely appropriate urban design block. This</p>	<p>help to reduce the massing of the building because the palette of materials is monochromatic: there is not enough of a contrast between the materials of the main residential blocks and the linking blocks.</p> <p>We are grateful for the reduction you have made of one level to the first linking block after our discussions, but we do not believe this is enough to address the issues. We believe that the first linking block needs to be completely omitted and that the cladding material for the second linking block needs to be reconsidered and a material/colour chosen of a greater contrast to the adjacent.</p> <p>Feedback from both NDG members and residents is that they feel that the design is severe, boring and the colours are dull. The shape is described as too blocky and the general request is for more natural materials to be incorporated.</p>
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reduce the second linking block (closer to the railway line) as this provides access through to the flats beyond).

DESIGN AND LAYOUT / LOSS OF SUNLIGHT/DAYLIGHT

2	<p>The design does not respond to the physical location.</p> <p>As the flats go around the elevation the design does not respond to the orientation or location near to the road. The current proposed design appears to treat all of the accommodation as a standard fit.</p> <p>It is not clear from the plan how issues such as air and noise pollution are being addressed for those properties facing directly onto London Road.</p> <p>Single aspect housing in this instance will mean the only source of fresh air will be that directly accessed from the windows and doors facing onto the London Road.</p> <p>The residential frontage to London Road is continuous and unbroken, whereas in the Outline Planning Application it was formed of a number of freestanding blocks enabling greater variety of aspect and ventilation.</p> <p>The proposed design shows a significant number of single aspect units and mews houses. There is a high risk of overheating with single aspect flats, particularly for those flats facing south or west. Similarly, the current design shows a number of single-aspect north-facing flats (principally above the</p>	<p>In relation to noise pollution and poor air quality, triple glazing and winter gardens, in conjunction with passive ventilation have been used to address this type of issue.</p> <p>In relation to overheating, natural ventilation and passive ventilation are commonly used in developments to address this type of issue.</p> <p>The Mew houses in particular could incorporate openable roof lightings to improve passive ventilation. This has been successfully incorporated in the BedZED development.</p> <p>Incorporate solar shading, such as brise soleil, to reduce solar gains to large areas or glazing that face south and west.</p>	<p>Our design approach is to provide residential units to 'wrap around' the supermarket block. This is an innovative design approach, which has been endorsed elsewhere by CABE and the GLA. It is the design approach used at Highams Park, which has been visited by the NDG and, we understand, supported in principle. A result of this design approach is an increase in the number of single aspect flats. Whilst we would always prefer to provide dual aspect flats, it is considered, on balance, that the 'wrap around' technique provides the best urban design approach for Hackbridge and the Felnax redevelopment overall.</p> <p>There are 67 single aspect units of which 12 are north facing if we take the London Plan definition;</p> <p>The London Plan only says that north facing flats should be avoided if possible. This has been a key design consideration and every effort has been made to provide dual-aspect units. The scheme contains single aspect units because of the required arrangement of the residential blocks above and around the food store. Single aspect units can usually only be avoided with the addition of extra cores which are not possible here due to necessity to keep cores outside of the retail floor plate.</p> <p>We have considered acoustics and air quality. Our acoustic engineer has specified the building methods required to ensure that satisfactory noise levels are achieved within the dwellings (this includes facade and window specification). These have been incorporated into the design. The proposed method of ensuring the required amount of fresh air ventilation to comply with the necessary air changes in the apartments as well as for providing free cooling in the summer</p>	<p>We accept wrapping the housing around the parking to reduce blank frontages. However above podium level there is more flexibility or how the main blocks of residential flats can be arranged. We note that in the outline planning application the axis of the residential blocks is east to west and provided more opportunity for south facing flats.</p> <p>The current proposal has the main axis of the residential blocks running parallel along Lonc Road therefore running east to west limiting opportunity for south facing flats. Positioning flats to face south reduces the need to heat the flats in winter, as long as the overheating in the summer is dealt with. We would welcome further information regarding your report on solar gains and in addition request to see the acoustic report.</p> <p>We note that you have stated that you do not believe that overheating will be an issue in the summer, can you confirm that your solar gain report supports this. We are most concerned about the flats facing south-west towards the future green space as well as the flats facing south as they will not have any other building to overshadow them.</p> <p>We also believe that the brise soleil will enhance the design of the building, especially if natural material like timbers are used.</p> <p>Can you confirm if any additional consideration has been given to the flats directly on London Road and how it will mitigate noise?</p> <p>We are pleased to note that you are including</p>
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	<p>supermarket entrance) that do not comply with the Mayor's Housing Design Guide as required by the conditions of the Outline Planning Permission.</p>		<p>months will be by low profile roof mounted fresh air ventilation units. These will provide 100% fresh air supply to the living areas as well as extract from the toilet / bathroom areas and will incorporate heat recovery sections to recuperate a significant amount of the energy from the extracted air. We do not intend to provide any air conditioning / heat pump plant for the apartments.</p> <p>The proposed method of ventilation described above will result in better environmental control of the living spaces and is regarded as an energy efficient technology for the purposes of passing Building Regulations Part L and achieving Code 4 for Sustainable Homes. We do not consider that there is any need for brise soleil. The general approach provides residential units on streets which have natural patterns of shadow from other buildings. The mews houses will be of brick construction and do not have significant glazed areas.</p>	<p>fresh air ventilation units. Can you please confirm that this is into all single aspect flats : houses?</p>
3	<p>We would like to see something innovative in design and designed for the area. From the current proposal it would appear that the design is based on the Higham's Park development. It is not clear from drawings submitted how the proposed design interfaces with and creates new links with the existing Wandle Valley Regional Park.</p>	<p>During the process of compiling our neighbourhood plan we have been exposed to a wealth of examples of design and we would like to share some of these with you. The intention here is to focus on those images we think could be more appropriate for Hackbridge.</p>	<p>We discussed at our meeting the detailing on the building, including the 'lavender' design on the elevation panels. We would be happy to consider the final design of these panels, and other building details, with the NDG. The final design is likely to be agreed by planning condition.</p>	<p>We welcome the incorporation of the lavender motif in the design and look forward to see how this will be implemented. We do feel though from a distance this would not be distinguishable from any other building in London.</p> <p>When we were referring to innovation and design we were looking for something that would link the building to our neighbourhood a deeper level. Something that would inform the shape and layout of the building.</p> <p>As a neighbourhood we have identified that the following are important to us:-</p> <ul style="list-style-type: none"> - Opening up links with the Wandle Valley Regional Park - Continuing with green corridors throughout Hackbridge - Passive design - Community interaction - Cycling - Food growing, communal or on individual

				<p>balconies</p> <p>As already discussed, Hackbridge is to become the gateway to the Wandle Valley Regional Park. Phase 1 not only overlooks the park, but will be one of the first things visitors see when arriving at Hackbridge train station, which is why it is so important to incorporate this concept into the design.</p> <p>We feel that not enough adequate provision has been made for soft landscaping, vertical landscaping, planters on balconies, green walls inside and outside i.e. to the back wall of the traveller etc.</p> <p>We find the regularity of the shape over-bearing hence our request for more vertical greening to soften this. The design of the building could be enhanced by changing the shape of it to incorporate individual roof terraces.</p> <p>Whether you like the design of BedZED or not it has become synonymous with Hackbridge and visitors will travel to visit it. This is the approach to innovative design we want to match. A design that residents will be proud of and that will stand the test of time.</p>
4	Loss of daylight/sunlight	The current design of the building is bulky and imposing and will reduce sunlight and daylight. See letter dated 3 May 2014 for more information.		
5	<p>We note that in the proposed scheme, which was granted Outline Planning Permission, the parking was to be located at half a level below ground. This would have provided more direct access to the supermarket from street level than the current proposed scheme.</p> <p>In the current scheme proposal the car parking is now located at ground</p>	<p>The pedestrian entrance to the supermarket, directly off London Road, should be made more architecturally prominent than the entrance that provides access to the traveller.</p> <p>It is not clear from the drawings submitted how this entrance has been detailed. Please provide drawings clarifying this.</p>	<p>The London Road entrance was provided following comments by the NDG. The reality of designing such buildings in a modern, inclusive environment is that whilst the travellers will ensure inclusivity, the vast majority of users (particularly those arriving) will find it more convenient to use the stairs.</p> <p>There are now three entrances to the foodstore with two access points from the car park and one at sales floor level on London Road. The first entrance is on the corner of London Road</p>	<p>We welcome the main entrance on London Road.</p> <p>However we are still concerned about the blank frontage on Felnax Road. Even though it has double storey glazed front, the back wall to the traveller will be blank to a very high level where a strip of light will be provided.</p> <p>Our concern is that the back wall will become blank canvas for signage and that the retailer</p>

	<p>level. Therefore the ground level entrance to access the supermarket, which is now located at first level, is completely dominated by a traveller.</p> <p>The double storey shop front glazing along this elevation follows the principles of an active frontage but this is negated by the traveller and change in level of the floor to the supermarket. Any direct views into the supermarket will be obscured by the traveller and the significant change in floor level.</p> <p>The traveller proposed for the supermarket will consume a significant amount of energy. This is not in keeping with the low carbon aims for Hackbridge.</p>	<p>What possibilities are being considered to generate energy to operate this traveller? Is the use of some form of solar power being considered to provide a source of energy to help the supermarket offset its energy needs?</p>	<p>via a lobby which will be highly visible from the proposed junction and encourage linked trips to the existing London Road businesses. This access has a lift and internal staircase up to the sales floor which is fully glazed to improve legibility. There is also access to the travelator atrium. A second access is provided opposite the proposed Hackbridge Hub square and will provide direct level access from the car park to the businesses around this new square and the school. One of the lifts has also been moved to this end of the atrium together with a stair to provide direct access to the store sales floor and the first floor level of the café following consultation with the NDG. We have also introduced an entrance to the store at the upper ground floor level directly off London Road so that pedestrians and cyclists can enter the sales floor without needing to use the travelator atrium. This access is connected to the proposed pedestrian crossings on London Road by an external staircase or there is level access to the road bridge over the railway and the community to the south.</p> <p>Given that the general approach to energy on the site is to prioritise 'waste to heat', the travellers are likely to be conventionally powered. However, steps will be taken to ensure that they are as energy efficient as possible. They will be designed with motion sensors so that they operate only when required. They will also incorporate synchronised motor output to passenger load so that only power needed for the specific weight of the people and their belongings is used. For information, whilst some illustrative drawings within the outline consent did suggest that car parking may be in the basement, it was never intended to be a half basement. However, whatever approach chosen, the foodstore operator would have installed travellers to get customers and their shopping between floors.</p>	<p>can put whatever they wish on this that will dominate views along London Road from Hackbridge Corner.</p> <p>A redesign of this space is required to ensure does not become a dead zone.</p>
6	<p>Affordable housing all located together. This is not inclusive design.</p>	<p>Provide social rented housing in two smaller clusters in different locations and pepper pot shared</p>	<p>The grouping of the affordable housing to one location is considered to be an appropriate design which is likely to be supported by</p>	<p>Whilst we accept about keeping the social rented housing together, we would like to investigate further pepper potting the shared</p>

		ownership properties around the site.	Registered Providers. The affordable housing will incorporate both social rented and shared ownership. The difficulty in providing affordable housing is to ensure the dwellings are not subject to a service charge that affects their affordability. By concentrating the affordable housing on the 'mews' area, we can avoid the service charge that would be necessary for the main building (e.g. deck maintenance, building maintenance, window cleaning etc.) Clearly this affordable housing only relates to Phase 1. There will be further affordable housing in future phases, which will result in a number of smaller clusters of affordable housing on a 'whole site' basis. The affordable housing will be designed to the same quality as the entire scheme.	ownership properties.
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7	It is noted that drawings for the proposed scheme show an 'embossed' pattern on the brickwork of buildings.	Materials used across the whole of the development need to be carefully selected and used to ensure the arrival of this new development pays close attention to the environment it is joining. We would welcome the opportunity to be consulted on what is being proposed and be able to feedback comments.	Materials generally will be agreed via planning condition. Due to uncertainties in material supply we would not wish to agree materials at this stage. We would be pleased to consult with the NDG on materials at the appropriate time.	Noted.
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ACCESS AND TRAFFIC

8	As with all new developments, an increase in population and vehicles is expected. We are however concerned as this is a 'large' development how it will affect the current infrastructure. There is a potential of up to 217 cars (including 11 for staff in the service yard) from Phase 1 alone, without taking the rest of the development into consideration and the increase of cars travelling to the supermarket.	Has investigation taken place to ensure that as the building is situated close to public transport, that these modes of transport can cope with the additional potential people? Have the two entrances/exits to the development on London Road and Hackbridge Road been designed to cope with increased traffic?	This question was not in this original table to Savills/Schroders but they have answered in previous correspondence that they will put a signalised junction on London Road with Felnex Road.	Details of the junction with Hackbridge Road should be discussed at this stage as it relates how the whole site works. Since the closure of the Fabric Warehouse car park there have been more cars parking both sides of Hackbridge Road by the bus stops a entrance to the site, which has now made this into a one way road during the day. We believe this needs to be looked into as the road cannot take any additional traffic in its current state.
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CYCLE AND CAR PARKING

9	The car park is predominantly for use by residents of the development, and the supermarket. However we do note that other users may use the car park for a limited amount of time.	We wish for the car park use to be diversified for more community use. Extend the time for other users, ie all day, during quieter trading times of the supermarket. This could be week days and users could be charged a similar amount to what is being charged elsewhere in Hackbridge.	The car park will be free of charge for a short time period (likely two hours). Motorists staying longer than two hours are likely to be fined. It is likely that the car park will work on a number plate recognition system rather than requiring tickets/barriers or pay and display. The number of car parking spaces is the absolute minimum that the foodstore operator will accept. Therefore it is not possible for the car park to be used for commuter parking.	We wish to discuss this further about diversifying the use of the car parking during quieter period of the week, ensuring that the supermarket always has maximum parking allotted to them. le someone could park for up to 4 hours and pay during the week, but would be a short enough period that commuters could not use
10	Cycling provision – only one cycle parking space per flat is being provided but this fails to cater for families and does not respond to the increase in cycling in the neighbourhood. As the sq footage of the flats is tight, there is limited capacity to store cycles within the homes and so allocation of safe storage of cycles, for more than one per unit, needs to be reviewed and revised upwards to satisfy local needs.	Provide storage for one number cycle parking space per bedroom. Use two tier bicycle racks to increase capacity.	There are 144 flats (likely to be reduced to 142) with 170 secure cycle spaces. There are 16 houses, each of which will have cycle storage facilities within the curtilage. Therefore the cycle parking ratio for the flats as proposed is more like 1.2 per flat (186 for 158 units). Furthermore, there are circa 102 freely accessible cycle spaces around the development and in the car park which can be used for the retail use and visitors to the residents. We will examine the potential for wall hooks within the mews houses for additional cycle storage as suggested.	Thank you – noted.

NOISE & POLLUTION

11	We consider the location of housing facing directly onto London Road, at the southern end of Block B, as inappropriate. This location will be most affected by traffic noise and poor air quality, particularly for the flats located at ground/road level.	Provide some form of commercial units in this location. This is a visible location and is directly opposite pedestrian links to the train station. A commercial unit would be a better use of the location at the front of the development, rather than housing. Perhaps a 'hub' for use by individuals who purchase the apartments.	Commercial development is proposed to be included within the 'business forest' which will be a later phase of the overall redevelopment. It is not considered that there is sufficient commercial demand to create additional floorspace in an early phase. As explained above, it is considered that a good residential environment can be created.	We have not yet seen your acoustic report ar feedback from local residents on London Roa is that they are unable to open the windows c the main road due to noise and pollution. This is with existing traffic levels and not takir into consideration the new developments anc additional HGVs servicing the new supermarl
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SOFT LANDSCAPING AND TREES

12	<p>Use of soft and hard landscaping to soften the look and feel of the rather concrete appearance of the current materials being proposed. Street trees are not enough to help with establishing the London Road green corridor and increasing biodiversity.</p> <p>It is noted that a green roof is suggested for the roof covering the goods area.</p>	<p>Rain gardens or other soft landscaping pits along the roads will help to address this.</p> <p>If there are green sections of grass planned, suggest substituting them for species rich lawn turf from Wildflower Turf. This helps improve biodiversity with 26 species and also goes towards meeting regulatory standards such as BREEAM and the Code for Sustainable Homes.</p> <p>Suggest Buxus Sempervivens is replaced with something else due to box blight</p> <p>Bio diverse green roofs are now accepted as the appropriate way to alleviate storm water runoff, which will become more imperative as seasons continue to change. It is suggested that bio diverse green roofs are also built into the design for the apartment blocks.</p>	<p>We propose soft landscaping alongside the London Road (on our side). The preference for landscape materials is noted and can be secured through the landscape scheme condition.</p> <p>A 'green roof' is provided on the service yard. The roofs of the apartments are kept clear for rainwater harvesting.</p>	<p>We wish to ensure that the mature tree on the corner of Felnex Road and London Road is protected. This has survived many storms and is one of only a few remaining mature trees along London Road.</p> <p>As this tree is located on the very edge of the site, the design should incorporate it. The rest of the Phase 1 area does not contain any trees therefore providing a blank canvas. This tree is not replaceable and will take years for another tree to reach its maturity.</p> <p>It should be noted that it stands in isolation due to many trees being removed when the new bridge was built, hence its importance to keep</p>
13	<p>The visuals of the roof top garden show many hard surfaces being used. It is not clear from the drawings submitted if the needs of the residents of varying physical abilities have been considered. We would also like to know if the design has considered how the space will encourage a sense of community amongst the residents.</p>	<p>How will the design of the roof top gardens foster community relations of the residents?</p> <p>Has seating, suitable for different users, been provided?</p> <p>Will any of the garden beds be available for community use?</p> <p>Do any of the units that are located at roof garden level</p>	<p>The roof top gardens is generally available for communal sitting out and socialising. There will be various types of seating provided. The garden beds can be made available for community use.</p> <p>We can amend the plans so that the units located at roof garden level can have direct access to the garden (note that this increases the level of hard landscaping).</p>	<p>We note your comments, but would like further clarification of design as to why more hard landscaping is required. We accept that not all pathways have to be hard landscaped especially when not a principal access route.</p>

		have direct access to the garden?		
PROTECTION AGAINST FLOODING AND STORM WATER				
14	SUDS – given ongoing situation with flooding, are we happy that adequate attention has been given to this aspect of the design?	<p>What is the percentage of soft landscaping to hard landscape? Proposed green roof and roof garden for flats mitigates this percentage.</p> <p>Can green roofs be added on top of flats to help storm water run off?</p> <p>Water harvesting. How will this be addressed as part of the design of all aspects of the build?</p>	<p>The proportion of soft to hard landscape on the roof garden is approximately 50:50. The roofs of the apartments incorporate a rainwater harvesting system.</p>	<p>Can you confirm that your hard landscaping materials for pavements and roads are SUDS compliant?</p> <p>Replacing any proposed fencing with hedges will contribute to mitigating flood risk. This maybe more appropriate in the next phases of the mainly residential development.</p>
STREET NAMES				
15	New street names will be required for the site and the local community would like to be involved in suggesting appropriate names.	Need to provide suggestions of street names asap ie Shackleton Way.	We would be pleased to incorporate suggestions of street names from the NDG. You have agreed to send us your suggestions.	Shackleton Way (named after Sir Ernst Shackleton whose Huskies were housed in the Hackbridge Kennels)